

Hotel Policy

1. Check-in starts at 3 p.m. and ends at 11 a.m. on the following day.
2. Payment for the stay is not refundable in case of shortening the stay.
3. The Guest should report his/her wish to extend the stay by 10:00 a.m. of the day on which the room rental period expires. The hotel staff shall take into account the request for extending the hotel day depending on the occupancy for a given day.
4. The Guest may not hand over the room to other persons, even if the period for which he/she has paid the fee due for the stay has not expired. Visitors who are not checked in may stay in the hotel room from 7:00 a.m. to 10:00 p.m..
5. A video surveillance system is installed in the Aparthotel. The monitoring serves to improve the safety of hotel guests.
6. It is obligatory to observe curfew from 10:00 p.m. to 7:00 a.m. on the following day. The behaviour of Guests and persons using Aparthotel services should not disturb the peaceful stay of other Guests.
7. Pets are not allowed in Aparthotel.
8. Every time the Guest leaves the room, he or she should check that the door is locked, switch off the TV, turn off the light and close the taps of the water supply system. The Guest bears material responsibility for any damage and destruction of equipment and technical devices of the Aparthotel. The Guest is liable for damage caused by him or his visitors. Aparthotel will charge the Guest:
 - for damage to hotel bedding, in the amount of 300.00 PLN,
 - for smoking in places not designated for this purpose, the amount of 800.00 PLN,
 - for devastation of the hotel room, in an amount equivalent to the price of room rental for the period when the room is off-limits, plus the costs of bringing the room into usable condition.
9. The Hotel is not responsible for photographs taken in the facility and made available online by outsiders, not connected to the Hotel.
10. The return of the keys takes place on the day of departure in the same way as reception
11. Use of the Aparthotel's services implies acceptance of its regulations.
12. The Aparthotel is operated by Anton Tarasov , registered at 10/13 Kollataja St., 91-427, Lodz, registered in CEiDG under Regon 060461013, NIP 946-253-95-25. You can contact the Aparthotel by e-mail at apartamentybiblio@gmail.com and by phone at +48575533833.
13. The Aparthotel accepts payments only in Polish currency (PLN). Payment can be made in cash, by credit card or through a payment gateway operated by eservice.
14. Guests of Aparthotel have the right to cancel their reservation at no cost no later than 72 hours before the scheduled arrival. In case of cancellation after this date, Aparthotel reserves the right to charge a fee of one hotel night.
15. Guests have the right to file complaints related to their stay at Aparthotel "Biblio Apartments". Complaints should be sent in writing to the e-mail address apartamentybiblio@gmail.com or by mail to the address Marii Skłodowskiej-Curie 28, 90-571 Lodz. The complaint should contain the guest's data, description of the situation being the subject of the complaint and the expected manner of its solution. Aparthotel undertakes to consider the complaint within 14 days of its receipt.
16. All payments made through the payment gateway are handled by eservice. Aparthotel "Biblio Apartments" is not responsible for errors resulting from the operation of the payment system, which are directly related to the payment operator. In case of problems with payment processing, please contact the operator directly.