

GUEST DIRECTORY

Welcome to Best Western Hotel Mariacki.
Our team is available to assist you at any time!
We are honoured that you have chosen our Hotel.
To make your stay comfortable, we offer the following amenities.
However, if you require any service which is not listed below,
do not hesitate to contact our Reception.

Hotel Mariacki

ul.Mariacka 15 40-014 Katowice T: +48 32 708 08 00 F: +48 32 708 08 01 bwmariacki.pl
Mariacki Sp. z o.o. NIP: 954-273-61-56

Wherever Life Takes You, Best Western Is There.®

This hotel is independently owned and operated.

GENERAL INFORMATION

CHECK-IN / CHECK-OUT

Check-in is available from 2:00 p.m. Guests are required to check-out by noon on the day of check-out.

YOUR GUESTS

Guests' visitors after 10:00 p.m. are kindly requested to check-in at the Reception with photographic ID. Therefore you will be charged an additional fee according to the price list.

CLEANING SERVICE

Cleaning service in the rooms is provided between 8:00 a.m. and 4:00 p.m. If you do not wish to have the room cleaned, please hang the 'Please do not disturb' tag on the door handle.

RECEPTION

Reception is open 24 hours a day. Dial 100 to contact Reception from your room.

SMOKING

All of the rooms and public areas in the hotel are non - smoking. In the case of damages, a charge of 400 PLN will be applied.

RESERVATIONS

To extend your stay or make a reservation, please contact our Reception by 9:00 a.m.

To book a room in one of the Best Western hotels:

* telephone reservation: for outside calls dial 0, then nr 00 800 919 390

* on-line booking: go to www.bestwestern.com

ROOM AMENITIES

BOTTLED WATER

Bottled water is available in your room or on request. There are two bottles of complimentary water with capacity - 0,33 l.

We inform that tap water is safe to drink.



ELECTRIC OUTLETS

Especially for You we have prepared single electrical outlet powered 24/7 even if the room card is not inserted into the key-card reader.

Let's keep the environment together.

Search for symbol on electrical outlet



ADDITIONAL TOILETRIES

A hair dryer, balm, conditioner and sets for brushing teeth and shaving are available in the bathroom.

Sewing kit and shoe cleaning supplies in the rooms.

INTERNET

High Speed Internet access is available for free in all rooms, restaurant, reception hall, lobby bar and conference room. To connect to the Internet, choose wireless network

BWHOTELMARIACKI for password ask reception staff. There is also the possibility of connecting with wired Internet. On request, you will find the internet cable at the Reception.

If you experience any difficulties connecting to WiFi, call our Reception.

COMMUNICATION

TELEPHONE

Telephone calls are connected between 7:00 a.m. and 10:00 p.m. One unit for external connection costs 2 PLN. If you wish for your calls to be put through at any other time, please

inform Reception. Reception - dial 100, Restaurant - dial 200, Bar - dial 201

For outside calls - first dial 0, then the direct number

For room to room calls - dial the room number directly.

LUGGAGE ASSISTANCE AND STORAGE

Luggage assistance and storage is available at the Reception (possibility of luggage storage: up to 6 hours after checking out).

LAUNDRY SERVICE

To request a laundry service, please fill in the "laundry form", available at Reception, and place your dirty clothes in the laundry bag (also located at Reception) and leave it at

Reception.

If the laundry is handed in by 09:00, the clean clothes will be available for collection the following day.

MAP/PRESS/INFORMATION

City map, Polish morning press and information about local attractions are available in the reception.

WRITING SUPPLIES

Notebook with a pen is available at the hotel reception.

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FOOD & BEVERAGES

BREAKFAST

Breakfast is served in the Browar Mariacki Restaurant: Mon -Fr 6:30 a.m. - 10:00 a.m., Weekends and holidays 7:00 a.m. - 11:00 a.m.

It is also possible to order an early takeaway breakfast - if you are interested please contact our Reception.

You can order takeaway breakfast till 12:00 p.m.

Breakfast can be also delivered to your room. For this service we charge 10 PLN.

COFFEE / TEA MAKING FACILITIES

Facilities are available in your room.

BROWAR MARIACKI RESTAURANT

Opening hours of the Restaurant and Bar: Monday - Thursday 16:00-23:00, Friday 16:00-00:00, Saturday 13:00-00:00, Sunday 12:00-20:00

ROOM SERVICE

Our staff can deliver menus and room orders during the restaurant's opening hours for an additional fee of PLN 10.

SNACKS AND BEVERAGES

During the opening hours of the restaurant, snacks and drinks are available at the Browar Mariacki Restaurant, and during its closing hours at the Reception desk for a fee.

ICE IN CUBES

Ice available on request at the hotel's restaurant during opening hours.

FINANCES

SAFE DEPOSIT BOX

Safe deposit boxes are available in all rooms. The Hotel is not responsible for valuables left in the room. In addition, the Hotel provides the possibility of leaving valuables in the Reception safe deposit box.

CREDIT CARDS

We gladly accept MasterCard, Visa, American Express, Maestro and Diners.

OTHER AMENITIES / SERVICES

COMPLIMENTARY TOILETRIES

For your complete comfort and convenience, we can provide you with an additional razor and shaving cream, a toothbrush with toothpaste, a comb, a face wash, and sanitary pads free of charge.

We also have additional duvets, pillows, towels, electric adapters, and shoe horns. The above utensils and devices are available free of charge at the Reception.

IRON AND IRONING BOARD

Iron and ironing board are available in each room.

WAKE UP SERVICE

To schedule a wake up call, please contact our Reception.

BUSINESS AMENITIES

PHOTOCOPY/ PRINTING

Photocopy, printing and fax service is available at the Reception.

COMPUTER STATION

There is one computer station at the reception hall with access to the Internet.

CONFERENCE AMENITIES

Our Hotel has a conference room, with capacity for small meetings and conferences (up to 50 people). If you would like to organize a conference or any business meeting in our Hotel, contact our conference & events department:

Janina Borawska-Plutka tel: 505 815 906 or e-mail: biznes1@bwmariacki.pl

EMERGENCIES (FIRE AND MEDICAL)

First aid kit is available at the Reception.

For any emergency please dial 100 immediately to inform Reception.

To obtain outside help for any emergency (fire, medical, police) dial 0 (for an outside call), then nr 112.

To call a doctor to the Hotel, please contact our Reception.

If you see a fire, please inform our Reception (tel. 100) and/or start the alarm switch located in the hall. Then via the escape route exit the hotel and assemble at the front of the hotel. For additional fire safety information please refer to information posted on the back of the room door.

We truly care about your experience. If there is anything we can do to improve your stay, please contact the front desk immediately. After your stay is completed, we would sincerely appreciate you taking a few minutes to share your comments about your experience with us.

You will be sent an email invite to provide Medallia survey feedback.

Once completed, Best Western Rewards® members will receive 250 bonus points.

We wish you a pleasant stay!

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HOTEL REGULATIONS

1. The hotel Guest who rents the room is obliged to show the Receptionist at check-in a photo ID confirming the Guest's identity. In the event of refusal to present the document in a manner enabling check-in, the Receptionist is obliged to refuse to issue a room card.
2. The Guest personally signs on the printed registration form.
3. Commencement of the stay at the hotel is tantamount to the acceptance of the hotel regulations by the Guest.
4. A hotel room is rented for days.
5. The hotel day lasts from 2:00 p.m. on the rental day until 12:00 the next day.
6. If the Guest does not specify the length of stay when renting a room, it is assumed that the room has been rented for one day.
7. The request to extend the stay beyond the period indicated on the reservation should be reported by the Guest at the Reception by 9:00 am on the day on which the room rental period expires. The hotel will take into account the wish to extend the stay as far as possible.
8. Staying in the room or leaving things outside of 12.00 is treated as an extension of stay. If the Guest leaves the room after 12.00 - the Reception computer program will charge the fee for the next day of renting the room according to the full price.
9. The Guest who rents the room may not transfer or sublet the room to other people, even if the day for which he has paid the fee has not expired.
10. People who are not checked in may stay in a hotel room from 6:00 am to 10:00 pm.
11. The presence of unchecked persons in the Guest's hotel room after 10 p.m. is tantamount to the consent of the Guest who rents the room for a fee to accommodate these persons in the room. Check-in for each person will be according to the current price of an extra bed for an adult, from the price list available at the hotel reception.
12. Throughout their stay at the hotel, children under the age of 13 must be under the constant care and supervision of adults. The legal guardians of the children are responsible for the behavior of children, including damage and / or damages.
13. Throughout the hotel, including hotel rooms and balconies, in accordance with the Act of April 8, 2010 amending the Act on health protection against the consequences of using tobacco and tobacco products and the Act on the State Sanitary Inspection (Journal of Laws of 2010, No. 81, item 529) - there is a total ban on smoking cigarettes and tobacco products.
14. Breaking the ban on smoking cigarettes and tobacco products in a hotel room is tantamount to the consent of the guest renting the room to cover the costs of deodorization and cleaning the room in the amount of PLN 500
15. The hotel requires quiet hours from 22.00 to 6.00 the next day.
16. During the quiet hours, guests and people using the hotel services are required to behave in such a way that it does not disturb the peace of other people's stay in any way.
17. The guest bears full financial and legal responsibility for any damage or destruction of the hotel equipment and devices caused by the fault of his or her visitors. This provision also applies to the behavior of imported animals.
18. Due to fire safety, it is forbidden to use heaters, irons and other electrical devices in hotel rooms and other rooms, which do not constitute the equipment of these rooms. The above does not apply to chargers and power supplies for RTV and computer devices.
19. Each time leaving the room, the Guest should check that the door has been locked and that he or she has taken the key-card with him.
20. The hotel's liability for loss or damage to items brought by the Guest to the hotel is governed by the provisions of Art. 846-849 of the Civil Code. The hotel's liability is limited if these items are not deposited at the reception or deposited in a safe in the room. The hotel has the right to refuse to accept money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they pose a threat to security or are too valuable in relation to the size or standard of the hotel or take up too much space.
21. The hotel provides services in accordance with its standard. In the case of reservations regarding the quality of services, the Guest is asked to report them immediately at the Reception, which will allow for a response.
22. Personal belongings left in the room by the departing Guest will be sent back at his expense to the address indicated by him. If you do not receive such an instruction, the hotel will store these items for 3 months, and then donate them to charity or for public use.
23. Hotel breakfast is served from 6:30 to 10:30, and from 7:00 to 11:00 on weekends and public holidays.
24. In the event of a breach of the provisions of these regulations, the hotel may refuse to continue providing services to the person who breaches them. Such a person is obliged to immediately comply with the requests of the hotel staff, settle the amount due for the services provided so far and pay for any damage and destruction caused, and leave the hotel premises.
25. The Hotel may refuse to accept a Guest who grossly violated the regulations during their previous stay, causing damage to the property of the hotel or Guests, or damage to the Guests, hotel employees or other people staying at the hotel, or who otherwise disturbed the peace in the hotel.

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TV CHANNELS

1. TVP1
2. TVP2
3. TVP INFO HD
4. TVN HD
5. TVN 24 HD
6. TVP ABC
7. AXN HD
8. ESKA TV EXTRA
9. 4FUN KIDS
10. POLSAT HD
11. NATIONAL GEOGRAPHIC CHANNEL HD
- 12.
13. FOX HD
14. KINO TV
15. ALE KINO + HD
- 16.
- 17.
18. EUROSPORT 1 HD
19. BBC WORLD HD
20. TVP WORLD
21. RTL
22. RTL 2
23. TVN 7 HD