

**Platinum Residence Apartment Rental Terms & Conditions**  
managed by Platinum Residence Sp. z o.o.

1. The object of the Platinum Residence activity is renting apartments for short term stays (up to 30 days).

### Reservations

2. Platinum Residence accepts reservations of given types of apartments, however, the property cannot guarantee the availability of a particular apartment number.
3. **In order to guarantee the reservation in the Platinum Residence it is necessary to make a prepayment covering the entire stay and additional services. The prepayment must be made before 12 am on the day of arrival. This guarantee is required in the form of a credit card pre-authorization on the amount equivalent to the value of the entire stay plus additional services (parking, breakfast, etc.). The pre-authorization will be made before the commencement of the stay.**
4. **The credit card used to guarantee the reservation must be presented on arrival and used to make the payment. If the credit card used for reservation is not presented, the property will request an alternative credit card for payment. Additionally, the property charges a PLN 100 deposit for incidentals in the form of a pre-authorization on the guest's credit card.**
5. Virtual cards (not presented upon check-in) are not accepted.
6. Cash deposit is not accepted.
7. **If the credit card is not presented upon check-in, the reservation will be cancelled. In the case of guaranteed and non-refundable reservations, the credit card used for making the reservation will be charged in accordance with the reservation conditions, i.e. in the case of a standard offer – the amount for the first night will be charged, and in the case of a non-refundable rate – for the entire stay.**
8. If the payment for the stay is made by a third party, the prepayment must be made in cash or via bank transfer and must be credited to the property's account before 12 am on the day of arrival. After making the prepayment guests are still required to present the credit card upon check-in. The card will be pre-authorized for the amount of PLN 100 as a deposit for incidentals. The rule does not apply, if the third party also guarantees covering any additional costs by presenting their credit card upon check-in or by using the credit line agreement with the Platinum Residence Sp. z o. o.
9. Extending the booking is possible, if requested at the reception desk before 10 am on the departure day. To accept the extension conditions guests are obliged to sign the registration card for the extended stay, as well as to secure the payment and have the electronic key renewed. The requests for extended stays are subject to availability.
10. All apartment rental rates are in Polish zloties (PLN).
11. Check-in starts at 2 pm and check-out is at 12:00. Late check-out, till 3 pm, is possible for an additional charge which is 25% of a current daily rate; late check-out till 6 pm is 50%, and late check-out after 6 pm – 100%.
12. The possibility of the late check-out can be confirmed only on the day of departure.
13. In the case of a non-refundable reservation, you will be provided with a personalized link, which is necessary to make the secured payment for the reservation with a credit card.

### Services

14. Platinum Residence provides the following services on request and free of charge: Concierge, wake up calls, baggage storage.
15. Platinum Residence provides the following services on request and for an additional fee: access to Holmes Place Premium Fitness Club, Wi-Fi, additional cleaning services, laundry services, underground parking, breakfast.  
The price list is available at the reception desk.

### Damages

16. Platinum Residence is responsible for the loss or damage of items brought in by the Guest, unless the loss or damage resulted from the character of the item, was caused by force majeure, or was the fault of the Guest or of the Guest's colleagues, employees or visitors. "Items brought in" are hereby understood as things belonging to Guests of Platinum Residence, which are found on the area of Platinum Residence during the Guest's stay or have been put away (i.e. for safe keeping) in a place indicated by Platinum Residence.
17. Platinum Residence provides Guests with access to safes in the apartments, and Guests in turn are obliged to keep money, stocks, bonds and other valuable goods, particularly expensive goods and those goods having high artistic and scientific value in their safes. Platinum Residence is not responsible for money, valuable goods and all items enumerated in the previous sentence which are left outside of the safes available in the apartments and at the reception desk as well as for items left without adequate care for their safety.
18. In the event of any type of damages arising, the Guest must immediately report them to the reception desk.
19. Platinum Residence is responsible for damage or loss of cars in its underground garage that Guests entrust to the property's safe keeping in the underground garage.
20. Platinum Residence is not responsible for things brought in and left behind following the end of a Guest's stay, such as groceries and medication, nor is Platinum Residence obliged to store such items. All such items left behind by Guests following their stay will be thrown out in accordance with the pertinent sanitation and work hygiene laws.
21. Guests of Platinum Residence are financially responsible for all damages, destruction or burglary which ensues through

their fault or the fault of their visitors.

22. Platinum Residence reserves the right to deny reservations and access to Guests who have violated these terms and conditions during a previous stay, caused damage to Platinum Residence property or Guests, or in any way undermined the peaceful stay of other Guests or the routine functions of Platinum Residence.
23. If there is a suspicion that Guests have committed crimes or misdemeanours, Platinum Residence reserves the right to enter to apartments at any time.

### Cleaning/Repairs

24. In order to respect guests' privacy, Platinum Residence guarantees cleaning services only upon prior request by the Guest. Guests can schedule cleaning services at the reception desk up to 10 am on a given day.
25. Cleaning services, including changing bedsheets, are provided once a week for long-term Guests at a time scheduled by the Guest at the beginning of their stay.
26. Execution of all necessary repairs or technical services take place at times scheduled by the Guests. If the technical problem may endanger health, life or property or if it is necessary to conduct obligatory technical revisions, Platinum Residence Sp. z o.o. reserves the right to enter to the apartment at any time.

### Fines

27. **Use of apartments for aims that go beyond residency, for example for parties, celebrations or social events attended by more people than the apartment is rented for, is not allowed.** Violating this stipulation will result in a fine of **PLN 615** and the possibility of immediate eviction of the Guest. Guests are obligated to open their doors upon the request of building Security. Failure to comply will result in electrical power to the apartment being cut (the procedure the Guest hereby agrees to by agreeing to these terms and conditions).
28. **Platinum Residence enforces a curfew (consisting of a prohibition on loud music, loud and rowdy behaviour, and any behaviour or noise deemed disruptive to other Guests and their ability to sleep) between 10 pm and 6 am the following day.** Violating curfew will result in a fine of **PLN 615** plus an additional fine up to the cost of the reservations for other Guests whose serenity was infringed upon due to the violation of the curfew which led them to annul their rental agreements with Platinum Residence. Violation of the curfew can also lead to immediate eviction.
29. Loud parties or other violations of curfew are understood herein as loud noise, defined as equal to or higher than 45 db as measured directly outside the apartment's door or on a balcony located at least one floor above the apartment in question.
30. **Platinum Residence is a non-smoking facility.** Smoking is prohibited in apartments, common areas and on balconies. Each violation of the smoking ban will be punished with a fine of **PLN 615**.
31. If a Guest violates the spirit of these terms and conditions, or engages in persistent and unrelenting behaviour which endangers the peaceful stay of other Guests or inhibits the satisfactory use of Platinum Residence facilities by other Guests in ways not enumerated in points 28 and 29, Platinum Residence reserves the right to evict the Guest immediately and annul the rental agreement.
32. Loss of parking cards or building entry cards will result in a fine of PLN 61.50 per card as the cost of issuing a replacement card.

### Final Provisions

33. It is forbidden to move any items of the apartment equipment or any furniture to other apartments.
34. Guests renting an apartment with a lock and key are obligated to lock their doors with their keys upon leaving the apartment.
35. Guests using the underground garage, Poland Car Parking in Platinum Towers, are obliged to park their cars in their designated parking spaces in accordance with information provided on their parking card, and to familiarize themselves with the Parking Terms and Conditions as well as adhere to said terms and conditions without fail.
36. Platinum Residence does not accept reservations for parking spaces in the underground garage.
37. Platinum Residence accepts Guests with small pets weighing up to 10 kg. Additional fees for keeping pets can be found on the price list.
38. Personal items left behind by Guests following their stay can be mailed to their address following payment for transportation costs. Platinum Residence informs Guests of personal items that were left behind and holds them for seven days awaiting information from the owner. If there is no reply from the owner, Platinum Residence will store the item in question free of charge for two months, time after which the item will be destroyed.
39. In the case of violations of Platinum Residence Apartment Rental Terms & Conditions, the rental agreement can be terminated with immediate effect.