

MANOWCE PALACE

GUEST INFORMATION



MANOWCE

ESSENTIAL INFORMATION

GENERAL CONTACT DETAILS

Manowce Palace
Trzebieradz 1, 72-022 Nowe Warpno
Poland

+48 508 201 202
events@manowce.pl

www.manowce.pl

IN CASE OF EMERGENCY

FIRE

In the event of a fire, please use an extinguisher if the fire is small.
All other guests must evacuate the buildings. Alert the person on duty
(see ASSISTANCE, page 5) and we will call the fire brigade.

ACCIDENT

In the event of an accident, alert the person on duty
(see ASSISTANCE, page 5) and we will call an ambulance if necessary.
You can find a first-aid kit in the kitchenettes.

Dear Guest, Welcome to Manowce.

We have put together this information pack to help make your stay with us more comfortable and enjoyable. On the following pages you will find information on:

- › General contact and in-case-of-emergency details
- › Contacts for daytime and overnight assistance
- › Accommodation and common spaces
- › Food and drinks
- › Amenities: TV, internet, laundry, cleaning, supplies etc.
- › Activities: how you can spend your time at Manowce
- › House rules
- › Fire prevention and procedure
- › Security policies
- › Sauna: access, safety and instructions for use

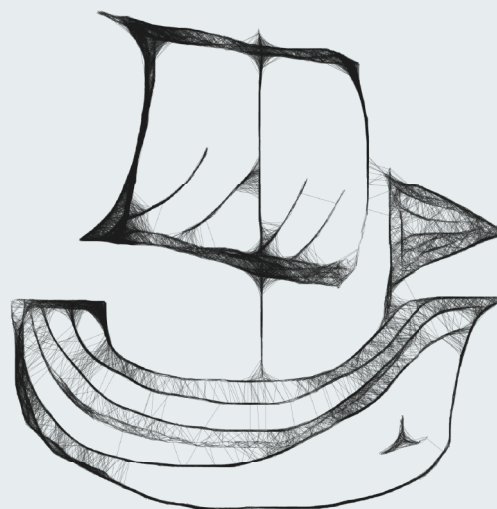
If you require any more information or assistance, please do not hesitate to ask a member of staff.

If we are not around, please give us a ring on
+48 666 558 137 (German) or
+48 516 066 727 (English).

We welcome any suggestions for additional information you would like to see in this folder.

You can drop us an email at
events@manowce.pl.

We hope you enjoy your stay
at Manowce Palace.



Manowce

WHAT WE OFFER

ACCOMMODATION

ROOM INVENTORY

An up-to-date inventory lists each item contained in each room. You should be able to find it in the stationary portfolio. Please inform us, if anything from the list is missing.

LINEN AND TOWELS

For each guest we provide bed linen, one set of bathroom towels, a beach towel, a sauna towel and a bathrobe. Extra linen and towels may be provided for change-over of bedrooms if required at an additional cost. Guests staying for more than one week will be provided with a change of bedding and towels at the end of each week's stay.

See also SWIMMING and LAUNDRY.

EXTRA BEDS

If ordered, we will supply cots (120 cm) with linen and bedding. There are already sofa beds and extra single beds (200 cm) in some of our rooms.



TOILETRIES

In your bathroom you will find a set of toiletries that should be sufficient for the number of nights and guests.

HEATING AND VENTILATION

From November to April, the room temperature is controlled by adjusting the numbered dial on the radiator in your bedroom and bathroom.

Due to the historic status of our property, the bedrooms are not air-conditioned, but there's a continuous refreshing breeze from the lagoon. You can let fresh air in by opening the window a bit. If there is a mosquito net in your room, please do not open it, because this will attract insects. Please do not open the skylight roof windows, if you have them in your room. Please be careful to close all doors and windows when going out, as the weather can change very swiftly this close to the Baltic Sea.

ELECTRIC

If by any chance the electric trips out, please wait a few seconds. Our power generator should restore electricity promptly. In the unlikely event that the generator does not start, the personnel on duty will take necessary steps to restore the power. In case of that eventuality, a torch is provided for your use and is located in the bedside table. Please ensure it is returned to this location after use. Please do not use candles in your room for safety reasons (see SAFETY).

WATER

Our water supply comes from our own borehole. The water is purified and tested, so you can drink from the tap if you like. Although we have never run dry, we do ask guests not to waste water.

KEYS

On departure, keys must be returned to reception. In the event that keys are not returned, a charge will be incurred to cover locksmith costs to change locks and replace keys.

SAFE

We do not offer a safety deposit box, so please take care of your valuables yourself.

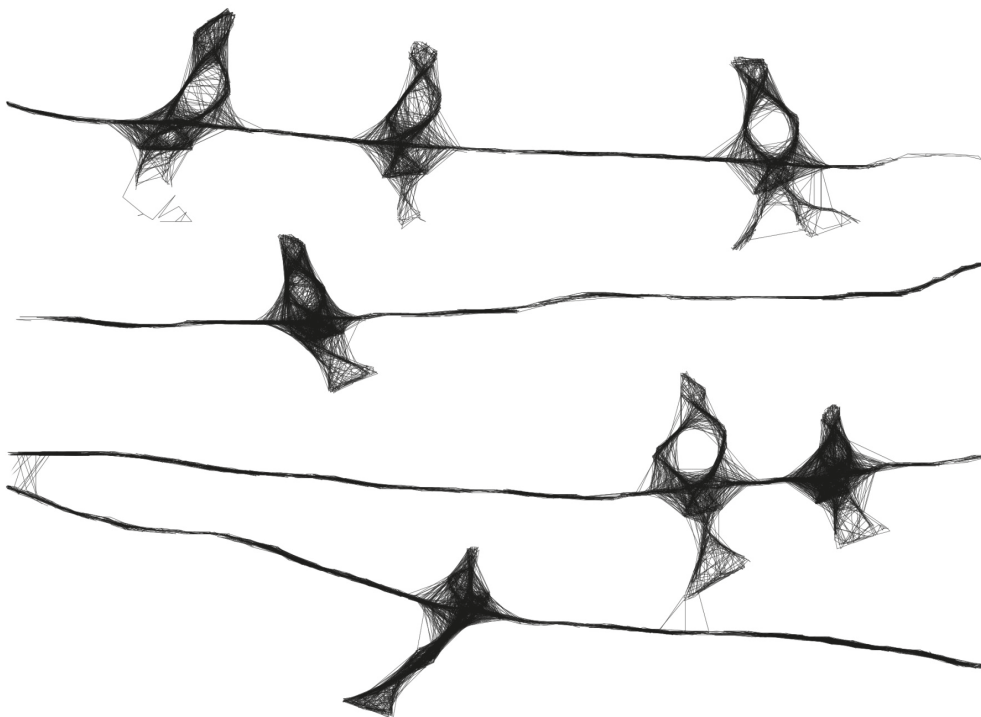
ASSISTANCE

⚙ DAYTIME ASSISTANCE

Between 8am and 11pm, please visit reception or ask any member of staff for help.
You can also call +48 666 558 137 (German) or +48 516 066 727 (English).

🌙 OVERNIGHT ASSISTANCE

If you need assistance during the night – for example, due to a medical emergency – please call +48 516 066 727 (English). We will appoint a person to take care of your enquiry.



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COMMON SPACES

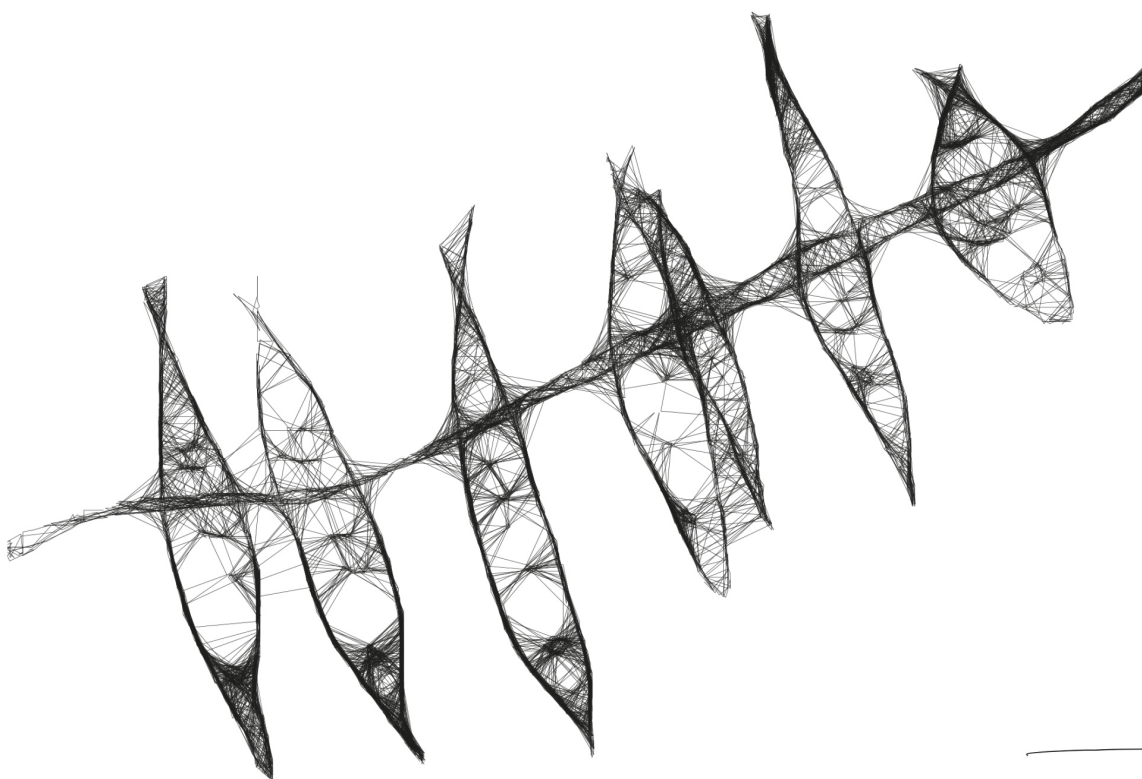
All holiday-makers at Manowce have access to their accommodation and common spaces. For groups of up to 21 guests, we offer the bedrooms on the first floor of the annex building. Additional guests enjoy the rooms on the second floor of the palace. The common spaces include the entire grounds and part of the palace. The lower-ground floor is available between 8am and 11pm, while the upper-ground floor is available between 9am and 11pm. In the morning some communal rooms may not be available due to cleaning.

LOWER-GROUND FLOOR

The lower-ground floor of the palace is where you can enjoy meals during the day, and you may want to spend evenings here with your companions if it's raining outside. Breakfasts are served in the large dining room. There are two lounges that are the perfect location for a game of billiards or darts, for talks, drinks, music and movies. Also, there are five toilets, in addition to the one in your room.

UPPER-GROUND FLOOR

The lower-ground floor of the palace is where you can enjoy meals during the day, and you may want to spend evenings here with your companions if it's raining outside. Breakfasts are served in the large dining room. There are two lounges that are the perfect location for talks, drinks, music and movies. Also, there are five toilets, in addition to the one in your room.



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FOOD AND DRINKS

MEALS

The breakfast room is located on the lower-ground floor of the palace. We serve breakfast between 8 and 10am. If you would like breakfast at 7am, please ask the day before. If you wish to make an early departure on your last day and at the time of booking you pre-ordered your breakfast for 5am or 6am, we will have it ready for you. For all meals, we will do our best to meet the special dietary requirements given at the time of booking.

At Manowce you can also enjoy lunch and dinner and various drinks, which are served at our à la carte prices. Lunches and dinners are served in the restaurant, while lunches can also be served in the garden. Lunch is served between 12:30 and 2pm, while you are welcome for dinner between 7 and 11pm. You can order salads and pastries between lunch and dinner times.

DRINKS

On your first day, you will find a complimentary bottle of mineral water in your room, one per guest. You can also order mineral water, fruit juice, a Coke or another soft drink at our à la carte prices. We will also be pleased to serve you an espresso or caffè latte.

All adult guests are welcome to order alcoholic drinks. On our beverages card you can find a list of the bottled beers, fine wines and cocktails that we serve and their prices.

Drinks are served between 10am and 10pm, either in the café on the upper-ground floor of the palace or in the gardens. Please place your order at the reception or with the waiter.

KITCHENETTES

On the first floor of the annex building and on the second floor of the palace building there are kitchenettes. There, you can find a kettle, a coffee-maker, coffee capsules, tea bags, sugar sachets, individual coffee creamers, an ice machine, plus the necessary glassware and a corkscrew. In the annex you can also find a small fridge and a dishwasher.

GARDEN

Our waiter can serve drinks and snacks at a special place in our garden during the day and in the evenings. If you like, he can bring the drinks to your deckchair or sun lounger next to the bay shore.

WHEN IT RAINS

When it rains, you can sit in the salon or in the café, or you can use the lounges on the lower-ground floor and the upper-ground floor of the palace. Besides having drinks and snacks there, you can watch TV, listen to music and play billiards, darts or other games.

AMENITIES

TV

To use the TV, follow the short list of instructions on the wall table under the remote control. Please allow about ten seconds for the satellite television decoder to set up. If you are unable to turn on the TV, please do not try to configure it yourself, but report the problem to the person on duty. You may also use Netflix.

INTERNET

We provide free Starlink satellite broadband internet access under a fair usage policy based on emailing and web browsing. The internet works better indoors. We do not block access to any sites, and we would ask that all parents bear this in mind and guide their children accordingly. Please choose the "PTGuest" network; no password needed.

If the electric trips out, internet access will be re-stored in about three minutes.

PRINTING AND PHOTOCOPYING

You are welcome to use our printer, within reason. Please select the printer named "HP Manowce Printer for Guests". Print runs will be sent to the printer on the lower-ground floor of the palace and you can pick up the pages yourself. Our printer is Wi-Fi enabled, so you should be able to use it from laptops, iPads and other Wi-Fi-enabled devices. In case of problems, please contact reception or a member of staff.

The printer is also a photocopier and a scanner, and you are welcome to use it for this at no charge under a fair usage policy.

TELEPHONE CALLS

There are no landlines at Manowce, so there is no landline phone in your room. Also, we do not use fax, but email instead. Due to our remote location, we advise guests to enable Wi-Fi calling on their smartphones.

LAUNDRY/IRONING

We do not expect you to use our washing machines or dryers. But if it is essential, our house-keeping staff will wash or press an item for a fee. Please ask reception or a member of staff. There is an iron and an ironing board available for guests' use.

CLEANING

A daily cleaning service is not provided during the holiday unless otherwise agreed at the time of booking. In the event of an accident, please ask reception or a staff member to remove the stains or other soiling.

Please leave your room as clean and tidy as you can when you depart. We appreciate that nobody goes on holiday to clean, but our cleaners very much appreciate getting a head start. Thank you so much. See also DAMAGE.

HOUSE-KEEPING

Our house-keeping staff will visit your room in your absence in the morning or early afternoon, in order to empty the litter bin, replenish the toilet paper and flowers, and generally check the room. Generally, they do not make beds. If you want them to make your beds, please inform us during breakfast.

FAULTS

We do our utmost to maintain a high standard of accommodation. However, should you find a fault, such as a broken light bulb, flat battery in your TV remote control or dripping tap, do let us know so that we may correct it. Please do not attempt to remedy the fault yourself.

APPLIANCES

SAUNA

The bio sauna has been provided to enhance your holiday experience at Manowce. The bio sauna is the modern alternative to the traditional dry sauna and it was designed for those who suffer at high temperatures. It is less hot, less dry and gentle on the circulatory system, allowing you to linger for longer.

You may use the sauna only according to the terms specified. You can find a brief description of these at the end of this document, a full copy of the terms and instructions is available on request, and a short version in the sauna room, which is located on the lower-ground floor of the palace.

ACTIVITIES

SWIMMING AND SUNBATHING

Manowce is located right on the shore of a large freshwater lagoon neighbouring the Baltic Sea. From May to September the water temperature allows you to enjoy swimming in the bay. You can access the water directly from our shore. The bay is very shallow for the first 100 metres, so kids can play safely in the water. You can sunbathe on deckchairs or sun loungers next to the water, or elsewhere in our gardens.

You can sunbathe on deckchairs or sun loungers next to the water, or elsewhere in our gardens.

Please do not take the white towels to the beach or to the garden. Please take the dark blue beach towels. If the beach towels come back from the beach very sandy, please make sure you dry them out and shake them off outside. If needed, you can give them to our house-keeping staff, who will replace them with new ones.

KAYAKING, FISHING AND CYCLING

You are welcome to use our kayaks, fishing boat with rods, SUP boards and bicycles free of charge. If you want to use the kayaks, SUP boards and the boat, please tell us in advance, so that we can bring them to the shore and launch them. If you want to use bicycles, we can advise which to choose and where to go. If you

feel like fishing, please give us at least one day's notice, as we have to pay for your personal permit to fish and prepare the boat.

OUTDOOR GAMES

You can play volleyball on the lawn between the palace and the water. We have standard posts and a net there. Adults and kids can play badminton, croquet, Frisbee and other garden games. Football is not allowed, for the sake of our flowers and bushes.

INDOOR GAMES

For rainy days, we have many famous board games for children and adults in a few major languages, and many sets of playing cards. You can also play billiards and darts with a professional board and darts.

OTHER ACTIVITIES

Other activities, such as horse riding, sailing and bird-watching, can be arranged for you.



HOUSE RULES

Our house rules are pretty standard for venues that offer similar services. However, there are some specifics at Manowce, because it is a listed historic property, because it is immersed in nature and surrounded by all kinds of wildlife, and because part of the main building is a private home.

Most of these rules are contained in the Terms & Conditions accepted during booking. Because the Terms are written in a legal language, we would like to present them here in a simpler manner. We understand that there are many dos and don'ts, but there is always a good reason for such rules, be it safety, respect for others or fairness etc.

BEHAVIOUR

GENERAL

Our guests may not cause danger, annoy or distress anyone at Manowce or damage the property. If that were to happen, we would terminate the booking and require the guests responsible to leave.

NUMBER OF GUESTS

The number of people staying at the property must not exceed the maximum number agreed in writing at the time of the booking. You may invite additional guests to visit you during the holiday. However, they may not stay overnight, and they must pay for food and drinks and to use facilities such as the sauna or recreational equipment. We are not responsible for your guests, and accept no liability for any injury or loss of property.

Unless otherwise agreed, guests are not permitted to bring entertainers, caterers, beauticians or any other outside supplier onto the premises.

CHILDREN

Children must be supervised at all times. Clients and their guests are responsible for the behaviour and safety of their children while staying at Manowce.

PURPOSE

The property may be used for personal and domestic purposes only. The client and their guests agree to use the accommodation as a private holiday residence.

They must not use the accommodation for any illegal or commercial activities, or carry out any acts that may be a nuisance to Manowce or its neighbours. Functions, celebrations, ceremonies and parties during the holiday are not permitted, unless agreed with the host well in advance.

NOISE

Because Manowce is immersed in nature, surrounded by all kinds of wildlife, and because part of the main building is a private home - all loud music must be turned off by midnight.

Between the hours of 11.00pm and 8.00am, guests may not play any musical instrument or sound production equipment that is audible from outside the premises.

PROPERTY CARE

Guests shall take all reasonable care of the accommodation and common spaces and their furnishings and effects. Please do not move any of the furniture from its present position, and do not affix any poster or placard to the interior or exterior of the premises. Decorations must not be affixed using pins or any other fixing that may damage or mark walls and doors.

TOILETS

Please do not flush anything down the toilets other than toilet roll, or the septic tank will become blocked. Use the bags and bins provided in the bathrooms and the kitchenettes.

PRIVACY

Part of Manowce is a private home. Please respect the residents' personal space by staying within the parts of the palace that have been leased to you. Most of the private space is marked with brass posts and ropes.

SITE MAINTENANCE

In order to maintain the buildings and grounds in our care, regular maintenance and gardening activities (like mowing) are undertaken. These activities take place at times that minimise disturbance during your stay. Please note that from May to September we switch on the lawn- and garden-watering system. It works between 12.20am and 6.30am.

PETS

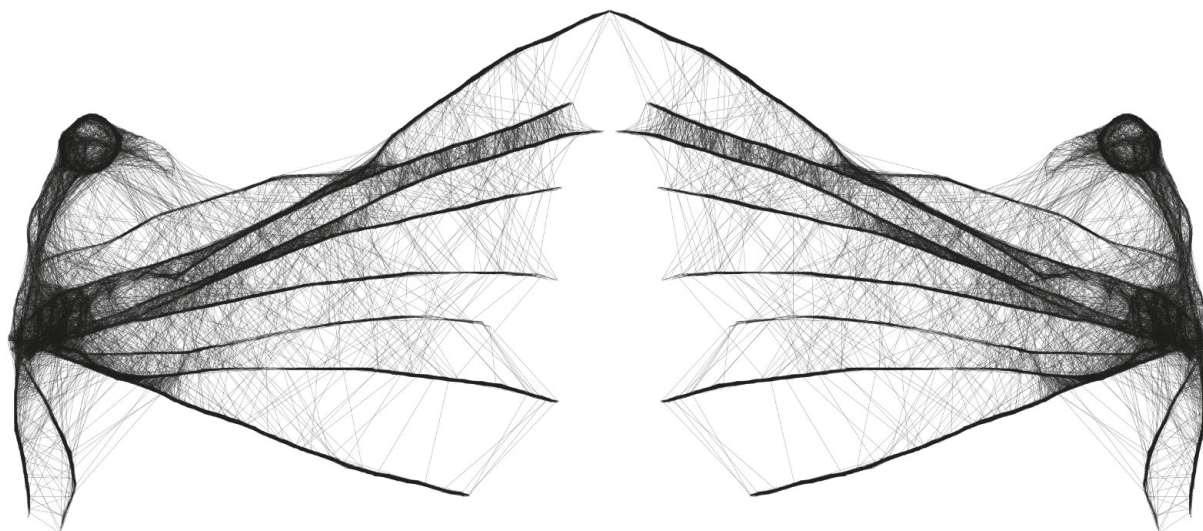
We have dogs and cats, and in the fountain we have fish. When we have guests, we keep the dogs in an enclosure during the day and let them out at night. They are very friendly, and so if guests are amenable then we

can let them out during the day too. People who are allergic to cats should bring their medication with them. Regretfully, we do not accept any pets brought by our guests.

DAMAGE

Guests are expected to keep the accommodation, all common spaces (including gardens), and recreational facilities and equipment in the same state of repair and condition as at the commencement of the booking period.

Should any loss or damage to the property or its contents occur, the client shall pay to Manowce the costs incurred in making it good. Breakages and damage must be reported as soon as possible. If this is not settled before departure, the cost will be invoiced to the client.



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The same rules apply to contamination, defilement, stains or other soiling of the floors, walls, beds or other furniture. Such damage may require professional cleaning, repair or even replacement of the affected item or part of it, which will incur additional costs for the client.

INSPECTION

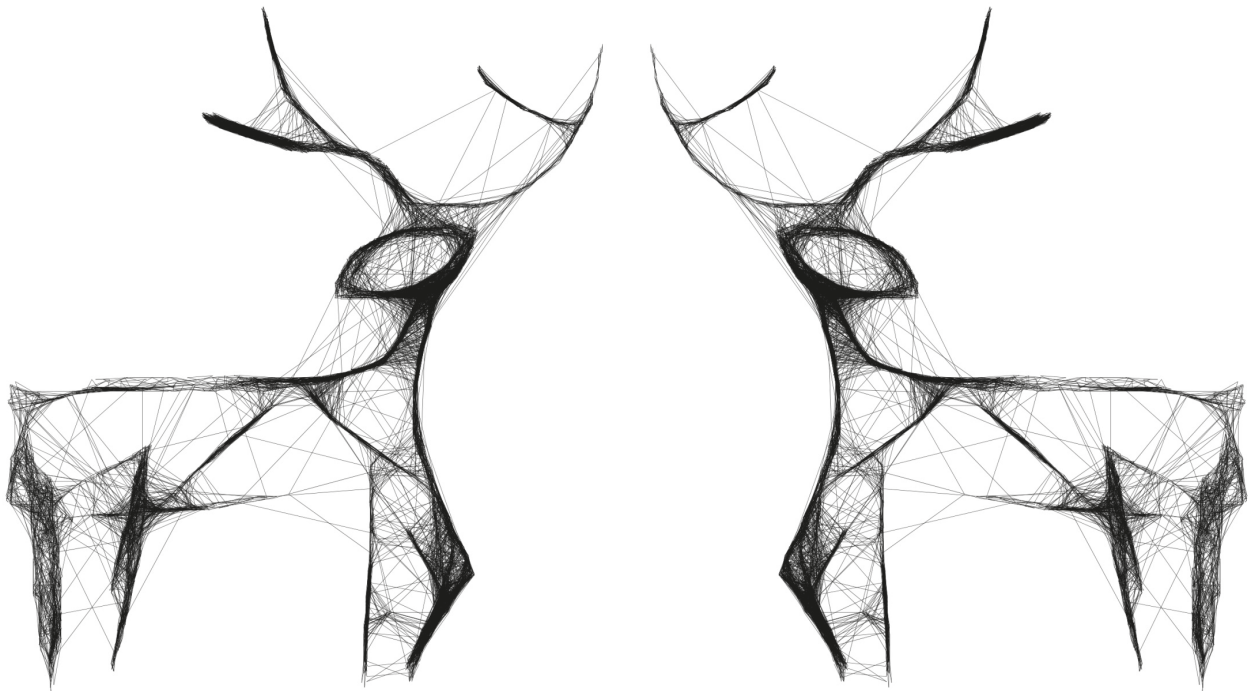
Guests must allow us to enter the accommodation to inspect the state of it, with reasonable notice, except in an emergency, when access must be granted immediately.

FIRE

FIRE PREVENTION

SMOKING

Manowce is a historic property with many wooden elements in its construction and interiors. This is why we operate a strict no-smoking policy throughout the buildings. This applies to smoking tobacco in any form and e-cigarettes. If we discover that smoking has occurred indoors, we may terminate the booking.



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Smoking is permitted outdoors. Please make sure that all cigarette butts are put in the ashtrays provided and not in the flowerbeds or elsewhere. You should spot the ash trays easily; if not, ask the house-keeping staff for assistance.

OPEN FLAMES

Lighting a campfire in the grounds is strictly prohibited. If you want to have a campfire, you can have it in a glade just 50 metres from our gate. You can collect the wood yourself. Guests at Manowce must not use candles, fireworks, Chinese lanterns or barbecue.

If in winter you wish to use the historic tiled wood-burning stoves, please ask our house-keeping staff for assistance. You may not set up and clear the stoves yourself, as this can be messy and dangerous, but you can add extra logs. The stove upper door should be closed at all times whilst in use, except when adding more wood, and the fireguard should be in place at all times. Once you have gone to bed, we will safely set the stove for the night. Please keep the matches and firelighters away from children and wood by keeping them on a non-flammable surface high above the stove.

KEYS

Please do not keep the key in the door from the inside so it can be opened in case of fire.

FIRE PROCEDURE

INSTRUCTIONS

By law, you must familiarise yourself with these fire instructions.

In the unlikely event of a fire whilst you are staying with us, please use an extinguisher. When the fire alarm sounds, all guests must evacuate the buildings, leaving all possessions behind, and assemble immediately in the yard between the two buildings. Please alert the person on duty (see ASSISTANCE). We will call the fire brigade.

EQUIPMENT

Fire extinguishers are provided in the corridors and are clearly visible. Please familiarise yourself with their operation instructions, which are located next to the extinguishers.

The bedrooms are fitted with smoke detectors.

We reserve the right to take action against any guest found to have tampered with smoke detectors and fire extinguishers.

SECURITY

Please keep the accommodation and common spaces secure at all times. If you see anything suspicious, report this to a staff member.

CCTV

Manowce reserves the right to operate CCTV within the site for the safety and security of guests and staff. We adhere to all GDPR legislation with regard to CCTV recordings. If you have any queries, please speak to a staff member.

GATES

Because we are located in a very remote area, we pay special attention to controlling access. The only way to enter and leave the property is through the

main gate. It is locked at all times. If you want to leave the property between 7pm and 7am, please report to house-keeping. On your return, press the button "Palac" on the intercom at the gate or call +48 516 066 727 (English). If you want to leave between 7am and 7pm, please report to the staff. You may be given a remote controller so that you can open the main gate at any time.

There are two small gates in the fence close to the coast. Please do not use them, as an alarm will be activated.

ELECTRIC FENCE

There is an electric fence along the shore of the bay to protect the grounds from wild boar and deer and to keep our dogs within the grounds. There are similar electric fences around the vegetable garden and around some flowerbeds. For your visit, we will switch the power off. However, just in case, please avoid touching them.

DOGS

Between 11pm and 7am we let our two guard dogs out of their enclosure. We can adjust these hours according to your needs. The dogs are very friendly towards our guests.

SAUNA

The bio sauna has been provided to enhance your holiday experience at Manowce. You can find brief instructions below, a full copy of terms and instructions is available on request, and a short version in the sauna room, which is located on the lower-ground floor of the palace.

BIO SAUNA

The bio sauna is the modern alternative to the traditional dry sauna and it was designed for those who suffer at high temperatures. It is less hot, less dry and gentle on the circulatory system, allowing you to linger for longer. If you need its technical specifications, please ask a staff member.

ACCESS

You can use the sauna between 11am and 5pm. Since both the sauna and a massage table are located in the same room, you cannot use the sauna for half an hour before a massage booking. Massage bookings have priority over sauna bookings.

Only guests whose names have been provided on your booking form are permitted to use the sauna. The maximum capacity of the sauna is four. Please respect the privacy of other guests when they are using the sauna. Children under five years are not permitted in the sauna, as they cannot regulate their body temperature suitably. Children aged between five and sixteen must be supervised in the sauna.

Do not go in the sauna without medical advice if you have any medical condition, including an infectious dis-

ease, you are pregnant or you are elderly. Do not use the sauna immediately after strenuous exercise.

We cannot guarantee that the sauna will always be in use, particularly if these guidelines are not observed. Our sauna is thoroughly cleaned after each use so it is fresh for you. Our aim is to have it ready for your arrival; however, if it is not, please be patient. Sauna cleanliness is paramount in order to prevent infection.

SAFETY

Guests must shower and use the toilet before entering the sauna. Please do not use any soaps, oils, other cosmetics or detergents of any type in the sauna. Doing so this will mean that we have to shut down and clean the sauna, and this will incur a charge. For instance, fake tan will stain and dirty the sauna.

Do not smoke in the sauna or in the sauna room. Be aware that the use of alcohol, drugs or medication before or while using the sauna may cause serious health problems.

Prolonged use of the sauna can lead to hyperthermia.

This is a dangerous condition where the body temperature exceeds 37 degrees. Symptoms may include failure to perceive an impending hazard, failure to perceive heat, failure to recognise the need to leave the sauna, or unconsciousness. Never leave a person alone in the sauna or let them sleep in it. Please report any illness following sauna use to reception or a staff member immediately. This is extremely important if pneumonia-like symptoms are experienced.

Keep all loose articles of clothing and jewellery away from the sauna, as they may fall and be hard to find. Glass is NOT permitted near to or inside the sauna. Should broken glass get into the sauna or the sauna room, it cannot be seen and could cause serious injury.

If glass does get into the sauna room, it will be necessary to close the facility for some time. Plastic drinking glasses have been provided for your use.

INSTRUCTIONS FOR USE

Please do not play with the controls. Simple instructions for use are available at the sauna itself. If needed, reception or a staff member will instruct you on your first use. Never switch off the sauna at the mains. Only authorised maintenance personnel can control the mains power.

The client will be liable for any damage caused by inappropriate use of the sauna.





MANOWCE

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