

# U STEFANIAKÓW HOTEL - RULES AND REGULATIONS

## I. INTRODUCTION

1. The following regulations define the provisions of the services as well as the rules operating within the Hotel area. The regulations are an integrative part of the agreement concluded at the moment of booking, check-in or while paying for one's stay in the Hotel.
2. By booking the room, checking-in, paying for the reservation or staying within the Hotel area, a Guest or a Visitor confirms that they became acquainted and they voluntarily accepted all the conditions of the hereby regulations.

## II. PAYMENTS

1. The full payment is being charged during the check-in stage at the latest.
2. While checking-in, the payment can be made by means of cash. Payment by payment card or credit card is available only during the Reception working hours.
3. Paying by means of bank transfer is possible only as a form of advance payment before the check-in (on the basis of a pro-forma invoice) however, the transfer must be registered on the hotel's account prior to Guest arrival.
4. Polish Zloty is an acceptable currency however, the hotel can but does not have to accept the payments in foreign currency as well.

## III. BOOKING

1. The Hotel reserves itself the right to pre-authorize the payment or credit card, to charge the cash deposit (electronically as well), or to issue a pro-forma invoice while booking.
2. Depending on the conditions and booking method, the cash deposit can be non-returnable however, one is acknowledged about this before making a booking.
3. There is a possibility to cancel the booking three days before the arrival.
4. In the case of later cancellation, the Hotel reserves itself the right to charge the client with the equivalent of 50% of the full booking payment. In the event of lack of cancellation, the Hotel reserves itself the right to charge the client with the full payment for the booking.

## IV. CHECK-IN

1. During the check-in process, the Hotel receives the Guest personal details via the Check-in card, the validity of which is confirmed by Guest signature. Providing personal information is voluntary
2. The Hotel reserves itself a right to the refuse the provision of services if the person does not agree to conduct the check-in process. Simultaneously, one is informed that in some circumstances it is possible to commence the stay without the necessity of carrying out the check-in process.

## V. THE RULES OF ACCOMMODATION

1. The room is booked for hotel days. The hotel day starts at 2.00 pm and ends at 11.00 am the next day.
2. Simultaneously with receiving the key, the client is charged with the payment for the full hotel day regardless the time one uses the room.
3. There is a possibility to extend the hotel day for a fee (up to 1 hour – 20 PLN, up to 2 hours – 50 PLN).
4. If a Guest stays in the room for longer than 2 hours, the full payment for the hotel day is charged.
5. The Hotel reserves itself a right to refuse the hotel day extension.
6. The lights-out period starts at 10.00 pm and ends at 6.00 am. During this period it is forbidden to behave in a loud or cumbersome way.
7. Due to the fact that the Hotel is of family character and because of all Guests comfort, one is asked to behave quietly before and after the lights-out period as well.
8. Non-registered visitors can stay at the Reception and other public areas only (excluding the Guests' rooms). The visits are possible only within the Reception working hours.
9. The Hotel reserves itself a right to refuse admission of unregistered persons to the premises and the right to request non-registered persons to leave from the premises.
10. The hotel Guest must not hand over the room to the third parties under no circumstances.
11. The hotel Guests are provided with free parking spaces outside the Hotel. The Hotel does not guarantee parking space availability, so the beforehand information is necessary during the booking stage.

## VI. PROHIBITIONS

1. In accordance to the Act passed on 8<sup>th</sup> April 2010 (Journal of Law, no 81, item 529) one must not smoke within the whole hotel area including the Guests' rooms and public area. Smoking is allowed only outside the building and within the areas intended if they are available.
2. If breaking of the smoking ban is detected by the electronic detector, monitoring devices, hotel staff or by the people staying in the hotel area, the Hotel reserves itself a right to charge the Guest with an additional 500 PLN fee for the deodorization of the room that will be added to the bill.
3. Drinking alcohol is prohibited within all public areas.

4. If breaking of the drinking ban is detected by the monitoring devices, hotel staff or by the people staying in the hotel area, the Hotel reserves itself a right to cease the provision of the services and to check-out the Guest immediately without the possibility of the refund.

#### **VII. SAFETY**

1. The Hotel does not take responsibility for any items left in a room and for the vehicles parked at the outside parking or outside the hotel area. Simultaneously, the Hotel is obliged to provide the Guests with the highest level of security.
2. There is a possibility to store the valuable items at the Reception and to leave one's luggage in the left luggage room. However, the Hotel reserves itself a right to refuse keeping the items of an outstanding value at the hotel deposit.
3. The Guest is materially responsible for the damages in the Hotel, room or to the equipment done during one's stay in the Hotel. This responsibility includes the damages done by the Guest's visitors.
4. It is forbidden to keep any dangerous or illegal items in the room.
5. Every time one leaves the room, one is obliged to switch off the TV and the lights, turn off the tap and to close the doors. When leaving the Hotel, the Guest is obliged to leave the room key at the Reception.
6. For safety reasons, the main entrance is closed at night. However, the Guests have possibility to enter or go out of the hotel at any time convenient, simply using all-night gatekeeper service.
7. Public areas of the Hotel are monitored by cameras.

#### **VIII. PROCESSING OF PERSONAL DATA**

1. According to article 13 of the EU general data protection regulation 2016/679 (GDPR) of 27 April 2016, we provide the following information.
  - a. The Administrator of personal data is Hotel U Stefaniaków, ul. Polna 31, Wołomin 05-200. Contact with the administrator is possible at: kontakt@ustefaniakow.pl.
  - b. Personal data will be processed for the purpose of hotel services, including among others completing the reservation process, completing the check-in process, issuing the sales document and explaining the circumstances of a possible violation of the Rules and Regulations or applicable law.
  - c. Providing personal data is voluntary, however, refusal to provide data may result in the refusal to provide hotel services.
  - d. The Administrator ensures that the personal data of the Guest is not shared with third parties and at the same time retains the right to disclose personal data to authorized entities and in cases provided for by generally applicable law. In particular, this applies to entities involved in the implementation of services, such as systems that perform online payments and Reception software.
  - e. The Guest has the right to access their personal data, the right to rectify it, delete it, as well as the right to limit its processing.
  - f. Optional consent of the Guest to the processing of data for marketing purposes requires marking the appropriate box in the reservation or check-in process. This consent can be withdrawn by sending an appropriate message to the e-mail address: kontakt@ustefaniakow.pl.
  - g. The Administrator is obliged to keep secret and confidential information obtained in order to complete the booking process. The undertaking shall remain in force indefinitely.
  - h. For the purposes of online booking, the entities that process data are the Hotres.pl system, which belongs to LEMONPIXEL.pl. Roman Korczyński with its registered office at 58-570 Jelenia Góra, ul. Młyńska 12A or Booking.com system, which belongs to Booking.com B.V., a limited liability company, founded in accordance with the laws of the Netherlands, with its registered office at: Herengracht 597, 1017 CE, Amsterdam, the Netherlands.

#### **IX. OTHER**

1. The Hotel conditionally accepts the presence of children remaining under adult custody. Particular arrangements should be made only at the booking stage.
2. The Hotel does not accept the presence of animals.
3. In the event of breaking any of the hereby regulations, non-compliance with the staff instructions, improper or cumbersome behaviour, the Hotel reserves itself a right to cease the provision of the services and to check-out the Guest immediately without the possibility of the refund.
4. Items found in the hotel room after Guest's check-out can be collected personally at the Reception desk. The items are being kept for one month (excluding the food products, which are disposed immediately).
5. By accepting the regulations, the Guest agrees for processing the following personal information, in accordance to applicable law, strictly for the procedures concerning the Guest's stay in the Hotel.
6. The Hotel reserves itself a right to implement any changes to these regulations. An updated version of the Rules and Regulations is always available at the Reception desk.

**THESE REGULATIONS GOES INTO EFFECT ON 16<sup>TH</sup> MAY 2018**