

# HOTEL REGULATIONS

*The Hotel's management will highly appreciate your cooperation in observing these regulations, which is intended to ensure peace and security of stay for all our Guests.*

## Article 1

1. The owner and administrator of the Hotel is Mr. **Andrzej Kaminski**, who conducts business activity under the name of Andrzej Kaminski with its seat in Polanica-Zdrój, ul. Parkowa 11/13, 57-320 Polanica-Zdrój, e-mail: [recepca@bukowypark.pl](mailto:recepca@bukowypark.pl) (hereinafter referred to as the „Hotel”).
2. The Hotel's regulations are the rules of renting rooms and using the hotel's infrastructure.
3. The Hotel provides accommodation, catering, entertainment and other services in accordance with the business profile.
4. The description of rooms, price list of provided accommodation services and the range of individual services can be found on the official website of the Hotel and at the Hotel Reception.
5. The Regulations are an integral part of the contract which is concluded by making a reservation, paying an advance payment or the entire amount due for the stay at the Hotel.
6. By the above acts, the Guest shall confirm that has familiarized and accept provisions of the regulations.
7. The Regulations are available for review at the Hotel's Reception.

## Article 2

1. The unit of account for the provision of accommodation services is the hotel day.
2. Check-in starts at 3 p.m. and ends at 11 a.m. next day.
3. The hotel Guest should specify the time of his/her stay and pay in advance for the whole period of stay on the arrival day.
4. If the Guest has not determined time of stay at checking in, it is assumed that the room is being rented for one hotel day.
5. The updated price list of provided accommodation services is published on the Hotel's website and is available at the Hotel's Reception. The prices presented in the pricelist include VAT and the resort taxes. The price for a stay in the Hotel depends on the length of the stay, selected meal option and discounts received.

## Article 3

1. Guests should report their wish to extend their stay beyond the period indicated on the day of arrival at the reception desk by 10.00 a.m. of the day when the room rental period expires.
2. The Hotel will take into account the wishes of the Guests to extend their stay, provided the rooms are available.
3. In case of Guests who do not comply with these regulations, the Reception may refuse to extend their stay.

## Article 4

1. The Hotel Guests are obliged to check in on the basis of their identity card or passport.
2. Persons who are not checked in can stay in the Hotel room from 9.00 a.m. to 10.00 p.m., after reporting this fact at the Reception.
3. It is unacceptable to transfer the room by the Guest to others, even within a period of the Guest's paid stay in the Hotel.
4. The Hotel may refuse to accept the Guest who during a previous stay grossly violated the Hotel Regulations, caused damage to the Hotel property or Guests, or harmed Guests, Hotel employees or other persons staying at the Hotel or otherwise disturbed the peaceful stay of Guests or the functioning of the Hotel.

## Article 5

1. The Hotel provides services in accordance with its category and standard. In case of any reservations concerning the quality of services, please report them at the Reception with no hesitation which will enable the Hotel staff react immediately.
2. The Hotel provides:
  - a) conditions for full and unhindered leisure,
  - b) security of the stay, including keeping the information about the Guest confidential, professional and courteous service,
  - c) cleaning the room and performing the necessary maintenance of the equipment during the Guests' absence, and in their presence only if they wish to do so,
  - d) a technically efficient service; in case of faults that cannot be remedied, the Hotel will make efforts to replace the room or otherwise alleviate the inconvenience as far as possible.

## Article 6

1. Additionally, on Guests' request, the Hotel provides the following services free of charge:
  - a) provision of information related to stay and journey,

- b) waking up at specific time,
- c) storage of Guests' luggage (the Hotel may refuse to accept luggage storage at times other than the dates of the Guest's stay and items not having the characteristics of personal luggage).

#### Article 7

1. In the Hotel there are quiet hours from 10:00 p.m. until 6:00 a.m. of the following day.
2. Behaviour of Guests and people using the Hotel services shall not disturb a peaceful stay of other Guests. The Hotel may refuse to further provide services to a party that is breaching the principle.

#### Article 8

1. Every time the Guest leaves the room, they should check that the door is closed.
2. The Guest is obliged to leave the room and equipment available in a non-deteriorated condition
3. The Guest shall bear full material responsibility for any damaged or destroyed equipment or technical devices in the Hotel which were caused by the Guest or by persons visiting the Guest.
4. Items left in the rooms by the departing Guests, at the request of Guests will be sent at the expense of the recipient to the address indicated. The cost of sending the items back is only estimated - the final cost is determined by the company providing the service. In case of lack of such a disposal, the Hotel will store the items for 3 months. After that time the items left over will be given to charity or recycled.
5. The Hotel is insured to the extent specified in the relevant provisions of the Civil Code. The Guest is obliged to notify the Hotel's reception about the occurrence of damage immediately after its identification. The Hotel's liability for loss or damage to valuable items is limited if those items are not deposited at the Reception. The Hotel's liability is also limited if the Guest improperly secured the room - it is necessary to check the closure of the room after when leaving.

#### Article 9

1. For fire safety reasons, it is forbidden to use heaters, electric irons and other similar devices not included in the room equipment in the Hotel.
2. Children under 14 years of age can stay in the Hotel under constant supervision of legal guardians.
3. The Hotel shall not accept pets accompanying Guests in the Hotel room.
4. It is not allowed to bring own alcohol to the Hotel's restaurant and café, and to take food from these places during breakfast or dinner.
5. Certain areas of the Hotel are monitored.
6. It is strictly prohibited to smoke tobacco and use other substances in the entire Hotel. Smoking of tobacco and tobacco products is possible only in designated places.

#### Article 10

1. Guests have the right to lodge a complaint if they notice any shortcomings in the quality of services provided by the Hotel.
2. All complaints shall be handled by the Hotel's reception.
3. The complaint shall be submitted by the Guest immediately after noticing any shortcomings in the standard of services provided by the Hotel in writing (no later than 7 days after its occurrence).
4. Complaints shall be dealt with in accordance with the applicable laws.

#### Article 11

In accordance with Article 13 Regulation (EU) 2016/679 of the European Parliament and of the Council of 27.04.2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ EU L 119), I hereby inform that:

1) The controller of personal data is Mr. **Andrzej Kaminski**, running business activity under the name of Andrzej Kaminski with its registered office in Polanica-Zdrój, ul. Parkowa 11/13, 57-320 Polanica-Zdrój, e-mail: [recepca@bukowypark.pl](mailto:recepca@bukowypark.pl).

The controller is obliged to process the data of its Guests within the framework of activities related to the implementation of the Agreement and to protect it against access, use, deletion or disclosure to third parties, as well as to process the entrusted data in accordance with the applicable law in a way that guarantees the confidentiality and security of personal data.

2) Personal data of the Guest shall be processed for the purpose of using hotel and rental services - on the basis of Art. 6(1)(b) - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;

3) The Guest agrees to the processing of his or her personal data such as: name and surname, address of residence, identity card data, contact phone number, e-mail and possibly the data of his or her business activity necessary to issue an invoice, for the purpose of: signing a rental agreement, i.e. making a reservation and checking in the facility, issuing and storing the invoices.

4) The recipients of the Guest's personal data shall be exclusively entities entitled to obtain personal data on

the basis of legal regulations as well as entities participating in the performance of services.

5) The Guest agrees that his or her personal data may be transferred to the staff of the Reception in order to ensure the proper operation of our services used by you.

6) The Guest agrees to have his or her data transferred to the Facility's accounts.

7) The Guest's personal data will be stored for 10 years.

8) The Guest has the right to demand from the controller access to personal data, the right to rectify, delete or restrict processing and the right to data portability.

9) The Guest has the right to lodge a complaint with the supervisory authority.

10) Providing personal data is voluntary, however, the refusal to provide data may result in the refusal to provide the service/contract.

*The Hotel Management*