



HOTEL RULES & POLICIES

IN ORDER TO MAKE YOUR STAY AT OUR HOTEL SAFE AND COMFORTABLE WE WOULD LIKE TO ASK YOU TO READ AND FOLLOW UNDERMENTIONED HOTEL RULES & POLICIES.

DEFINITIONS:

GUEST – a person registered for stay at our hotel in compliance with § 3 pt 1 and 2

§ 1

INTRODUCTION

1. Hotel Rules & Policies (later referred to as: Rules) describe the provision of services, responsibilities and terms of staying at the premises of Hotel & Restauracja Antonińska*** (later referred to as: Hotel) located at the address: Jana Ostroroga 8 and 8a Street, 64-100 Leszno, Poland.
2. All people staying at the premises of Hotel & Restauracja Antonińska*** are obliged to follow Rules at all times.
3. Rules are available for inspection at the Hotel reception (later referred to as: reception), in each Hotel room and at Hotel's website at: www.antoninska.com.pl/en/hotel
4. Guest confirms she/he has familiarized herself/himself with the Rules and agrees to observe the Rules as soon as the hotel guest card has been signed or an online reservation has been made or a retainer or a full payment for the stay at the Hotel has been made.

§ 2

HOTEL DAY

1. A hotel room is let out for a day.
2. The hotel day starts at 14:00 on the day of arrival and ends at 11:00 on the day of departure.
3. The Guest should specify the duration of stay when taking a room. If the Guest does not specify the duration of his/her stay it is assumed that the stay is for one day only.
4. A request to prolong one's stay or extend the hotel day shall be submitted by the Guest at the reception by 10:00 on the day of the planned departure at the latest. The hotel will fulfil the request as far as it is possible.
5. Should the Guest fail to vacate the room by the required time on the day of departure by 11:00, the hotel shall have the right to pack the Guest's belongings in the presence of a committee. The packed items will await for collection at the hotel.
6. Should the Guest fail to vacate the room by the required time on the day of departure by 11:00, the hotel shall have the right to charge the Guest with the equivalent of ½ of the hotel day charge. Should the Guest fail to vacate the room by 16:00, the hotel shall have the right to charge the Guest with additional full hotel day charge.

§ 3

REGISTRATION AT THE HOTEL

1. In order to register for a stay at our Hotel, the Guest needs to present to the reception worker a valid identification document and sign the hotel guest card at the arrival.
2. During the registration process the Guest is obliged to inform the reception worker about the number of people that will stay in the room/rooms the Guest is about the rent, including the number and age of children staying in the room/rooms and also number of animals.
3. Hotel has the right to deny to provide an underaged with a hotel room key without a written permission from a parent / legal representative for a self-dependent stay in the Hotel in compliance with a declaration presented in reception.
4. Hotel has the right to preauthorize the credit card or charge a partial deposit for the full stay charge during the registration at the Hotel.
5. In the event of a rejection to make a payment as described in pt 4, Hotel has the right to refuse to register for a stay and to provide the key to the room.
6. In the event of a resignation by the Guest from the stay during the hotel day, Hotel does not return the charge for a hotel day that has already commenced.
7. Hotel may refuse to register a Guest if during any earlier stays the Guest has sharply breached the Rules.
8. Hotel may refuse to register a Guest who is under the influence of alcohol, drugs or who is verbally or physically aggressive.

§ 4

HOTEL SERVICES

1. Hotel provides free of charge services regarding: providing information related to stay and travel, wake up call service, valuable items storage in deposit at reception, guests luggage storage at hotel, taxi booking service.
2. Guests can direct all questions and comments related to stay at the Hotel directly to reception (extension no 100). Comprehensive responsibility for Guests at Hotel rests upon General Manager of Hotel & Restaurant or designated by her/him employee. Outside General Manager's or designated by her/him employee's working hours all stay related matters are managed by reception.
3. In the event of any objections related to the hotel's services Guests should immediately direct them to reception, allowing the hotel to respond to reported objections.

§ 5

HOTEL'S RESPONSIBILITIES

1. Hotel takes responsibility only for items handed over for storage in the hotel's deposit. In all other cases related to loss or damage of items brought into the hotel by guests, civil code provisions apply.
2. Hotel reserves the right to refuse to accept high value items, big amounts of cash, security threatening or large sized items into deposit.

3. Hotel takes no responsibility for damage or loss of a car or any other type of vehicle belonging to guests left on the hotel's unguarded parking lot. Hotel also takes no responsibility for items left in the car at the hotel's unguarded parking lot.

§ 6

GUEST'S RESPONSIBILITIES

1. The conduct of Guests and persons using the services at the hotel should be such as not to disturb the peaceful enjoyment of the stay by any other Guest. Hotel may cancel further provision of services to guests who breach this rule.
2. Guests take full material and legal liability for any type of damage to a hotel's property or technical infrastructure caused by themselves, persons in their charge or persons visiting them. Hotel reserves the right to charge the guest's credit card for any damage after leaving the hotel.
3. Guests are obligated to inform reception about any damage in the hotel immediately.
4. Each time the Guest leaves the hotel room during his/her stay, for security reasons they are obliged to switch off the television set, turn off the lights, turn off the taps, close the windows and lock the door. Reception hands over the key based on the hotel guest card and identification document.
5. There is a strict smoking ban at the entire hotel related to all tobacco products, e-cigarettes and other. If the ban is not observed, the Guest registered at the hotel may be additionally charged a fine of 500 zł for cleaning and ventilating and additional washing and equipment cleaning.
6. For fire safety reasons usage of any appliances that are not part of the original room's equipment is not permitted (this rule does not apply to phone and electronic devices chargers).
7. Changes in room arrangement should be agreed on with reception beforehand.
8. Guests are not allowed to take outside hotel premises items that are part of the hotel's equipment.
9. In the event of not returning the key to the room during check out the hotel has the right to charge the guest with a deposit in the amount of 100 zł. Deposit will be returned once the key is returned by post to the hotel in 14 days maximum after the check out day. In the event the key is not returned in the above mentioned period, the guest will be issued a debit note in the amount of the deposit and the deposit will not be returned.
10. Guests are not allowed to pass on the room to other people, even if the renting period is not over.
11. The quiet hours at the hotel are between 22:00 and 07:00.
12. Minors can stay in the hotel only with parents/ legal representatives consent.
13. Children under the age of 12 should stay at the hotel premises under constant care of parents or legal representatives.
14. Parents / legal representatives take full material and legal liability for any damage caused by their children who are under their legal care.
15. Hotel may refuse to extend the stay of a guest in the event this Rules are not followed.
16. People not checked-in at the hotel may visit guests in the rooms between 7⁰⁰ and 22⁰⁰.
17. Stay of a not checked-in person in the guests room after 22:00 is tantamount to granting consent for a non-gratuitous quartering of such person at the room. Quartering of each

person will be made as per extra bed cost according to the standard price list available at the reception.

§ 7

ITEMS LEFT IN HOTEL

1. Items of personal use left by the guest in the room will be returned to him/her by mail at the given address at the guest's expense.
2. In the event the guest fails to provide the address, the hotel will keep the items in storage for the period of three months.
3. Hotel reserves the right to pack the Guest's belongings in the presence of a committee and move them to a different, available room or hotel's cloakroom in the event that guest has not informed the hotel about the intention to extend the hotel day, at the guest's risk and expense.

§ 8

COMPLAINTS

1. The Guest has the right to make a complaint in the event a breach in quality of hotel's services has been noticed. The complaint should be filed immediately.
2. All complaints should be filed at the reception in a written form.
3. Complaints will be handled immediately after receiving it by the hotel. In case of any points of contention, civil code provisions apply.

§ 9

ADDITIONAL PROVISIONS

1. Personal selling and door-to-door sales are not permitted at the hotel premises.
2. Hotel is available for several types of pets as per provisions of an additional rules set, for additional charge, only in the event of an early booking.
3. Pets that are not reported in advance and for which a confirmation of a reservation of a dedicated room was not issued, are not allowed to stay at the hotel.
4. All damages caused by the animals to the hotel or other guests will be evaluated by the hotel management and owners of the pets will be charged with any related costs.
5. In the event the hotel will not be informed about the presence of an animal in the room, the guest will be charged 300 zł.
6. In the hotel there is a strict prohibition of storage of any dangerous items, weapons and ammunition, inflammable materials, explosives or illumination items.
7. If the guest expresses the will to use the hotel's parking lot, he/she is obligated to provide the hotel with the car's registration numbers.

§ 10

PERSONAL DATA INFORMATION

1. The Administrator of your personal data is Kombinat 2000 sp. z o.o. located at: Kłoda 137, 64-130 Rydzyna, Poland.
2. Personal information of the guest is processed based on the contract signed by the guest and the hotel in order to provide services by the hotel. The personal information is going to be processed in order to allow the hotel to provide its services or other similar services that are being provided to the guest at her/his request. Furthermore the personal

information may also be processed by the video surveillance in use in the hotel. Video surveillance is being used in order to ensure security of the guest and other people staying at the hotel premises or in the area.

3. In the event the guest provides personal information related to his/her preferences regarding the stay or other services, hotel may process the personal information in order to improve the quality of provided services or to ensure comfort of the guest or to execute additional services at guests request, including guest satisfaction surveys only in regards to gradually improve provided services. Legal basis for processing of the personal information in the above mentioned purposes is the hotel's justified business (article. 6 section. 1 letter. f RODO).
4. Hotel informs that providing the personal information to the extent allowing to identify the guest is a contractual and a statutory requirement (for documenting of the sale with a VAT invoice). If the personal information shall not be provided, a contract with the hotel is impossible to conclude and a VAT invoice can not be issued.
5. Hotel informs that the guest has the right to access his/her personal information and amend it and update it and also has the right to transfer the data, file an objection regarding processing of the information and to remove the personal information, if any legal grounds are met.
6. Hotel informs that the personal information of the guest will be kept for the whole period of time the hotel service is being provided to the guest and that the data will also be kept for the period of limitation of any claims, including tax and civil claims. Whereas the personal information processed by the video surveillance will be kept for not longer than 30 days.
7. Personal information of the guest will not be part of automated decision making, including profiling.
8. Hotel informs that the personal information of the guest may be shared only in compliance with the legislation in force.
9. Hotel informs that one has right to file a complaint to the supervisory body of the personal information processing method, that is to Urząd Ochrony Danych Osobowych w Warszawie ul Stawki 2.
10. In order to make use of the legal rights and with other matters related to the processing of your personal information by the hotel you are asked to contact us by email.

The rules come into force on May 01, 2021

Manager of the Hotel