

Ladies and Gentlemen,

We are very pleased to welcome you to our Hotel. The Hotel Management will appreciate your cooperation in observing the following Regulations, thanks to which we ensure your safety and highest comfort during your stay at HI Hotel.

1) PRELIMINARY PROVISIONS

- a) These Regulations define the type, scope, conditions and rules of making, cancelling, changing and settling reservations as part of the service provided electronically for the benefit of the Guest and the rules of providing services, responsibility and stay in the Hotel and is an integral part of the contract which is concluded by signing a registration card as well as by making a reservation and paying for the stay in the Hotel.
- b) The Regulations apply to all persons staying at the HI Hotel.
- c) The content of the Regulations is made available to everyone free of charge.
- d) The Regulations are available as part of the reservation system, on the Hotel's website.
- e) The Regulations are made available in a form allowing for their storage and playback in the ordinary course of activities (in HTML document format). At the request of the Guest, the Hotel will send a copy of the Regulations in PDF format to the e-mail address indicated by the Guest.

2) HOTEL DAY

- a) The hotel room shall be rented for hotel days.
- b) Check-in starts at 15.00 and ends at 11.00 a.m. of the following day.

3) RESERVATION AND ITS CANCELLATION

- a) In order to use the booking system, it is necessary to have a unique e-mail address and to fill in the booking form made available through the booking system.
- b) Booking by a Guest includes the following steps:
 - i) Selection of hotel services provided by the Hotel, based on data and information provided in the booking system, in particular the availability and price of room reservation; the prices provided in the system are gross prices and include only services indicated as its components;
 - ii) entering the required data and information by the Guest by means of the reservation form - in particular the name, unique e-mail address and telephone number - within the system made available on the Hotel's website;
 - iii) the Guest's confirmation of getting acquainted with and accepting the Regulations and making required declarations. Failure to confirm by the Guest to read and accept the content of the Regulations and to make the required declarations will make it impossible to continue the booking procedure;
 - iv) payment in accordance with the price conditions of the Hotel;
 - v) after entering the booking data and confirming the acceptance of the Regulations, the Guest will automatically receive a message containing the code and confirmation of the booking, together with the terms of payment and the rules of its change or cancellation, to the e-mail address provided during the booking process. At the moment of sending the confirmation, the booking contract is deemed concluded.
- c) The Hotel reserves the right to refuse to make a reservation if there are no available rooms in the Facility. In such a case, the Guest will automatically receive a message about the impossibility of making a reservation to the e-mail address provided during the reservation process.
- d) If the Guest resigns from their stay during the day, the Hotel does not reimburse the fee paid for a given hotel day.
- e) The hotel Guest may not transfer the room to third parties even if the period for which he or she paid for the stay has not expired.
- f) Persons not checked-in at the Hotel can stay in the Guest's room from 7.00 a.m. to 10 p.m.

4) SERVICES AND ADDITIONAL SERVICES

- a) The hotel shall provide services according to its category and standard. In case of any reservations, please report them to the staff as soon as possible at +48 733 100 751, which will enable immediate response and improvement of the standard of services provided.
- b) The hotel is obliged to provide:
 - i) The conditions of full and unfettered rest of the Guest,
 - ii) safe stay, including the security of keeping information about the Guest confidential,
 - iii) cleaning the room and carrying out any necessary repairs to the equipment while the Guest is away or in his/her presence only if he/she so wishes,
 - iv) a technically efficient service; in the event of any defects, the Hotel will endeavour to replace the room or otherwise alleviate the inconvenience as far as possible.
- c) In case of an unplanned lack of access to the booking system or as a result of a failure that makes it impossible to make the booking, the Hotel will be obliged to take reasonable care to restore the functionality of the system. However, the Hotel shall not be liable for the lack of possibility to use the service by the Guest and any damage to the Guest caused by the lack of access to the system, failure of telecommunication links, except for cases when such an event occurs through the Hotel's willful fault.
- d) The Hotel reserves the right to block the e-mail address of a Guest who has violated the provisions of these Regulations or the law.
- e) The Hotel does not guarantee uninterrupted service. In particular, the Hotel is not responsible for any interruption in the service due to technical, maintenance reasons to the system and attributable to the Guest or a third party.

5) GUESTS' LIABILITY

- a) In connection with the use of the service, the Guest is obliged to:
 - i) observe all provisions of the Regulations;
 - ii) comply with all laws, good manners and generally applicable rules of using the Internet;
 - iii) correctly determine the Guest's data, including in particular those required during the reservation;
 - iv) immediately inform the Hotel about any possible security breaches and problems related to the operation or use of the service;
 - v) not to carry out any actions threatening the security of the reservation system or third party computer systems;
 - vi) not to use the reservation system directly or indirectly to carry out any activity contrary to the law, morality, good faith or the rights of third parties.
- b) The Hotel Guest shall be fully financially liable for any damage or destruction of the Hotel's equipment and technical facilities caused by his or her fault. The Hotel reserves the right to charge the Guest's credit card for any damage caused after his or her departure.
- c) In case of violation of the Regulations, the Hotel may refuse to provide services to the person who violates them. Such a person is obliged to immediately comply with the demands of the Hotel, to pay for the existing services, to pay for any damage and to leave the Hotel.
- d) In the hotel room and other parts of the Hotel, children under 12 years of age may stay only under the supervision of legal guardians. The legal guardians are fully liable for any damage to equipment and technical devices caused by children.
- e) The night-time silence is valid from 10 p.m. to 6 a.m., all persons staying at the Hotel at that time are obliged to register.
- f) Smoking is strictly forbidden in the Hotel. The hotel will enforce a fee of 500 PLN for non-observance of the smoking ban.
- g) For reasons of fire safety it is forbidden to use heaters, electric irons, cordless kettles and similar items not included in the hotel room.
- h) Hazardous charges, weapons and ammunition, flammable, explosive or illumination materials cannot be stored in the Hotel.
- i) Acquisition and sale of dangerous goods, as well as gambling activities are prohibited at the Hotel.
- j) The Guest will not cause, and the Hotel will not allow excessive noise on the premises of the Hotel, the escape of unpleasant smells from the hotel room, or otherwise disturb or harm other Hotel Guests.
- k) The Guests are not allowed to make any changes in the hotel rooms in terms of furniture and equipment.

6) PERSONAL DATA

- a) The administrator of Guests' personal data is Faros Sp. z o.o. Sp. k., Juliusza Słowackiego 165, 80-298 Gdańsk, which can be contacted by e-mail: info@hotelfaros.pl
- b) Providing the data is voluntary, but necessary to provide the service.
- c) The guest to whom the data refers is entitled:
 - i) Access, correction or withdrawal of their data at any time (withdrawal of consent does not affect the lawfulness of the processing carried out on the basis of that consent before its withdrawal);
 - ii) demand erasure (right to be forgotten);
 - iii) restrictions on data processing;
 - iv) transfer of data (where technically possible);
 - v) objection where automated decision making (including profiling) is used;
 - vi) lodging a complaint with the President of the Office for Personal Data Protection.
- d) The personal data provided by the Guest shall be processed for the purpose:
 - i) providing services by the Administrator on the basis of Art. 6 paragraph 1 point b) of the PCO;
 - ii) marketing, including sending commercial information to an e-mail address, if the Guest has consented to it, by ticking the appropriate box in the booking process. Consent to data processing for marketing purposes and sending commercial information may be revoked by clicking the appropriate link in the received message or by sending such a request to the Administrator's e-mail address;
 - iii) the fulfilment of the Administrator's legitimate interest in special cases pursuant to Art. 6 paragraph 1 point f) of the TYPE, e.g. debt collection or monitoring of the visual traffic in the Facility.
- e) The legal basis for the processing of personal data shall be the agreements concluded between the Guest and the Hotel and the relevant provisions of national and EU law within the framework of which the processing of personal data takes place.
- f) The Guest's personal data will be stored for the maximum period resulting from the provisions of the Tax Ordinance, provisions of the Accounting Act and other generally applicable regulations.
- g) Personal data of the Guest will not be processed outside the EEA.
- h) The Administrator may use automated decision making, including profiling, for marketing purposes and offer adjustment.
- i) The Administrator entrusts the processing of the Service Provider's personal data. The recipients of personal data may also be authorities, institutions and entities authorised under the law, as well as entities providing services to the Administrator (e.g. legal services, IT, marketing, accountancy and other entities participating in the Service).
- j) The Service Provider and the Administrator declare that they apply organisational and technical measures to ensure the security of the processed personal data.
- k) The Service Provider and the Administrator shall not be liable for the consequences of the Guest providing false or erroneous data if, despite exercising due diligence, it is impossible to contact the Guest.