

Welcome
to
Hotel Buczyński**Medical&SPA**

We wish to present you with a brief overview of the
Buczyński****Medical&SPA Hotel and our regulations, so that you
can feel safe and secure just like home.

If you need any further information, please contact the Reception.

We wish you a pleasant stay.

The Buczyński Family and the Hotel Staff.

HOTEL BUCZYŃSKI MEDICAL & SPA

ul. Prusa 2, 59-850 Świeradów-Zdrój, tel. + 48 75 78 11 900, e-mail: repcja@hotelbuczynski.com
NIP 616-13-01-951

General information

Reception

Open from: 07:00-22:00 Please settle all payments by 22:00. To call the Reception, please dial the telephone number 6000.

Restaurant and Bar

Meal Hours:

- Breakfast: **8:00 – 10:00**
- Dinner: **13:00 – 14:00**
- Supper: **17:30 – 19:00**

We also invite you to our Hotel Restaurant and Bar. We accept meal orders to 19:30. The Bar is opened until 22:00

Room

Your rooms are cleaned daily, from Monday to Saturday. On Sunday, the cleaning service is available on request—please report at the reception. The towels are replaced upon request (please leave those you want to change on the floor). Green towels are for the use in the Wellness Center. Please, do not leave your towels in the swimming pool area. The exchange of green towels takes place in the room as in the case of room towels. The bed linen is changed on request.

Note! The entire hotel is non-smoking. Smoking is only allowed in the smoking room near the reception hall. Breaking the ban on smoking involves fines.

Laundry and Ironing of clothing

Water wash (not chemical) is available. Service submitted before 9:00 will be returned by 18:00 the same day. Service submitted after 9:00 will be returned by 12:00 the following day. For further information please contact the reception.

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Ironing room

On the third floor of the building in room 321 there is a public ironing service. The use of the room does not require notification.

Luggage room

In hotel, next to the reception desk, we provide you with a room in which you can store your luggage. In case of need for help in carrying baggage to or from the room, please make a request in reception.

Storage room for skis / bicycles

There is a room available in the hotel in which you can store your skis or bicycles. The room is located on a level -2 next to the entrance from parking B.

Telephone

For calls inside the hotel (free of charge) – select the required room number preceded by "6" (eg 131 - 6131). To connect to the Reception, dial 6000. Calls outside the hotel: choose 0 followed by the desired number (calls will be charged to your room).

Parking

The hotel has a secure and monitored parking. Guests arriving with their own car and wanting to use the hotel parking are asked to request this from the reception and leave the car's registration number. Prices are available at the reception.

Safe

Every room is equipped with a free safe. The hotel does not take responsibility for things not locked in the safe. Please read the instruction of the use of safe, if help is needed please call the reception.

Events

We invite our guests to attend in events organized by the hotel. Detailed information is available on the information board. For further information please contact the Reception.

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Medical Spa Center

We invite you to familiarize yourselves with our Medical& SPA offer. The booking of health treatments is possible after consultation with the doctor. For booking of SPA treatments and further information, please contact the Medical&SPA Center on the first floor. In order to improve the use of treatments for all guests, please do not be late for the treatment. In case of being late on the treatment we will do our best to perform the treatment but we cannot guarantee the treatment and it might be appropriately shortened, moved to another term (within the capabilities) or cancelled. Please read the regulations of the SPA zone before starting the treatments.

Swimming Pool, Sauna and Fitness Room (The Wellness Center)

We invite our guests to free use of our Wellness Center. Please, use the towels from your room especially prepared for this.

- Pool: 7:00. – 21:30
- Saunas: 15:00 – 21:30

During water gymnastic between 11:00 and 12:00 please do not use the pool or Jacuzzi.

Medical Care

Private doctor visits are available at extra cost. If you need to contact a doctor please contact the reception. Please report emergencies immediately at the reception desk.

Internet

Free Wi-Fi is available throughout the whole hotel area. To use the Wi-Fi connection please connect your device to the network called "Buczynski". There is also a possibility to use the computer station in the lobby. For further Information please contact the reception.

Animals

Only domestic animals- dogs and cats, are allowed in the hotel for an additional fee and with prior notification before arrival. After accepting the Regulations for the stay of animals and the accommodation, on the outer part of the door from the room there must be put on the tag with information about the presence of an animal (the tag is available at the reception).

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Additional Services

Additionally, on guest request, The hotel serves free of charge the following services: Providing information about your stay, wake up at the appointed time, luggage storage, ordering taxi.

In Case of Fire

1. Notify the reception: phone 6000.
2. Leave the premises using escape routes.
3. Turn on the alarm signal at the stairs.
4. In no case should the lift be used.
5. In areas where a fire has occurred, do not open windows or doors.
6. Please leave the room and follow the directions of the Hotel Staff.

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HOTEL RULES AND REGULATIONS

The following provisions serve to ensure your peaceful and safe stay in our Hotel and apply to all guests staying on the Hotel premises.

§1

1. The owner and the administrator of the hotel is W. Buczyński Sp.J.
2. The Rules & Regulations Regarding Pets are an integral part of the Hotel Rules and Regulations (found below the Hotel Rules and Regulations).
3. The Rules and Regulations define the object of service, liability and rules of staying at the Hotel and are an integral part of the agreement, which is concluded by signing the Guest Card, as well as by making reservations and/or paying an advance or full payment for a stay at the Hotel. By performing the actions mentioned in the previous sentence, the Guest confirms that they have read and accept the Rules and Regulations.
4. The Rules and Regulations are available at the Hotel reception, in the hotel room and on the website www.hotelbuczynski.pl
5. An integral part of the Hotel Rules and Regulations are the Rules and Regulations for the use of the Medical & SPA area, Wellness area, Fitness area and the Playroom. All rules and regulations are available in individual areas and at the reception.

§2

1. The Hotel provides accommodation, catering, conference and other services according to the business profile, category and standard. In case of any reservations concerning the quality of services, the Guest is requested to report them at the reception as soon as possible, which will enable the Hotel to react immediately and improve the quality of provided services.
2. The Hotel is obliged to provide: conditions for complete and unhindered rest of the Guest; safety of the stay, including the safety of keeping the information about the Guest in secrecy; professional and courteous service in the scope of all services provided at the hotel; cleaning of the room and performing necessary repairs of equipment in the absence of the Guest, and

in their presence only when they express such a wish; technically efficient service; in case of occurrence of defects that cannot be removed, the Hotel will make every effort to - as far as possible - change the room or otherwise mitigate the inconvenience.

3. Guests of the Hotel agree to the processing of their personal data necessary for the performance of the hotel service. Personal data is processed by the Hotel under the terms of applicable laws and the privacy policy posted on the Hotel's website. The provision of data is voluntary, however it is necessary to conclude the contract for hotel services.

§3

CHECK-IN

1. Detailed conditions for making reservations and cancelling rooms are included in the booking confirmation.
2. The Hotel reserves the right to charge for the entire stay on the Guest's arrival.
3. In case of cancelling the stay of the Guest during the stay, the Hotel will not return the fee for the started day of the stay.
4. The room is rented for the duration of a hotel night, which begins at 14:00 and ends at 11:00 the next day.
5. If the Guest does not specify the length of stay, it is assumed that the room was rented for one hotel night.
6. If the Guest wishes to extend their stay, they should report it at the Reception by 9:00 on the day the stay expires. The Hotel agrees to process the request subject to availability.
7. The Guest should register their stay at the Reception on the basis of a document with a photograph (e.g. ID card, passport, driving licence).
8. Please vacate the room and return the chip card to the Reception by 11:00 on the day of departure.
9. In case of loss or destruction of the chip card, the Hotel will charge the Guest with a fee of PLN 50.00.

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10. All Guests staying on the hotel premises and using the hotel services must be checked in.

§4

PAYMENT

1. Please make payment on arrival at the Reception.
2. The fee is collected:
 - a. for room rental, in cash or by credit card.
 - b. for other services, payment is made on departure in cash or by credit card.
3. VAT invoices may be issued at the request of the Guest, provided that this is notified at the time of booking.
4. The Hotel accepts credit card payments: MASTERCARD, VISA, MAESTRO, DINERS CLUB INTERNATIONAL

§5

HOTEL NIGHT

1. The Hotel may refuse to accept a Guest who, during a previous stay, has not paid the required fees or has grossly violated the Hotel Rules and Regulations, causing damage to Hotel property, other guests, Hotel employees or other persons staying at the Hotel.
2. Visitors should leave the Hotel before 22:00.
3. The presence on the Hotel premises (excluding the restaurant) of persons visiting Guests after 10:00 is tantamount to recognizing the Guest's consent to charge an additional fee for an extra bed in accordance with the Hotel price list.
4. A Guest may not transfer the room to other people even if the period for which they have paid for the stay has not passed.
5. From 12:00 to 7:00, the Hotel curfew is mandatory. In the event of its disruption, the Hotel shall intervene and may even refuse to provide further services, including removal of the

Guest from the Hotel.

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6. Children may not be left unattended by adults throughout the Hotel.

§6

PETS

1. The Rules and Regulations Regarding Pets are an integral part of the Hotel Rules and Regulations
2. The owner of the pet, when checking in at the reception, will receive the rules and regulations of the stay of the pet to sign. Acceptance of the rules and regulations is necessary to accept Guests with a pet.

§7

GUEST LIABILITY

1. The Hotel Guest is financially responsible for damage and destruction of equipment and technical devices of the Hotel, arising from their fault or the fault of their visitors. The Hotel has the right to claim for damages caused on the premises of the Hotel.
2. If the Guest does not report any shortages or damages in the room during their stay, the Hotel has the right to charge the costs of repairing or equipping the room.
3. The Guest is obliged to comply with fire safety regulations. It is forbidden to use electrical appliances which are not hotel room equipment, especially: heaters, electric irons, hair dryers etc.
4. Children over 12 years of age should be supervised by a guardian on the premises. Guardians are financially responsible for damages caused by children.
5. Smoking is not allowed on the hotel premises.
6. The Guest who smokes in the room will be charged a fee of 500,00 PLN for deaeromatization.

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§8

HOTEL'S LIABILITY

1. The Hotel is not responsible for vehicles parked at the Hotel.
2. The Hotel is responsible for valuables, money, securities only if they are deposited in the Hotel depository.
3. The Hotel agrees to store items left by Guests for up to 30 days after check-out. In the case of obtaining a request, the above-mentioned items will be sent back by Poczta Polska or courier service to the address indicated by the Guest, at the Guest's expense.

§9

CCTV

The hotel is monitored. Guest personal data can be processed by CCTV used in the Hotel. The purpose of video surveillance is to protect the guest and other people staying in or around the hotel. Personal data processed by video monitoring will be stored for a period of 7 days, unless special circumstances occur (eg accident), in connection with monitoring recordings will be stored for a longer time.

§10

Personal data protection

In accordance to the Regulation of the European Parliament and of the Council (EU) 2016/679 of April 2016, we inform you that the personal data administrator is W. Buczyński Sp.J. based Świeradów-Zdrój, UL. Zielona 3, KRS 0000242120, REGON 230407930.

The personal data is processed in order to book accommodation, and for the provision of hotel services.

Providing personal data is voluntary but also needed to provide the service.

Additionally, after the guest agrees, his personal data will be processed for marketing purposes within the scope of granted consent. The data collected for the purpose of providing hotel services will

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be processed for the period specified on the law, and in the case of data collected on the basis of consent until its revocation.

Data obtained from CCTV is removed within 7 days from the date of record.

You have the right to access the data contents, correct them, transfer data, and the right to receive a copy of personal data processed by the hotel. In addition, the right to withdraw your consent at any time, requests to limit their processing, deletion, and the right to be forgotten when processing personal data for marketing purpose.

Your data may be shared or passed to the following categories of recipients:

- Transport and taxi companies in case you ask us to order transport for you
- Companies providing IT support services for the hotel
- Companies providing accounting services
- Companies providing legal services
- Companies providing marketing services for the hotel

If you find that personal data are being processed unlawfully, you have the right to lodge a complaint to the President of the Office for Personal Data Protection (PUODO)

Contact with the person responsible for the protection of personal data is possible at the hotel's headquarters, or via email address: ado@hotelbuczynski.com

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