

REGULATIONS OF THE SWING SPA CENTER AT THE SWING HOTEL

1. We would like to inform you that Spa & Wellness services are provided by an external entity - Swing Sp. Zoo, ul. Dobrego Pasterza 124, 31-416 Kraków, NIP 9452199861, KRS 0000649420, REGON 365942624.
2. These Regulations (hereinafter referred to as the "Regulations") define the rules for using the Spa Center located on the premises of the Swing Hotel.
3. Persons using the Spa Center are obliged to comply with the provisions of these Regulations, instructions for using individual saunas, and are also obliged to follow the instructions of the Spa staff.
4. For the sake of your own safety and the safety of others, please follow the above regulations.
5. Before using the sauna or steam bath, please read the detailed regulations.
6. Only adults can use the Spa Center.
7. The SPA is a Center of silence and relaxation.
8. The Spa Center is open every day from 4:00 p.m. to 10:00 p.m., the beauty salon is open from Monday to Saturday from from 16:00 to 22:00. On Sunday, only the Spa Center is open from 5:00 p.m. to 10:00 p.m. 10 p.m. is the closing time for the entire facility.
9. In order to plan a visit to the Spa treatments, please make a reservation by phone: +48 (12) 311 11 05 or in person at the SPA Reception.
10. Using the SPA requires changing clothes in the cabins and leaving personal items in locked cabinets.
11. In the Spa Center, you must bring a towel and flip-flops for changing clothes.
12. In the SPA Center, footwear must be replaced with replacement flip-flops. If the Customer does not have replacement shoes, the Spa staff has the right to refuse entry and use of the facility.
13. Swimming attire or a bathing towel are required in the SPA area. Intimate parts should be covered with a towel.
14. Before entering the sauna, wash your entire body thoroughly with soap and then wipe your body dry. You can enter saunas without flip-flops.
15. In saunas, you should sit or lie on a towel so that no part of your body touches the sauna boards (including your feet). This does not apply to the sauna (steam bath), which can be used without a towel.
16. All metal decorations (jewelry, cufflinks, watches, etc.) should be removed before using the sauna for personal safety reasons. The Spa staff does not keep a deposit.
17. It is also not recommended to use saunas with glasses or contact lenses (the customer uses them at his own risk).
18. Saunas can only be used by healthy people or those whose ailments do not constitute a contraindication to using the sauna. In case of any doubts regarding health matters, including after medical/surgery procedures/surgeries plastic/aesthetic, please consult your doctor before using the sauna. Pregnant or menstruating women should not use saunas.
19. Any health problems or deterioration in well-being should be reported immediately to the Spa staff.
20. All Spa devices and equipment must be used in accordance with their intended purpose. In particular, it is prohibited to adjust or manipulate electrical or heating devices as well as interfere with any systems/installations located in the Spa.

21. Any type of behavior considered socially indecent or offensive or causing other people to feel embarrassed or embarrassed is prohibited in the Spa area. Any such behavior by other users should be reported immediately to Spa staff.
22. Dry saunas have alarm buttons that should be used in the event of any threat.
23. SPA employees have the right to ask people to leave who do not comply with the rules set out in these regulations.
24. Cameras and mobile phones are not allowed in the SPA area.
25. Smoking, drinking alcohol and bringing glass containers are prohibited in the SPA area.
26. SPA employees reserve the right to refuse to perform a treatment or service if they suspect that the Client's health condition is inadequate.
27. The SPA services cannot be used by people whose condition indicates the consumption of alcohol or other intoxicants, with open wounds and skin inflammation, and whose hygiene condition differs from generally accepted standards.
28. Before starting a SPA treatment, the SPA staff will conduct a short health interview to make sure that there are no contraindications to performing a given treatment.
29. Advance reservation is required for Spa treatments.
30. The time given when making a reservation is the start time of the treatment. Please arrive earlier /approx. 10 minutes/. If the Client is 15-20 minutes late for the treatment, the Spa employee has the right to refuse to accept the Client.
31. If you cancel the treatment, please cancel your visit to the SPA one day in advance.
32. If you redeem a gift voucher, please inform the staff about it
33. If the reservation is not canceled 24 hours before the scheduled visit, the gift voucher will be deemed to have been redeemed.
34. To complete a visit using a gift voucher, the voucher must be presented to the reception staff before the service is performed. Lack of a voucher will result in the inability to provide the service.
35. Payment for treatments is made in advance at the SPA reception. The payment can be added to the guest's hotel bill.
36. Gift vouchers are valid for 3 months from the date of purchase of the gift voucher. If the gift voucher expires, the Spa staff has the right to refuse to perform treatments. The validity date of the voucher is not extended.
37. The SPA staff may interrupt the treatment if they encounter inappropriate behavior of the Guest.
38. Privacy policy - Rules for the processing of personal data at Spa Swing
 - Pursuant to art. 13 section 1 and section 2 of the General Data Protection Regulation (hereinafter referred to as GDPR) of April 27, 2016, we would like to inform you that:
 - The administrator of your personal data, including sensitive data (e.g. health information), which the Customer provides during a visit to the office and in any other way, in any form, is Swing Sp. Zoo
 - Address: ul. Dobrego Pasterza 124, 31-416 Kraków, Tel.: 123111105, E-mail: swingspawellness@gmail.com

- Your personal data, especially sensitive data, are protected with the utmost care. The office processes personal data such as: name, surname, e-mail address, telephone number, information about treatments performed, etc. The client will be asked for them during registration or when completing the Client Card.
 - Your personal data provided before the service is performed, in particular the data entered in the Customer Card related to your health, will be processed solely for the purpose of implementing the contract for the provision of the service you have selected. The basis for this is Art. 6 section 1 letter b) GDPR.
 - Providing the personal data in question is voluntary, but necessary to conclude a contract and provide the service offered in our office. If you do not provide them, the service you ordered will not be performed.
 - Your personal data provided for marketing purposes, sending a newsletter, sending information about promotions and discounts in our office or for other purposes not directly related to providing a service to you, will be collected only on the basis of your express consent. The basis for this is Art. 6 section 1 letter a) GDPR.
 - Providing personal data referred to in point 6 is voluntary, but necessary to provide other services offered by our office, which are clearly included in the consent that you will receive to sign. If you do not provide them, the service you ordered will not be performed, e.g. a newsletter will not be sent to you, you will not receive information about discounts.
 - Your personal data will be processed for the period necessary to provide the service and after its completion, in order to implement the legally justified interests of the Data Administrator, i.e.:
 - marketing your own products or services - until you withdraw your consent,
 - pursuing possible claims in connection with the provision of the service - in accordance with applicable legal provisions regarding the limitation periods for claims, Art. 117 et seq. Civil Code (Journal of Laws 1964, No. 16, item 93, as amended).
 - The basis for this is Art. 6 section 1 letter f) GDPR and art. 9 section 2 letter f) GDPR.
 - Your personal data will be made available to other data recipients, such as websites providing IT system maintenance and hosting services, e-mail service providers, practice management system providers, mailing service providers, etc.
 - Your data will not be made available to third parties.
 - You have the right to access your data, correct it, rectify it, delete it or limit processing, the right to object to the processing, the right to transfer data, the right to request access to data, as well as the right to lodge a complaint with the supervisory authority (President of the Office for Personal Data Protection). Personal Data) if you consider that the processing of your data is inconsistent with the currently applicable data protection law. You also have the right to be forgotten if further processing is not provided for by currently applicable law.
 - You also have the right to withdraw your consent at any time, and its withdrawal does not affect the processing of data that was carried out on the basis of this consent before its withdrawal.
 - You have the right to lodge a complaint with the supervisory authority (Office for Personal Data Protection).
39. The administrator of your personal data is: Swing Sp. zoo. street Dobrego Pasterza 124, 31-416 in Kraków
 Tax identification number: 9452199861, e-mail: swingspawellness@gmail.com [contact details include: on the processing of personal data].

40. Monitoring of the facility – the monitoring system is located in the corridor near the main entrance to the Spa and the Spa Reception is also monitored. The monitoring is conducted for the safety of employees. The data controller is Hotel Swing Sp. Z o.o.