

## RULES OF THE SPA CENTER AT THE HOTEL SWING

1. These Regulations (hereinafter: "Regulations") define the rules of using the Spa Zone located on the premises of the Hotel Swing.
2. People using the Spa zone are obliged to comply with the provisions of these Regulations, instructions for the use of individual saunas, as well as they are obliged to follow the instructions of the Spa staff.
3. For the sake of your own safety and the safety of others, follow the above regulations.
4. Before using the sauna or steam room, please read the detailed regulations.
5. Only adults can use the Spa Zone. Children cannot use the Spa Zone.
6. SPA is a zone of silence and relaxation.
7. The Spa Zone is open every day from 4:00 p.m. to 10:00 p.m., the beauty salon is open from Monday to Saturday from 4 p.m. to 10 p.m. Only the Spa area is open on Sundays. 22:00 is the closing time for the entire facility.
8. In order to plan a visit for spa treatments, make a reservation by phone: +48 (12) 311 11 05, or in person at the SPA Reception.
9. Using the SPA requires changing clothes in the cabins and leaving personal belongings in lockers.
10. In the Spa area, you must have a towel and flip-flops for changing clothes. If the customer does not have his own towel, the Spa provides the possibility of a paid towel rental according to the prices specified in the price list.
11. In the SPA area, footwear is to be replaced with replacement shoes, such as rubber flip-flops. If the customer does not have replacement footwear, the Spa staff has the right to refuse to enter and use the facility.
12. A swimsuit or a bath towel is required in the SPA area. Intimate places should be covered with a towel.
13. Before entering the sauna, thoroughly wash the whole body under a shower using soap, and then wipe the body dry. The saunas are entered without flip-flops.
14. 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 room), which is used without a towel.
15. All metal ornaments (jewelry, cufflinks, watches, etc.) should be removed before using the sauna for personal safety. The Spa service does not run a deposit.
16. It is also not recommended to use the saunas with glasses or contact lenses (the customer uses it at his own risk).
17. Only healthy people or people whose ailments are not a contraindication to using the sauna can use the saunas. If you have any doubts about health issues, including after medical / plastic / aesthetic procedures / surgeries, consult your doctor before using the sauna. Sauna baths should not be used by pregnant women or during menstruation.
18. Any health problems or deterioration of well-being should be immediately reported to the Spa staff.
19. All devices and Spa equipment should be used in accordance with their intended use. In particular, it is forbidden to regulate or manipulate electrical or heating devices as well as interfere with any systems / installations located in the Spa area.
20. In the Spa area, it is forbidden to conduct any kind of behavior considered socially indecent or offensive or causing a feeling of embarrassment or embarrassment in other people. Any such behavior of other users should be immediately reported to the Spa staff.
21. In dry saunas there are alarm buttons that should be used in case of any danger.
22. SPA employees have the right to ask people who do not comply with the rules set out in these regulations to leave.
23. It is forbidden to use cameras and mobile phones in the SPA area.
24. In the SPA it is prohibited to: smoke, drink alcohol and bring glass packages.
25. SPA employees reserve the right to refuse to perform a treatment or service in the event of suspicion of inadequate health condition of the Client.
26. SPA services cannot be used by persons whose condition indicates the consumption of alcohol or other intoxicants, with open wounds and skin inflammations, whose hygiene status differs from generally accepted standards.
27. Before starting the SPA treatment, the SPA staff will conduct a short medical interview to make sure that there are no contraindications for the treatment.
28. Prior reservation is required for treatments in Spa.
29. The time given when making the reservation is the time the treatment starts. 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 admit the client.
30. If you resign from the treatment, please cancel your visit to the SPA one day in advance.
31. In the case of redeeming a gift voucher, please inform the staff about it when booking the date.
32. If the reservation is not canceled 24 hours before the appointment, the gift voucher will be considered redeemed.

33. In order to carry out a visit with the use of a gift voucher, the voucher must be presented to the reception staff before the service is performed. Lack of a voucher will make it impossible to provide the service.
34. Payment for treatments is made in advance, at the SPA reception.
35. 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 the treatments. The validity date of the voucher cannot be extended.
36. The SPA staff may interrupt the treatment if they encounter inappropriate behavior of the Guest.
37. In the case of booking treatments by phone and e-mail, the Customer accepts the Spa regulations and agrees to the processing of personal data in accordance with Article 28 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of persons individuals with regard to the processing of personal data and the free movement of such data and repealing Directive 95/46 / EC (general regulation on data protection) (hereinafter: "GDPR"), the customer also agrees to the processing of personal data in accordance with the Act on the protection of personal data by Swing Sp. zoo. with headquarters in Krakow at ul. Dobrego Pasterza 124, 31-416 Nip-94521999861 for the purpose of sending commercial information by electronic means in accordance with the Act on the provision of electronic services to the e-mail address provided for this purpose and the telephone number provided above in the contact form.
38. Expressing consent is voluntary. The client acknowledges that he may withdraw this consent at any time by sending an e-mail to the following e-mail address: [spa.swing@hotelswing.pl](mailto:spa.swing@hotelswing.pl)
39. Withdrawal of consent by the Customer does not affect the lawfulness of the processing which was carried out on the basis of consent before its withdrawal.
40. The administrator of your personal data is: Swing Sp. z o o. ul. Dobrego Pasterza 124, 31-416 in Krakow NIP: 9452199861, e-mail: [spa.swing@hotelswing.pl](mailto:spa.swing@hotelswing.pl) (for contact, among others regarding the processing of personal data).
41. The administrator processes personal data for the purpose of sending commercial information, current office promotions, as well as reminding planned visits to the office, answering inquiries sent.
42. The collected data will never be traded with third parties.
43. The data collected during the correspondence between the Client and our website will be used only to answer the Client's inquiries.
44. The legal basis for the processing of personal data is the consent.
45. Personal data will be processed for a period of 5 years or as requested by the client.
46. Bazy danych przetwarzane przez Swing Sp. z o .o. zabezpieczone są przed wglądem osób trzecich. Dostęp do nich wymaga pełnej autoryzacji od osób zarządzających Spa .
47. To book treatments, we require the following data: Name and surname, telephone number, e-mail, and the Client's Card is filled in for the treatment.
48. To subscribe to the newsletter, we collect personal data such as name, surname, e-mail address, contact telephone number.
49. Your personal data may be profiled.
50. Each person whose data is processed, to the extent resulting from the provisions of law, has the right to access their data and rectify, delete, limit processing, transfer data, stop processing data, based on Article 6 paragraph 1 letter e or f GDPR. and the right to object to data processing.
51. You have the right to lodge a complaint with the supervisory body (Personal Data Protection Office).
52. Monitoring of the facility - monitoring is located in the corridor at the main entrance to the Spa as well as the Spa Reception, monitoring is carried out for the safety of employees, the data administrator is Swing Sp. z o. o.