

## REGULATIONS OF THE BRIDGE HOTEL

### 1. GENERAL PROVISIONS

- 1.1. These Regulations set out the rules for the provision of services, liability and rules for staying on the premises of The Bridge Hotel (hereinafter referred to as the "Hotel").
- 1.2. The Regulations apply to all Guests staying on the Hotel premises.
- 1.3. Regulations are available at Reception.
- 1.4. Plac Katedralny Management Sp. z o.o. s.k. with its registered office in Warsaw (00-764), 110 Jana III Sobieskiego Street, 26, holding the following NIP (taxpayer identification number): 5213761369 and REGON (business registry number): 366183675, is responsible for the implementation of these Regulations.

### 2. HOTEL DAY

- 2.1. Rooms in the hotel are rented for Hotel Days (hereafter referred to as "Days") lasting from 3:00 pm to 12:00 the following day.
- 2.2. If the Guest wishes to extend the period of stay beyond the period indicated in the booking, he/she should report it at the reception by 10:00 a.m. of the day on which the room rental period expires. The final decision on extending the period of stay is taken individually by the reception employee. The employee has the right to refuse to extend the stay in case of lack of available rooms, gross violation of the Regulations by the Guest or non-payment for the previous stay.
- 2.3. If the Guest does not vacate the room and remove his/her belongings from the room by 12:00 on the day of departure and does not notify the Hotel of his/her wish to extend the stay, the Hotel will charge for the next day's room rental according to the prices in force on that day and the respective room category.
- 2.4. Extension of the hotel night takes place upon prior notification of the Guest's wish to extend the hotel day on the day of check-out or on the day of check-in, up to the preferred time. An additional charge applies, the Guest will be informed of the cost. Extension of a hotel day is subject to occupancy and room availability. A hotel employee has the right to refuse taking into account the aforementioned factors.

### 3. CHECK-IN AND RESERVATION

- 3.1. Check-in of a Guest (adults only) at the Hotel takes place only on the basis of confirmation of the Guest's identity by showing a valid photo ID to the front desk employee and the Guest completing and signing the Check-in Form.
- 3.2. Guests pay for their stay at the Hotel at the time of check-in. Depending on the method of booking, reservations are paid before arrival or a card or cash deposit is taken at check-in to secure additional payments. Correctly checked-in Guests receive a key card to enter the hotel room.
- 3.3. The hotel room may not be shared with third parties.
- 3.4. Persons not checked into the hotel may stay in the hotel room from 6:00 a.m. to 10:00 p.m.  
The stay of persons not checked in the Guest's hotel room after this time is tantamount to the Guest's consent for these persons to be added to the room against payment. The additional accommodation for each person will be charged at the current price for an extra bed for an adult from the price list available at the hotel reception.
- 3.5. An employee of the Hotel may refuse to check in a Guest who, during his/her previous stay, has grossly violated the hotel regulations, caused damage to hotel property or Guests or to the person of Guests, Hotel employees or other persons staying at the Hotel, or otherwise disturbed the peace of the Hotel.
- 3.6. The Hotel reserves the right to block funds on the credit card provided by the Guest for the purpose of booking in the amount due for the entire stay, whereby the Guest hereby authorises a representative of the Hotel's reception to perform the action of collecting the Hotel's amount due from the card.
- 3.7. If the balance on the Guest's account exceeds PLN 10,000, the Guest will be obliged to pay it on the day in question, otherwise further stay of the Guest will be impossible.
- 3.8. In the event of cancellation of the Guest's stay during the course of the day, the Hotel will not refund the fee for the hotel night started.
- 3.9. Guests will be charged for a shortened stay with the terms of their booking.
- 3.10. The Guest agrees to a VAT invoice without signature.

#### 4. SERVICES OFFERED

- 4.1. The Hotel provides services in accordance with its category and standard. In the event of complaints regarding the quality of services, the Guest is requested to report them to the reception as soon as possible.
- 4.2. The Hotel is required to provide:
  - a) conditions for full and unhindered rest of the Guest,
  - b) a safe stay, including the security of keeping Guest information confidential,
  - c) professional and courteous service in all services provided at the Hotel,
  - d) cleaning of the room (during long stays exceeding 7 days, linen and towels are changed every 3 days or at the request of the Guest) and carrying out the necessary repair of the facilities in the absence of the Guest, and in his/her presence only if he/she so wishes,
  - e) technically efficient service; in the event of faults that cannot be rectified, the Hotel will endeavour to replace the room or otherwise alleviate the inconvenience to the best of its ability.
- 4.3. At the Guest's request, the hotel provides the following services free of charge:
  - a) providing information related to residence and travel,
  - b) waking up at the appointed time,
  - c) safekeeping of money and valuables during the guest's stay at the hotel,
  - d) storage of luggage – subject to refusal of luggage on dates other than the dates of the Guest's stay at the Hotel and if it is contrary to § 6.2,
  - e) ordering a taxi,
  - f) putting a cot or other items in the room to facilitate the care of the child, e.g. bottle warmers.
  - g) Guests may use the Fitness and Sauna free of charge after reading the Sauna and Fitness Regulations.
- 4.4 At the Guest's request, the Hotel provides the following services for a fee:
  - a) Parking, the rules of which are governed by separate parking regulations.
  - b) Pet stay at the rate of PLN 100 per day
  - c) beauty treatments/massages
- 4.5 The Hotel is not responsible for items belonging to Guests lost in the common areas of the property.
- 4.6 The Hotel is not responsible for items stored in the room safe.
- 4.7 Personal effects left by the departing Guest in the hotel room will be sent back to the address indicated by the Guest at the Guest's expense. In the absence of such instructions, the Hotel will store these items for 3 months.
- 4.7 The Hotel has a video surveillance system. The CCTV is used to improve the safety of hotel guests. The surveillance data is stored for 30 days. The surveillance data can only be made available at the request of the relevant government departments upon written request.

#### 5. GUEST RESPONSIBILITY

- 5.1. Guests and others on the hotel premises are required to behave in a manner that does not disturb the peaceful stay of others.
- 5.2. The Hotel has a curfew from 10 p.m. to 6 a.m. the following day.
- 5.3. Guests and other persons staying on the Hotel's premises shall bear full financial and legal responsibility for any damage or destruction to the Hotel's furnishings and equipment caused by the Guest, his/her guests (including children and pets) or visitors. The Hotel reserves the right to charge the Guest for any damage or dirt caused after the Guest's departure. In addition, the Hotel has the right to charge the Guest an additional amount equivalent to the room rental price for the period of exclusion resulting from the repair of the damage caused.
- 5.4. The Guest is fully responsible for the behaviour of, and damage caused by, persons staying under his/her invitation who are not registered at the Hotel.
- 5.5. Smoking and tobacco products are strictly prohibited throughout the Hotel, except in designated areas. In case of violation of this rule, the Guest will be charged PLN 400 gross for additional cleaning.
- 5.6. For fire safety reasons, in hotel rooms and other premises it is prohibited to use heaters, irons and other electrical appliances, which are not part of the equipment of these rooms. It is also forbidden to store dangerous loads – weapons and ammunition, flammable, explosive and illuminating materials.

- 5.7. In the event that the Guest violates the smoking ban or as a result of other activities the fire alarm is triggered, resulting in the intervention of the fire brigade, the Hotel will impose a penalty on the Guest to cover the costs of the fire brigade intervention and the costs of evacuation. The Hotel does not exclude the need to additionally seek compensation through the courts.
- 5.8. Canvassing and door-to-door sales, as well as gambling activities, are prohibited on the Hotel premises.
- 5.9. The guest is financially responsible for the key card not returned or lost.

## **6. COMPLAINTS**

- 6.1. Guests have the option to make a complaint about the services provided by emailing: [hb1z1@accor.com](mailto:hb1z1@accor.com) or in person at Reception or to the Operations Manager or Manager on Duty
- 6.2. A complaint should be made as soon as deficiencies in the standard of services are noticed and should include at least the Guest's details and the reason for the complaint.
- 6.3. Complaints will be dealt with within 14 days of receipt.

## **7. PROCESSING OF PERSONAL DATA**

- 7.1. The basis for the processing of personal data is the consent of the Guest given at the time of booking and signing the registration form.
- 7.2. The principles for the processing of personal data are set out in **Appendix 1**, which forms an integral part of these Regulations.

## **8. FINAL PROVISIONS**

- 8.1. In matters not regulated in these Regulations, the provisions of the Civil Code shall apply.

**APPENDIX NO. 1**  
**PRINCIPLES FOR PROCESSING PERSONAL DATA**

1. The Controller of the personal data is Plac Katedralny Management Spółka z ograniczoną odpowiedzialnością spółka komandytowa, with its registered office in Warsaw, 110 Jana III Sobieskiego St., apartment 26 Warsaw, entered in the register of entrepreneurs of the National Court Register, maintained by the District Court for the Capital City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000655736, NIP 5213761369, REGON 366183675.
2. For matters related to data processing, please contact the following email address: [rodo@plackatedralny.pl](mailto:rodo@plackatedralny.pl)
3. The personal data processed by the Controller includes: name, date of birth, residential address, email address, telephone number, preferred language of communication, booking history and purchases of the Guest related to the services offered by the Controller.
4. Personal data will be used by the Controller in order to undertake activities and actions necessary for the provision of services.
5. The personal data will be processed for the duration of the Hotel's services and thereafter, if required by applicable law and if necessary for the legitimate interests of the Controller, with the proviso that data subjects will have the right to object to such processing. If an objection is lodged, the Controller shall immediately delete the personal data and cease processing them.
6. The Controller entrusts external entities with accounting matters and the administration of IT systems.
7. Personal data may be made available to entities entitled to request them on the basis of applicable legislation and to authorities appointed to monitor compliance with the law.
8. Data subjects have the right to access, rectify, erase or restrict the processing of their personal data, the right to object to the processing, the right to data portability, the right to lodge a complaint with the supervisory authority competent for data protection.