

HOTEL REŚLIŃSKI

HOTEL & CENTRUM SZKOLENIOWE



GDPR –The General Data Protection Regulation

We hereby inform you that the Administrator of your personal data is P.W. Behapowiec Aurelia Reślińska ul. Nowa 27 62-065 Grodzisk Wielkopolski, Tel. 519513308

In matters concerning the protection of your personal data, please contact **the Data Administrator at e-mail: hotel@reslinski.pl** or by writing a letter to **the address of the company's registered office.**

- The processing of personal data will take place in accordance with article 6 paragraph 1 b and f of the General Regulation on the Protection of Personal Data (GDPR) in order to carry out the provision of the booking.
- The legitimate interest of the Data Controller, for the purpose of securing or pursuing possible claims, is to fulfil contractual obligations.
- Access to personal data will be granted to authorised employees to the necessary extent, the recipients of the data will be institutions authorised by law.
- Personal data will be retained for the duration of the provision of the service, and thereafter for the period necessary for:
 - post-sale customer service,
 - fulfilment of the Administrator's legal obligation,
 - investigation of possible claims by and against the Data Controller.
- You have the right to:
 - access to the content of your data, i.e. the right to obtain confirmation as to whether the Administrator is processing your data and information concerning such processing,
 - to rectify your data, if the data processed by the Administrator is inaccurate or incomplete,
 - to request the erasure of his/her data
 - request for restriction or transfer of the processing of your data,
 - to lodge an objection, to lodge a complaint with a supervisory authority regarding the processing of your data.
- Your data will not be transferred to a foreign country or international organisation.
- The provision of your personal data is voluntary, but necessary for the provision of the service. You are obliged to provide this data and the consequence of failure to do so will be that we will not be able to provide the service to you.
- The Administrator shall make every effort to ensure that all technical and organisational measures are taken to protect personal data against their accidental or intentional destruction, accidental loss, alteration, unauthorised disclosure, use or access, in accordance with all applicable legislation.

THE HOTEL'S REGULATIONS

§1 Subject of Terms and Conditions

1. The Rules and Regulations define the principles of service, liability and stay in the Hotel and are an integral part of the contract, which is concluded by signing the registration card, as well as by making a reservation or paying an advance or the whole amount due for the stay in the Hotel. By performing the aforementioned actions, the Guest confirms that he/she has read and accepts the Terms and Conditions.
2. The Rules and Regulations apply to all Guests staying at the Reśliński Hotel.
3. The Regulations are available for inspection at the Hotel Reception, in each hotel room and also on the Hotel website www.hotelreslinski.pl.

§2 Hotel day

1. A hotel room is rented for a hotel day.
2. A hotel day lasts from 2 p.m. to 12 a.m. on the following day.
3. A request for an extension of a hotel day should be made by the Guest at the reception as soon as possible. The Hotel may refuse the request to extend the stay in case all the beds (rooms) are used or in case of Guests who do not comply with the rules in force.
4. The Hotel reserves the right to refuse to extend the Guest's stay in the Hotel in case of failure to make full payment for the existing stay in advance.

§3 Reservation

1. The basis for check-in of the Guest is presentation of an identity document with a photograph to the employee of the Reception and signing a completed registration card by the Guest.
2. The Hotel Guest cannot pass the room to other people even if the period for which he has paid the fee has not expired.
3. People who are not registered in the Hotel may stay as guests in a hotel room from 7:00 a.m. to 10:00 p.m.
4. The Hotel may refuse to accommodate a Guest who, during the previous stay, grossly violated the Rules - in particular by causing damage to the hotel property or the Guest's property, Hotel employees or other people staying at the Hotel.
5. In case of cancellation of the Guest's stay during the hotel day, the Hotel shall not refund the fee for the given hotel day.

§4 Services

1. The Hotel shall provide services in accordance with its category and standard.
2. In case of any reservations regarding the quality of services, the Guest is requested to report them immediately to the Reception, which will enable the staff to improve the standard of services provided.
3. The Hotel is obliged to provide Guests with:
 - conditions for full and unhindered rest,
 - security of the stay, including the security of keeping the Guest's information confidential,
 - professional and courteous service in terms of all services provided at the Hotel,
 - cleaning of the room and performance of necessary repairs to the facilities during the Guest's absence, and in the Guest's presence only if the Guest requests so.
4. In addition, at the Guest's request, the Hotel shall provide the following services free of charge:
 - providing information related to the stay and travel,
 - wake-up call at the appointed time,
 - storing money and valuables in the hotel depository during the Guest's stay at the Hotel, subject to § 6 (4) of the Regulations,
 - storing the Guest's luggage,
 - ordering a taxi.

§5 Guests' responsibilities

1. Children under 12 years of age should be kept on the Hotel premises under the constant supervision of their legal guardians. Legal guardians are financially responsible for any damage caused by their children.
2. The Hotel Guest bears full financial responsibility for any damage or destruction of the Hotel's equipment and technical facilities caused by the Guest or his/her visitors. The Hotel reserves the right to charge the Guest's credit card for the damage caused after the Guest's departure.
3. In case of violation of the provisions of the Rules, the Hotel may refuse to provide services to the offending person. Such person shall be obliged to immediately comply with the Hotel's demands, to pay for the services rendered so far, to pay for any damage and to leave the Hotel.
4. Each time the Guest leaves the room, for safety reasons, he/she should switch off the TV, turn off the light, close the taps and lock the door.
5. The Hotel Guest is obliged to return the key to the Hotel Reception.
6. The Hotel shall have a statutory right of lien on the property brought into the Hotel by the Guest in the event of delay in payment for the stay or non-payment for services rendered.

§6 Liability of the Hotel

1. The Hotel shall be liable for loss of or damage to items brought in by persons using its services to the extent specified by the provisions of the Civil Code.
2. The Guest should notify the Reception of the occurrence of the damage immediately upon its discovery.
3. The Hotel shall only be liable for loss of or damage to money, securities, valuables or items of scientific or artistic value if such items have been placed in safekeeping at the Hotel.
4. The Hotel reserves the right to refuse to accept items of high value, large sums of money, items that pose a threat to security and bulky items that cannot be placed on deposit at the hotel.
5. The Hotel shall not be liable for damage to or loss of a car or other vehicle belonging to a Guest, items left in it regardless of whether the vehicles were parked in the hotel car park or outside it.

§7 Return of items left behind

1. Personal belongings left in the hotel room by a departing Guest shall be returned to the address indicated by the Guest at the Guest's expense.
2. In the event that the Guest does not receive an instruction to return the left items, the Hotel shall store the above items at the owner's expense for a period of three months, after which time the items shall become the property of the Hotel.

§8 Quiet hours

1. The Hotel enforces curfew from 10:00 p.m. to 6:00 a.m. except on certain weekends of the year (information at the reception desk).

§9 Complaints

1. Guests have the right to lodge a complaint if they notice any deficiencies in the quality of services provided.
2. All complaints are accepted by the Reception.
3. A complaint should be filed immediately after noticing any deficiencies in the standard of services provided.

§10 Additional provisions

1. Smoking is strictly prohibited in the Hotel except in designated smoking areas. The Hotel may impose a fine of PLN 500 for violation of this prohibition.
2. Hazardous cargo - weapons and ammunition, flammable, explosive and illuminating materials - may not be stored in hotel rooms.
3. The fee for the pet is 50 PLN