

## HOTEL RULES

**The Hotel's Management shall appreciate your cooperation in observing these rules which are intended to safeguard the peace and safety of our guests.**

### § 1

1. Hotel rooms are rented for a specific number of days.  
The hotel night starts from 2 pm and lasts until 12 am the next day.
2. If the hotel guest did not specify the duration of stay while booking a room, it will be assumed that the room is rented for one night only.
3. The room renter is obliged to show the identity document.

### § 2

1. Guests who are willing to extend their stay beyond the duration indicated at check-in are asked to notify the Reception at 10.00 am at the latest on the scheduled check-out date.
2. In case of not informing the reception staff about the intention to extend the stay the hotel has right to relocate the guests stuff.
3. Such requests are accepted subject to room availability.

### § 3

1. Hotel guests may not sublet the room to other persons even if the paid-for duration of stay has not yet expired.
2. Persons who have not checked into the hotel may stay in hotel room between 7:00 am and 10:00 pm.
3. A person may be refused acceptance in the hotel in case he or she has flagrantly infringed these Hotel Rules during the previous stay at the hotel by damaging the property of the hotel or other guests of the hotel, or by causing any damage directly to the hotel guests, personnel or any other persons at the hotel premises.

### § 4

1. The hotel renders services in accordance with the category and standard it has been awarded. All complaints about the quality of service should be rendered to the Reception staff as early as possible to allow the hotel to respond promptly.
2. The guests shall be provided with:
  - a) full and unrestrained rest,
  - b) safe stay, including confidentiality of information about the guest identity,
  - c) professional and polite attendance as regards all the services rendered by the hotel,

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- d) cleaning the room and performing all necessary repairs to equipment in the absence of the guest or in their presence, yet then only upon the guest's prior consent,
- e) technically efficient service; should there appear any defects that cannot be remedied, the hotel will spare no effort to offer another room to the guest, if possible, or to otherwise ease the discomfort caused to the guest.

**§ 5**

On request, the hotel renders the luggage service free of charge. The hotel may refuse to accept luggage for storage on days other than during the guest's stay at the hotel or property other than a typical personal luggage.

**§ 6**

1. The hotel accepts responsibility for the loss of or damage to property brought by person using the hotel's services to the extent defined in the provisions of Article 846-852 of the Polish Civil Code, unless the parties agreed otherwise.
2. A hotel guest should immediately inform the Reception about damage.
3. Valuable items should be stored in the safe. In case of leaving valuables items outside the safe, the hotel will not be responsible.

**§ 7**

The hotel shall not be responsible for the damage or loss of a car or any other vehicle that belongs to the hotel guest.

**§ 8**

1. Night hours at the hotel begin at 10:00 pm and end at 6:00 am on the following day.
2. The behaviour of guests and other persons at the hotel should not disturb the peace and quiet of other guests. The hotel may refuse to render any further service to a person who refuses to observe the night hours.

**§ 9**

1. On leaving the room, please check that the door is safely locked.
2. A hotel guest shall bear financial liability for all and any damage or destruction to the hotel's equipment or technical devices which has been caused by the guest or by persons visiting them.
3. For reasons of fire safety, it is forbidden to use in the room any electric heaters, flat irons and similar items which are not standard room equipment.

**§ 10**

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Personal property left in a hotel room by a departing guest will be sent to the address specified by the guest. If such instruction was not given, the hotel will store such property for a period of 3 months.

**§ 11**

Room service is available between 08:00 and 19:00. If you do not want cleaning in the room, please post on the door labeled "Do not disturb".

**§ 12**

All rooms are non-smoking. For breaking the smoking ban will be charged 400 pln fee.

**§ 13**

**INFORMATION on the processing of personal data**

In accordance with Art. 13.1 and Art. 13.2 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (EU OJ L 119, p. 1; hereinafter referred to as the "GDPR"), we would like to inform you of the following:

1. The **Controller** of your personal data is Grand Ascot Spółka Jawna with its registered office at ul. Józefa Szujskiego 4, 31-123 Kraków, e-mail: [biuro@grandascot.pl](mailto:biuro@grandascot.pl).
2. The **purpose** for which the Hotel processes personal data is the conclusion and performance of the agreement on the provision of hotel services. In addition, the Hotel processes personal data for the following purposes:
  - a. exercise of any legal claims by the Hotel in connection with the damage incurred by the Hotel and caused by the Guest or defence of legal claims made by a guest against the Hotel,
  - b. documenting the performance of the service for tax purposes,
  - c. ensuring the highest quality of services to Hotel guests.

If a guest gave his/her consent to the processing of his/her personal data for marketing purposes, the Hotel will process personal data for that purpose, i.e. to deliver marketing information and information on products and services offered by the Hotel to the guest. In addition, the Hotel processes personal data of its guests collected by the Hotel CCTV to ensure the safety of Hotel guests and other persons staying at the Hotel.

3. The **legal basis** for the processing of personal data of a guest obtained by the Hotel is the agreement on the provision of hotel services. The legal basis for the processing of a guest's personal data used for marketing purposes is the guest's consent. Please note that you may withdraw your consent at any time. Withdrawal of the consent does not affect the lawfulness of processing based on consent before its withdrawal. The legal basis for the processing of a guest's personal data through the operation of CCTV is the protection of his/her legitimate interests, the protection of the legitimate interests of other natural persons, and the justified purpose of the Controller. The legal basis for the processing of a guest's personal data to ensure the highest quality of services to Hotel guests is the justified purpose of the

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Controller.

4. **In certain situations, the Controller has the right to transfer** your personal data to other recipients, if it is necessary for the performance of the agreement concluded with you or for compliance with an obligation to which the Controller is subject. In this case, personal data will be transferred to three groups of recipients: persons authorised by the Controller: employees and associates who have access to personal data to perform their duties, processors entrusted with the processing of personal data, and other data recipients, e.g. banks, insurers, legal firms, couriers.

5. **Duration of the processing of personal data:**

a. personal data obtained in connection with the concluded agreement on the provision of hotel services will be processed for the later of the limitation period for tax claims or civil claims of the Hotel or the guest,

b. personal data obtained based on a consent given for marketing purposes will be processed for the period of validity of the consent,

c. personal data obtained in connection with operation of CCTV will be processed for 30 days from the date of recording, after which such data will be permanently erased.

6. **Each guest has the right of access** to and rectification or erasure of personal data or restriction of their processing. In addition, each guest has the right to object to their processing, however, the right of objection may not be exercised if there are compelling legitimate grounds for the processing which override your interests, rights and freedoms, in particular for the establishment, exercise or defence of legal claims by the Controller. Data may be accessed at the Hotel's establishment. Moreover, on matters related to your personal data you can contact the Hotel at: [address.biuro@grandascot.pl](mailto:address.biuro@grandascot.pl).

7. **The Hotel does not intend** to transfer your personal data outside the EEA.

8. You have the right to lodge a complaint on the **Controller's conduct** to the President of the Personal Data Protection Office at ul. Stawki 2, 00-193 Warsaw.

9. **Providing your personal data**, i.e. first name and surname and residence address, is necessary for the Controller to meet its obligations in that capacity resulting from the law and it is a statutory requirement.

10. Your personal data are **used by the Hotel in automated decision-making processes**, including profiling. Profiling uses historical personal data that the Hotel obtained in connection with the provision of hotel services to the guest.

**Management of the Hotel**

**Grand Ascot Hotel**

Ul. J. Szujskiego 4, 31-123 Kraków

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## **Standards for the protection of minors in the Grand Ascot Hotel\*\*\*\***

### **Preamble**

Bearing in mind the legal obligation under the provisions of the Law of 13 May 2016 on the Prevention of Sexual Offences and Protection of Minors and the content of the United Nations Guiding Principles on Business and Human Rights, recognising the important role of business in ensuring respect for the rights of children, Grand Ascot Hotel adopts the Standards for the Protection of Minors (also 'SOM', 'Standards') for use. This document is a set of policies and procedures to be applied where there is a suspicion that a child who is staying at Grand Ascot Hotel is being harmed and the prevention of such risks, taking into account the situation of children with disabilities and children with special educational needs.

The Standards for the Protection of Minors at Grand Ascot Hotel are implemented on the basis of the following based on the following principles:

1. the Grand Ascot Hotel shall conduct its operational activities with respect for the rights of children as vulnerable persons.
2. the Grand Ascot Hotel recognises its role in conducting a socially responsible business and promoting desirable social attitudes.
3. Grand Ascot Hotel particularly emphasises the importance of the legal and social obligation to notify law enforcement authorities whenever a crime is suspected to have been committed against children and is committed to training its staff in this regard.

### **Glossary:**

For the purposes of this document, the meaning of the following terms has been clarified:

1. tourist facilities - hotel facilities and other facilities where hotel services as defined in the Act of 29 August 1997 are provided. on hotel services and services of tour operators and tourist guides.
2. Child/minor - for the purposes of these standards, a child is understood to be any person under 18 years of age. <sup>1</sup>
3. guardian of the child - the child's legal representative: parent or guardian; foster parent; temporary guardian (i.e. a person authorised to represent a minor citizen of

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<sup>1</sup> According to Polish law, a child is any person below the age of eighteen years (Article 1 of the Convention on the Rights of the Child, adopted by the United Nations General Assembly on 20 November 1989). A minor is a person who has not attained his majority, thus a person under the age of 18 or a woman who has attained her majority through marriage after the age of 16 (Article 10 § 1 and 2 of the Polish Civil Code), which may take place with the authorisation of the guardianship court for important reasons and if the circumstances indicate that the marriage will be compatible with the good of the established family (Article 10 § 1 of the kro).

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Ukraine who is staying on the territory of the Republic of Poland unaccompanied by an adult).<sup>2</sup>

4. Foreign adult - any person over 18 years of age who is not the child's parent or legal guardian.
5. child abuse - shall be understood as behaviour that may constitute the commission of a criminal act to the detriment of a child by any person, including an employee of an entity, or a threat to the welfare of a child, including neglect of a child; any intentional or unintentional action/inaction of an individual, institution or society as a whole and any result of such action or inaction that violates the rights, freedoms and personal rights of children and/or interferes with their optimal development.
6. Forms of violence against the child:
  - Physical violence against a child is violence whereby a child suffers actual physical harm or is potentially threatened with physical harm. This harm occurs as a result of an action or inaction on the part of a parent or other person who is responsible for the child, or whom the child trusts or has authority over. Physical violence against a child can be a repeated or one-off act.
  - Psychological child abuse is a chronic, non-physical, harmful interaction between a child and a caregiver, involving both actions and inactions. It includes, but is not limited to: emotional unavailability, emotional neglect, a relationship with the child based on hostility, blaming, denigration, rejection, developmentally inappropriate or inconsistent interactions with the child, failure to recognise or acknowledge the child's individuality and psychological boundaries between parent and child.
  - Sexual exploitation of a child is the involvement of a child in sexual activity that the child is not capable of fully understanding and giving informed consent to, and/or to which the child is not developmentally mature and cannot consent in a legally valid manner, and/or which is incompatible with the legal or moral norms of a given society. Sexual exploitation occurs when such activity occurs between a child and an adult or a child and another child, if these persons, due to their age or stage of development, are in a relationship of care, dependence, authority. Sexual exploitation can also take the form of sexual exploitation, that is, any actual or attempted abuse of a position of vulnerability, power advantage, or trust, for sexual purposes, including, but not limited to, the financial, social or political gain from the sexual exploitation of another person. A particular threat of sexual exploitation occurs during humanitarian crises. The threat of exploitation exists against both children and their caregivers (definition after UN Bulletin ST/SGB/2003/13).
  - Neglect of a child is the chronic or incidental failure to meet the child's basic physical and psychological needs and/or to respect the child's basic rights, resulting in disruption to the child's health and/or developmental difficulties. Neglect occurs in a

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<sup>2</sup> Parents - Article 98 of the Family and Guardianship Code; guardian - Article 155 of the Family and Guardianship Code; foster parent - Article 1121 of the Family and Guardianship Code; temporary guardian; Article 25 of the Law on Assistance to Ukrainian Citizens in Connection with Armed Conflict on the Territory of Ukraine.

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- child's relationship with a person who has a duty of care, nurture, concern and protection to the child.
7. Crime against a child - all crimes that can be committed against adults and, in addition, crimes that can only be committed against children (e.g. Sexual Exploitation from Article 200 of the Criminal Code )<sup>3</sup>. Due to the nature of accommodation facilities, where seclusion can easily be obtained, the offences most likely to occur on their premises will be offences against sexual freedom and morality, in particular rape (Article 197 CC), sexual exploitation of insanity and helplessness (Article 198 CC), sexual exploitation of dependence or critical position (Article 199 CC), sexual exploitation of a person under 15 years of age (Article 200 CC), grooming (seduction of a minor by means of distance communication - Article 200a CC).
  8. forms of child abuse other than the commission of a criminal offence against a child - all forms of violence used against a child that do not meet the characteristics of a criminal offence prosecuted by public prosecution (e.g. shouting, humiliation, tugging, name-calling, neglect of needs, etc.).
  9. A worker is a person employed under a contract of employment or performing work under a similar contract (e.g. commission, B2B, contract for work), as well as an intern, trainee, volunteer, etc.
  10. Child labourer - any person who performs tasks or is delegated to perform tasks related to the upbringing, education, recreation, treatment, provision of psychological counselling, spiritual development, sports or the pursuit of other interests by or for minors.
  11. Entrepreneur - the body/entity/person who manages the facility or network of facilities in question and who is responsible for the proper functioning of the facility in formal terms.

## CHAPTER I. STAFF OF THE FACILITY

### **General Principles**

1. Grand Ascot Hotel is committed to educating its employees about circumstances indicating that a child on the premises may be abused and how to respond quickly and appropriately to such situations. The facility may provide the above education through various forms of training e.g.: external training, internal training, e-learning, educational materials developed by the hotel and available to employees, educational materials available free of charge, developed by other organisations.
2. Each employee, before being allowed to work, shall be familiarised with the SOM, which shall be confirmed by the employee's declaration and commitment to comply with the rules and procedures contained in this document. Annex 1.
3. Employees working with children are subject to periodic training, which is documented by the employer.

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<sup>3</sup> Act of 6 June 1997 Criminal Code (i.e. Journal of Laws 2022, item 1138, as amended).

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4. Grand Ascot Hotel undertakes to take into account the situation of children with disabilities and children with special educational needs, adapting the guidelines in Appendix 12 to the specifics and scope of the facility.

**Hiring people to work with children**

1. persons working with children must demonstrate in their employment history that they have not harmed any child in the past.
2. It is mandatory that any person employed/delegated by Grand Ascot Hotel to work with children must be compulsorily checked against the Sexual Offenders Register. This also applies to employees who are minors, i.e. under 18 years of age. A person's check on the register is carried out by printing out the results of the person's search on the Register with restricted access, which is then inserted into the personal file of the person being checked.  
The range of personal data necessary to check a person in the Register is set out in Appendix 3.
3. In addition, each person employed/delegated to work with children must provide information from the National Criminal Register for the offences defined in Chapters XIX and XXV of the Criminal Code, in Articles 189a and 207 of the Criminal Code and in the Act of 29 July 2005 on Counteracting Drug Addiction (Journal of Laws of 2023, item 172 and of 2022, item 2600), or for the corresponding offences defined in foreign laws.
4. If the person recruited/delegated has a nationality other than Polish, he/she should also submit the criminal record information of the country of which he/she is a national obtained for the purposes of professional or voluntary activities involving contact with children, or the criminal record information if the law of that country does not provide for the issuing of information for the aforementioned purposes.
5. A declaration must also be taken from the person recruited/delegated about the country(ies) of residence in the last 20 years, other than the Republic of Poland and the country of nationality, made under the pain of criminal liability. Attachment No. 4
6. If the law of the country from which the information on no criminal record is to be submitted does not provide for the issuance of such information or does not maintain a criminal record, the recruited/delegated person shall submit a statement to that effect under pain of criminal liability. Annex 5
7. A declaration under penalty of criminal liability shall be made under the following: 'I am aware of the criminal liability for making a false declaration.'. This statement replaces the authority's instruction on criminal liability for making a false declaration.
8. In the case of the use of an outside body, the facility should include a provision in its contract with that body to enable it to enforce an appropriate standard of screening of its staff for child safety. The provision will enable the facility to monitor compliance with the obligation on pain of immediate termination of the contract and a contractual penalty or other sanction related to non-compliance with the contract in this regard.

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**Powers and responsibilities of persons designated to implement the Standards for the Protection of Minors**

1. The Entrepreneur shall supervise the application of the SOM.
2. The Entrepreneur shall appoint a coordinator for the SOM (hereinafter referred to as the 'Coordinator').
3. The Coordinator is the person responsible for familiarising employees with the contents of the SOM and monitoring its application at Grand Ascot Hotel.
4. The Coordinator organises and documents the process of educating employees on how to recognise signs that a child on the premises may be abused and how to respond quickly and appropriately to such situations, in accordance with the procedures adopted by the premises.
5. The coordinator shall describe each intervention or reported incident of involving child abuse on the premises in a document that is created for this purpose (e.g. an incident log or intervention register).
6. In the event of a reasonable suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including CCTV footage, and forwarding it to the prosecutor or police if requested by the service in the form of a copy by registered mail or in person.
7. The Coordinator is responsible for carrying out the procedure where there has been harm to a child by a member of staff of the premises or other adult who is not directly employed by Grand Ascot Hotel but by a third party.
8. The coordinator is responsible for monitoring and updating the SOM and its availability to both staff, guests and other parties working with the facility.
9. The coordinator's data is available to all employees and guests of the property, including children. The data must include information on how to contact the Coordinator (e-mail address, telephone, availability: days and working hours).

**Principles of safe employee-child relationships**

1. All employees of the Grand Ascot Hotel, including other adults who come into contact with children on the premises, are required to apply the following rules if the contact is with the permission of the premises.
2. The guiding principle of all actions taken by employees who come into contact with children on Grand Ascot Hotel premises is to treat the child with respect and to take into account the child's dignity and needs.
3. It is unacceptable for staff and other adults to use violence in any form towards a child.

**A. Behaviours and practices expected of staff**

- Be patient and respectful in your communication with the child.

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- Listen carefully to the child and give answers appropriate to the child's age and the situation. When communicating with the child, try to keep your face at the level of the child's face.
- Assure the child that if he/she feels uncomfortable with a situation, he/she can tell you or another designated person and get help.
- Inform the child where the SOMs are located in the facility in a version they can understand. Assure him/her that if he/she has questions, he/she can go to you or another designated person.
- Respect the equal treatment of children regardless of their gender, sexual orientation, ability/disability, social status, ethnicity, culture, religion and belief.
- Ensure a safe space. If there are children in the area where you are working, make sure that equipment and supplies are used as intended and that the environment is safe (pay attention to window and stairway protection, limited access to busy roads, open water, etc.).
- If you see a child/children left unattended and the situation may indicate a risk to the child's safety, take action to find the parent/guardian.

**B. Behaviours and practices that are unacceptable on the part of staff towards children in the facility**

- You must not shout, shame, humiliate, disrespect or insult a child.
- You must not hit, poke, push or in any way violate the physical integrity of a child unless there is a threat to the child's health or life.
- You must not enter into any romantic or sexual relationship with the child or make inappropriate proposals to the child. This includes sexually explicit comments, jokes, gestures and sharing erotic or pornographic content with your child in any form.
- You must not record your child's image for private or business purposes (recording, photographing) without the consent of the child's parents/guardians and the consent of the child himself. This also applies to allowing third parties to record images of children. The exception to this is if the child's image is only a detail of a whole, such as a gathering, landscape, public event, in which case the consent of the child's parent/guardian is not required.
- You must not make contact with your child through private communication channels (private phone, email, instant messaging, social media profiles) or meet with your child outside of the workplace.
- You must not offer your child alcohol, tobacco products or illegal substances.
- Never touch your child if they do not want you to, or in a way that could be considered indecent or inappropriate.

**If you witness any of the behaviours and/or situations described above from other adults or children, always inform the person responsible at the facility for implementing and monitoring SOM or your immediate supervisor.**

**CHAPTER II. PROCEDURE FOR IDENTIFYING THE CHILD WHEN REGISTERING AT  
RECEPTION**

1. One of the forms of effective prevention of child abuse is the identification of the child present in the facility and his/her relationship to the adult with whom he/she is present in the facility.
2. The reception worker shall take all possible steps to carry out the identification of the child and their relationship to the adult with whom the child is accompanied.
3. To carry out the identification of the child and their relationship to the adult with whom they are in the facility, you must:
  - a) ask for the child's identity card or other document confirming that an adult has custody of the child. Examples of documents that can be used for identification are: identity card, school ID, MOcitizen application, Internet Patient Account, court decision. In the absence of an identity document or refusal to produce it, ask for the child's details (name, address, PESEL number).
  - b) In the absence of documents indicating the relationship between the child and the adult or refusal to produce them, ask the adult and the child about this relationship. See Appendix 2 for an example of an adult and child interview schedule.
  - c) If the adult is not the child's parent or legal guardian, the adult should be asked to produce a document e.g. a notarised consent from a parent for the person to travel with the child or a consent signed by the child's parent indicating the child's details, the child's home address, telephone contact for the parent and the identity document/PESEL number of the person to whom the parent has entrusted the child's care.

If the adult does not have any of the above documents, they should be asked to complete a declaration to this effect, according to a template prepared by the facility. The statement should include details of the child and the adult with whom the child is staying, together with an indication of the relationship that exists between the child and the adult. Where the adult is not the child's parent or legal guardian, they should declare that the parents/legal guardians have consented to the child's care.
4. If an adult refuses to show the child's document and/or indicate the relationship, explain that the procedure is to ensure the safety of children using the Grand Ascot Hotel and that, in accordance with the provisions of the Act of 13 May 2016, staff at the facility must comply with child rights legislation. Once the matter has been clarified in a positive manner, thank them for their time in making sure the child is well looked after.
5. In the event that the conversation does not allay any doubts about the suspicion towards the adult and his/her intention to harm the child, particularly if he/she refuses to show ID or the child does not have ID, and refuses to make a written statement, this should be discreetly communicated to the supervisor and security staff (if they are on the premises at the time) in such a way as not to arouse suspicion (for example, you can (For example, you could refer to the need to use the equipment at the back of the reception area, asking an adult to wait with your child in the lobby, restaurant or elsewhere).

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6. from the moment the first concerns arise, both the child and the and adult should be within sight of the member of staff at the facility if possible and should not be left alone.
7. The supervisor who has been alerted to the situation will take over the conversation with the adult for further clarification.
8. If the conversation confirms the belief that a child has been attempted or committed, the supervisor shall notify the police. The procedure as in the case of circumstances indicating harm to the child (see Chapter III) is further applied.
9. If unusual and/or suspicious situations are witnessed by staff from other departments, e.g. cleaning service, room service, bar and restaurant staff, relaxation area, security, etc., they should immediately inform the supervisor or, in his/her absence, the decision-maker who will take appropriate action (see points 7 and 8 above).
10. Depending on the situation and location, the supervisor verifies the extent to which the suspicion of child abuse is justified. To this end, he/she selects appropriate measures leading to clarification of the situation or decides to intervene and notifies the police.

**CHAPTER III. PROCEDURE IN THE EVENT OF CIRCUMSTANCES INDICATING THAT AN  
ADULT IS ABUSING A CHILD**

1. reasonable suspicion of child abuse occurs when:
  - a) the child has disclosed the fact of abuse to a member of staff at the facility,
  - b) the staff member has observed the abuse,
  - c) the child has signs of abuse on them (e.g. scratches, bruising) and when asked responds incoherently and/or chaotically and/or becomes confused or there are other circumstances which may indicate abuse e.g. child pornography found in an adult's room.
2. A member of staff who has a reasonable suspicion that a child on the premises is being or has been harmed should immediately notify a supervisor/decision maker who will notify the police. Where there is a risk to the safety of a child, the member of staff who has a reasonable suspicion that a child is being harmed shall immediately notify the police by calling 112 and describing the circumstances of the incident. Notwithstanding the above, the employee shall notify the Grand Ascot Hotel Coordinator of the incident.
3. Efforts shall be made to make it difficult or even impossible for the child and the person suspected of child abuse to move away from the facility.
4. In the case set out in the Code of Criminal Procedure, a civil detention of the suspected person may be made. In such a situation, until the arrival of the police, the detained person shall remain under the supervision of security personnel or other hotel staff who can carry out such actions without endangering their health or life.

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**CHAPTER IV. PROCEDURE IN THE EVENT OF SUSPECTED OR ESTABLISHED CHILD  
ABUSE BY A STAFF MEMBER OR OTHER ADULT**

1. In the event of suspected child abuse by a member of staff or other adult who is not directly employed by Grand Ascot Hotel but by a third party, the person who becomes aware of the information should immediately inform the Co-ordinator or, in the Co-ordinator's absence, another designated person.
2. If a child's life or health is at risk, the person who becomes aware of this should immediately notify the police by calling the emergency number 112, giving their own details, the child's details (where possible), the child's whereabouts and a description of the circumstances of the case and inform the supervisor/decision maker who will notify the child's carers/parents. The person who becomes aware of the incident shall also inform the Co-ordinator, at least in email/written form.
3. Where a member of staff has committed a form of harm to a child other than the commission of a criminal offence against the child, the Coordinator, on becoming aware of this, should investigate all the circumstances of the case, in particular by listening to the member of staff suspected of harm and other witnesses to the incident. Where the violation of a child's welfare is significant, in particular where there has been discrimination or a violation of a child's dignity, the Coordinator should recommend to the person in charge of the facility appropriate personnel action in relation to that staff member.
4. If the person who has committed the abuse is not directly employed by Grand Ascot Hotel but by a third party (e.g. outsourcing) then a recommendation should be made to prohibit them from entering Grand Ascot Hotel premises and, if necessary, to terminate their contract with the third party.

**CHAPTER V. PROCEDURE IF OTHER FORMS OF VIOLENCE AGAINST A CHILD BY A  
PARENT/LEGAL GUARDIAN OR OTHER ADULT ARE OBSERVED**

1. If a child is found to be abused by a parent/legal guardian or other adult with whom the child is on the premises, any member of staff who witnesses such abuse shall respond strongly.
2. If a child's life or health is at risk, the person who becomes aware of such abuse should immediately notify the police by calling the emergency number 112, giving their own details, the child's details (where possible), the child's whereabouts and a description of the circumstances of the case and inform the supervisor/decision maker. The person who becomes aware of the incident shall also inform the Co-ordinator, at least in email/written form.
3. If a member of staff at a facility witnesses physical violence being used against a child (spanking, tugging, shouting, others listed in the definition of physical violence) they should try to stop the abuse and respond. Possible forms and ways to respond to abusive behaviour by a parent/carer/other adult towards a child can be found in Appendix 11.

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4. In the event of leaving a child under the age of 7 unattended, the employee who has become aware of such an incident should notify a superior. The supervisor who has been informed of the situation shall decide on the further course of action, taking into account the circumstances and having regard to the context of the provisions of the Criminal Code and the Code of Offences<sup>4</sup>. Depending on this, the supervisor shall attempt to locate the parent/legal guardian or other adult with whom the child is on the premises and explain that they cannot leave the child unattended. In circumstances where it is not possible to locate the parent/legal guardian or other adult with whom the child is on the premises, or the parent/legal guardian/other adult is unwilling and/or unable to take custody of the child, the supervisor shall notify the police. In all cases, care must be taken to ensure the safety of the child.

**CHAPTER V: MONITORING AND EVALUATION OF THE STANDARDS FOR THE  
PROTECTION OF MINORS**

1. The Undertaker shall appoint a Coordinator responsible for the Standards for the Protection of Minors applied at Grand Ascot Hotel and shall post his contact details in a place easily accessible to employees and hotel guests, including children.
2. The Undertaker shall define the terms of reference of the Coordinator in terms of preparing employees to apply the provisions of the SOM, the rules for preparing employees to apply the SOM and how to document these activities.
3. The Coordinator referred to in the preceding paragraph shall monitor and evaluate the SOM once every two years.
4. Monitoring and evaluation shall include verification of the implementation of the Standards, responding to signals of violation of the rules and procedures and proposing changes to the document, in particular with a view to adapting them to current needs and compliance with the applicable legislation.
5. The Coordinator shall conduct a survey among employees of Grand Ascot Hotel, once every 2 years, to monitor the level of implementation of the SOM. A template for the survey is attached as Appendix 6.
6. In the survey, employees may suggest changes and indicate violations of SOM rules and procedures at the facility.
7. The coordinator processes the questionnaires completed by the employees, prepares a monitoring report on this basis, which is then submitted to the entrepreneur. The operator makes the necessary changes to the document and announces the new wording of the Standards for the Protection of Minors to the employees.

**Final provisions**

1. The Standards for the Protection of Minors shall enter into force on 15 August 2024.
2. The Standards for the Protection of Minors shall be made available to all employees by posting them on the Grand Ascot Hotel website and in the in-house documents which

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<sup>4</sup> Criminal Code art. 160 par.1 and 2; art. 210 par.1, Misdemeanours Code art. 106

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are located in the Grand Ascot Hotel office, Human Resources and Finance Department.

3. The Standards for the Protection of Minors are made available to guests by posting on the Grand Ascot Hotel website and at the Grand Ascot Hotel reception desk.
4. The Standards for the Protection of Minors are made available in an intelligible and abbreviated version and abbreviated version for children staying at the Grand Ascot Hotel, in a place accessible to them.

**Grand Ascot Hotel**

Ul. J. Szujskiego 4, 31-123 Kraków

+48 12 446 76 00 – [recepca@grandascot.pl](mailto:recepca@grandascot.pl) – [www.grandascot.pl](http://www.grandascot.pl)

## Terms and Conditions of the paid, unsupervised parking lot

**Grand Ascot \*\*\*\* Hotel is located at ul. Szujskiego 4 in Krakow**

1. The Grand Ascot Hotel\*\*\*\* parking lot is located at ul. Szujskiego 4 in Krakow. Hotel parking is a paid service, unsupervised and monitored. The parking lot is located underground at level -1.
2. The parking lot is managed by **GRAND ASCOT WRZECIONEK SPÓŁKA JAWNA**. (hereinafter referred to as the Administrator).
3. Upon entering the parking premises, the driver of the vehicle enters into an Agreement with the Administrator, in accordance with the terms and conditions herein and in accordance with the provisions of the Act of 23 April 1964, Civil Code (Dz.U. 1964, No. 16, item 93, as amended).
4. The parking is a paid service. Fees are charged according to the current price list. Price list is available at reception. Due to the limited number of parking spots, a booking for parking space is required.
5. The parking lot is open 24 hours a day. Guests who use the parking lot are required to leave the spot at the end of the hotel day (12:00). If the car is parked after this time, the Administrator will charge a parking fee for the next day.
6. The Administrator is not responsible for the items left inside and outside of the vehicle.
7. The parking fee is automatically due when the vehicle enters the parking lot. Payment must be made at the Hotel Reception by credit card or in cash.
8. There is a strict ban on entry of vehicles carrying hazardous materials, i.e. flammable, explosive, etc., including LPG-powered cars and electric cars. The driver of the vehicle shall be responsible for any damage caused in the parking lot.
9. Parking is available for cars up to 2m high.
10. The person driving the vehicle is required to follow the signs located in the parking lot.
11. If the vehicle is parked in a manner that is not in accordance with the designated places or threatens those around the parking, the Administrator is entitled to tow the vehicle at the expense of the owner.
12. Electric and LPG vehicles are not permitted to park in the Grand Ascot underground car park. We would like to inform you that in Krakow, electric cars can park for free in paid parking zones.
13. Please send any comments regarding these Terms and Conditions to:  
[biuro@grandascot.pl](mailto:biuro@grandascot.pl)
14. The Terms and Conditions apply from July 1st, 2024 yr.



## Regulations

### SPA & Fitness/Gym area at Grand Ascot Hotel\*\*\*\*

1. These regulations specifies the rules of using the SPA & Fitness area in Grand Ascot Hotel in Kraków;
2. Before using the SPA & Fitness area, hotel guests are obligated to get acquainted with the following regulaions;
3. Hotel guests with a valid access card registered in the hotel system are entitled to use the SPA & Fitness area;
4. Access to the Fitness area as well as the sauna is included in the price of the stay;
5. The SPA & fitness area is open daily 24 hours a day;
6. Only persons of legal age and in good health are allowed in the SPA & Fitness area;
7. In the SPA & Fitness, the following are forbidden:
8. bringing and consuming alcoholic beverages,
9. smoking,
10. bringing into the premises of the sauna area crockery, leftovers of food and any foreign objects,
11. destroying and damaging the equipment,
12. The user of the SPA & Fitness area takes full responsibility for his/her own safety;
13. In case of feeling unwell in the sauna, the users are requested to leave the cabin immediately and inform the hotel's front desk agent;
14. Minors may use the SPA & Fitness area on condition that they are with an adult;
15. If you would like to use the sauna, it is necessary to inform a receptionist at least 30 minutes in advance in order to properly heat the sauna;
16. At the gym sportswear, replacement shoes with clean soles are compulsory and for hygienic reasons, it is advisable to have a towel;
17. The hotel will not be held responsible for injuries and traumas resulting from improper use of the gym and sauna facilities and failure to comply with the regulations and safety rules
18. For breaking of any points of these regulations the Hotel Grand Ascot reserves the right to impose a contractual penalty in the amount of 1000,00 zł

## **Bicycle rental regulations at Grand Ascot Hotel \*\*\*\***

1. These Regulations lay down the terms and conditions of use, as well as the rights and responsibilities of persons using the bicycle rental service.
3. In order to rent a bicycle, the Customer must meet the following conditions:
  - a. present a valid identity document with a photograph, the details of which shall be registered by the Hotel employee;
  - b. sign a bicycle rental agreement and read these Regulations, accept them and collect the bicycle in working order;
  - d. a person under 16 years of age may only rent a bicycle with the consent of an adult authorised to take care of the minor, who shall take full responsibility for the rented bicycle and the person using it;
  - e. the Customer must not be under the influence of alcohol or other intoxicants, psychotropic substances or designer drugs within the meaning of the regulations on preventing drug addiction, as well as other drugs the users of which are prohibited or recommended to refrain from driving.
4. The Customer undertakes:
  - a. to use the bicycle and its equipment in line with its intended use;
  - b. to return the bicycle to its rental place, i.e. Grand Ascot Hotel \*\*\*\*, including its equipment, in working order and undamaged, within the declared time limit;
  - c. not to lend the bicycle to third parties;
  - d. to promptly report any problems with bicycle use to the Hotel employee and to return the bicycle to the Hotel if any bicycle defects are identified during the ride;
  - e. not to carry out any repairs, modifications or replacements of parts with regard to the rented bicycle on their own;
  - f. to cover the costs of repairing the damaged bicycle or its equipment due to the fault of the Customer (the cost of repairs/damages shall be determined individually on the basis of an average market value of a given spare part/service);
  - g. to cover the costs of purchase of a new bicycle in case of complete damage of the rented bicycle.
5. In case of loss of the rented bicycle or its equipment due to circumstances for which the Customer is responsible, including theft or loss, the Customer shall be obliged to return the equivalent of the value of the bicycle and its equipment (according to the price list).
6. The Customer agrees to cover all damages and penalties related to the bicycle use resulting from failure to abide by the regulations effective in Poland including, but not limited to, the Traffic Code.
7. The Customer shall be fully liable for all accidents and damages that may occur during the use of the rented bicycle. As a road traffic participant, the Customer shall be obliged to respect the rules of road traffic and shall only do it at their own risk. The Customer shall waive all claims against Grand Ascot Hotel \*\*\*\* for any accidents, damages or injuries that may occur during the use of the rented bicycle.

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8. The Customer shall be exclusively liable for any third party damage that may occur in connection with the use of the rented bicycle.

9. In case of failure to return the bicycle on the declared date of return, the Customer's data shall be handed over to the police with information about the likelihood of a criminal act committed by the Customer.

10. If the Hotel employee considers the Customer unreliable, they may refuse to rent the bicycle without providing any grounds for such refusal.

11. The Customer undertakes to comply with these Regulations, in particular to pay the amounts due to Grand Ascot Hotel \*\*\*\*\* by card/in cash at the reception of the Hotel and to use the bicycle in accordance with the Regulations.

**Price list (gross amounts):**

Bicycle rental for up to 1h: PLN 15.00

Bicycle rental for up to 4h: PLN 20.00

Bicycle rental for the whole day: PLN 40.00

Bicycle cost in case of theft or loss: PLN 1,600.00

\*The cost of repairs/damages shall be determined individually on the basis of an average market value of a given spare part/service that needs to be purchased or provided in order to restore the bicycle to working order.

**Grand Ascot Hotel**

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### **Rules of pet accommodation at Grand Ascot Hotel\*\*\*\***

1. Pets can stay at the hotel upon the approval of the Hotel Management, which is given during booking or checking in.
2. Please provide the species/breed of the pet while booking a room. The Hotel reserves the right to refuse to accept species/breeds that are commonly recognised as dangerous or aggressive.
3. The Hotel accepts healthy pets with a medical record (valid rabies vaccination and deworming is strictly required).
4. The Hotel has a right to refuse to accept pets that are sick or under convalescence.
5. The pet owner declares that the pet(s) is/are healthy and does/do not pose any threat to other persons and pets.
6. The owners are obliged to have their own bed for the pet.
7. The cost of a dog's stay at the hotel is PLN 80 / day. Staying at the hotel with a pet, the Owner receives an additional set: a bowl + a snack. Moreover, pet bed and blanket. These accessories are the property of the hotel and are to be used by the pet exclusively at the hotel room.
8. The pet owner is financially liable for any damage to the hotel property and to property of other guests caused by the pet. It is not allowed to use hotel towels and bedding for the needs of the pet, to let the pet stay on beds and sofas and to satisfy their physiological needs in the room.
9. The owner is obliged to clean any faeces left by their pet.
10. Pets can stay in rooms and at the hotel exclusively in the care of the owner. Pets must be walked on a leash. The hotel reserves the right to introduce a requirement of using a muzzle in special cases.
11. For safety reasons, rooms in which pets are staying are cleaned exclusively in the presence of the owner or while the pet is not present in the room. Please contact the room service in order to fix a suitable time.
12. If it is found that the pet disturbs other hotel guests, destroys hotel property or can pose a threat to itself or to other guests, the Hotel Management reserves the right to allow the hotel personnel to enter the guest's room, also with the support of relevant services, if required, and to take the pet to the nearest pet shelter. All costs incurred as a result of the above actions are covered by the pet owner.
13. Pet owners are responsible for obeying the hotel rules concerning quiet hours and non-disturbance.
14. There are restrictions concerning pets' presence in eating areas. Four Restaurant has prepared special tables for owners and their pets in front of the restaurant. One can also use Room Service.
15. The owner declares that they have read the rules of pet accommodation at Grand Ascot Hotel and accept its provisions.

## **Regulations for the use the children's play room at the Grand Ascot Hotel\*\*\*\***

1. Regulations regarding the rules of use of the Children's Playroom in the Grand Ascot Hotel in Krakow (hereinafter referred to as the organizer).
2. The children's playroom is located in the building of the Grand Ascot Hotel in Krakow, in the existing building in the Einstein Hall.
3. The children's playroom is open every day of the week from 8:00 a.m. to 10:00 p.m.
4. Only children who are guests of the Four hotel or restaurant may use the Children's Playroom. Use of the children's playroom is free of charge.
5. Throughout the entire period of stay in the Children's Playroom, children remain under the care of a parent, legal guardian or other person obliged under the act or child care agreement.
6. The organizer's provision of the possibility of using the children's playroom or organizing games by staff employed by the organizer is not a device that takes over the care of anyone staying in the children's playroom.
7. Parents, legal guardians or other persons obliged by law or contract to care for a child are liable for any damage caused by a child who is subject to or included in the Children's Playroom, in accordance with the provisions that ensure this liability, in art. 426 in connection with joke. 427 of the Civil Code.
8. It is prohibited to bring into the Children's Playroom any substances that may cause an attack or other damage to portable devices, taking toys, devices or other items from the Children's Playroom and bringing such devices into the Playroom. toys in the Playroom area.
9. All people from the children's playroom who remain on protective mats without shoes.
10. The staff has the right to refuse entry to the Children's Playroom if they consider it necessary for the safety or security of the child, as well as other users of the Children's Playroom, providing a prior justification for their decision.
11. The organizer or staff of the Children's Playroom is not responsible for items left by children on its premises.
12. The decision to use the Children's Playroom by a child is tantamount to informing the parent, legal guardian or other person obliged by law or contract to take care of the child that he or she has read the Regulations and their content.