

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 to 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.
3. Guests have the right to lodge a complaint if they notice deficiencies in the quality of the service provided. All complaints are accepted by the Reception/Manager on Duty: rezerwacja@grandascot.pl.
 4. The Hotel is obliged to take action to eliminate any reported cases of bullying and to assist those who have been harmed by bullying. All reports are accepted by the Hotel Director: biuro@grandascot.pl.

§ 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

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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

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 Sp. z o.o. with its registered office at ul. Józefa Szujskiego 4, 31-123 Kraków, e-mail: 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

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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 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.

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