



RULES AND REGULATIONS OF VILLA CENTRO

The management of Villa Centro will be very grateful for your cooperation in complying with these rules and regulations, which are intended to ensure the peace and security of the stay of all our guests.

§ 1. SUBJECT OF THE REGULATIONS

1. The regulations set out the rules of service provision, liability and stay on the premises and are an integral part of the contract, which is concluded by signing the check in card, as well as by making a reservation or paying an advance or the entire amount due for a stay at Villa Centro in the above actions, the guest confirms that he/she has read and accepts the terms of the regulations.
2. The rules and regulations apply to all guests staying at **Villa Centro**.
3. The regulations are available for review at the reception desk and on the website: www.villacentro.pl

§ 2. HOTEL NIGHT

1. The room in Villa Centro is rented for nights.
2. Check-in time is from 2 pm to 11 am the next day.
3. The guest should specify the length of stay, and in the absence of such a specification, it is assumed that the room was rented for one night.
4. Reservations at **Villa Centro** remain valid until 24:00 of the scheduled day of arrival.
5. The guest's wish to extend the stay beyond the period indicated on the day of arrival should be reported to the reception desk by 10:00 a.m. of the day on which the room rental period expires.
6. Villa Centro will take into account the wishes of extending the stay if possible.
7. Cancellation of the stay reservation should be made:
 - in case of cancellation up to 30 days before the date of commencement of stay, Villa Centro returns the payment made by the reserving party, minus handling costs of PLN 100.00 for each reservation for the handling of the application
 - in case of a later cancellation of the stay, the advance payment will be refunded in full, minus handling costs of PLN 100.00, only in the case of sale of vacant places
8. In case of non-arrival without cancellation or cancellation of the stay after the above mentioned date, the reserving party shall bear 100% of the value of the booked stay.

§ 3. RESERVATION AND CHECK-IN

1. Villa Centro uses a check in card as a document confirming the conclusion of a contract for the provision of accommodation services, based on an ID card or passport. At the same time, the facility reserves the possibility to verify the contents entered in the report card with the ID, identity card or other document proving identity.
2. Non-registered guests are allowed to stay in the room from 7 a.m. to 9 p.m., after notifying the reception desk.
3. Staying in the room of a guest after 9:00 p.m. is tantamount to the consent of the person renting the room to be accommodated in the room for a fee. Each person will be added to the room according to the price list available at the reception.
4. The guest may not transfer the room to a third party, even if the period for which he/she has paid the fee due has not expired.
5. A reservation is called guaranteed if a prepayment of 30% of the value is made within 5 days after the reservation. Failure to make a down payment may result in cancellation of the reservation.
6. If the room reservation is not canceled by 6:00 pm on the day of arrival or if the guest does not arrive at the property on the scheduled date, the deposit will not be refunded.
7. Villa Centro reserves the right to charge a credit card pre-authorization upon check-in or charge a cash deposit in the amount due for the entire stay.
8. Children under age of 3 can sleep in their parents' beds free of charge.
9. In case of cancellation of the guest's stay during the hotel day, Villa Centro does not refund the fee for the given hotel day.

§ 4. SERVICES

1. Villa Centro provides services according to its category and standard. If you have any concerns about the quality of service, please report them to the reception as soon as possible so that we can respond promptly.
2. Villa Centro is obliged to provide:
 - conditions for full and unhindered rest of Guests;
 - security of the stay, including keeping guest information confidential;
 - professional, courteous and efficient service in terms of services provided: room cleaning and replacement of hotel linen and towels
 - breakfast in the form of a buffet if over 5 people staying in the facility;
 - monitored parking;
 - Wi-Fi;
 - technically efficient service - in case of defects that cannot be corrected, the staff will endeavor to replace the room to the best of their ability or otherwise remedy the inconvenience;
 - Villa Centro undertakes to respond promptly to reported comments and objections regarding the level of service, the operation of the facility's equipment, and the cleanliness and orderliness of the facility by taking steps to immediately remedy defects and deficiencies.

3. At the request of guests, Villa Centro provides additional services free of charge:

- storage of luggage of guests checked into the hotel;
- providing an iron and ironing board in a designated area;
- a baby crib upon request when booking a room. Villa Centro stipulates that it will provide a crib if it is not made available to other hotel guests.

§ 5. GUEST RESPONSIBILITY

1. Children under the age of 12 should be on the premises under the constant supervision of legal guardians. Legal guardians are financially responsible for any damage caused by children.
2. The guest bears material responsibility for damage and destruction of equipment and technical devices of the facility caused by his/her fault or the fault of his/her visitors. For loss or damage to the key the guest will be charged the amount of PLN 50.00. The remote control for air conditioning is to be returned when leaving the facility - in case of damage or lack of it the guest will be charged with the amount of PLN 100.00.
3. Each time a guest leaves a room, he/she should check the door lock.
4. The behavior of guests and people using the facility's services should not disturb the peaceful stay of other guests. Villa Centro may refuse to continue providing services to a person who violates this rule.
5. **Villa Centro** may refuse to accommodate a guest who, during the previous stay, grossly violated the rules of the facility, causing damage to the property of the facility or guests, or otherwise disrupting the operation of the facility.
6. **Villa Centro** has a statutory right of lien on the property brought by the guest to the facility in case of delay in payment for the stay or failure to pay for the services provided.
7. For fire safety reasons, it is forbidden to use heaters, kettles, electric irons and other similar devices that are not room equipment in the rooms.
8. If smoking is found in the room or bathroom, there will be a penalty for additional washing of curtains, upholstery, bedding, etc. of 700 PLN (seven hundred zlotys).

§ 6. RESPONSIBILITY OF Villa Centro

1. **Villa Centro** shall be liable for loss or damage of things brought in by guests to the extent specified by the provisions of Articles 846-849 of the Civil Code.
2. The facility's liability for loss of or damage to valuables, money, securities and objects of scientific, or artistic value is significantly limited if these items are not deposited at the reception desk.
3. Guests should notify the front desk immediately upon discovery of damage or loss.
4. **Villa Centro** reserves the right to refuse to accept high-value items, large sums of money, items that threaten security, and bulky items that cannot be placed in deposit.
5. **Villa Centro** is not responsible for damage to or loss of a car or other vehicle belonging to a guest.

§ 7. RETURN OF ITEMS LEFT BEHIND

1. Personal belongings left in the room by the departing guest will be sent back at his expense to the address specified by him/her.

2. If such instructions are not received, the hotel will store the items for 3 months and then donate them to charity or for public use.

§ 8. QUIET HOURS

1. The hotel has quiet hours from 10 p.m. to 6 a.m. the next day.

§ 9. COMPLAINTS

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

§ 10. ADDITIONAL INFORMATION

1. The payment for the stay at **Villa Centro** and other charges, i.e. additional services, damage fees, is collected only by the cashier of the reception.
2. A buffet breakfast is served in the breakfast room from 7 a.m. to 10 a.m. In case of a small number of guests, breakfast sets are served.
3. Breakfast is served in the breakfast room area. It is forbidden to take food out of the breakfast room.
4. Hotel guests can use for a fee:

- laundry services;
- a set of extra bedding;
- minibar

§ 11. ADDITIONAL PROVISIONS

1. Pets are not accepted at **Villa Centro**.
2. Smoking is strictly prohibited in the facility and its immediate surroundings except in designated areas, intended for this purpose. Violation of the prohibition of smoking cigarettes and tobacco products in the hotel room is tantamount to the agreement of the guest renting the room to cover the cost of deodorization of the room in the amount of PLN 700.00.
3. Hazardous cargo - weapons and ammunition, flammable, explosive and illuminating materials - cannot be stored in the rooms.
4. The guest agrees to the storage and processing of his/her personal data in accordance with the Personal Data Protection Act (Journal of Laws of 2002 No. 101, item 926 as amended) by INVEST s.c Krzysztof Komoń, Tomasz Matura, 8 Górnickiego Street, 32-600 Oświęcim for the purposes necessary for the guest's stay at Villa Centro, guest's use of other services provided by the facility. Guest has the right to inspect his/her personal data and correct them.
5. Canvassing and door-to-door sales are prohibited on **Villa Centro's** premises.

6. It is forbidden to make excessive noise on the premises, cause unpleasant odors and create situations that disturb, harm or annoy other guests.
7. Guests are not allowed to make any changes to the rooms and their furnishings, except for minor rearrangement of furniture and equipment, not affecting their functionality and safety of use.

PERSONAL DATA PROCESSING

Villa Centro makes every effort to ensure that guests data is processed with the highest security standards in accordance with the General Data Protection Regulation of April 27, 2016. (Official Journal of the EU L 119 of 04.05.2016) (hereinafter referred to as RODO).

1) The administrator of your personal data is INVEST s.c. Krzysztof Komoń, Tomasz Matura, ul. Górnickiego 8, 32-600 Oświęcim

2) The purpose of processing is:

- a) handling of submitted inquiries - on the basis of Art. 6 (1) (a) DPA - consent of the data subject;
- b) hotel room reservation - based on Article 6(1)(a) of the DPA - consent of the data subject;
- c) implementation of the hotel services contract - on the basis of Article 6(1)(b) of the DPA;
- d) marketing of the controller's services - based on Article 6(1)(a) of the DPA - subject to the data subject's consent;
- e) to ensure the safety of persons and property located in the hotel and restaurant through the use of video surveillance - based on Article 6(1)(f) of the DPA;

3) Personal data will be stored:

- a) concerning the inquiries submitted - for a period of 30 days;
- b) concerning reservations - for a period of 12 months from the date of booking;
- c) concerning the performance of a contract for hotel services - for a period of 5 years from the end of the year in which the hotel stay took place;
- d) processed for marketing purposes - until revocation of consent, the data subject, or until the business reason ceases;
- e) in video surveillance systems - for 30 days.

4) Recipients of personal data may be:

- a) external accounting firm;
- b) provider of a reservation platform for hospitality services;
- c) marketing services companies;
- d) provider of an application used to send out commercial information;
- e) entities entitled to obtain personal data under the law,

5) You have the right to request from the controller access to your personal data, the right to rectification, the right to data portability - applies to the purposes arising from the legitimate interests pursued by the controller or the performance of the hotel service contract, and to the extent to which you have consented - you also have the right to erasure or restriction of processing, the right to object to processing, the right to withdraw consent at any time;

6) You have the right to lodge a complaint with a supervisory authority;

7) Provision of personal data is voluntary; however, refusal to provide data may result in

a) refusal to provide hotel services - in the case of data processed for the purpose of entering into a contract for hotel services

b) refusal of reservation - in case of room reservation;

Your data will not be profiled.