



## HOTEL REGULATIONS

Dear Guests,

The management of the Hotel will highly appreciate your cooperation in complying with these regulations, which are to ensure a peaceful, safe stay of our guests.

1. The room in the Hotel is rented for days. If the Guest did not specify the length of stay when renting a room, it is assumed that it was rented for one day.
2. The hotel day starts at 15.00 and ends at 11.00 the next day.
3. Wishes to extend the stay beyond the period indicated on the day of arrival, the hotel Guest should report at the Reception by 10:00 a.m. on the day on which the room rental expires. The hotel will take into account the wishes to extend the lease as far as possible.
4. The hotel guest may not transfer the room to other persons, even if the period for which he paid the fee due for the stay has not expired. Unregistered visitors may stay in the hotel room from 7:00 to 22:00 after prior notification to the Hotel reception.
5. The Hotel may refuse to accept a Guest who during the previous stay grossly violated the hotel regulations, causing damage to the property of the hotel or Guests or damage to the person of another Guest, Hotel employee or other persons staying in the Hotel or in other way disturbed the peaceful stay of Guests or the functioning of the Hotel.
6. Guests are required to show a valid ID card or passport upon check-in.
7. The hotel provides services in accordance with its category and standard. If there are any concerns about the quality of services, the Guest is asked to report them to the Reception as soon as possible, which will enable the Hotel to react immediately. The Hotel is obliged to provide:
  - conditions of full and unrestricted rest of guests,
  - security of stay, including the security of maintaining the confidentiality of information about the Guest,
  - professional and courteous service in the scope of all services provided at the Hotel,
  - cleaning the room and performing the necessary repairs of devices during the Guest's absence, and in his presence only if he so wishes,
  - efficient service in technical terms,
  - change of bed linen and towels every 3 days or on request.

8. At the Guest's request, the Hotel provides 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 deposits during the Guest's stay at the Hotel,
- luggage storage (the Hotel may refuse to accept
- luggage storage at times other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage).

9. The presence of pets is allowed in the Hotel, after meeting the rules included in the REGULATIONS OF STAY WITH ANIMALS.

10. The Hotel is liable for loss of or damage to items brought by persons using the services of the Hotel to the extent specified by the provisions of art. 846-852 of the Civil Code. The Guest should notify the Hotel Reception about the occurrence of damage immediately after its discovery.

11. Parking in the hotel is unguarded.

12. The hotel has a video monitoring system. Monitoring is used to improve the safety of hotel guests. Monitoring data is stored for 14 days. Monitoring data may be made available at the request of the relevant services.

13. The Hotel is quiet from 22:00 to 6:00 the next day. The behavior of Guests and people using the services of the Hotel should not interfere with the peaceful stay of other Guests. The hotel may refuse to continue providing services to a person who violates this rule.

14. Each time leaving the room, the Guest should check the closing of the door and leave the key at the Reception. The Hotel Guest bears financial responsibility for all kinds of damage and destruction of items, equipment and technical devices of the Hotel caused by his fault or the fault of people visiting him. The hotel will charge:

- for the destruction of hotel bedding, in the amount of PLN 100.00,
- for smoking in places not designated for this purpose, the amount of PLN 500.00
- for the devastation of a hotel room, an amount equivalent to the price of renting a room for the period of exclusion from sale.

15. Personal belongings left by the departing Guest in the hotel room will be sent back to the address indicated by the Guest at his expense. In the absence of such an instruction, the hotel will store these items for 1 month.

16. Personal data:

- In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, we would like to inform you that the administrator of personal data is Park sp. z o.o. with its registered office in Sitaniec 1, 22-400 Zamość, KRS 0000280483, REGON 951219127.
- Personal data is processed for the purpose of booking accommodation and providing hotel services, and in the case of consent also for marketing purposes.

- Data collected for the purpose of providing hotel services will be processed for the time specified in the law, and in the case of data collected on the basis of consent, until it is revoked.
- You have the right to access the content of the data, correct it, the right to transfer data and to receive a copy of personal data processed by the Hotel.
- If you consent to the processing of data for marketing purposes, you have the right to withdraw your consent at any time, request to limit their processing, delete them and the right to be forgotten.

Your data may be made available or transferred to the following categories of recipients:\*\*\*

- transport and taxi companies in the case of ordering transport or courier delivery for the Guest;

- companies providing IT support services for the Hotel;

- companies providing accounting services;

- companies providing legal services;

- companies providing marketing services for the Hotel.

- If it is found that personal data is processed unlawfully, you have the right to lodge a complaint with the President of the Office for Personal Data Protection (PUODO).
- Contact with the person responsible for the protection of personal data is possible at the Hotel's headquarters or via e-mail [ado@hotelartis.pl](mailto:ado@hotelartis.pl)

17. The Hotel is not responsible for photos taken in the facility and made available online by outsiders unrelated to the Hotel.