

## **Bloom Hotel Regulations**

### § 1 Subject of the regulations

1. The Regulations apply to all persons staying on the premises of the Bloom Hotel in Rybie, Raszyn commune.
2. The landlord of the rooms is hereinafter referred to as the "Hotel", while the lessee of the room is referred to as the "Guest".
3. The Regulations define the rules for the provision of services, the responsibilities of the Guests and the Hotel, and the rules of staying at the Hotel.
4. The Regulations are an integral part of the contract, the conclusion of which takes place by making a reservation, paying an advance payment or the entire amount due for the stay, or by signing a registration card. By performing the above-mentioned activities, the Guest confirms that he has read and fully accepts the terms of the regulations and undertakes to comply with them.
5. Regulations are available at the reception desk and on the hotel's website [https://bloomhotel.pl/pdf/Regulations\\_Bloom\\_Hotel.pdf](https://bloomhotel.pl/pdf/Regulations_Bloom_Hotel.pdf)

### § 2 Check-in

1. The living room in the Hotel, hereinafter referred to as the "room", is rented for days.
2. The hotel day lasts from 2pm to 10am the next day.
3. It is assumed that a room is rented for one day, unless the guest has specified otherwise.
4. The room may not be transferred or made available to third parties, even if the period for which the payment was made has not expired.
5. A request to extend the hotel day should be reported by the Guest at the reception desk by 10am on the day of the ending stay at the latest. The hotel may not take into account the request to extend the stay if all accommodation places (rooms) are used or if the Guest does not comply with the applicable regulations.
6. The Hotel reserves the right to refuse to extend the Guest's stay at the Hotel in the event of failure to make full payment for the stay so far.
7. Extending the hotel day is associated with an additional fee, which is 50% of the basic rate and lasts a maximum of 5pm.
8. Staying in the room after 10am is automatically treated as an extension of the day of stay.

### § 3 Hotel services

1. The hotel provides services of a standard consistent with its category. In the event of any concerns regarding quality, please report them to the reception desk as soon as possible, which will allow the Hotel staff to react immediately.
2. The hotel provides free services in the field of: providing information related to the stay and travel, wake-up service at a specified time, storing valuables in the reception deposit, storing luggage of guests checked in at the hotel, renting a baby cot, renting an iron and ironing board for use only in a designated place.

3. At the Guest's request, the Hotel provides the following services for a fee: scanning and printing of documents.
4. Questions and comments related to the stay at the hotel Guests can direct to the Reception (ext. 0). The Hotel Director or the Manager appointed by him is responsible for the overall care of the Guests at the Hotel. Outside the working hours of the Director or the appointed Manager, the Reception (extension no. 0) is responsible for all matters related to the stay of guests.

#### § 4 Reservation and registration at the Hotel

1. Reservations can be made via the Internet, by calling the hotel reception or in person at the Bloom Hotel.
2. After making the reservation by the hotel reception, the Guest receives an initial reservation agreement by e-mail, which includes the booking conditions and information necessary to make a deposit of 40% of the stay value. In the case of reservations for 1 day, the amount of the deposit is 100% of the stay value.
3. If the down payment is not transferred to the Hotel's bank account by the date specified in the initial booking agreement or is received later, the Hotel reserves the right to sell the room to another person and cancel the reservation. The amount equal to the deposit will be returned to the Guest's account within 7 days from the date the Hotel cancels the reservation.
4. The basis for registering a Guest is showing the receptionist a photo ID and signing the residence card. The hotel informs that guests' identity documents are not photocopied or scanned.
5. The hotel has the right to pre-authorize a credit card or collect a cash deposit up to the amount due for the entire stay.
6. The booking becomes guaranteed after the advance payment specified in the booking confirmation is made within the period specified in the booking confirmation.
7. In the event of the Guest's resignation from the stay during the hotel day, the hotel does not refund the fee for the started night.
8. If the Guest does not arrive at the Hotel by the date specified in the guaranteed reservation agreement, the Hotel shall not refund the amount of the advance payment.
9. The Hotel may refuse to accept a Guest who has grossly violated the hotel regulations during the previous stay, causing damage to the property of the hotel or Guests, or damage to the Guest, hotel employee or other people staying at the Hotel, or who otherwise disturbed the peaceful stay of Guests or functioning Hotel.
10. The Hotel may refuse to accept a Guest who is under the influence of alcohol, intoxicants, or who shows verbal or physical aggression.
11. The Hotel reserves the right to refuse to admit a Guest without giving any reason.

#### § 5 Responsibility of the Hotel

1. The hotel is liable for the loss or damage of items brought by persons using its services to the extent specified in art. 846-849 of the Civil Code, unless the parties have agreed otherwise.

2. The guest should notify the reception about the damage immediately after it is discovered.
3. The hotel is not liable for the theft of money, theft, damage or destruction of securities, valuables or items of scientific or artistic value, if these items have not been deposited and placed in a hotel safe.
4. In the event of loss of the items referred to above, the compensation shall not exceed the amount determined in accordance with the provisions of the Minister of Justice of November 14, 1964, No. 1, item 2 as amended. The hotel reserves the right to refuse to accept items of high value, significant amounts of money, items threatening security and large items that cannot be placed in the safe.
5. The Hotel is not responsible for damage and loss of a car or other vehicle belonging to the Guest.
6. The hotel is not responsible for items left in the vehicle and live animals, regardless of whether the vehicle has been parked in the hotel car park or outside the hotel premises.

#### § 6 Responsibility of the Guests

1. Children under the age of 12 should be under the constant care of legal guardians on the premises of the Hotel. Legal guardians are financially responsible for damages resulting from the actions of children.
2. The behavior of guests and people using the hotel services should not disturb the peace of stay of other guests. In the event of a breach of this rule, the Hotel may refuse to provide the person with further services.
3. The hotel reception (extension 0) should be immediately notified of any damage that has occurred in the hotel.
4. The guest bears full financial responsibility for any damage or destruction of the hotel's equipment and technical devices, caused by his fault or the fault of people visiting him.
5. The Hotel reserves the right to charge the Guest's payment card for the damage caused after his departure, and in the case of the lack of card details, the Hotel has the right to apply to the Guest for financial compensation. The same rule applies in the event of a fire alarm being triggered by a Guest as a result of vandalism or failure to comply with the smoking ban.
6. For safety reasons, the Guest who leaves the room should always close the window, remove the room card from the power switch, turn off the taps, turn off the TV and close the door.

#### § 7 Night silence

1. There is a curfew at the Hotel from 10pm to 6am the next day.
2. The behavior of guests and people using the hotel services should not disturb the peaceful stay of other guests. The hotel may refuse to continue providing services to a person who violates this rule.

#### § 8 Room

1. Each hotel guest is entitled to a free bottle of mineral water, coffee and tea upon arrival for the night.
2. It is forbidden to store any hazardous materials in the room, e.g. weapons, ammunition, flammable materials, explosives or irritants.
3. Due to fire safety, it is forbidden to use open fire in the room, eg candles, to use devices that do not constitute room equipment, this does not apply to chargers and power supplies for electronic equipment.
4. Guests are not allowed to make any changes to hotel rooms and their equipment, except for a slight rearrangement of furniture and equipment, without affecting their functionality and safety of guests. Please agree with the hotel staff to change the arrangement of the room equipment.
5. Animals are not allowed on the premises of the hotel.
6. Guests are not allowed to take items which are the hotel equipment outside the hotel premises.
7. People who are not checked in may stay in a hotel room as guests from 7 am to 10pm.
8. The presence of persons who are not checked in after 10 p.m. means the consent of the person registered in the room for a paid accommodation for these persons. Check-in of each person will take place according to the current price list available at the reception.
9. Each time leaving the room, the guest should check if the door is locked. The reception desk issues a duplicate magnetic card for the room on the basis of a residence card and an identity card.

#### § 9 Leftover items

1. Items left at the hotel will be sent back at the guest's expense and to the address indicated by him.
2. In the absence of any instructions, the Hotel will store the left items for 1 month, and then donate them to charity or public use. Food products will be stored for 24 hours.

#### § 10 Complaints

1. Guests have the right to lodge a complaint in the event of noticing any deficiencies in the quality of the services provided. The complaint should be submitted immediately after noticing the deficiencies.
2. All complaints in writing are accepted by the hotel reception.
3. The complaint will be considered immediately after it is received by the Hotel, in the event of any disputes, the Civil Law Code will apply.

#### § 11 Additional provisions

1. The entire hotel is completely non-smoking except in designated areas. In the case of smoking in the room, an amount of PLN 500 will be added to the account of the registered person, including cleaning and airing the room as well as additional washing and cleaning of the equipment.
2. Possession and consumption of narcotic drugs prohibited by law is strictly forbidden in the hotel. If this prohibition is found to be violated, this fact will be reported to the

Police, and the Guest will have to immediately leave the Hotel without the right to reimbursement of costs resulting from the shortening of the stay at the Hotel.

3. The hotel rooms have an electricity management system based on room cards. Cards issued at the reception desk should be placed in the power switches after entering the room. Losing the card is associated with a one-time fee of PLN 50.
4. Acquisition and door-to-door sales are prohibited in the hotel.
5. It is forbidden to make excessive noise on the premises of the Hotel, cause unpleasant odors, or perform other activities that disturb, harm or irritate other Hotel Guests.
6. The current price list of services and fees in the hotel is available at the hotel reception.

## § 12 Information on personal data

1. The administrator of your personal data is Pokoje Gościnne Jankowski Waldemar Jankowski Bloom Hotel, 05-090 Raszyn-Rybie ul. Central 35
2. The Guest's personal data is processed on the basis of a contract for the provision of hotel services concluded between the Guest and the Hotel. The purpose of processing personal data is to provide hotel services or other similar services that are provided by the Hotel at the Guest's request. In addition, the Guest's personal data may be processed by video surveillance used at the Hotel. The purpose of video monitoring is to protect the safety of the Guest and other people staying on the premises of the Hotel or in its vicinity.
1. 3.If the Guest provides personal data regarding preferences regarding the stay or provided services, the Hotel may process this personal data for the purpose of improving the quality of services provided by the Hotel or ensuring the Guest's comfort or providing additional services for the Guest, including the Guest's satisfaction only in relation to with gradual improvement of the services provided by the hotel. The legal basis for the processing of personal data for the above-mentioned purposes is the hotel's legitimate interest (Article 6 (1) (f) of the GDPR).
3. The Hotel informs that providing personal data to the extent necessary to identify the Guest is a contractual and statutory requirement (when documenting a sale made to the Guest with a VAT invoice). Failure to provide personal data makes it impossible to conclude a contract with the Hotel, and also prevents the issuance of a VAT invoice.
4. The Hotel informs that every Guest has the right to access their personal data and correct and update them, as well as the right to transfer data, object to processing, limit processing and delete personal data, if there are legal grounds for this.
5. The Hotel informs that the Guest's personal data will be kept for the entire period of providing the hotel service to the Guest, as well as the data will be kept for the period of limitation of possible claims, including tax and civil claims. However, personal data processed by video surveillance will be stored for a period of 14 days.
6. The Guest's personal data will not be subject to automated decision making, including profiling.
7. The Hotel informs that the Guest's personal data may be made available only on the basis of applicable law.



8. The hotel informs about the right to lodge a complaint with the body supervising the processing of personal data, ie the Office for Personal Data Protection in Warsaw, ul. Ratuszowa 2.

In order to exercise the rights and other matters regarding the processing of your personal data by the Hotel, please contact us at the following e-mail address: [kontakt@bloomhotel.pl](mailto:kontakt@bloomhotel.pl)