

HOTEL NATURA HEALTH CENTER

REGULATIONS

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DEAR GUESTS,

The entire staff of HOTEL NATURA highly appreciates your cooperation in adhering to these Regulations, which are intended to ensure a peaceful and safe stay for all our guests at this Hotel.

§1. SUBJECT OF THE REGULATIONS

1. The Regulations specify the subject of the provision of services, liability and stay on the premises of the Hotel.
2. The Terms and Conditions are an integral part of the contract, which is concluded by making a reservation and/or paying the deposit or the entire amount for the stay via bank transfer to the Natura Center's account, online payment via the Natura Center's website or the Booking.com platform, or payment directly for the stay at the Hotel. By performing any of the above actions, the Guest confirms that they have read and accept the terms of the Terms and Conditions.
3. The Regulations apply to all persons staying at the Centrum Hotel.
4. The regulations are available for inspection at the hotel reception.
5. The Guest's guardian at the Hotel is the Reception, ext. "0".

§2. HOTEL DAY

1. A hotel room is rented for the duration of the stay or for a period of 24 hours.
2. If the Guest does not specify the length of stay when renting a room, it is assumed that the room was rented for one night.
3. Check-in for rooms is from 3:00 PM to 10:00 AM the following day.

4. Guests should notify their request to extend their stay beyond the period indicated on the day of arrival by 9:00 AM on the day the room expires. The Hotel will accommodate requests for extensions subject to room availability.

5. The Hotel reserves the right to refuse to extend a Guest's stay if full payment for the current period of stay has not been made or if the rules and regulations are not followed.

6. The hotel may refuse to accommodate a Guest who has grossly violated the Terms and Conditions during a previous stay, in particular by causing damage to hotel property or Guests, or by causing personal injury to Guests, hotel staff, or other persons staying at the Hotel.

7. For an additional fee, the Guest may extend their stay at the hotel at the rate applicable on that day.

§3. RESERVATION AND REGISTRATION

1. Guest registration is based on presenting a photo ID at the Reception Desk and completing a registration card.

2. Each guest registering in a room (the main guest and any accompanying guests) is required to provide their details and sign the registration card in the space provided.

3. Hotel guests may not transfer their room to other guests who are not registered with the hotel, even if the period for which they paid for their stay has not expired.

4. Only guests who do not suffer from any infectious diseases may be accommodated at the hotel.

5. Guests who are not registered with the hotel may stay in the hotel room from 7:00 AM to 10:00 PM.

6. The hotel may collect a deposit (in cash or on a debit/credit card) of PLN 500 gross or more per room per night to cover any additional expenses during check-in. 7. The Hotel reserves the right to verify the credit card provided to guarantee the reservation before the planned arrival date by depositing a deposit for the booked night's stay.

8. If the room reservation is not cancelled or the Guest does not arrive at the Hotel on the scheduled date, the Hotel will charge the Guest for the first night's stay, provided that the reservation is not non-refundable – in such a case, the Hotel will charge the Guest for the entire planned stay.

9. If the Guest cancels during the stay and/or after the Guest has entered the room, the Hotel will not refund the fee for that night's stay.

§4. HOTEL SERVICES AND OTHER ADDITIONAL SERVICES

1. The Hotel provides its services with due care to ensure a peaceful and safe stay for all its Guests.

2. In the event of any concerns regarding the quality of services, the Guest is requested to immediately report them to the Reception Desk, which will enable the staff to respond and improve the standard of services provided.

3. The Hotel is obligated to provide Guests with:

- the security of maintaining the confidentiality of Guest information,
- professional and courteous service for all services provided at the Hotel,
- cleaning of the Hotel and carrying out necessary repairs to equipment during the Guest's absence, and in their presence only if they so request,
- technically efficient service; and in the event of faults that cannot be repaired immediately, the Hotel will make every effort to change rooms if possible or otherwise mitigate the inconvenience.

4. Additionally, upon Guest request, the Hotel provides the following services free of charge:

- providing information related to stay and travel,
- ordering a taxi,
- storing luggage for Guests registered at the hotel or with a reservation.

5. Guests can use public areas free of charge.

6. Parking spaces around the Hotel are monitored, and parking in these spaces is free of charge.

7. The Hotel is equipped with a video surveillance system. The monitoring improves the safety of hotel guests. Monitoring data is retained for 14 days. Monitoring data can be made available upon request to the appropriate authorities.

8. For fire safety reasons, the Hotel is equipped with a Fire Alarm System. The use of open flames and smoking in rooms and public spaces of the Hotel is strictly prohibited.

9. For violating the smoking and open flame ban, the Guest will be charged PLN 500 gross per night if the Guest is found to be smoking in the room (odor, cigarette butts, ash in the room). The smoking ban also applies to electronic cigarettes, candles, tealights, incense, etc.

10. For fire safety reasons, the use of kettles, heaters, and other devices not included in the room equipment is prohibited in hotel rooms.

11. The Hotel reserves the right to charge the Guest's credit card for hotel services, products, and/or the cost of any damage caused to the hotel in the event of non-payment by the Guest at the Hotel.

§5. GUEST LIABILITY

1. Hotel Guests are fully financially liable for any damage or destruction to the Hotel's equipment and technical devices caused by their fault or the fault of their visitors. The Hotel reserves the right to charge the Guest's credit card for any damage caused after their departure. The Hotel will charge the Guest:

- for damage to hotel bedding, the amount of PLN 100 including VAT;
- for smoking on the entire Hotel premises, the amount of PLN 500 including VAT per night;
- **for vandalism of a hotel room, an amount equivalent to the room rental price for the period it is excluded from sale.**

The Hotel reserves the right to individually and separately assess damages depending on the work required to repair the damage.

2. Children under 12 years of age must be under the constant supervision of their parents or legal guardians while on the Hotel premises.

3. Parents or legal guardians will be financially liable for any damage to equipment and technical devices caused by children.

4. Minors may not register without the presence and confirmed registration of an adult – a legal guardian.

5. Minors may not stay in a hotel room unaccompanied.

6. In the event of a violation of these Terms and Conditions, the Hotel may refuse to provide services to the person who violates them. Such a person is obligated to immediately comply with the Hotel's requests, settle the amount due for previous services, pay for any damage, and leave the Hotel.

7. In the event of inappropriate or irresponsible behaviour resulting in a fire alarm, the hotel Guest may be charged a fine by the appropriate authorities.

8. For safety reasons, each time the Guest leaves the room, they should turn off the TV, turn off the lights, close the taps, and ensure that the door is locked behind them and leave the key at the reception desk. 9. The Hotel has a statutory lien on items brought by the Guest to the Hotel in the event of the Guest being late in settling payment for the stay or failing to pay for the services provided.

§6. HOTEL LIABILITY

1. The hotel is not liable for the loss or damage of items brought in by guests using its services, except for items deposited at the reception desk.
2. The hotel is liable for the loss or damage of items only if these items are deposited at the reception desk for safekeeping.
3. The hotel reserves the right to refuse to accept high-value items, monetary amounts exceeding the hotel's safekeeping capacity, and bulky items that are difficult to deposit.
4. The hotel is not liable for damage or loss of a car or other vehicle belonging to a Guest, items left inside, or live animals, regardless of where the car is parked.
5. Hotel staff do not provide valet parking services.

§7. RETURN OF LEFT ITEMS

1. Personal belongings left in the hotel room by a departing Guest will be returned to the address provided by the Guest at their expense, at the Guest's express request/instruction.
2. If such instructions are not received, the hotel will store these items for 30 days, after which they will be destroyed.

§8. QUIET NIGHT TIME

1. The Hotel observes a quiet night time period from 10:00 PM to 6:00 AM the following day.
2. Disturbing the quiet night time period will result in staff action and a direct warning.

§9. COMPLAINTS

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

§10. ADDITIONAL PROVISIONS

1. For an additional fee, the Hotel accepts small dogs in ground-floor rooms. However, the owner is required to keep the dog on a leash within the Hotel premises and to remove any waste left by the animal.
 2. Pets are strictly prohibited in the hotel's dining area and on upper floors.
 3. If a fire alarm sounds, use the nearest and safest emergency exit and leave the building immediately.
 4. If a fire is detected, use the manual fire alarm (MOP) to activate the alarm and leave the building immediately.
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5. The hotel does not allow the storage of dangerous goods, weapons, ammunition, flammable materials, explosives, or illuminating substances.
 6. The hotel does not store food for guests for sanitary and epidemiological reasons.
 7. The hotel does not provide medication to guests.
 8. The hotel does not serve guests under the influence of alcohol or psychoactive substances.
 9. The hotel does not provide foreign currency exchange services. The hotel may accept payment in foreign currencies at the exchange rate announced by the reception, provided the currency is accepted.
 10. The hotel reserves the right to inspect the technical condition of the room once every 24 hours.
 11. Apart from minor rearrangements of furniture and furnishings that do not affect their functionality and safety, guests are prohibited from making any changes to hotel rooms or their furnishings.
 12. It is prohibited to conduct solicitations, door-to-door sales, or gambling activities at the hotel.
 13. All other matters are governed by the hotel's internal procedures.

§11. PERSONAL DATA PROTECTION:

1. Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, we hereby inform you that the controller of your personal data is Natura Centrum Odnowy Biologicznej Dorota Chodorowska, with its registered office at 9 Mickiewicza Street, 57-320 Polanica-Zdrój, Poland, Tax Identification Number (NIP): 883-127-35-84.
2. Personal data are processed for the purpose of booking accommodation and providing hotel services, and, if consent is granted, also for marketing purposes.

3. Data collected for the provision of hotel services will be processed for the period specified by law, and in the case of data collected based on consent, until such consent is withdrawn.
4. You have the right to access and correct your data, the right to data portability, and the right to receive a copy of the personal data processed by the Hotel.
5. If you consent to the processing of your data for marketing purposes, you have the right to withdraw your consent at any time, request the restriction of its processing, its deletion, and the right to be forgotten.
6. Your data may be shared or transferred to the following categories of recipients:
 - the company providing accounting services to the Hotel; and
 - the company providing legal services to the Hotel in the event of damage.
7. If you believe that your personal data is being processed unlawfully, you have the right to lodge a complaint with the President of the Personal Data Protection Office (PUODO).
8. You can contact the person responsible for personal data protection at the Hotel's registered office or by email at biuro@natura-centrum.pl.
9. The Hotel is not responsible for photos taken at the property and shared online by third parties unrelated to the Hotel.