

The Wellness ProVita Hotel Regulations

Art. 1 The subject Matter of Regulations

1. The Hotel Regulations apply to all persons who stay in the Wellness ProVita Hotel and on the Hotel grounds located at ul. Kościuszki 17, Kołobrzeg.
2. The Regulations define the scope of services, the responsibility of the Guest and the Hotel and the rules and regulations governing the stay in the Hotel and on the Hotel grounds.
3. The Regulations are available at the main Reception Desk, information booklet in a Hotel room as well as the website: www.hotelprovita.pl.
4. The Guest confirms they have familiarized themselves with the Regulations by making a booking, making an advance payment, making a payment for the total of a hotel stay or by signing the Hotel registration card.

Art. 2 Check-in and check-out time

1. The room is rented per day. The check-in time is 04.00 pm and the check-out time is 12.00 pm on the following day.
2. Unless the Guest states to the contrary, it is assumed that the room is rented per one day.
3. The room may neither be shown nor made available to any third parties even if the time for which the payment was made is not over.
4. Should the Guest wish to extend their stay, information in this respect should be communicated to the Reception desk no later than at 10.00 am of the day preceding the check-out. The Hotel shall comply with the request subject to availability of hotel rooms.
5. The stay may be extended subject to 50% of the basic rate and may not be longer that until 07.00 pm. No check-out after 01.00 pm is considered an extension of stay.

Art. 3 Hotel Services

1. The Hotel offers services according to its category and standard.
2. The Hotel offers the following free of charge services: information about stay and travelling, wake-up calls, safe keeping of valuables in a deposit at the main Reception desk, keeping luggage of the Guest who stays in the Hotel.
3. The Guest is taken care of by the main Reception Desk (ext. 100) and the Guests Relations Manager.

Art. 4 Booking and Registration at the Hotel

1. The Guest is registered at the Hotel upon showing their ID with a photograph to the Reception staff and signing the hotel registration card. The Hotel assures identification documents of the Guest are neither photocopied nor scanned.
2. At the time of registration the Hotel is entitled to pre-authorize a credit card or to collect a cash deposit up to the amount due for the total period of stay.
3. The booking is guaranteed at the time the payment of 50% of the value of stay is made in the time as indicated in booking confirmation or at the time indicated by the Hotel.
4. Should the Guest wish to check-out after the check-in time starts running, the Hotel does not make a refund for the hotel day in question.
5. The Hotel may refuse accommodation to a Guest who was in gross breach of the Hotel Regulations during their previous stay.
6. The Hotel may refuse accommodation to a Guest who is under the influence of alcohol, abusive substances, or who displays violent verbal or physical behaviour.

Art. 5 Liability of the Hotel

1. The Hotel is liable for loss or damage to property brought by persons who are offered hotel services within the scope as provided for by provisions of the Civil Code.

2. The Hotel is liable only for property entrusted to the Hotel for safe keeping.
3. The Hotel reserves the right to refuse safekeeping of property of high value, high amounts of money, objects which are hazard to safety and oversized items which can not be placed in the safe deposit box.
4. The Hotel shall not be held liable for damage or loss to a car or any other vehicle which belongs to the Guest parked outside the Hotel grounds. The Hotel shall not be held liable for property left in the car parked in the Hotel car park.

Art. 6 Liability of the Guest

1. Children under 12 years old shall be under continuous care of their legal guardians. Legal guardians shall be held liable for damage suffered as a result of the activity of the children.
2. The Guest or any other persons who are offered hotel services shall not disturb other guests. In case of breach of this provision the Hotel may refuse further service to such a Guest or a person.
3. Any damage in the Hotel shall be notified to the main Reception Desk without undue delay.
4. The Guest shall be held fully liable for all and any damage to the furnishing or technical amenities of the Hotel suffered by their fault or by fault of their visitors. The Hotel is authorised to debit the credit card of the Guest for damage suffered also after check-out.

Art. 7 Hotel Room

1. Night quiet time is from 10.00 pm until 07.00 am.
2. Products in the mini-bar are sold at prices listed in the price list available in the hotel room. Mineral water available apart from the mini-bar is included.
3. Keeping hazardous goods, such as weapons, ammunition, inflammable materials, explosives or irritants in the hotel room is strictly prohibited.
4. Due to fire safety the use of appliances in the hotel room which are not part of the furnishing is strictly prohibited. This provision does not apply to chargers and adapters of electronic devices.
5. Any changes to the hotel furnishing needs to be agreed with the hotel staff.
6. Taking the furnishing of the Hotel out of the Hotel grounds is strictly prohibited.
7. Persons who are not Hotel guests may stay in the Hotel from 07.00 am until 10.00 pm.
8. By allowing any persons to stay in the hotel room after 10.00 pm the Guest agrees and accepts that said persons shall stay in the hotel room against payment. The Guest shall be charged for the stay of such a person as per current price list available at the Reception Desk.

Art. 8 Left Items

1. Any items left at the Hotel shall be sent to the address given by the Guest subject to earlier payment of postage.
2. In case no such information is received, the Hotel keeps the left items for the period of 2 months and thereafter donates said items to a charity or a non-profit organisation. Foodstuffs shall be stored no longer than 24 hours.

Art. 9 Complaints

1. The Guest is entitled to make a complaint should they notice any fault in the quality of service offered by the Hotel. The complaint shall be made without undue delay after the fault has been noted.
2. All complaint shall be communicated to the Reception Desk in writing.
3. The complaint shall be considered by the Hotel as soon as it has been received; any disputes shall be settled pursuant to provisions of the Civil Code.

Art. 10 Miscellaneous

1. Apart from especially designated areas no smoking is allowed in the Hotel. Should the Guest smoke in the hotel room, they shall be charged with the amount of 500 zł, which includes cleaning of the room.
2. Apart from guide dogs of guests with disabilities no pets are allowed in the Hotel.
3. No salesmen are allowed in the Hotel.

Art. 11 Information concerning Personal Data

1. The administrator of personal data of the Guest is Hotel Wellness ProVita Agnieszka Trafas, whose registered address is at ul. Tadeusza Kościuszki 17, 78-100 Kołobrzeg, NIP 6711416749, hereinafter called "the Hotel".
2. Personal data of the Guest is processed subject to an agreement for hotel services concluded by and between the Hotel and the Guest. Personal data is processed for the purpose of hotel services or other similar services, which are offered at the request of the Guest. Moreover, personal data of the Guest may be processed by CCTV system operated in the Hotel. The aim of the CCTV system is to protect the Guest as well as other persons who stay in the hotel or in the vicinity of the Hotel.
3. In case the Guest gives personal data concerning their preferences regarding the stay or services, the Hotel is entitled to process said data with the view to improving the service offered by the Hotel or ensuring the comfort of the Guest or extra services rendered to the Guest. This provision applies also to processing sensitive data. The legal ground for processing personal data for this purpose is justified interest of the Hotel (as provided for in Art. 6 clause 1, sub-clause f of EU GDPR). The Hotel assessed the influence of activities undertaken by the Hotel in this regard concerning the privacy of the Guest. Said assessment allowed the Hotel to conclude that processing personal data within the framework of justified interest does not constitute an excessive intrusion into the privacy of the Guest because such a way of processing personal data of the Guest is to improve the quality of Hotel service, which the Guest is to benefit from as the needs of the Guest will be better understood. Hence there is no breach either of the interests or the privacy of the Guest.
4. Personal data of the Guest may also be processed for the purpose of surveys assessing the satisfaction of the Guest with the Hotel service. The legal ground for the activities is the justified interest of the Hotel (Art. 6, clause 1, sub-clause f of EU GDPR). The Hotel assessed the influence of activities undertaken by the Hotel in this regard on the privacy of the Guest. Said assessment allowed the Hotel to conclude that processing personal data within the framework of justified interest does not constitute an excessive intrusion into the privacy of the Guest because such a way of processing personal data of the Guest is to improve the quality of Hotel service, which the Guest is to benefit from as the needs of the Guest will be better understood. Hence there is no breach either of the interests or the privacy of the Guest.
5. The Hotel informs that the requirement to provide personal data within the scope necessary to identify the Guest is both a contractual as well as a statutory requirement (for the purpose of recording a sale-purchase agreement with a VAT invoice). Refusal to provide personal data renders both concluding an agreement with the Hotel and the issue of a VAT invoice impossible.
6. The Hotel informs that each Guest is entitled to an access to their personal data as well as to corrections and updates. Moreover, each Guest is entitled to transfer data, object to the processing, limit processing and to delete personal data should regulations so provide.
7. The Hotel informs that personal data of the Guest shall be stored throughout the period in which hotel service is offered to the Guest, and further throughout the limitation period, including tax and civil claims. Personal data collected and processed by the CCTV system shall be stored for the period of 14 days.
8. The Hotel informs that personal data of the Guest may be disclosed to the following:
 - a) law firms co-operating with the Hotel;
 - b) insurance companies co-operating with the Hotel;
 - c) IT companies and companies providing management support and management of IT infrastructure of the Hotel;
 - d) courier and post office;
 - e) travel agencies.
9. The Hotel informs about the right to make a complaint to the relevant body supervising the way personal data is processed.
10. Should a stay in the Hotel be booked by a travel agency or a booking website, personal data of the Guest submitted to the Hotel by said entities may include, in particular, name and surname, date of stay, e-mail address, the Guest's telephone number. Detailed information about the entity which provided said personal data to the Hotel is available at the Reception.