

TERMS AND CONDITIONS OF RESERVATION AT GORCZOWSKI HOTEL

1. Reservation refers to the stay in the GORCZOWSKI HOTEL**** in Chorzów, 35 Stefana Batorego Street (hereinafter referred to as “the Hotel”).

2. Reservations can be made by phone, e-mail or online at: www.hotelgorczowski.pl

3. To book a room, a person making the reservation is obliged to provide correct information: their first name and surname, telephone number, e-mail address, type of room booked, number of guests and the date of stay. The data will only be used to enable the full booking process and for marketing purposes, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016. The controller of personal data is the company: JAEKEL-BUD-TECH GORCZOWSKI SPÓŁKA KOMANDYTOWA, 41-500 Chorzów, ul. Tęczowa 23, NIP (Taxpayer's Id. No.): 627 10 86 577. Personal data is processed for the purpose of booking accommodation and providing hotel services. Providing personal data is voluntary, however, necessary for service provision. In addition, once the guest has given their consent, their personal data will be processed for marketing purposes within the scope of the consent given. Personal data may also be subject to profiling within the scope of the consent given. Data collected for the purpose of providing hotel services will be processed for the period specified in the laws and in the case of data collected on the basis of consent, until its revocation. You have the right to access and correct your personal data, the right to data portability and the right to receive a copy of the personal data processed by the hotel. In addition, the right to withdraw the consent you have given at any time, to request restriction of data processing, erasure, and the right to be forgotten in the case of the personal data processing for marketing purposes. Your data may be shared with or forwarded to the following categories of recipients: transportation and cab companies, if ordering transportation or courier service for a guest; companies that provide IT support services for the hotel; companies providing accounting services; companies providing lawyer's services; companies providing marketing services for the hotel. You have the right to lodge a complaint with the President of the Office for Personal Data Protection (PUODO), if you conclude that the processing of your personal data does not comply with the law. The data protection officer can be contacted at the company's headquarters or at the e-mail address: jbt.sekretariat@interia.pl

4. After making a reservation, the person who has made it will receive an initial confirmation of the reservation by e-mail, which includes: the date of stay, type of room, number of guests, price, and information about the date and amount of payment of a deposit.

5. When making a reservation, the person making the reservation agrees to have their personal data placed in the service's database. This data will only be used to enable the complete booking process.

6. A deposit should be paid to the Company's bank account: in Polish zloty to: Jaekel-Bud-Tech Gorczowski sp.k: ING Bank Śląski 62 1050 1243 1000 0090 3113 525; in EUR (for guests paying from abroad) to: Jaekel-Bud-Tech Gorczowski sp.k: ING Bank Śląski 40 1050 1243 1000 0090 3113 5933. Important! In the case of payment by credit card, after obtaining the following information: the name of the payment card, credit card number, information until when the credit card is valid (month/year) and CVC or CVV code, the Hotel will charge

the agreed amount from the credit card of the Ordering Person/Guest. The transaction is marked, since the Hotel has a point of sale terminal with an identifier and the costs of collecting the commission are borne by the Hotel. Card details can be provided by phone, fax or email. After charging the Guest's credit card, a copy of the printout from the payment card terminal along with the confirmation of payment of the reservation fee /prepayment is retained and given to the Guest on the day of arrival at the hotel.

7. Payment of a deposit in the amount of 30% of the total price of the booking until the date indicated in the initial confirmation serves as the confirmation of the reservation. The date of payment of the deposit is the date of crediting the Company's bank account.

8. After paying the deposit the person making the reservation will receive an e-mail confirming the reservation.

9. Payment for the stay takes place on the day of arrival. The guest is obliged to pay for the declared stay on the day of arrival, even if they have made a prepayment. The payment replaces an agreement between the parties.

10. In case of shortening the stay, the amount paid is not refundable.

11. In case of not paying for the stay on the day of arrival or shortening the stay, the Guest will be charged with the amount to be paid for the stay declared when making the reservation.

12. In case of cancellation of the reservation the deposit remains with the Hotel.

13. Making a deposit payment means that the Person making the reservation has read and accepted the above conditions of reservation and reservation cancellation.

14. The hotel accepts pets for an additional fee, except in the restaurant and spa area.

We wish you a pleasant stay in our hotel!