

# REGULATIONS OF THE OSADA ŚNIEŻKA HOLIDAY RESORT



## § 1. SUBJECT MATTER OF THE REGULATIONS

1. The Regulations (hereinafter referred to as: Regulations) define the object of providing services, liability and rules of staying in Osada Śnieżka Holiday Resort in Łomnica and is an integral part of the agreement (hereinafter referred to as: Agreement), which is concluded by signing the residence card, taking into account the provisions of § 2. of the Regulations. By signing the residence card, the guest of Osada Śnieżka (hereinafter referred to as: Guest) confirms that he/she is familiar with and accepts the provisions of the Regulations.
2. Osada Śnieżka is operated by the company: Osada Śnieżka Operator spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (00-023) at ul. Widok 8, entered in the Register of Entrepreneurs of the National Court Register, kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Economic Division of the National Court Register, under number: 0000502497, NIP: 7010415841, REGON: 147147210, address for delivery: ul. Spacerowa 13, 58-508 Łomnica, e-mail: recepcja@osada-sniezka.pl.
3. The regulations are available: (i) on the website [www.osada-sniezka.pl](http://www.osada-sniezka.pl), (ii) at the reception of Osada Śnieżka (hereinafter referred to as: the Reception).
4. Regulations apply to all Guests.
5. In the next part of the Regulations, the term "Osada Śnieżka" shall mean, depending on the context, either the Osada Śnieżka Holiday Resort or the company indicated in section 2 above.

## § 2. CONCLUSION OF THE AGREEMENT VIA THE BOOKING SERVICE (AGREEMENT CONCLUDED AT A DISTANCE)

1. In order to make a remote reservation (hereinafter referred to as a Reservation), the Guest is entitled to conclude an Agreement with Osada Śnieżka through the reservation system of Osada Śnieżka (hereinafter referred to as the System), available at the following website [www.osada-sniezka.pl](http://www.osada-sniezka.pl).
2. The Guest makes a Booking on the System by performing the actions indicated by the System, including filling in the booking form (hereinafter referred to as the Form). Providing the Guest's personal data in the Form is necessary in order to be able to use it and to make a Reservation.
3. Guests can choose the services offered, including standard accommodation and packages, as well as additional services.

4. The prices presented in the System are given in Polish zloty and include VAT. For services not included in the Booking, the Guest shall pay directly at Osada Śnieżka.
5. After making a Reservation, Osada Śnieżka shall send a confirmation of the Reservation to the e-mail address indicated by the Guest, specifying, among others, the Guest's data, Osada Śnieżka, description of the ordered offer, validity of the offer and the amount of the advance payment for the reserved services (hereinafter referred to as: advance payment) or the whole price to be paid. The advance payment or the whole price for the ordered services (depending on the selected offer) shall be paid within the time specified in the confirmation of the Booking.
6. The Guest's payment of either the down payment or the entire price, depending on the chosen offer, by the specified date is a condition for the conclusion of the Agreement.
7. Payment of either the deposit or the entire price is made through the online payment system on PayPro Sa) to which the Guest will be redirected when making a Booking in the System. The Guest does not incur any additional fees for making payment through the payment system on PayPro Sa, Osada Śnieżka is not the owner or operator of the online payment system PayPro Sa, the Guest should read the privacy policy of the operator (PayPro Sa).
8. The Agreement between the Guest Osada Śnieżka is deemed to have been concluded upon payment by the Guest of either the down payment or the entire price, depending on the offer selected.
9. The content of the Agreement concluded at a distance is recorded, secured and made available to the Guest by: (i) making the Regulations available on the website of the System in a form that can be downloaded by the Guest and (ii) sending the Guest an e-mail confirming the Booking. The content of the Agreement is additionally recorded and secured in the System.
10. Failure by the Guest to pay the advance payment or the whole price, depending on the selected offer, within the period indicated in the Booking confirmation shall be deemed as cancellation of the Booking, which results in the non-conclusion of the Agreement between the Guest and Osada Śnieżka.
11. Unless otherwise stipulated in the offer or in the Booking confirmation (e.g. by indicating that the offer is non-refundable or that no changes or cancellations are possible), the Guest is entitled to cancel the confirmed Booking not less than 7 days before the start of the first hotel day of the scheduled stay. In such a case, Osada Śnieżka shall refund the Guest the entire advance payment to the

bank account indicated by the Guest. Cancellation of the Booking should be made in writing (to the delivery address of the Osada Śnieżka as indicated in § 1, section 2 of the Regulations) or by e-mail to: [rezerwacja@osada-sniezka.com](mailto:rezerwacja@osada-sniezka.com).

12. If the Guest: (i) cancels the Booking less than 7 days prior to the start of the 1st hotel day of the scheduled stay or (ii) does not show up at Osada Śnieżka on the scheduled arrival date, then the advance payment is non-refundable, subject to section 13 below.
13. The provisions of the preceding sections limiting the possibility of cancellation of the Reservation or refund of the amounts paid for the Reservation shall not limit or exclude the Guest's rights to cancel the Reservation and refund the amounts paid for the Reservation under mandatory provisions of law or the Guest's rights in the event of non-performance of the Agreement by the Hotel, including the rights arising from the advance payment.
14. Pursuant to Article 38, item 12 of the Consumer Rights Act of 30 May 2014, the Guest shall not have the right to withdraw from the Agreement concluded at a distance under this section (subject to the exceptions referred to in section 11 above).

### § 3. HOTEL DAY

1. The Guest specifies the date of his/her stay at Osada Śnieżka. Rooms are rented for hotel days.
2. Check-in starts at 4:00 p.m. on the first day and ends at 11:00 a.m. on the following day, unless otherwise stated in the Agreement covering group stays or individual confirmation.
3. It is possible to extend a hotel day depending on the availability of the rooms. Extension of the hotel day will result in a charge of half the accommodation price applicable on the day of departure.
4. The Guest should report his/her request to extend his/her stay at the Reception by 09:00 a.m. on the day on which the room rental period expires. Osada Śnieżka will take into account the request to extend the stay as far as the rooms are available.
5. The Guest's attendants are the Reception staff.

### § 4. REGISTRATION OF STAY

1. The basis for registering the Guest's stay at Osada Śnieżka is to present a valid identity card or passport at the Reception desk and to sign the residence card.

2. Persons not registered to stay at Osada Śnieżka may stay as guests in the room from 7:00 a.m. to 10:00 p.m.
3. The Guest may not transfer the room to any other person, even if the period for which he or she has paid for the stay has not expired.
4. Osada Śnieżka may refuse to admit a Guest who, during the previous stay(s), has grossly violated the Regulations, in particular by causing damage to the property of the Osada Śnieżka or Guests, damage to the Guests, employees of the Osada Śnieżka or other persons staying at the Osada Śnieżka.
5. Osada Śnieżka may block funds on the payment card provided by the Guest to make the Reservation, in the amount due for the entire stay, and may also charge Osada Śnieżka's dues from that card.
6. Cancellation of the Guest's stay during the hotel day shall not affect the amount due for the stay, unless otherwise stipulated by mandatory legislation.
7. The guest agrees to a VAT invoice without signature. In order to receive a VAT invoice, we kindly ask for the Nip number and the necessary data for issuing the document before making the transfer.
8. By signing the residence card, the Guest may agree to open a hotel account for the purpose of settling transactions made at Osada Śnieżka during the Guest's stay (e.g. shopping at the bar, restaurant, use of additionally charged services). The hotel account is assigned to the room number of the Guest. Osada Śnieżka may request details of the Guest's payment card and perform pre-authorisation of the payment card in order to secure payment for additionally purchased services and goods.
9. If the Guest consents to the opening of the hotel account referred to in paragraph 8 above, the Guest shall be given the opportunity to purchase goods or services at the Osada Śnieżka with deferred payment no later than upon deregistration of the stay. The goods or services acquired by the Guest during their stay at the Osada Śnieżka shall be credited to the Guest's hotel account. In order to use the option of adding goods or services to the hotel account, when purchasing goods or services it is necessary to:
  - a) express to the staff of the Osada Śnieżka the wish to add the amount due for the purchased goods or services to the hotel account,
  - b) show the Osada Śnieżka's staff the room access card in order to load it into the computer system of the Osada Śnieżka and confirm whether a hotel account has been assigned to the Guest's room with the consent of the Guest and whether the account limit has not been exceeded,
  - c) in order to verify the entitlement to use the access card to the room and the entitlement to purchase goods or services on the hotel account, provide

- additional verification data, i.e. the room number or the Guest's name given in the residence card when registering the stay at Osada Śnieżka,
- d) sign the receipt printed by the staff of Osada Śnieżka confirming the purchase of goods or services.
10. The Guest may authorise other persons to purchase goods or services using the hotel account, in particular by providing them with a room access card and the additional verification information referred to in section 9, letter c) above.
  11. The Guest shall be obliged to pay for the purchased goods or services credited to his/her hotel account before the end of his/her stay at the Osada Śnieżka or immediately after exceeding the limit specified in section 13 below if the Guest still wishes to use the hotel account.
  12. The Guest should not provide the room access card with additional verification data to persons whom the Guest has not authorised to purchase goods or services using the hotel account. The Guest should immediately notify the Reception of the loss of the room access card.
  13. The amount of unpaid receivables from payment for goods or services purchased from the hotel account may not exceed PLN 2,000.00 (two thousand złoty). It shall not be possible to add receivables to the hotel account if, after adding them, the limit indicated in the preceding sentence is exceeded.

## § 5. HOTEL SERVICES

1. Osada Śnieżka provides services suited to its standard.
2. If there are any concerns regarding the quality of service, the Guest is requested to report the concerns immediately to the Reception, which will enable the staff to respond and improve the standard of service provided.
3. The Osada Śnieżka provides Guests with:
  - a) conditions for full and unhindered rest,
  - b) safety of the stay, including maintaining confidentiality of information about the Guest,
  - c) professional and courteous service in the scope of all services provided at the Osada Śnieżka,
  - d) daily cleaning of hotel rooms,
  - e) cleaning of room after the fourth day of stay (upon request at the reception),
  - f) performing necessary repairs of equipment takes place while the Guest is present, and in the case of his/her absence, only if he/she agrees and wishes to do so,
  - g) technically efficient service, and in the event of faults that cannot be

rectified immediately, the Osada Śnieżka will make every effort to alleviate the inconvenience as far as possible.

4. In addition, at the Guest's request, the Osada Śnieżka provides the following services free of charge:
  - a) providing residence and travel-related information,
  - b) wake-up call at the designated time,
  - c) storage of luggage of Guests registered at the Osada Śnieżka,
  - d) ordering a taxi.
5. Guests may use, free of charge, the indoor water complex, sauna area and Kids Club), located within the area of Osada Śnieżka, as well as access to the Internet. For an additional charge, Guests may use the paid Unguarded Car Park and other paid additional services offered at the Osada Śnieżka, according to the rules specified in the regulations of use of these services and price lists made available to Guests prior to using the services. The number of parking spaces is limited.
6. Buffet food may only be consumed in the dining room where the buffet is offered. It is forbidden to take food outside the dining room. Food may be taken out against payment of the price for this food, upon agreement with the staff of the Osada Śnieżka.
7. Children under the age of 13 should only use the buffet under the supervision of an adult guardian to avoid being burned, injured or cut or causing other harm.
8. Any dietary intolerances should be notified by the Guest at the Reception and, during meals, to the serving staff.

## **§ 6. LIABILITY OF GUESTS**

1. On the premises of the Osada Śnieżka, children under 13 years of age should be under constant supervision of their legal guardians. Legal guardians may be held financially liable for any damage caused by the actions of children under the rules set out in generally applicable laws.
2. A Guest shall be materially liable for any damage or destruction of objects of equipment and technical devices of the Osada Śnieżka caused by him or her or by persons accompanying or visiting him or her.
3. A Guest should inform the Reception desk of any damage as soon as it is discovered. In particular, a Guest should immediately inform the Reception of any damage to the room found upon entering the room after registering the

stay.

4. Osada Śnieżka may charge a Guest's payment card after their departure for damages caused by them at the Osada Śnieżka or as payment for goods or services purchased additionally during their stay and not reported or not paid for by the Guest before leaving the Osada Śnieżka. The Guest may give their consent for the pre-authorisation of the payment card by signing the stay card. In such a case, the Guest authorises the Osada Śnieżka to perform the action of collecting the receivables of the Osada Śnieżka from the payment card.
5. If the provisions of the Regulations are violated, Osada Śnieżka may refuse to provide further services to the person who violates them. Such a person is obliged to immediately comply with the demands of Osada Śnieżka, to pay for the services provided so far, to pay for any damage and to leave the premises of Osada Śnieżka.
6. Whenever leaving a room, the Guest should, for security reasons, switch off the TV, turn off the lights, close the taps, lock the windows and the entrance door and take careful care of the room access card.
7. It is forbidden to use bath towels to clean shoes or any other soiled objects. It is strictly forbidden to take towels or other items of equipment from the rooms after your stay at the Osada Śnieżka.

## **§ 7. LIABILITY OF THE OSADA ŚNIEŻKA**

1. Osada Śnieżka shall be liable for damage incurred by the Guest under the rules set out in the provisions of generally applicable law, including the Civil Code. The principles of the Osada Śnieżka's liability for loss of or damage to items brought in by the Guest are determined by the provisions of the Civil Code.
2. Money, securities and valuable items, in particular valuables and items of scientific or artistic value should be deposited by the Guest at the Reception or kept in a safe, provided it is equipped in the room. Osada Śnieżka may refuse to accept these items for safekeeping if they pose a threat to safety or if, in relation to the size or standard of the Osada Śnieżka, they are too valuable or if they take up too much space.
3. The conditions and rules for the use of parking spaces in the Unguarded Car Park of the Osada Śnieżka (including liability rules) are specified in the Regulations of the Unguarded Car Park, constituting Appendix No. 1 to the Regulations. The Osada Śnieżka does not provide a vehicle storage service.
4. Osada Śnieżka is not liable for animals under the terms of the Civil Code.

## § 8. RETURN OF ITEMS LEFT BEHIND

1. Personal belongings left by the departing Guest in the room will be sent back to the address indicated by the Guest at the Guest's expense. If such a disposition is not received, Osada Śnieżka will store the above items at the owner's expense for a period of 1 month, after which the items will become the property of Osada Śnieżka. Due to their properties, foodstuffs will be stored for a period of 24 hours.

## § 9. COMPLAINTS PROCEDURE

1. Guests have the right to lodge a complaint if they notice any deficiencies in the quality of the services provided or otherwise. The complaint must be made during the stay, preferably on the day of the defects, directly at the Reception desk of the hotel.
2. The Osada Śnieżka is obliged to provide services without any deficiencies or other defects.
3. A complaint can be lodged by the Guest, for example:
  - a) in writing to the delivery address of Osada Śnieżka as indicated in § 1, section 2 of the Regulations;
  - b) in electronic form via e-mail to: [recepcja@osada-sniezka.pl](mailto:recepcja@osada-sniezka.pl)
4. It is recommended that the Guest provide in the description of the complaint: (1) information and circumstances concerning the subject of the complaint, in particular the type and date of occurrence of the deficiency or other defect, and (2) contact details of the complainant - this will facilitate and speed up the processing of the complaint by the Osada Śnieżka. The requirements specified in the preceding sentence are only a recommendation and do not affect the effectiveness of the complaint.
5. Osada Śnieżka shall respond to the complaint received from the Guest and inform the Guest about the manner of resolving the complaint, in particular in writing or by e-mail, if the Guest has provided an e-mail address for this purpose. The Osada Śnieżka shall respond to the Guest with a complaint within 30 days from the day of its receipt, unless otherwise stipulated by separate regulations.

## § 10. AMICABLE (OUT-OF-COURT) MEANS OF SETTLING COMPLAINTS AND PURSUING CLAIMS, AND RULES OF ACCESS TO THESE PROCEDURES

1. Detailed information about the possibility for a Guest, who is a consumer, to use out-of-court ways of dealing with complaints and pursuing claims, as well



as rules of access to these procedures, are available at the offices and websites of district (city) consumer ombudsmen, social organisations whose statutory tasks include consumer protection, Provincial Commercial Inspection Inspectorates and at the following Internet addresses of the Office of Competition and Consumer Protection:

- a) [http://www.uokik.gov.pl/spory\\_konsumenckie.php](http://www.uokik.gov.pl/spory_konsumenckie.php);
- b) [http://www.uokik.gov.pl/sprawy\\_indywidualne.php](http://www.uokik.gov.pl/sprawy_indywidualne.php);
- c) [http://www.uokik.gov.pl/wazne\\_adresy.php](http://www.uokik.gov.pl/wazne_adresy.php).

2. A Guest, who is a consumer, has the following examples of out-of-court complaint and redress procedures:

- a) The Guest shall be entitled to apply to the permanent amicable consumer court referred to in Article 37 of the Act of 15 December 2000 on Trade Inspection to resolve a dispute arising from the concluded Agreement; the regulations for the organisation and operation of permanent arbitration consumer courts are set out in the Ordinance of the Minister of Justice of 6 July 2017 on defining the Regulations for the organisation and operation of permanent arbitration courts at provincial trade inspection inspectors;
- b) The Guest is entitled to apply to the provincial inspector of the Trade Inspection, pursuant to Article 36 of the Act of 15 December 2000 on Trade Inspection, with a request to initiate mediation proceedings for an amicable settlement of the dispute between the Guest and the Osada Śnieżka; information on the principles and procedure of mediation conducted by the provincial inspector of the Trade Inspection is available in the offices and on the websites of individual provincial inspectorates of the Trade Inspection;
- c) The Guest may obtain free assistance in resolving a dispute between the Guest and Osada Śnieżka, also using the free assistance of the district (municipal) consumer ombudsman or a social organisation whose statutory tasks include consumer protection (e.g. Federation of Consumers, Association of Polish Consumers); advice is provided by the Federation of Consumers at the free consumer helpline number 800 007 707 and by the Association of Polish Consumers at the email address: [porady@dlakonsumentow.pl](mailto:porady@dlakonsumentow.pl);
- d) The Guest can use the European ODR (Online Dispute Resolution) platform, available at: <http://ec.europa.eu/consumers/odr/>, which facilitates the independent, impartial, transparent, effective, fast and fair out-of-court online resolution of disputes between consumers and businesses, in accordance with the provisions of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Official Journal of the EU.L No. 165, p. 1).

## § 11. PRIVACY POLICY AND DATA PROTECTION

1. The Controller of personal data of Guests and other persons staying on the

premises of the Osada Śnieżka buildings and around the Osada Śnieżka buildings in the area covered by the monitoring (hereinafter referred to as: Personal Data) is Osada Śnieżka Operator spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (00-023) at ul. Widok 8 (hereinafter also referred to as: Controller). The Controller has appointed a Data Protection Officer, who can be contacted at the address for service of Osada Śnieżka indicated in § 1, section 2 of the Regulations or at the e-mail address: [rodo@osada-sniezka.pl](mailto:rodo@osada-sniezka.pl).

2. In connection with the Reservation process and the Guest's stay at the Osada Śnieżka, the Controller processes or may process Personal Data:
  - a) for the purpose of taking steps prior to the conclusion of the Agreement and for the performance of the Agreement for the provision of hotel services between the Guest and the Controller, as well as for the purpose of the Guest's participation in the loyalty programme, if they participate in it [Article 6(1)(b) of the GDPR]; if, during their stay, Guests will purchase additional services or goods with the option to make a settlement after the completion of a stay under a hotel account, data on these goods or services will be collected for billing purposes;
  - b) for the fulfilment of obligations imposed on the Controller by law, including in particular tax, accounting and statistical obligations [Article 6(1)(c) of the GDPR];
  - c) If a Guest has booked a stay through an external booking portal (e.g. Travelist, Booking) or a portal running an employee incentive programme, the stay data may be processed in order to fulfil the Agreement between the Controller and the operator of such a portal (e.g. for the purpose of making settlements, informing about a reported complaint), which constitutes a legitimate interest pursued by the Controller [Article 6(1)(f) of the GDPR];
  - d) for purposes deriving from the legitimate interests pursued by the Controller, such as direct marketing, complaint handling, the assertion or defence of claims, contact with Guests in the event of unforeseen events (e.g. error in payment), archiving, performance of Agreements binding the Controller with other entities, if the processing of Personal Data is necessary for this purpose, e.g. when Guests take part in a group stay or when it is necessary for the settlement of a claim [Article 6(1)(f) of the GDPR];
  - e) for marketing purposes after your stay based on your consent to receive marketing information or as a legitimate interest pursued by the Controller in relation to your consent to receive commercial information by electronic means [Article 6(1)(a) or (f) of the GDPR];
  - f) for purposes arising from the legitimate interests pursued by the Controller, i.e. for reasons of security and protection of information and property through video surveillance [Article 6(1)(f) of the GDPR];

g) for the purpose of providing spa & wellness services based on the express consent of the Guest given prior to the use of the aforementioned services [Article 9(2)(a) of the GDPR].

3. Detailed rules for the processing of Personal Data in connection with participation in loyalty programmes are contained in the regulations of loyalty programmes, which Guests should become familiar with before joining a loyalty programme or before taking advantage of the benefits resulting from participation in a loyalty programme.
4. Detailed rules on the processing of Personal Data in connection with the use of SPA & Wellness services, as well as information on the processing of Personal Data in connection with the use of other additional services, if covered by separate regulations, are made available to Guests prior to the use of the aforementioned services.
5. The Guest may give their consent to receive commercial information, including information on promotions, from the Controller using electronic communications (e-mail, SMS). Not giving such consent does not affect the possibility of using the Controller's hotel services.
6. In the main building of the Osada Śnieżka and in the area around the buildings of the Osada Śnieżka, monitoring by means of surveillance cameras is used. Information about the processing of Personal Data through monitoring is available at the entrance to the main building and at the Reception of the Osada Śnieżka. The area covered by monitoring is additionally marked with a graphic sign together with written information.
7. Information about the obligation or lack of obligation to provide Personal Data, as well as about the consequences of not providing Personal Data, can be found each time in the information obligation, with which the Guest should get acquainted before performing a particular activity connected with providing Personal Data. Providing Personal Data during the Booking process is voluntary, but it is necessary in order to make the Booking and to be able to use the services of the Osada Śnieżka. If the Guest wishes to receive a VAT invoice, the obligation to provide Personal Data for the VAT invoice and its scope results from the provisions of the Act on Value Added Tax. Failure to provide personal data will make it impossible to issue a VAT invoice.
8. If the Guest is taking part in a group stay or has booked a stay through an external booking portal, the Personal Data necessary to carry out the stay has been provided to the Controller by either the organiser of the group stay or the operator of the external booking portal. This usually includes identification and contact details and information about the service purchased or booked.

9. The Controller entrusts the performance of certain services to its service providers (Data recipients). Therefore, it may be necessary to disclose the Personal Data, to the extent necessary for the given service, to entities cooperating in the provision of hotel services, to entities providing postal, courier, IT (including the System), hosting, mailing, security, legal, payment, banking or marketing services. The recipient of the Personal Data in the process of reservation in the System is the operator of the online payment system Dotpay.pl. Personal Data may be disclosed to the Controller's insurer if necessary for the settlement of a claim. If the Guest participates in a group stay, Personal Data may be disclosed to the organiser of the group stay, and if the Guest has made a Reservation of the stay through an external booking portal, the data about the stay, including complaints made, may be disclosed to the operator of this portal. Personal Data may be disclosed to the competent public authorities if required by applicable law.
10. As a general rule, Personal Data will be stored until the expiry of the statute of limitations for any claims relating to the performance of the Agreement entered into by the Guest with the Controller. Personal Data processed on the basis of consent or for the purposes of the Controller's legitimate interests will be processed until the consent is withdrawn or an objection is raised, unless there is another basis for processing. If the Guest participates in the loyalty programme of the Controller or makes use of the benefits of the loyalty programme, Personal Data will be processed for the duration of the participation in the loyalty programme and until the expiry of the period of limitation of claims. Personal Data contained in accounting documents will be stored for the period required by law.
11. Guests have the right to:
  - a) request access to your Personal Data and the right to request rectification, erasure, restriction of processing, as well as the right to data portability;
  - b) object to processing necessary for the purposes of the legitimate interests pursued by the Controller;
  - c) object to the processing of Personal Data for direct marketing purposes;
  - d) withdraw consent at any time without affecting the lawfulness of processing carried out on the basis of consent before its withdrawal, where the processing is based on consent.
12. The aforementioned rights can be exercised in particular by reporting them to the delivery address of Osada Sniezka or via e-mail: [rodo@osada-sniezka.pl](mailto:rodo@osada-sniezka.pl).
13. Guests have the right to lodge a complaint with a supervisory authority.
14. Guests should immediately inform the Osada Śnieżka of any change in their

Personal Data.

## § 12. ADDITIONAL PROVISIONS

1. The character of the Osada Śnieżka is recreational. Therefore, in the Osada Śnieżka the curfew is from 10 p.m. to 6 a.m. of the next day. Guests should use the services of the Osada Śnieżka in a way that does not disturb the quiet hours and respects the right to peaceful rest of other Guests. Guests should immediately report to the Reception any disturbance of the quiet of the night by other Guests so that the staff of the Osada Śnieżka can react. Osada Śnieżka may refuse to continue to provide hotel services to Guests who violate the silence at night despite the intervention of Osada Śnieżka staff. Such persons are obliged to immediately comply with the demands of the Osada Śnieżka, to pay for the services provided so far, to pay for any damage and to leave the Osada Śnieżka. If, in connection with inconvenience caused by violation of the curfew by a Guest, Osada Śnieżka reduces the price of stay for other Guests as a result of complaints submitted by them, Osada Śnieżka, acting on the basis and within the limits of generally applicable law, may seek compensation or recourse from the Guest who violated the curfew.
2. For safety reasons, the possession, storage or use of dangerous goods, weapons, ammunition, flammable, explosive or illuminating materials, including fireworks is prohibited in the area of Osada Śnieżka, with particular reference to the rooms.
3. Due to fire protection requirements it is prohibited to:
  - a) use heaters, electric irons and other appliances in the rooms that are not part of the equipment of the Osada Śnieżka and which may cause fire or flooding;
  - b) cover or switch off smoke detectors.
4. Apart from a minor rearrangement of furniture and equipment that does not affect their functionality and safety of use, Guests are not permitted to make any changes to the rooms and their furnishings.
5. It is forbidden to climb onto lowered window sills. Windows with lowered window sills do not constitute balcony doors.
6. Canvassing and door-to-door sales, as well as gambling activities, are prohibited in Osada Śnieżka.
7. Roller skates, roller blades, skateboards, bicycles, scooters and other personal transport devices are prohibited in the buildings of the Osada Śnieżka, as well as the use of drones.

8. Pursuant to the Act of 9 November 1995 on health protection against the consequences of tobacco and tobacco products, smoking is strictly prohibited on the premises of Osada Śnieżka, with the exception of areas designated for this purpose. The prohibition also applies to all rooms. If the above prohibition is not respected, the Guest may be charged a fee of PLN 500.00 for the cost of dearomatization of the room.
9. If the access card to the room lock is lost or not returned at the end of the stay, the Guest may be charged PLN 50.00 for the cost of making a new access card.
10. A Guest has the possibility to stay in the Osada Śnieżka with a dog, after prior notification of this fact at the time of making the Reservation, paying an additional fee of PLN 50.00 for each day of stay and confirming that they have read the regulations for staying with dogs, constituting Appendix No. 2 to the Regulations.
11. Staying in the Osada Śnieżka with animals is allowed only in the room part, after prior notification. If undeclared animals are brought into the Osada Śnieżka by a Guest or by persons visiting a Guest of the Osada Śnieżka, the Guest - in addition to the fee referred to in section 10 above - may be charged a fee of PLN 500.00 for the costs of cleaning and dearomatization of the room, unless the costs of removing the consequences of such an animal staying in the room are higher.
12. The competent court for the settlement of disputes between the Guest and the Osada Śnieżka shall be the court of general jurisdiction as defined by generally applicable law.
13. The regulations are effective from 1 September 2020.

Appendices:

No. 1 - Regulations for the unguarded car park

No. 2 - Regulations for staying with dogs