

HOTEL RULES

The hotel management would appreciate your cooperation in following the hotel's rules, whose aim is to make your stay pleasant and safe.

§ 1

1. Room rates are per night.
2. If the guest did not specify his departure date, it is assumed that he will stay one night.
3. Please leave your room by 11 pm. If you wish to leave later or to extend your stay, please contact reception by 9 am.

§ 2

1. An extension of stay should be announced by the guest at reception by 9 00 am on the last day of the stay.
2. Your request will be granted if accommodation is available.

§ 3

1. The hotel guest is not allowed to pass his room to others, even if the period of stay for which he has paid has not expired.
2. Visitors who are not booked in can stay in the room from 7 am till 10 pm.
3. The hotel has the right to refuse to accommodate guests, who during their last stay, seriously broke the hotel rules by devastating the hotel's or other guest's property, harming another guest, staff member or any other person staying in the hotel.

§ 4

1. The hotel offers service according to its category and standard. If there are any objections to service quality, please do not hesitate to complain at reception. The complaint will be dealt with as soon as possible.
2. The hotel's duty is to provide:
 - a. a full and comfortable lodgings for its guests,
 - b. a full security during the stay, including keeping the guest's personal details confidential,
 - c. a professional and friendly service,
 - d. room cleaning and repair of any imperfect installations should the need arise, when the guest is absent or in his presence, but only at his request,
 - e. should any faults arise that can not be resolved, the hotel will do its best to relocate the guest to another room.

§ 5

1. Hotel does not allow smoking in rooms unless this is smoking room. Smoking in a non-smoking room will incur an additional fee of 100% of standard rate per one night. Hotel reserves the right to charge you in order to cover to ozonation costs.

§ 6

1. If requested by the guest, the following services are offered free of charge:

- a. offering information about the stay and travel news,
- b. wake-up calls at the appointed time,
- c. storage of money and valuables in the safe deposit boxes or in the hotel's safe during the guest's stay.
- d. storage of luggage – with the exception of the following:
 - storage of luggage outside of the period of the guest's stay,
 - storage of articles which are not considered personal luggage.

§ 7

1. The hotel takes responsibility for the loss or damage of any articles with which the guest entered the premises, according to article 846-851 of Civil Law.
2. The guest is obliged to inform reception of any damage as soon as it has been noticed.

§ 8

1. The hotel's responsibility resulting from the loss or damage of money, securities, jewellery or any articles of scientific or artistic value is limited, if the aforementioned articles had not been given to safe keeping.

§ 9

1. The hotel takes no responsibility for damage to or loss of a car or any other vehicle belonging to the guest.

§ 10

1. Guests are requested to refrain from making excessive & unnecessary noise from 10 pm to 6 am.
2. The guest's or any other visitor's actions, should not affect the comfort of other guests. Those who disobey the aforementioned regulations flagrantly, may be refused further lodging.

§ 11

1. Every time when leaving the room, the guest should ensure that the door has been locked. The key should be left at reception.
2. The guest is responsible for all material damage resulting from his/her behavior or that of his/her accompanying visitors.
3. In accordance with the fire prevention regulations, the use of heaters, irons or any other electric appliances, which are not part of the standard room accommodation is forbidden.

§ 12

1. Any personal effects, that have been left behind by the guest in the hotel room, will be forwarded at a declared address. If no address has been given, the following articles will be stored at the hotel for three months.

Kind regards,
The hotel manager



Dear guests!

*Welcome to Willa Lubicz.
We would like to make sure that your decision to stay in our hotel was the right choice.
We will do our best to insure that your stay here will be quiet and pleasant, hoping that it will leave only positive memories.
Please use all the services offered in our hotel.
The following brochure will provide you with all you need to know.
If you have any questions or comments, please do not hesitate to ask our reception staff anytime.
We hope you will enjoy staying in Willa Lubicz.
We would be honored to welcome you again in our hotel.*

Enjoy your stay!

*Yours sincerely,
The owners and the staff.*

Hotel Willa Lubicz ***
Ul. Orłowska 43, 81-522 Gdynia
Tel. 48586684740, info@willalubicz.pl
www.willalubicz.pl

WiFi

Network: WL, Password: willalubicz

LAUNDRY AND IRONING

We will take your laundry from Monday to Friday (except bank holidays). If required, please call reception. You will receive your laundry on the same day, if your order has been placed before 9 am. Please put the items to be washed on the list and put them together into the bag.

FIRE

In case of fire alarm or any other danger, please leave the hotel following the fire evacuations signs. Please do not use elevators. They are immobilized on the ground floor in case of fire.

BIKES

For cyclists we have our own bikes for hire.

BREAKFAST

Breakfast is served in the restaurant from 7 am till 10 am from Monday to Friday and from 8 am till 11 am on Saturday and Sunday.

If you wish to have breakfast in your room, please ask for room service.

ROOM SERVICE

Let us know, if you wish to dine or drink in your room. Please place your orders at the restaurant.

FIRST-AID KIT

A first-aid kit is available at reception.

NEWSPAPER

Up-to-date newspapers are available at restaurant.

CREDIT CARDS

We accept the following credit cards: American Express, MasterCard, Maestro, Visa and Visa Electron, Diner's Club..

ROOM CLEANING

All the rooms are cleaned every morning or on request. If you don't wish your room to be cleaned, please hang the "do not disturb" sign on your door.

SAFE

For your comfort and security safe are available in your room. They can be used for storage of valuables or jewellery. You should press *1234# to open safe. Now you can put your code four numbers *code#. Before you check out close the safe using code *1234#. We do not take responsibility for damage or loss of your money, jewellery, securities or any articles of scientific or artistic value. Use of the hotel's safe is free of charge.

PERSONAL DATA PRIVACY

Who manages the personal data of the guests who stay at the Hotel?

Willa Lubicz Ltd manages the data of the Hotel's guests. Full name of legal entity: Willa Lubicz Spółka z ograniczoną odpowiedzialnością (Willa Lubicz Ltd.) Company number: 0000129621 (registered in VIII Wydział Gospodarczy KRS in Gdańsk) Postal address: 43 Orłowska Street, 81-522 Gdynia, Poland

Who is the Hotel's Data Privacy Manager and how can they be contacted?

Willa Lubicz Ltd. chose not to appoint a Data Privacy Manager, but the Hotel Manager, Mrs Małgorzata Jarosz-Misiejko, is the appointed representative who can be contacted about all data privacy matters on: marketing@willalubicz.pl, or +48 58 668-47-40 or by post on: ul. Orłowska 43, 81-522 Gdynia, Poland.

For what purpose does the Hotel collect personal data?

The main reason for collecting personal data by the Hotel is the creation and realisation of the contract for the provision of hotel services. Additionally, the Hotel collects personal data for the following reasons:

- in case the Hotel is forced to seek damage claims against a guest, or in case a guests makes legal claims against the Hotel,
- to document the realisation of services for taxation reasons,
- to provide the highest quality of services to the Hotel guests.

When a Hotel guest has agreed to have their data processed for marketing purposes, the Hotel will only use the guest's data for that purpose, i.e. to deliver marketing information and offers generated by the Hotel about their own products and services.

Additionally, the Hotel processes personal data gathered via the Hotel CCTV monitoring system to ensure the safety of the Hotel guests, staff and other persons who find themselves on the Hotel premises.

What is the legal basis for the processing of personal data?

- The contract for the provision of hotel services is the legal basis for the processing of personal data by the Hotel.
- The legal basis for the processing of personal data for marketing purposes is a guest's agreement for their data to be processed this way. This can be withdrawn at any time. The cancellation of this agreement does not affect personal data that has already been processed.
- The legal basis for the processing of personal data via the Hotel's CCTV monitoring system is the protection of the vital interests of the guests and other persons on the premises, as well as justified purposes of the administrator.
- The legal basis for the processing of personal data of the Hotel's guests for the purpose of providing the highest quality hotel service is the administrator's justified purpose.

Who can access the personal records held by the Hotel?

The Hotel shares its data with the following categories of entities:

- IT companies that deliver IT services and software to the Hotel,
- accounting firm that manage the Hotel's books,
- transportation and taxi services if a guest requests a courier delivery or a ride,
- legal firm that provide advisory and representation services to the Hotel.

How long will the personal data be held/processed?

Personal data that has been:

- acquired via the contract for the provision of hotel services will be processed for the length of time equivalent to the limitation of tax claims or legal claims brought in by the Hotel or by the guest, depending on which of those happens at a later date,
- acquired via the agreement to the processing of personal data for marketing purposes, will be held for the length of time specified therein,
- acquired via the Hotel CCTV monitoring system will be processed for the period of 7 days from the date of the recording, at the end of which it will be permanently deleted.

What rights does the guest have to the processed personal data?

Every guest has the right to correct, remove or limit the personal data submitted to the Hotel. Additionally, every guest has the right to protest against the processing of their personal data. Access to personal data will be made possible on Hotel premises if needed. Guests can also email marketing@willalubicz.pl for additional information about personal data.

Is it possible to complain about how personal data has been handled by the Hotel?

Yes, every guest has the right to complain to the supervising body, in this case to the Urząd Ochrony Danych Osobowych (the Office for Personal Data Protection), who can be contacted on this postal address: ul. Stawki 2, 00-193 Warszawa, Poland.

Will the Hotel pass personal data on to entities that aren't based within the EEA?

No. The Hotel has no intention of passing personal data on to entities based beyond the EEA.

Is the submission of personal data a legal or contractual requirement?

Submitting the first and last name as well as the guests' address of residence is a contractual requirement — without this data the Hotel cannot enter into a contract for the provision of hotel services with a guest.

Is the personal data submitted to the Hotel subject to any automatic decisions, such as marketing profiling?

No. the Hotel does not automate any of its decisions about how to process personal data, and it does not do client profiling.