



HOTEL RULES AND REGULATIONS

RADISSON BLU SZCZECIN

§ 1. SUBJECT OF THE REGULATIONS

1. The Terms and Conditions (hereinafter referred to as the "**Terms and Conditions**") define the rules for renting rooms, the responsibility of the Hotel Operator and the Guest, as well as the rules for using the hotel infrastructure at the Radisson Blu Hotel in Szczecin (hereinafter referred to as the "**Hotel**"). An integral part of these regulations also includes:
 - 1) Parking Regulations
 - 2) Rules and regulations for staying with a pet
 - 3) Regulamin Klubu Fitness World
 - 4) Pool Regulations.
2. The Hotel is administered by Pazim Sp. z o.o. with its registered office in Szczecin, pl. Rodła 8, 70-419 Szczecin, entered into the register of entrepreneurs under KRS number: 0000148810, NIP: 8510208382, REGON: 005432744, share capital: PLN 153,267,157.50 (hereinafter referred to as the "**Operator**").
3. The Regulations apply to all persons staying on the premises of the Hotel (hereinafter referred to as the "Guest").
4. The Regulations are available for inspection at the Hotel's reception desk and on the Hotel's website.
5. The Terms and Conditions are an integral part of the agreement, which is concluded, m.in by (1) making a reservation, (2) signing a registration card, (3) paying an advance payment or the entire amount due for the stay at the Hotel. By performing the above-mentioned activities, the Guest confirms that they have read the content of the Regulations and accept their provisions. Conclusion of an agreement on terms and conditions other than those specified in the Terms and Conditions excludes the application of the Terms and Conditions only to the extent regulated in this agreement.
6. Any matters related to the stay at the Hotel and the services provided by the Hotel should be handled by the Guest at the reception desk, unless the reception has provided the Guest with other guidelines in this respect.
7. Fees for services provided at the Hotel or by the Hotel are specified in the price list.

§ 2. CHECK-OUT

1. The hotel room is rented for hotel days.
2. The hotel day lasts from 3:00 p.m. to 12:00 p.m. the next day.
3. If the Guest did not specify the duration of stay when booking the room, it is assumed that the room was rented for one hotel day.
4. A request to extend the hotel day or extend the stay beyond the period indicated in the reservation should be submitted by 8:00 p.m. on the day preceding the day of leaving the Hotel accepted in the reservation at the latest. The Hotel may take into account the Guest's request to extend the stay subject to the availability of rooms, subject to the other provisions of the Regulations. For the extension of the stay, as well as for the extension of the hotel day on the day of leaving the Hotel, the Guest is obliged to pay a fee in the amount resulting from the current price list.
5. In the event of not leaving the room or leaving belongings in the room after 12:00 p.m. on the day of the planned check-out without prior agreement with the Hotel reception, the Guest is obliged to pay a fee of 150% of the fee resulting from the current price list.

§ 3. RESERVATION AND CHECK-IN

1. The basis for check-in at the Hotel is to present a valid identity document with a photograph to the reception desk and to completely fill in and sign the registration card.
2. In the event of refusal to present an identity document in a way that allows check-in or refusal to fill in or sign the registration card, the Hotel reception has the right to refuse to check in and hand over the room.
3. A guest may not share the room or room access devices with third parties.
4. Persons not checked in at the Hotel can stay in the hotel room from 07:00 to 22:00. The stay of persons not registered in the Guest's room during other hours is tantamount to the Guest's consent to the paid accommodation of these persons in the room according to the current price list.
5. The Hotel may refuse to accept a Guest under the influence of alcohol or drugs or otherwise violating the principles of social coexistence, good morals, as well as if their behaviour is against the interests of the Hotel or Guests. The Hotel may refuse to provide services to a Guest who violated the Regulations or caused damage to the property of the Hotel or third parties or damage to a person during their previous stay.
6. The hotel has the right to pre-authorize a credit card or charge a cash deposit for the entire stay of the Guest when accepting reservations and/or check-in. In the event of refusal, the Hotel reception has the right to refuse to provide the service.

7. Subject to other provisions resulting from the terms and conditions of the reservation, if the Guest does not cancel the reservation by 6:00 p.m. on the day of arrival at the latest in accordance with the reservation made or if the Guest does not arrive at the Hotel on the booked date, the Hotel will charge the Guest with the fee for the first hotel day.
8. In the event of the Guest's resignation from the stay during its duration, the Guest is obliged to pay the entire fee due to the Hotel for the stay in accordance with the reservation made. In case the fee has already been paid, it is non-refundable.

§ 4. PROTECTION OF MINORS

1. The hotel cares about the safety of children and applies procedures to protect them.
2. As part of the implemented procedures, the Guest staying at the Hotel with children is obliged to provide personal data of minors and show their identity cards.

§ 5. QUIET HOURS

1. The hotel has a quiet quiet hours from 10:00 p.m. to 7:00 a.m. the next day.
2. During the quiet hours, the Hotel or third parties acting with the consent of the Hotel may organize events in designated places.
3. The behaviour of the Guests, as well as the persons accompanying them or staying on the premises of the Hotel with their consent, should not disturb the peaceful stay of other Guests. The Hotel may immediately refuse to provide further services or order persons who do not observe the curfew to leave the Hotel.

§ 6. SERVICES AND ADDITIONAL SERVICES

1. The Hotel provides services in accordance with its category, standard and the information contained in the Hotel's information materials.
2. Any reservations regarding the quality of services should be immediately reported to the Hotel reception.
3. At the Guest's request, the Hotel provides the following services free of charge:
 - 1) waking up at the appointed time,
 - 2) storage of the Guest's luggage in the luggage room,
 - 3) ordering a taxi,
 - 4) storing money and valuables during the Guest's stay at the Hotel, in a deposit at the reception desk, subject to § 6 section 4 of the Regulations.
4. At the request of a Guest staying at the Hotel with small children up to eleven years of age, a cot for a child or an extra bed/sofa can be prepared free of charge for the room.

§ 7. LIABILITY OF GUESTS

1. The Guest is obliged to exercise due diligence and care when using the Hotel's infrastructure.
2. The Guest is fully responsible for any damage or destruction of equipment and technical devices caused in the Hotel by the Guest. In the event of the above events, the Guest is obliged to pay compensation to the Operator in the amount of the damage caused.
3. On the premises of the Hotel, persons who do not have full legal capacity should be under constant supervision of their legal guardians. Legal guardians are responsible for the persons in their care, including liability for any damage caused by the persons in their care, in particular damage to equipment and/or facilities.
4. The Operator reserves the right to charge the Guest's credit card without his physical presence for damage found after his departure with an amount corresponding to the amount of the damage caused.
5. The behaviour of the Guest, as well as the behaviour of persons accompanying them or staying on the premises of the Hotel with their consent, may not violate the principles of social coexistence or good morals.
6. In the event of violation of the provisions of the Regulations, the Hotel may refuse to continue to provide services to the person who violates the Regulations. Such a person is obliged to immediately comply with the Hotel's instructions, settle the amount due for the booked stay and the services provided so far, pay for any damage and leave the Hotel.
7. The Hotel has a statutory right of lien on the items brought in by the Guest, a person accompanying the Guest or staying on the premises of the Hotel with the Guest's consent at the Hotel as security for the payment of the Hotel's receivables for the service provided.

§ 8. SECURITY

1. Each room has an evacuation plan, which the Guest is obliged to read.
2. The Fire Instruction is an appendix to these Regulations.
3. The hotel has an audible warning system in place, which informs about the necessary behaviour to be taken in the event of danger. The Guest is obliged to comply with the messages provided by the system, as well as with the instructions and instructions issued by the Hotel employees.
4. For fire safety reasons, it is forbidden to use devices or items that are not part of the room equipment (e.g. heater, electric stove, candles, etc.) in hotel rooms.
5. In the event of noticing a fire, the Guest should inform the Hotel staff about the danger and head to the exit in accordance with the instructions indicating the direction of evacuation.

6. Each time the Guest leaves the hotel room, they are obliged to properly secure it so that access by third parties is not possible.
7. It is not allowed to ride bicycles, scooters, ride-ons, rollerblades and skateboards at the Hotel.

§ 9. ADDITIONAL PROVISIONS

8. Smoking and tobacco products are strictly prohibited at the hotel. In case of violation of the above-mentioned prohibition, the person who violates the prohibition is obliged to pay the Operator a penalty in the amount of PLN 1000 (EUR 250). Notwithstanding the above, the person who violated the ban is obliged to cover the costs associated with the possible intervention of the fire brigade.
9. Alcohol consumption in public areas of the Hotel, except for designated catering outlets, is prohibited.
10. Dangerous items and materials, including weapons, ammunition, flammable materials and explosives, cannot be stored in hotel rooms.
11. It is forbidden to make any changes to the Hotel or its parts, including in particular the hotel rooms.
12. It is forbidden to conduct canvassing and door-to-door sales on the premises of the Hotel.
13. It is forbidden to make excessive noise on the premises of the Hotel, cause unpleasant odors, as well as other things or conditions that may disturb or harm other Guests.
14. For fire safety reasons, it is forbidden to use heaters, irons and other similar electrical devices that are not part of the hotel room equipment in the rooms and other rooms of the Hotel.

§ 10. HOTEL'S LIABILITY

1. The hotel is responsible for the loss or damage of items brought in by persons using its services to the extent specified in the provisions of the Civil Code.
2. The Guest should notify the Hotel reception about the occurrence of damage immediately, i.e. no later than within 24 hours after its occurrence.
3. The Hotel is liable for loss or damage to money, securities, valuables or items of scientific or artistic value only if they have been left in the deposit of the Hotel reception desk against a receipt.
4. The hotel reserves the right to refuse to accept items of high value, significant amounts exceeding the capacity to be stored in the hotel deposit, or other items that cannot be deposited at the reception desk due to their value or specificity.

§ 11. RETURN OF ITEMS LEFT BEHIND

1. Items left by the departing Guest in the hotel room will be sent to the address indicated by the Guest at the Guest's expense at the Guest's request. In the absence of such an instruction, the Hotel will store the above items at the Guest's expense for a period of 3 months from the date of leaving the Hotel by the Guest, and after this period these items will be disposed of or become the property of the Hotel. Due to their properties, food products will be stored for a period of 24 hours from the date of leaving the Hotel, after which they will be subject to disposal.

§ 12. COMPLAINTS

1. In the event of any shortcomings in the quality of services provided, the Guest has the right to file a complaint.
2. Complaints should be submitted in writing at the Hotel reception or in writing to the following e-mail address: guest.szczecin@radissonblu.com
3. Complaints should be submitted immediately after the occurrence of the event constituting the basis for the complaint, in any case not later than within 3 days from the date of such event, and in any case not later than within 14 days from the date of leaving the Hotel by the Guest.
4. The Operator shall consider the complaint and inform the Hotel Guest about the method of its handling in writing via e-mail to the address of this post indicated in the complaint, within 14 days from the date of its receipt. If the complaint cannot be considered within 14 days, the Operator will notify the Guest of the reasons for the delay and the expected date of consideration of the complaint.

§ 13. ANIMALS

1. The hotel accepts dogs and cats on its premises. The stay of an animal is subject to a fee in accordance with the applicable price list.
2. The animal's stay at the Hotel is conditioned by the possession of its health book with current mandatory vaccinations and deworming certificate.
3. The Guest is obliged to ensure that the animal does not pose a threat to other people staying at the Hotel.
4. On the premises of the Hotel, the Guest is obliged to lead the animal on a leash and to remove any waste left by the animal.
5. Any damage caused by the animal is the responsibility of its Guest.
6. In justified cases, the Hotel may refuse to accept the stay of an animal at the Hotel, in which case the Guest is obliged to immediately comply with the instructions of the Hotel reception.

§14. PERSONAL DATA

1. Data Controller: In connection with the conclusion and performance of the Agreement, the Operator processes the personal data indicated in the booking form and/or registration card and is the Personal Data Controller (hereinafter referred to as the "Controller").
2. Legal basis for the processing of personal data: The personal data provided to the Operator will be/are processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter referred to as "GDPR".
3. We collect personal data from you in the process of concluding a contract or from our partners (e.g. from booking portals, travel agents, etc.).
4. The purpose of the processing of personal data is:
 - 1) taking action at your request, i.e. pricing the service, booking the service and in order to conclude and perform the contract, in particular current contacts on the basis of Article 6(1)(b) of the GDPR,
 - 2) performance of tasks resulting from the applicable provisions of law, which may include, m.in, financial reporting, statistical reporting and keeping registers and statements resulting directly from the provisions of the GDPR (Article 6(1)(c) of the GDPR in connection with Article 71 in connection with Article 74(2)(8) of the Accounting Act) (the obligation of the Central Statistical Office and the local and/or spa tax),
 - 3) legitimate interest, which may include, m.in: • establishing, investigating and defending claims, • handling complaints, • conducting debt collection activities, • archival activities, • analytical and statistical activities, • customer satisfaction surveys (in this case, the Operator's interest is to obtain customer opinions on the services provided, in order to adapt them to the needs and expectations of the interested parties),
 - 4) ensuring the safety of the Guests, users and employees of the Hotel and ensuring the protection of persons and property as well as safety in the monitored area, limited to generally accessible places, in particular the reception area in the main hall, the entrance area to the Hotel and the area around the Hotel, lobby/corridors, restaurant/café/bar, public areas in the SPA/wellness, storage areas, garages/car parks (in this case, the Operator's interest is to ensure safety and security). ensuring a high standard of services provided) (Article 6(1)(f) of the GDPR),
 - 5) managing payments made by the Guest – we collect information about credit cards – such as the number, date of issue and, if necessary, the CVC code) (Article 6(1)(b) of the GDPR);
 - 6) protection of the vital interests of the data subject, which may include, m.in others, purposes related to the need to save life, health or property, i.e. e.g. the Operator may contact you in connection with an event that took place on the premises of the Hotel with your participation or to your detriment or to the detriment of a third party if you were or could have been a participant or witness of such an event. (Article 6(1)(d) of the GDPR).
 - 7) conducting marketing activities, including direct marketing of the Operator's products and services (Article 6(1)(a) of the GDPR). Providing data in the scope indicated is voluntary, but necessary for the conclusion and performance of the contract. Children's data, such as their date of birth, is only collected from their parents or legal guardians in order to determine their age and the discounts they are entitled to.
5. Personal data processed for the above-mentioned purposes will be processed for the period necessary to achieve these purposes, taking into account the storage periods specified in the provisions of law
6. Disclosure of personal data: Personal data may be disclosed to the Operator's employees or associates, as well as entities providing support to the Operator on the basis of commissioned

services and in accordance with the concluded entrustment agreements, i.e. entities providing IT, HR and payroll, legal services, including debt collection, administrative, postal, courier, marketing, insurance. Personal data may also be transferred to entities related by capital to the Operator.

7. Rights of data subjects: You have the following rights:
- 1) access to the content of their data and rectify their data (Articles 15 and 16 of the GDPR). You can exercise this right whenever you notice that your data is incorrect or incomplete;
 - 2) to erasure and restriction of data processing (Art. 17 and 18 GDPR). You can exercise this right when the data is no longer needed to fulfil the purposes for which it was collected;
 - 3) the right to data portability (Article 20 of the GDPR), when the processing is based on your consent or a contract concluded with you, as well as when the processing is carried out by automated means;
 - 4) the right to object, including the right to withdraw consent at any time without affecting the lawfulness of the processing that was carried out on the basis of consent before its withdrawal.
 - 5) the right to lodge a complaint with the President of the Office for Personal Data Protection if you believe that the processing of your personal data violates the provisions of the GDPR.

§ 15. AMENDMENT OF THE REGULATIONS

1. The Operator reserves the right to amend these Terms of Service.
2. The amendment is effective from the moment the amended Regulations are published on the website and displayed at the Hotel Reception.



FIRE SAFETY INSTRUCTIONS FOR HOTEL PREMISES

If you notice a fire:



1. Activate/sound the fire alarm.
2. Immediately inform anyone in the danger zone of the fire.
3. Report the fire to the hotel reception desk, tel.: 9
4. Leave the hotel room and close all doors and windows.
5. Call the fire department by phone: **112**



1. Head towards the emergency exit.
2. Follow the evacuation signs.
3. If the fire cuts off your escape route, stay in the room, close the door (not lock it), seal the door with a wet towel, open the windows wide, and wait for help.
4. Call for help by any means available.
5. Go to the assembly point.
6. Immediately report any missing or remaining people in the building to the evacuation manager.
7. Wait for further instructions from the evacuation manager.



DO NOT use elevators during a fire.

DO NOT block emergency routes and exits.

DO NOT close emergency doors in a way that prevents them from being immediately opened.