

# Statute of Willa Kazimierz Dolny

## § 1 SUBJECT OF THE REGULATIONS

1. These Regulations define the rules for the provision of services and the responsibilities of the facility Willa Kazimierz Dolny.
2. The Regulations are an integral part of the agreement concluded with the Guest through making a reservation and paying a deposit or full payment for the room. Payment or deposit for the reservation constitutes confirmation that the Guest has read, understood, and agrees to comply with the Regulations.
3. The Price List is an integral part of these Regulations.

## § 2 ACCOMMODATION DAY

1. The accommodation day lasts from 3:00 p.m. to 11:00 a.m. the following day. Guests specify the number of accommodation days when booking.
2. The facility may refuse to extend a stay/accommodation day in the event of no available rooms or if Guests fail to comply with the Regulations.
3. The swimming pool is open from 11:00 a.m. to 9:00 p.m. The facility rents pool towels at a cost of 15 PLN per towel, available at the reception. In case of loss or damage of pool towels, the Guest will be charged a contractual penalty of 50 PLN per towel.

## § 3 RESERVATION, CANCELLATION, AND CHECK-IN

1. A reservation is considered confirmed after payment of a reservation fee amounting to 50% of the total price, provided that this fee shall not be less than the price of one night. For reservations made through the booking.com service, the terms and conditions specified in each individual booking.com offer apply.
  2. Failure to pay the deposit automatically cancels the reservation. For reservations made via booking.com, as well as in the event of cancellation, the conditions specified in the booking.com offer apply.
  3. Detailed terms of reservation and cancellation are available on the Willa Kazimierz Dolny website.
  4. In case the reservation is not cancelled according to the rules, or the Guest does not arrive on the reserved date, the Owner reserves the right to retain the reservation fee or the full payment for the stay, in accordance with the cancellation conditions.
  5. Guests are required to check in immediately upon arrival. The Guest must present a valid photo ID document (in accordance with the Act of April 10, 1974, on population records and ID cards, Journal of Laws 2001 No. 87 item 960).
  6. Persons not registered at Willa Kazimierz Dolny may stay as visitors in the Guest's room or on the premises only between 10:00 a.m. and 10:00 p.m.
  7. In case the Guest decides to leave during an accommodation day, the facility does not refund the payment or part of the payment for that day.
  8. Shortening the stay is treated as a cancellation made after the cancellation deadline and results in an obligation to pay for the entire reserved period. Exceptions to this rule may be made only by the Owner of the facility.
  9. Willa Kazimierz Dolny reserves the right to change the reserved room to another one if necessary.
  10. The Guest may not transfer the room to other, non-registered persons, even if the period for which payment was made has not yet expired.

#### **§ 4 GUEST LIABILITY**

1. The Guest shall bear full financial responsibility for any kind of damage or destruction of the furnishings or technical equipment of the Property resulting from their fault or the fault of persons visiting them, or children under their care/supervision, up to the full value of the damage. The Property reserves the right to charge the Guest's credit card for the damages caused, even after their departure, once the damages have been identified.
2. Smoking of any tobacco or similar products is strictly prohibited within the Property and its immediate surroundings, except in designated smoking areas. The Property is equipped with smoke detectors. The Property reserves the right to impose a contractual penalty of PLN 500 for non-compliance with the smoking ban and to charge the Guest for the costs of refreshing the room if necessary.
3. In the event of an unjustified activation of the fire protection or alarm system, the Guest shall be subject to a contractual penalty of PLN 1,000 and the full cost of any intervention by the fire brigade/police/other emergency services.
4. Children under 18 years of age must remain under the constant supervision of their legal guardians while on the Property's premises. Legal guardians bear full financial responsibility for any damages caused by children. Legal guardians are responsible for the safety and behavior of children within the Property. In the interest of all Guests' comfort, the Property reserves the right to intervene in cases of excessively loud or inappropriate behavior by either children or adults.
5. The Guest shall promptly notify the Reception of any damage upon its discovery.
6. For fire safety and general safety reasons, it is not permitted to use heaters, microwaves, electric radiators, air conditioners, gas appliances, or other devices powered by electricity that are not part of the room's standard equipment. This does not apply to chargers and power adapters for RTV or computer equipment.
7. In the event of a violation of the Property Regulations, the Property may refuse to provide services to the person violating them. Such a person shall immediately comply with the Property's demands, settle payments for services provided to date, pay for any damages, and/or leave the Property.

#### **§ 5 PROPERTY LIABILITY**

1. In the event that the Guest reports defects or malfunctions in the occupied room, the Property will, if possible, offer another room or compensate for the inconvenience.
2. Willa Kazimierz Dolny shall not be held liable for any damage to and/or loss of a car, other vehicle, or belongings of the Guest, including items left inside the vehicle, regardless of whether the vehicle is parked on the Property's premises or outside of it. Upon check-in, the Guest is required to provide the vehicle's license plate number. The Property is not responsible for belongings left on the premises (especially on the lawn, within the mowing area).
3. Willa Kazimierz Dolny holds liability insurance (OC).
4. The Property Willa Kazimierz Dolny requires all Guests to responsibly use the swimming pool/sandbox area. Legal guardians are solely responsible for children aged 0-18 under their care and for ensuring their safety while using the swimming pool/sandbox. The Property Willa Kazimierz Dolny shall not be liable for personal injury resulting from irresponsible use of the swimming pool/sandbox. The consumption of alcohol in or around the swimming pool/sandbox is strictly prohibited.

#### **§ 6 RETURN OF LEFT-BEHIND ITEMS**

1. Personal belongings left by the Guest will be sent to the address specified by the Guest, at their own expense.
2. In the absence of such instructions, items will be stored for a maximum period of 3 months, after which they will be donated to charity or made available for public use. Food items will not be stored.



## § 7 NIGHT QUIET HOURS

1. Quiet hours are in effect from 10:00 PM to 7:00 AM.

## § 8 MEALS

1. Meals are to be consumed exclusively in the dining room during designated hours.  
Breakfast, served buffet-style, is available from 8:00 AM to 10:00 AM.  
It is strictly forbidden to take food from the dining room to guest rooms.
2. The dining room is available to Guests only during meal times.  
Guests may enjoy their meals in the dining room or on the terrace adjoining it.  
It is possible to rent the dining room for organized groups (trainings, integration meetings) - prior confirmation from the facility is required.

## § 9 COMPLAINTS

1. Guests have the right to submit complaints in case of noticing any deficiencies in the quality of services provided.  
Complaints should be submitted immediately after such issues are noticed.  
Please address any concerns to the property owner, at the reception desk, or by email:  
[kontakt@willakazimierzdolny.pl](mailto:kontakt@willakazimierzdolny.pl)

## § 10 ADDITIONAL PROVISIONS

1. For the safety of Guests, the Willa Kazimierz Dolny premises are under surveillance.
2. Upon receiving access, the Guest becomes the host of their room.
3. Upon check-out, the Guest must return their room card at the reception. A fee of 150 PLN will be charged for a lost card.
4. Upon request, the room or apartment may be cleaned (for stays longer than 3 nights).
5. The property does not accept animals. For the health and comfort of all Guests, if a Guest arrives with a pet, the facility reserves the right to refuse accommodation. In such a case, the reservation will be treated as a no-show caused by the Guest.
6. Vehicle parking is permitted only in designated areas. The property offers on-site parking for its Guests. The parking is unmonitored and costs 25 PLN per hotel day.  
Parking is reserved exclusively for checked-in Guests (1 parking space per room). If a Guest does not use their assigned space, they may not make it available to non-registered individuals. Parking for non-guests is strictly prohibited.
7. Visitors of Willa Kazimierz Dolny Guests may stay on the premises until 10:00 PM. Non-Guests are prohibited from using the swimming pool, parking, or sauna.
8. Door-to-door sales and solicitation are strictly prohibited on the Willa Kazimierz Dolny premises.
9. It is forbidden to cause excessive noise, unpleasant odors, or engage in any behavior that disturbs, harms, or annoys other Guests.
10. Guests are not allowed to make any alterations to the rooms or their furnishings, except minor rearrangements that do not affect the functionality or safety of the room.
11. Please do not remove towels, blankets, or any other furnishings from the rooms or take them outside the property.
12. Willa Kazimierz Dolny provides free internet access for its Guests. The internet password will be provided upon check-in.

# INFORMATION CLAUSE ON THE PROCESSING OF PERSONAL DATA IN WILLA KAZIMIERZ DOLNY

In accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), we inform you about the principles of processing your personal data:

## 1. Data Controller

The controller of your personal data is:

Willa Kazimierz Dolny

Abramowice Prywatne 56c, 20-388 Lublin, Poland

NIP: 7120305786

Email address: kontakt@willakazimierzdolny.pl

## 2. Purposes and Legal Basis for Processing

Your personal data is processed for the following purposes:

- Provision of hospitality services: conclusion and performance of an accommodation service agreement (Article 6(1)(b) GDPR).
- Legal obligations: issuing and storing invoices and accounting documents, fulfilling tax obligations (Article 6(1)(c) GDPR).
- Security (Video Surveillance): ensuring the safety of guests and protecting property on the premises and parking area through CCTV monitoring (Article 6(1)(f) GDPR - legitimate interest of the Controller).
- Claims handling: establishing, pursuing, or defending against possible claims arising from the provision of services (Article 6(1)(f) GDPR).

## 3. Data Retention Period

Personal data will be stored for the following periods:

- For the duration necessary to provide the service (length of stay).
- For 5 years from the end of the calendar year in which the tax payment deadline expired (in accordance with tax law).
- In the case of video surveillance - for a maximum of 30 days, unless the recording constitutes evidence in legal proceedings.

#### 4. Data Recipients

Your data may be transferred only to entities authorized to receive it under the law and to cooperating entities such as:

- IT service providers (reservation system).
- Accounting or bookkeeping office.
- Payment operators.

#### 5. Your Rights

You have the right to:

- Access your data and obtain a copy of it.
- Rectify (correct) your data.
- Erase or restrict the processing of your data (in cases specified in the GDPR).
- Object to the processing (in the case of video monitoring or marketing).
- Lodge a complaint with the supervisory authority: President of the Personal Data Protection Office, ul. Stawki 2, 00-193 Warsaw, Poland.

#### 6. Voluntary Provision of Data

Providing personal data (such as name, surname, address of residence, ID document number) is voluntary, but it is a necessary condition for concluding an accommodation service agreement. Refusal to provide the data will make it impossible to check in at the facility.