ESSENSE

Baltic Resort & SPA

RESORT REGULATIONS

Welcome to Essense Baltic Resort & SPA. Thank you for complying with these Regulations, which are intended to ensure a peaceful and safe stay for all our Guests.

§ 1
SUBJECT MATTER OF THE REGULATIONS

1. These Regulations set out the rules governing the provision of services, liability and conduct on the Resort premises. They form an integral part of the agreement, which is concluded by signing the registration card, making a reservation, or paying a deposit, advance payment or the full amount due for the stay at the Resort. By performing any of the above actions, the Guest confirms that they have read and accepted these Regulations.

2. These Regulations apply to all Guests staying at Essense Baltic Resort & SPA.

These Regulations are available for inspection at the Hotel Reception and on the Resort website: essense.pl.

§ 2
HOTEL DAY

1. Accommodation services are settled on the basis of a hotel day. A hotel day begins at 4:00 p.m. and ends at 11:00 a.m. the following day.

2. If the Guest does not specify the length of stay in the reservation, the apartment is deemed to have been booked for one hotel day.

3. Any request to extend the stay beyond the period stated in the reservation must be submitted no later than 3:00 p.m. on the day before the planned departure. The Resort may approve the request subject to apartment availability and these Regulations.

4. The Resort may refuse to extend the stay if the full amount due for the current stay has not been paid or if the Guest, or persons staying on the premises with the Guest’s permission, have failed to comply with these Regulations.

5. An extension of the hotel day until 12:00 noon on the planned departure date must be requested by 3:00 p.m. on the preceding day.

6. Extending the hotel day until 6:00 p.m. incurs a fee of 50% of the accommodation rate applicable on the departure date. An extension of more than 7 hours requires payment of 100% of the hotel day rate.

7. Leaving belongings in the apartment after 11:00 a.m. without the Resort’s consent will be treated as an extension of the stay and charged in accordance with the applicable Price List.

§ 3
RESERVATIONS AND CHECK-IN

1. To check in, the Guest must present a photo ID to a Reception employee and complete and sign the registration card.

2. A Guest may not transfer the room to third parties, even if the period for which the accommodation fee has been paid has not yet expired.

3. Persons not registered at the Resort may visit a Guest in the room between 8:00 a.m. and 10:00 p.m.

4. The Resort may refuse accommodation to a Guest who, during a previous stay, seriously breached these Regulations, in particular by causing damage to the Resort’s property or Guests’ property, or causing injury to a Guest, Resort employees or other persons staying at the Resort.

5. Full payment of the reservation is a condition of check-in.

6. The Resort reserves the right to pre-authorise a credit card or collect a cash deposit to cover additional services.

7. A reservation is considered guaranteed if an advance payment of 50% of its value is made within 7 days of the reservation date, unless otherwise agreed in the agreement for the provision of services at the Resort concluded between the Guest(s) and ESSENSE MANAGEMENT SP. Z O.O. Failure to pay the advance may result in cancellation of the reservation, unless otherwise agreed in that agreement.

8. If the Guest fails to arrive at the Resort on the scheduled date, the advance payment is non-refundable, unless otherwise agreed in the agreement for the provision of services at the Resort concluded between the Guest(s) and ESSENSE MANAGEMENT SP. Z O.O.

9. If the Guest cancels their stay during a hotel day, the Resort will not refund the fee for that hotel day. If the cancellation is reported after 12:00 noon on that day, the fee for the following hotel day will also not be refunded, unless otherwise agreed in the agreement for the provision of services at the Resort concluded between the Guest(s) and ESSENSE MANAGEMENT SP. Z O.O.

10. Package stays are treated as a whole. If the Guest cancels their stay while a package stay is in progress, the Resort will not refund the package fee, in whole or in part.

11. A fee of PLN 20 will be charged for a lost hotel key card.

§ 4
SERVICES

1. The Resort provides services in accordance with its category and standard.

2. If the Guest has any comments or complaints regarding the quality of services, they are asked to report them to Reception immediately, so that staff can take steps to improve the standard of services provided.

3. The Resort is obliged to provide Guests with:

- conditions conducive to full and undisturbed rest;
- a safe stay, including protection of the confidentiality of the Guest's information;
- professional and courteous service in respect of all services provided at the Resort;
- necessary repairs to equipment in the Guest's absence, or, while the Guest is present, only if the Guest so requests.

4. At the Guest's request, the Resort also provides the following services free of charge:

- information related to the stay and travel;
- wake-up calls at a specified time;
- luggage storage;
- arranging transport.

5. The Resort provides accommodation for animals travelling with their owners (Resort Guests). This service is subject to additional charges as specified in the Resort's Pet Stay Regulations.

§ 5
HOUSEKEEPING SERVICE

1. The only service guaranteed as part of the stay is daily emptying of waste bins. This service is provided between 12:00 noon and 6:00 p.m., regardless of the Guest's request.

2. Stay-over housekeeping is provided for reservations of more than 6 nights and takes place after the third night from the date of arrival.

3. Additional cleaning service may be ordered at a cost of PLN 100. Requests for additional cleaning should be made at Reception.

4. Towels and bed linen are changed only at the Guest's request:

a) towel replacement – according to a schedule agreed individually with the Guest; the price for one person is PLN 20 per set.

5. The provision of all additional services depends on staff availability and requires prior notification to Reception.

§ 6
GUEST LIABILITY

1. Children under the age of 13 must be under the constant supervision of their legal guardians while on the Resort premises. Legal guardians are financially liable for any damage caused by minors and by persons under full or partial legal incapacitation who are in their care. Legal guardians are also responsible for supervising children under the age of 18 in the swimming pool area and bear full responsibility for them.

2. The Resort is entitled to collect payment using the credit/debit card details held by it or from a cash deposit, for services provided and accepted by the Guest, as well as for other justified liabilities incurred during the stay.

3. The Guest is fully financially liable for any damage to or destruction of the Resort's furnishings, equipment or technical installations caused by the Guest or by persons visiting the Guest. The Resort reserves the right to charge the Guest's credit card for damage caused after the Guest's departure.

4. If these Regulations are breached, the Resort may refuse to provide services to the person in breach. Such person is obliged to comply immediately with the Resort's requests, settle amounts due for services already provided, pay for any damage and leave the Resort.

5. Whenever leaving the room, the Guest should, for safety reasons, switch off the television, turn off the lights, close the taps and shut the door securely.

6. In the event of late payment for the stay or failure to pay for services provided, the Resort has a statutory right of lien over items brought onto the Resort premises by the Guest.

7. Consumption of alcohol brought from outside the Resort (i.e. not purchased at the Resort) is strictly prohibited in public areas of the Resort, including corridors, connecting passages, lifts, the lobby, swimming pool and green areas.

§ 7
RESORT LIABILITY

1. The Operator is liable to the Guest in accordance with applicable law, including Articles 846 et seq. of the Polish Civil Code.

2. Valuables should be stored in the safe in the apartment. The Operator may refuse to accept items that pose a safety risk or take up excessive space.

3. The Resort reserves the right to refuse to accept into its deposit items of high value, large sums of money, items that pose a safety risk, and oversized items that cannot be stored in the deposit.

4. The Resort is not liable for damage to or loss of a car or other vehicle belonging to the Guest, items left inside it, or live animals left inside it, regardless of whether the vehicle was parked in the Resort car park or outside the Resort premises.

§ 8
RETURN OF ITEMS LEFT BEHIND

1. Personal belongings left in a Resort room by a departing Guest will be sent to the address indicated by the Guest, at the Guest’s expense.

2. If the Resort does not receive instructions from the Guest to return the items left behind, the Resort will store them for three months. After this period, the items will become the property of the Resort. Food products will be stored for 24 hours.

3. Items left behind for which the owner or the owner’s address cannot be identified will be dealt with in accordance with generally applicable law, including the provisions of the Polish Civil Code.

4. The storage of money, securities, valuables and items of scientific or artistic value left at the Resort is subject to the relevant provisions of generally applicable law, including the Polish Civil Code.

§ 9
COMPLAINTS

1. Guests have the right to submit complaints if they notice shortcomings in the quality of services provided.

2. All complaints are handled by the Resort Reception.

3. A complaint should be submitted immediately after the Guest notices any shortcomings in the standard of services provided.

§ 10
HOUSE RULES

1. Quiet hours at the Resort are from 10:00 p.m. to 8:00 a.m.

2. Smoking tobacco products, electronic cigarettes and novel tobacco products is strictly prohibited at the Resort and in its immediate surroundings, except in designated smoking areas. Failure to comply with this prohibition constitutes consent to a charge of PLN 500 being added to the Guest’s bill.

3. Dangerous items may not be stored in Resort rooms, including weapons and ammunition, flammable, explosive or pyrotechnic materials.

4. Canvassing and itinerant selling are prohibited on the Resort premises.

5. Excessive noise, causing unpleasant odours and any other behaviour that disturbs, harms or irritates other Resort Guests are prohibited.

6. Guests may not make any alterations to Resort rooms or their furnishings, except for minor rearrangements of furniture and equipment that do not impair their functionality or safe use.

7. For fire safety reasons, Guests are prohibited from using their own heaters, irons or similar appliances in hotel rooms if these do not form part of the room’s equipment.

PRIVACY NOTICE

1. The controller of Guests’ personal data is Essense Management sp. z o.o., with its registered office in Zielona Góra, at ul. Wrocławska 17B, unit [as stated in the source document] (hereinafter the “Controller”).

2. Guests’ personal data are processed for the purposes of:

a) providing hotel services;

b) fulfilling legal obligations incumbent on the Controller;

c) ensuring the safety of persons staying at the property, in particular minors.

3. In connection with obligations arising from regulations on the protection of minors (the so-called “Lex Kamilek”), the Controller may process personal data to the extent necessary to:

a) verify the identity of adults and their relationship with minors;

b) prevent risks to minors;

c) fulfil obligations to respond to situations that may pose a threat to the safety of minors.

4. The legal bases for processing personal data are:

a) performance of the agreement for the provision of hotel services;

b) a legal obligation incumbent on the Controller;

c) the Controller’s legitimate interest in ensuring the safety of persons and property.

5. Personal data may be disclosed only to entities authorised under applicable law, in particular law enforcement authorities, courts and public institutions competent in matters concerning the protection of minors.

6. We use the services of software development companies and companies maintaining IT systems with which we have entered into relevant agreements. These agreements set out data processing and confidentiality rules. The data are not disclosed for other purposes, and none of these companies is entitled to process the data in any manner other than that specified in the agreement. To the extent that a company has access to your data, it may process them solely for the purpose of properly providing its services.

7. The Data Controller can be contacted at: Essense Baltic Resort and SPA, ul. Koniecznego 14, 72-420 Dziwnów, Poland.

8. The Guest has the right to access, rectify and erase their data, and to lodge a complaint with the President of the Polish Personal Data Protection Office (UODO).

RESORT MANAGEMENT

Essense Baltic Resort & SPA