

Cameo Investments Sp. z o.o. with registered office in Krakow (31-068), Stradomska 7, NIP: 527 25 04 510, KRS: 00000254020, share capital PLN 14,138,500 paid in full;  
operating hotel facilities:  
Plantonia Aparthotel: KRAKÓW, Kościuszki 27  
Stradonia Serviced Apartments: KRAKÓW, Stradomska 7

## HOTEL REGULATIONS

Kraków, 03.12.2024

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## **1. Glossary**

Check-in time - lasts from 15:00 GMT+1 to 11:00 GMT+1 the following day.

SOM - Standards for the Protection of Minors introduced by the Act of 28 July 2023 amending the Family and Guardianship Code and certain other acts (Journal of Laws 2023.1606)

Hotel - combined term for the locations indicated in para. 2

## **2. Locations**

These Hotel Regulations apply, unless otherwise indicated, collectively to the locations:

1. KRAKÓW, Stradomska 7 – Stradonia Serviced Apartments
2. KRAKÓW, Kościuszki 27 – Plantonia Aparthotel

## **3. Reservation process and check-in at the facility**

1. The booking process, including cancellations and 'no-show' situations, varies depending on the booking channel. Details and booking regulations are available when making the booking itself through the respective booking channel.
2. A valid identity document must be presented to the receptionist for inspection in order to check-in at the property. Specific obligations of the receptionist and the guest when checking in with a minor are governed by ..... (Standards for the Protection of Minors). 3.
3. The hotel reserves the right to refuse to shorten the stay indicated in the guest's reservation at no cost if the service has already started.
4. The Hotel has the right to refuse to check in a Guest who is under the influence of intoxicants and who, in the opinion of the Reception, is incapable of participating in legal actions, behaving aggressively.
5. Apartments are rented for a hotel day.
6. If the Guest does not specify the length of stay when renting a room, it is assumed that the room was rented for one night.
7. Extension of the hotel day, i.e. early check-in or late check-out is possible after prior arrangement with the Reception, until 10:00 a.m. on the last day of stay, which, if possible, confirms such possibility to the Guest. In any case, late check-out is subject to a charge according to the price list.
8. The Hotel reserves the right to refuse to extend a stay, in particular in the event of non-compliance with the Hotel Regulations, failure to make full payment in advance for the existing stay and lack of room availability.

## **4. Check-out**

1. Guests are required to check out at the reception desk.
2. The hotel reserves the right to check the condition and equipment of the vacated room, and the guest is required to wait for this process at the reception desk.

3. After checking out, guests are entitled to stay in the dedicated common areas of the facility for up to 3 hours. Dedicated areas include the courtyards of the facilities, reception desks, flexi rooms, and lounge rooms.

## **5. Payment card creation and customer account opening**

1. During check-in each Guest is required to present a valid payment card to the reception in order for the reception to perform a pre-authorisation to the value of PLN 500. The pre-authorisation of the payment card is performed in order to secure the Hotel's claims for damages or forbidden situations such as smoking in the flat for which the Guest or his/her guests are responsible, to cover additional services or as a deposit for the stay of an accepted pet.
2. In lieu of the pre-authorisation referred to in clause 4.a, the Guest may pay the value mentioned therein in cash at the reception when checking in.
3. In the event that the Hotel has no claims against the Guest, the pre-authorisation shall be cancelled on the Guest's departure date. In the case of the situation described in para. 4.b, the reception will return the collected value to the Guest also in cash.

## **6. Price list**

1. Prices are set dynamically and change based on seasonality and the current market situation.

## **7. Invoicing**

1. The hotel shall issue an appropriate document (Vat invoice, receipt, note) for bookings in accordance with the applicable tax regulations.

## **8. Defects and repairs**

1. The guest is obliged to immediately report faults, malfunctions of equipment and equipment shortages noticed in the flat. The hotel will endeavour to restore the flat to working order as soon as possible, however the guest is obliged to make the occupied flat available for any necessary repairs and improvements.
2. If the guest does not agree to carry out repairs/improvements to the flat during his/her stay, it deprives the guest of the right to claim any compensation for the stay.
3. In the event of a defect / malfunction threatening the health or life of the guest or other guests - the guest may not refuse to make the flat available for the purpose of its removal.

## **9. Residence rules**

1. Quiet hours are from 10 p.m. to 6 a.m.
2. During quiet hours, it is prohibited to:
  - i. make noise in the apartment that would be audible outside the apartment (such as, among other things: playing loud music, sound images using a television, devices owned by the guest, shouting and loud conversations; including on balconies, if the apartment has them)
3. In the event of a violation of the quiet hours, the reception desk is authorised to:

- i. block access cards and refuse to continue providing services
- ii. contact the guest to draw their attention to the violation of the hotel regulations
- iii. call security or law enforcement to compel the guest to observe the quiet hours, and if this is not possible, to remove them from the apartment and/or the premises
- iv. the situation mentioned in the previous point does not exempt the Guest from paying the full amount due for their stay

4. In the event of damage or destruction caused by the guest or their guests or animals, the hotel will charge for the destroyed or damaged equipment at the current purchase price of new equipment of the same type or with at least the same characteristics (if it is not possible to purchase the same equipment). The reception desk has a current price list of equipment available for inspection, taking into account the value of the equipment. The price list is valid for the given calendar year and is updated once a year, in January of the given year.

5. Minors under the age of 13 should be accompanied by their parents or legal guardians or adult siblings throughout the entire Hotel.

6. Persons not registered at the hotel, staying there at the invitation of registered guests, may remain on the premises only until 10 p.m. After 10 p.m., an additional fee will be charged in accordance with the price list.

7. The hotel is not responsible for damage to clothing and other items during washing and drying in washing machines, dryers or washer-dryers, nor for the results of using the available irons and ironing boards.

8. The hotel has prepared and placed a document called Instructions/Manual in the apartments, which contains the necessary information and instructions and brief instructions for using the apartment equipment.

9. The guest is obliged to make the apartment available for mandatory cleaning no later than on the 7th day of their stay.

## 10. Stay with animals

1. Only pets are allowed on the premises.
2. In particular, the Hotel has the right to refuse to accommodate animals that are commonly regarded as dangerous or aggressive (listed in the Regulation of the Minister of Internal Affairs and Administration dated 28 April 2003 on a list of dogs once regarded as aggressive, Dz. U. 2003.77.687 as amended), including reptiles, arachnids and venomous animals. 3.
3. A fee is charged for the stay of an animal in a flat in accordance with the current price list available at the reception.
4. The fee charged covers any additional costs incurred in connection with the refreshing and deep cleaning of the flat (neutralisation of odours, removal of hair, etc.).
5. Any damage caused to the hotel by the animal will be individually assessed and the owners will be required to cover these costs.
6. In the case of damage above the value of the deposit (PLN 500), owners are obliged to cover additional costs concerning these damages.

7. Accommodation with a pet is only possible in selected flats. It is recommended that pets are only left in the owners' flats under the care of the owners.
8. Pets must be kept on a leash and muzzled and under the care and supervision of the owner or an authorised person.
9. If the bedding, towels in the room where the animal is staying is soiled (hair, mud) or damaged by the animal, the owner is obliged to repurchase the whole set of bedding according to the current price list available at the Hotel reception.
10. Owners are responsible for cleaning up any dirt left by their pets on the premises and in the surrounding area. Cat owners must have a litter tray with sand in it and empty it into the container indicated by a member of the facility staff.
11. Animals must not disturb other Guests or impede the facility staff.
12. Failure to inform the Reception about staying with an animal will result in refusal of the service or an additional fee according to the current price list available at the reception paid immediately, depending on the current availability of flats designated for the stay of animals.
13. The hotel reserves the right to expel guests from the flat immediately upon discovery of any breach of the rules regarding the keeping / behaviour of animals
14. In addition, in the case of the Plantonia Aparthotel: pets are not allowed in the recreational areas (salt cave, gym) and during activities organised by the facility in the meeting room.

## **11. Storage of luggage, valuables**

1. The hotel shall be liable for loss of or damage to items brought in by persons using its services within the scope of the provisions of the Civil Code.
2. The Guest should notify the reception of the occurrence of the damage immediately upon its discovery.
3. The guest should place all valuables, documents, monetary values and other items of significant value in the safe located in the flat.
4. The hotel may store luggage before and after check-out. The reception desk will issue a numbered receipt as confirmation. The return of luggage is possible upon handing over the previously issued receipt to the receptionist. Luggage storage is possible for a period of time not exceeding 24 hours before check-in as well as after check-out.
5. A longer storage period is possible by individual arrangement with the reception. If the storage time for baggage is exceeded, it will be disposed of after 1 calendar week.

## **12. Lost and found items - return policy**

1. Personal items left in the hotel room by the Guest leaving it shall be sent back to the address indicated by the Guest, at the Guest's expense. The Guest is obliged to order and pay for the courier service himself.
2. In accordance with the provisions of the Civil Code, in the absence of an instruction from the Guest to return the left items, the hotel will store these items at the owner's expense for a period of one year. After this time, they will become the property of the hotel.

3. Claims for compensation for the loss of items brought into the hotel shall become time-barred one year after the Guest's use of the hotel's services has ended.
4. Left-over foodstuffs, medicines or other products that may be damaged or out of date shall be disposed of immediately.

### **13. Prohibitions**

1. Smoking of tobacco products or electronic cigarettes and tobacco warmers is strictly prohibited on the Hotel premises.
2. The smoking ban applies to both suites and common areas, including balconies belonging to the suites.
3. In the event of a breach of the ban, the Hotel has the right to charge the guest a minimum additional fee of PLN 500, to be imposed repeatedly. The amount of the fee depends on the cost of removing the consequences of the smoking ban violation (in particular the cost of refreshing or cleaning the flat).
4. The prohibition in par. 12.a does not apply to designated smoking areas. Such areas are not designated in all Hotels.
5. Storage of dangerous goods: such as weapons, ammunition, flammable, explosive, illuminating and other materials deemed hazardous is prohibited in hotel rooms.
6. Canvassing and door-to-door selling is prohibited on the hotel premises.
7. Guests are not permitted to make alterations to hotel rooms and common areas of the hotel or their furnishings.
8. Guests shall not use equipment and objects that may pose a risk of damaging hotel property or the property of other Guests, especially those that may cause fire or flooding.

### **14. Breakfast**

1. Breakfast is provided by professional third parties who take full responsibility for the products supplied, both for their compliance with current regulations and their quality.
2. The Hotel is not responsible for the breakfasts provided. The Hotel Reception will forward any complaints regarding the breakfast service/products on behalf of the guest. The response to the complaint is provided directly by the breakfast provider.
3. A list of allergens and ingredients is available for inspection at the Reception.
4. breakfasts by Guests must be ordered at the Hotel Reception no later than 7:00 p.m. on the day before breakfast is served. If there is no contact (in the case of reservations with breakfast included), the Reception places an order for the same set as the previous day, in the case of inbound reservations and no contact with guests before check-in, the Reception places an order for a dry set.
5. breakfast is delivered to the flat from 07:00 to 11:00 (Monday - Friday), from 08:00 to 11:00 (Saturdays, Sundays and public holidays)
6. Ordering breakfast at an earlier time than indicated is subject to direct consultation with the Reception.
7. Change of a placed order (for the following day) after 19:00 is not guaranteed.
8. The breakfast charge included in the booking price is non-refundable.
9. The breakfast set ordered once received is not refundable or exchangeable.

10. The breakfast offer varies depending on the accommodation facility. The exact, current offer is available at the reception of the respective facility.
11. Breakfast prices are dynamic and subject to change. The current price list can be found at the Hotel Reception.

## **15. Sale of alcohol**

1. The hotel does not sell alcohol to minors or intoxicated persons
2. Local law restricting the time when alcohol may be sold applies to sales
3. Consumption is strictly prohibited in the Hotel Reception area.

## **16. Other provisions**

1. The Hotel shall not be liable for injuries caused by the misuse of the flat equipment, damage and injuries caused by other Guests or bystanders.
2. Deliberate triggering of the fire alarm or unwarranted use of any component of the fire prevention system (e.g. hydrant, fire extinguisher, fire blanket) is subject to a charge:
  - i. PLN 6,000 for each alarm call-up
  - ii. The current cost of purchasing a new fire suppression system component plus the labor cost of a certified service technician
  - iii. Costs of damage and destruction resulting from the use of a fire protection system component
  - iv. Cost of arrival of the Fire Brigade
  - v. Cost of arrival of other services dispatched to the incident
3. The Hotel Regulations are available in Polish and English language versions. In case of any doubts or language discrepancies, the Polish version of the Rules and Regulations shall always prevail as the official language in Poland. The English version is a complementary version; the Hotel has made every effort to translate the Polish version into the English version.

## **17. Complaints**

1. The guest is entitled to lodge a complaint if he/she notices any shortcomings in the quality of the service provided.
2. Complaints are accepted only in writing.
3. a complaint should be submitted immediately after the Guest notices a deficiency, which will enable corrective action to be taken efficiently.

## **18. Bicycle rental**

1. The hotel rents bicycles.
2. The rules, regulations and costs related to the rental are contained in a separate document and price list, the current version of which is available at the Hotel Reception.

## **19. Parking**

1. The Hotel rents parking spaces to its own and third parties.

2. Rules, regulations and costs related to the rental of parking spaces are set out in a separate document and price list, the current version of which is available at the Hotel Reception.

## **20. Salt room**

1. A salt room is available at the Plantonia Hotel.
2. The rules, regulations and possible costs related to the use are contained in a separate document and price list, the current version of which is available at the Hotel Reception.

## **21. Gym/Fitness room**

1. A gym/fitness room is available at the Plantonia Hotel.
2. The rules, regulations and any costs associated with use are set out in a separate document and price list, the current version of which is available at the Hotel Reception.

## **22. RODO (GDPR) - information on the processing of guests' personal data**

1. Cameo Investments Sp. z o.o. is administrator of the personal data.
2. The data administrator can be contacted:
  - i. At the mailing address: Cameo Investments Sp. z o.o.,  
Stradomska 7; 31-068 Kraków
  - ii. At the email address: [rodo@ashvilleplaces.com](mailto:rodo@ashvilleplaces.com)
3. The Administrator shall process personal data for the following purposes:
4. Personal data relating to the name, surname, business address of the Hirer, address of residence of the Hirer, PESEL no., identity document no., registration data of the Hirer in order to provide the service of renting the space for the entire period of the lease.
5. personal data related to the payment of the stay for the entire duration of the stay.
6. Personal data contained in the administrator's accounting, bookkeeping and tax records, as well as in bank systems and documents - in order to fulfil the obligation arising from the law, in particular the Accounting Act and the Tax Ordinance, the Corporate Income Tax Act and the Value Added Tax Act (Article 6(1)(c) RODO) - for 5 years from the end of the relevant accounting year.
7. The Guest's personal data will also be processed by the administrator for the purpose of possible claim or defence against claims on the basis of the administrator's legitimate interest and in accordance with the generally applicable provisions of national law, in particular the Civil Code (Article 6(1)(f) RODO) - for 3 years from the end of the stay, whereby in the case of pending proceedings this period may be extended for the duration of the final conclusion of the proceedings and until the expiry of new limitation periods.
8. The administrator does not share personal data with other entities, with the exception of:
  - i. State bodies to which the administrator is obliged to make disclosures, in particular the Ministry of Finance and other National Tax Administration bodies.

- ii. Banks with which the administrator holds bank accounts, with regard to the transactions performed.
- iii. Postal operators and courier companies in cases such as the return of found items.
- iv. Law enforcement and state security services

9. Personal data may be disclosed to entities cooperating with the controller on the basis of written contracts of entrustment of data processing, personal data, in order to perform the tasks and services specified in the contract for the controller, in particular in the field of IT service, accounting, legal or consulting services, video surveillance service, property manager.

10. Every data subject shall have the right:

- i. access - to obtain confirmation from the controller as to whether or not his/her personal data are being processed. If data about a person is being processed, he or she is entitled to access it and to obtain the following information: the purposes of the processing, the categories of personal data, the recipients or categories of recipients to whom the data have been or will be disclosed, the duration of data retention or the criteria for determining it, the data subject's right to request rectification, erasure or restriction of the processing of personal data and to object to such processing (Article 15 RODO).
- ii. to obtain a copy of the data - to obtain a copy of the data undergoing processing, whereby the first copy is free of charge and for subsequent copies the controller will charge a fee of PLN 200 (two hundred PLN 00/100); resulting from administrative costs (Article 15(3) RODO).
- iii. to rectification - to request the rectification of personal data concerning him/her which is incorrect or the completion of incomplete data (Article 16 RODO).
- iv. to erasure - to request the erasure of his/her personal data where the controller no longer has a legal basis for processing them or the data are no longer necessary for the purposes of the processing (Article 17 RODO)
- v. to restrict processing - to request the restriction of the processing of personal data (Article 18 RODO) when:
  - 1. the data subject challenges the accuracy of the personal data - for a period allowing the controller to verify the accuracy of the personal data,
  - 2. the processing is unlawful and the data subject objects to the erasure of the data by requesting a restriction of its use,
  - 3. the controller no longer needs the data, but the data are needed by the data subject to establish, assert or defend a claim,
  - 4. the data subject has objected to the processing - until it is established whether the legitimate grounds on the part of the controller override the grounds of the data subject's objection.
- vi. to data portability - to receive in a structured, commonly used machine-readable format the personal data concerning him or her which he or she has provided to the controller and to request that this data be sent to another

controller where the data is processed on the basis of the data subject's consent or a contract with him or her and where the data is processed by automated means (Article 20 RODO).

vii. to object - to object to the processing of his/her personal data for the legitimate purposes of the controller on grounds relating to his/her particular situation, including profiling. The controller shall then assess the existence of compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or the grounds for establishing, asserting or defending claims. If, according to the assessment, the interests of the data subject outweigh the interests of the controller, the controller will be obliged to cease processing for these purposes (Article 21 RODO).

11. In order to exercise the abovementioned rights, the data subject shall contact, using the contact details provided, the controller and inform him/her of which right and to what extent he/she wishes to exercise it.

12. The data subject shall have the right to lodge a complaint with the supervisory authority, which in Poland is the President of the Office for the Protection of Personal Data with its seat in Warsaw, 2 Stawki Street, who may be contacted as follows:

i. by mail: Stawki 2; 00-193 Warszawa  
via the electronic mailbox available on the website:  
<https://www.uodo.gov.pl/pl/p/kontakt>

iii. by phone: +48 22 531 03 00

13. In any case, the data subject may also contact the controller directly:

i. by e-mail at the following e-mail address: rodo@ashvilleplaces.com  
ii. by letter: Cameo Investments Sp. z o.o. Stradomska 7; 31-068 Kraków with the note 'personal data administrator'.

14. Legal acts cited:

- i. RODO - Regulation 2016/679 a of the European Parliament and of the Council (EU) 2016/679 a 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 (Official Journal of the EU L 2016 No. 119, p.1)
- ii. article 10 et seq., art. 74 of the Accounting Act of 29 September 1994 (Journal of Laws 2018.395 as amended)
- iii. article 4 et seq., art. 70 of the Tax Code Act of 29 August 1997 (Journal of Laws 2018.800 as amended)
- iv. article 7, 15 of the Act of 15 February 1992 on corporate income tax (Journal of Laws 2018.1036)
- v. article 5 et seq. Act of 11 March 2004 on tax on goods and services (Journal of Laws 2017.1221 as amended)
- vi. article 118 et seq. Act of 23 April 1964 Civil Code (Journal of Laws 2018.1025 as amended).

23. Where this document is presented in other language versions, this is done in order to facilitate communication with the Hotel. The Hotel assures that it has made the best possible

translation, however, in the event of any interpretation or dispute, the Polish language version shall be the binding version.