

Information Clause

Regarding the Processing of Personal Data of Guests

Dear Guests,

Hotel Stay Inn Gdańsk and MONO Kitchen Restaurant respect your right to privacy. We make every effort to ensure that the personal data entrusted to us is processed with the highest security standards, in accordance with the General Data Protection Regulation (GDPR) of April 27, 2016.

Data Controllers:

The controllers of your personal data are the Partners:

- Władysław Frost, conducting business under the name "WALDI" WŁADYSŁAW FROST, based in Warsaw (02-926) at 40 Biedronki Street, registered in CEIDG under NIP: 5261789118, REGON: 142337471;
- Tomasz Tomczak, conducting business under the name STAY INN TOMASZ TOMCZAK, based in Gdańsk (80-831) at 28/31 Piwna Street, registered in CEIDG under NIP: 9291749717, REGON: 221741969;
- Andrzej Józwiak, conducting business under the name STAY INN ANDRZEJ JÓŻWIAK, based in Gdańsk (80-753) at 17/22 Mariana Seredynskiego Street, registered in CEIDG under NIP: 6151892436, REGON: 221742012;

who operate within a civil partnership under the name Stay Inn S.C., based in Gdańsk (80-831) at 28/31 Piwna Street, registered in CEIDG under NIP: 5833158331, REGON: 221843664, email: booking@stayinnngdansk.pl, hereinafter referred to as Joint Controllers.

The Joint Controllers have appointed a person responsible for personal data processing, who can be contacted via email: rodo@stayinnhotels.pl.

Collection and Processing of Personal Data:

We collect personal data directly from you and also from our business and reservation partners. The processing of your data is based on and within the bounds of the law:

- Article 6(1)(a) GDPR - for the purpose of marketing via email;
- Article 6(1)(b) GDPR - for the purpose of quoting reservation services and fully executing and settling hotel or restaurant services;
- Article 6(1)(c) GDPR - to fulfill statutory obligations arising from tax and accounting regulations, such as storing accounting documentation related to VAT invoices;
- Article 6(1)(f) GDPR - to ensure the safety of guests and employees through video surveillance, and to potentially establish, pursue, and defend against claims, as well as to maintain records and registers in accordance with GDPR.

Providing your personal data is voluntary but necessary to use the hotel's offers and services and to receive information about upcoming promotions or events. We will process the provided personal

data during your stay and subsequently for the period required by law or until the claims expire, or until the consent is withdrawn. Recordings from the video surveillance system are stored for 60 days.

The Joint Controllers do not directly transfer personal data outside the European Economic Area. Recipients of your data may include entities providing services to the Joint Controllers in terms of delivering and maintaining IT reservation systems, legal services, accounting services, or support in managing social media.

Your Rights:

In connection with the processing of personal data under GDPR, you have the right to withdraw consent, access, rectify, delete, restrict processing, transfer data, and object to further processing. If you find that personal data is processed unlawfully, you can lodge a complaint with the President of the Office for Personal Data Protection.

We do not use automated decision-making systems. For more information, please refer to the GDPR section on our website - <https://www.stayinngdansk.com>

[CONSENT FOR MARKETING]

If you wish to receive information about our offers, please provide your email address and check the consent below.

I consent to receiving commercial information electronically from the Partners of Stay Inn S.C. regarding marketing activities undertaken by the Joint Controllers. I have been informed about the possibility of withdrawing consent at any time. The Joint Controllers process data in accordance with the Privacy Policy.

Protection standards of minors in Stay inn Hotel Gdańsk

Taking into account the content of the guidelines of the United Nations on business and human rights, recognizing the significant role of business in ensuring respect for children's rights, particularly the right to protection of their dignity and freedom from all forms of harm, Hotel Stay inn Gdańsk adopts this document as a model of principles and procedures in the event of suspicion that a child staying at Hotel Stay inn Gdańsk is being harmed and to prevent such threats. We will implement the child protection policy in our hotel through these principles.

1. The hotel conducts its operational activities with the utmost respect for human rights, particularly the rights of children as individuals particularly vulnerable to harm.
2. The hotel acknowledges its role in conducting socially responsible business and promoting desirable social attitudes.
3. The hotel particularly emphasizes the importance of the legal and social obligation to report to law enforcement authorities any suspicion of crimes against children and commits to training its staff in this regard.

4. The hotel undertakes to educate its staff about circumstances indicating that a child staying on the premises may be harmed and about ways to promptly and appropriately respond to such situations.
5. One form of effective prevention of child harm is the identification of a child staying on the premises and their relationship with the adult accompanying them. Staff take all possible steps to identify the child and their relationship with the accompanying adult.

Procedure in case of suspicion of child harm

1. In unusual and/or suspicious situations indicating possible risk of harm to a child, identification must be conducted by a receptionist.
2. To identify the child and their relationship with the accompanying adult, the receptionist should:
 - a. Ask for the child's identity and their relationship with the accompanying adult. The receptionist may request identification documents for the child or any other document confirming that the adult has the right to accompany the child in the premises. In the absence of identification documents, the receptionist may ask for the child's details (name, address, ID number).
 - b. In case of a lack of documents indicating the relationship between the child and the accompanying adult, the receptionist may inquire about this relationship from both the adult and the child.
 - c. If the accompanying adult is not the child's parent or legal guardian, the receptionist may ask if they have a document indicating parental consent for the adult to accompany the child (e.g., a written statement).
 - d. If the accompanying adult does not have a consent document, the receptionist may ask for the contact number of the child's parents or legal guardians to confirm the child's presence with the adult in the premises with their knowledge and consent.
3. In case of resistance from the adult regarding presenting the child's document and/or indicating the relationship, the receptionist explains that the procedure is aimed at ensuring the safety of children using the hotel and has been developed in consultation with NGOs working in this field.
4. If the conversation confirms suspicion or commission of a crime against the child, the supervisor notifies the police. The procedure for circumstances indicating harm to the child is then followed.
5. If employees from other departments of the hotel witness unusual and/or suspicious situations (e.g., cleaning service, room service, bar and restaurant staff, relaxation zone, security, etc.), they should immediately inform their supervisor, who will decide on appropriate actions.

Procedure in case of circumstances indicating harm to a child:

1. If there is reasonable suspicion that a child staying on the premises is being harmed, the police must be immediately notified by calling the emergency number 112 and describing the circumstances of the incident. Depending on the dynamics of the situation and circumstances, the call should be made by the person who is a direct witness to the incident (staff member/supervisor). If the reporting person is a staff member, they should also inform their supervisor about the incident.

2. Reasonable suspicion of child harm occurs when:
 - a. The child discloses to a staff member that they are being harmed.
 - b. A staff member observes harm being inflicted on the child.
 - c. The child has signs of harm (e.g., scratches, bruises), and when questioned, responds inconsistently and/or chaotically, or becomes visibly distressed. Alternatively, if there are other circumstances that may indicate harm, such as finding pornographic materials involving children in the room of an adult.
3. In this situation, it is necessary to prevent the child and the suspected person from leaving the premises.
4. In justified cases, a citizen's arrest¹ of the suspected person may be made. In such a situation, until the arrival of the police, the suspected person should be kept under the supervision of two staff members in a separate room away from the view of other guests.
5. In every case, the safety of the child must be ensured. The child should remain under the care of a staff member until the police arrive.
6. In the case of reasonable suspicion that a crime involving contact between the child and the perpetrator's biological material (e.g., semen, saliva, skin) has occurred, if possible, the child should not be allowed to wash themselves or eat/drink until the police arrive.
7. After the child is taken into custody by the police, it is necessary to secure surveillance footage and other relevant evidence (such as documents) regarding the incident. Upon request by the authorities, a copy of this evidence should be sent by registered mail or delivered personally to the prosecutor or police.
8. Following the intervention, the incident should be documented in the event log or any other designated document for this purpose.

Hiring Individuals for Work with Children²

Article 243 of the Act of June 6, 1997, the Code of Criminal Procedure (consolidated text: Journal of Laws of 2022, item 1375) states: § 1. Everyone has the right to apprehend a person caught in the act of committing a crime or in pursuit immediately after the commission of the crime, if there is a fear that the person will hide or their identity cannot be established.

The term "caught in the act" used in § 1 means apprehension of the perpetrator during any stage of the criminal offense (but not a misdemeanor), i.e., during the phase of criminal preparation, attempt, or commission. In practice, it will most often be an attempt, as apprehension usually prevents the commission of the prohibited act. The apprehension only requires the observation of the objective side of the crime. K. Dudka [in:] M. Janicz, C. Kulesza, J. Matras, H. Paluszkiewicz, B. Skowron, K.

¹ A citizen's arrest is an arrest made by a private citizen a person who is not acting as a sworn law-enforcement official. In common law jurisdictions.

² "Hiring Individuals for Work with Children" refers to employing people for roles involving direct interaction, care, or service provision to children.

Dudka, Code of Criminal Procedure. Commentary, 2nd edition, Warsaw 2020, art. 243. § 2. The person apprehended must be promptly handed over to the police.

Explanation: The facility does not have the ability to verify its suspicion based on facts or evidence; that is the role of the judicial authority. In paragraph 2, we described situations in which there is a reasonable suspicion. Citizen's arrest does not require the commission of a prohibited act (thus, "encounter" of an adult during interaction with a child); the stages of the act are sufficient for arrest, so preparation, attempt, or commission. Arrest at the attempt stage (thus, direct intent to commit the act) is its prevention. Renting a room with a child will already constitute an attempt.

Optional Chapter, to be introduced when the facility organizes, for example, a children's play corner or other forms of recreation during which children are without the supervision of parents or legal guardians.

1. All individuals working with children must be safe for them, which means, among other things, that their employment history should indicate that they have not harmed any child in the past.
2. Every person employed³ by the Hotel for activities related to education, leisure, and childcare must be mandatory checked in the Register of Sexual Offenders. Checking a person in the Register is done by printing the search results of the person in the Register with limited access, which is then placed in the personal files of the person being checked. The check must be repeated every year.
3. All employees hired to work with children, including individuals who may have potential contact with children, should submit a declaration of no criminal record and no pending proceedings for offenses against children.

Dictionary:

For the purposes of this document, the following terms have been clarified:

1. Child: Any person below 18 years of age.
2. Stranger adult: Any individual above 18 years of age who is not the child's parent or legal guardian.
3. Child abuse: Committing a crime to the child's detriment.
4. Crime against children: All crimes that can be committed against adults, as well as crimes that can only be committed against children (e.g., Sexual exploitation under Article 200 of the Penal Code). Given the nature of tourist facilities, where isolation can easily occur, the most common crimes that may occur on their premises are those against sexual freedom and morality, particularly rape (Article 197 of the Penal Code), sexual exploitation of incapacity and helplessness (Article 198 of the Penal Code), sexual exploitation of dependency or critical situation (Article 199 of the Penal Code), sexual exploitation of a person under 15 years of age (Article 200 of the Penal Code), grooming (enticement of a minor using means of distance communication - Article 200a of the Penal Code).

³ Person employed by the Hotel

5. An employee hired for work with children, who must be checked in the Register of Sexual Offenders, includes any person appointed to perform such duties, including individuals employed under civil law contracts⁴, interns, trainees, and volunteers, regardless of their citizenship and age.

Examples of situations that may raise suspicions or indicate child harm:

WARNING! The presence of some indicators does not automatically mean that a minor is being abused. It is essential to remain vigilant and pay attention to situations that may cause concern. A concerning situation may also involve a relationship between an adult and a child that does not appear to be nurturing and supportive.

RECEPTION

The guest refuses to provide their personal information or the child's information.	The guest takes the child directly to the room, appearing reluctant for the child to interact with the receptionist.
The guest states that they don't have any documents for themselves or the child and refuses to provide any explanations.	The guest who checks in with a child invites other individuals who are not guests of the facility (such individuals may appear for short periods).
The guest pays with cash or a prepaid card, paying daily (not sure how long they will stay) or asks someone else to cover the accommodation costs.	The guest rents a room for only a few hours or not for the entire day, or they rent a room for an unusually long period.
The guest brings along gadgets or items that could be given to children as gifts.	The guest arriving with a child has either no luggage or arrives with very little luggage (a small carry-on bag/briefcase).

⁴ When using services of external entities, it is necessary to include in the agreement with such entity a relevant provision that would provide a real possibility of enforcing by the Facility/Hotel/Network the appropriate standard regarding the screening of employees by that entity for their safety with regard to children. Such provision should allow for monitoring of compliance with the obligation, under the threat of immediate termination of the agreement and contractual penalties. [4 Act of May 13, 2016, on Counteracting Threats of Sexual Offenses (consolidated text: Journal of Laws of 2020, item 152, as amended). 5 Act of June 6, 1997, Penal Code (consolidated text: Journal of Laws of 2022, item 1138, as amended).]

The guest appears in the hotel with a child with whom they did not previously check in at the reception.	The guest behaves towards the child in a sexual manner, and the relationship between the adult and the child does not seem natural and caring.
The guest with a child rents a room that has fewer beds than the number of registered persons - for example, a double bed.	The child is dressed inappropriately for the weather or in a manner inconsistent with the accompanying adult.
During check-in, the child appears restless, stressed, or coerced into staying at the facility with the accompanying adult.	Children selling small items or begging outside the facility.
A child arrives at the hotel late at night or during school hours.	The child does not know where they are or provides inconsistent answers when asked about the purpose of the trip.

RESTAURANT and BAR

The guest comes to the bar or restaurant with a child who was not checked-in at the hotel.	External individuals, not registered at the hotel, seem to be soliciting clients and offering them something (possibly intending to facilitate contact with children).
The guest asks about sexual services for adults, including with young people (e.g. an overheard conversation in a bar or restaurant).	Teenagers wait at a table or in the bar for an adult to pick them up, and the adult does not appear to be their parent or guardian (possibly a client, pimp, or human trafficker).
Children who seem unattended ask for food, drinks, or money.	Cash exchange between an adult and a child (the exchange may raise suspicion of payment for services).
Children seem on edge, nervous, and avoid eye contact.	During their stay, the adult and child do not come to the dining room for breakfast.
An adult behaves in a sexual way towards a child - this is not a natural and caring relationship.	Adult provides the child with alcohol.

FLOOR SERVICE

The "Do not disturb" sign is hang at all times on the door of the room where the children are staying.	Refusal of room cleaning throughout the guest's stay.
A large amount of banknotes/cash observed in the room (may indicate illegal payments).	Children left unattended for a long time in the room or not leaving the room at all (e.g., food is brought to them).

Multiple computers, mobile phones, or card readers noticed in the room in large numbers.	The adult and children rarely leave the room, almost never or only during hours when few guests are moving around the hotel.
There are children's clothes or toys in the room, even though the child has not been checked-in at the hotel.	Adults who are not guests of the facility are present in the lobby, appearing to observe the area and interact with a guest of the facility who arrived with a child.
A significant amount of alcohol or drugs is noticed in the room where an adult has checked in with a child.	In the room where only an adult has checked in with a child/children, condoms, etc. are found left in a visible place.

The regulations of Stay inn * Hotel in Gdansk**

I - General provisions

1. The regulations, prepared by the Stay inn Gdańsk Hotel, define the rules of operation and provision of hotel services by the Stay inn Hotel, hereinafter referred to as the "Hotel", the rules for making reservations for accommodation, and the rules for providing services electronically through the website operated at <https://www.stayinngdansk.com/>
2. The guest is obliged to comply with the provisions of this Regulation from the moment of commencing the use of services provided by the Hotel.
3. The act of making a reservation is considered a declaration that the person making the reservation has read and accepted the Regulations.
4. Payment of a deposit or providing credit card/payment card details for the reservation constitutes confirmation of the conclusion of a contract for the provision of hotel services at the agreed time, as well as under the conditions specified by this Regulation.

Definitions:

1. Guest - a natural person with full legal capacity or a legal entity who uses the services provided by the Hotel in accordance with the provisions of the Regulations.
2. Services - each of the services provided in accordance with the Regulations, including especially hotel services and services provided electronically within the service.
3. Service - a website enabling online reservation of accommodation using a reservation system.

II – Conditions of stay

1. Rooms at the Stay inn *** hotel are rented on a daily basis. The hotel day starts at 3:00 PM on the day of arrival and ends at 12:00 PM on the day of departure.
2. The guest registering at the facility is required to identify themselves to the Receptionist with a personal ID, passport, driver's license, or other photo ID issued by governmental authorities.
3. In the case of stays longer than one hotel day, guests may stay in their rented room between the end of one day and the beginning of the next at no extra charge.

4. If the guest has not specified the duration of their stay at the Stay inn *** hotel in Gdańsk, it is considered that the room has been rented for one hotel day.
5. If the guest decides to vacate their rented room before the end of the hotel day or check-in after its commencement, they are not entitled to a discount or refund of part of the payment.
6. If the guest does not vacate their rented room by 12:00 PM on the day of departure, this situation is treated as an extension of the stay for another day, resulting in an additional fee to be paid before departure.
7. In the event that the guest does not vacate the room after the end of the hotel day, the Hotel reserves the right to pack the guest's belongings by at least two representatives of the Hotel. Belongings packed in this manner will be placed in the Hotel's deposit and can be collected at the reception.
8. Settlement of the total charge for the stay occurs at the time of check-in.
9. A request to shorten the stay must be reported by the guest at the hotel reception no later than 6:00 PM the day before the planned early departure. Otherwise, the next hotel day will be considered as started, unless the regulations of the offer purchased by the guest state otherwise.
10. Persons not registered at the hotel may stay in the hotel room after prior notification to the hotel reception, only between 7:00 AM and 10:00 PM. Staying of unregistered persons in the room after 10:00 PM implies the guest's consent to charge for accommodating these persons in the room. The accommodation of each person will be charged at the current extra bed price for an adult.
11. The guest may not transfer the room to other persons without prior registration of the third party at the reception, even if the period for which the due payment has been made has not expired.
12. The use of the Polish Tourist Voucher at the Stay inn *** Hotel in Gdańsk is only possible if the reservation actually includes the stay of the child/children registered on the Voucher. In the absence of children, the Stay inn *** Hotel in Gdańsk reserves the right to refuse the use of the Polish Tourist Voucher.
13. The stay of children under 4 years old is free of charge.
14. Check-in before the start of the hotel day is possible depending on availability; however, this may result in additional charges according to the current hotel price list.
15. Check-out after completing the hotel day is possible depending on availability; however, this may result in additional charges according to the current hotel price list.
16. If the hotel has available rooms, it is possible to extend the stay for another day (or more) after prior arrangement with the Reception and payment of the extension fee.
17. After checking into the hotel, the guest should familiarize themselves with the room's equipment and keep it in its original condition. In case of damages, the guest should immediately inform the reception. If the guest fails to report damages and the hotel staff identifies defects, the guest will be held financially responsible for the damage.
18. In the event of damages caused by the guest, such as damage or destruction in the rented room or in public areas of the facility, the guest is financially liable. In such cases, the guest is obliged to pay compensation, which will be a reimbursement for the incurred damages. Payment of this obligation must be made by the day of check-out.
19. The guest is responsible for any damages to the hotel property caused by themselves, individuals for whom they are responsible, or visiting persons.

20. The guest should notify the hotel reception immediately upon discovering any damages. If there is damage in the form of soiling of hotel property beyond the standard daily cleaning, which includes any non-standard dirt requiring laundry/cleaning or disinfection (often requiring outsourcing to external companies), the Hotel reserves the right to charge the guest for additional cleaning (extra), which will be individually priced based on a prepared incident report. The minimum charge to the guest's account will be 300 PLN. Additionally, the Hotel may charge the guest for lost revenue due to the room being temporarily unavailable for sale.
21. To secure payments for accommodation, maintenance, and services provided to guests, as well as in case of potential damages, the Owner has the statutory right to retain items brought by guests into the facility as collateral.
22. To guarantee and confirm a reservation, whether made by phone or online, and to secure the conditions listed in Section II, point 15, guests are required to provide the Reception Staff with their credit or debit card details.
23. If the guest does not consent to providing the data mentioned in Section II, point 16, they have the option to make a prepayment via bank transfer, amounting to no less than 50% of the reservation value, within the period specified by the Reception Staff. However, upon check-in, the guest is obliged to either provide their card details or make a cash deposit of 200.00 PLN.
24. The deposit will be refunded on the day of check-out after inspection by the Housekeeping Staff to ensure there are no missing items or damages in the room.
25. Both the collection and return (or retention, with explanation) of the deposit are acknowledged by issuing a relevant document by the Reception Manager or, in their absence, by another Reception employee authorized by the Reception Manager.
26. The Stay inn *** Hotel in Gdańsk reserves the right to pre-authorize funds on the provided reservation card at any time before the guest's arrival or during their stay.
27. The Stay inn *** Hotel in Gdańsk reserves the right to charge the provided reservation card in case of deficiencies or damages found in the room after the guest's departure.
28. If, during check-out, a guest who opted to pay the deposit in cash is found to have caused damages in the room exceeding the deposit amount, the Stay inn *** Hotel in Gdańsk has the right to demand payment for the difference in incurred losses, and the guest must settle them on-site with cash or card. These facts are recorded accordingly in the document referred to in Section II, point 19, of this Regulation.
29. The Stay inn *** Hotel in Gdańsk observes a night quiet period from 10:00 PM to 6:00 AM.
30. During the night quiet period, guests are obliged to behave in a manner that does not disturb the peace and rest of other guests.
31. Organizing events in the rented room is prohibited.
32. The Owner has the right to individually grant permission for organizing events in the rented room; however, under no circumstances should such an event disturb the peace and rest of other guests.
33. The number of persons staying in the room must not exceed the originally specified number during reservation. The Owner may consent to a larger number of guests than specified in the reservation. Otherwise, the Stay inn *** Hotel in Gdańsk reserves the right to charge additional fees for servicing a greater number of guests than initially booked and to refuse services to persons not included in the reservation.
34. It is prohibited for unregistered persons to stay in a particular room or facility unless agreed upon with the Owner, Reception Manager, or another Reception Staff member authorized by the Owner or Reception Manager to grant such consent. At the same time, guests should be

informed of the hours during which a third party may stay in the room or facility, and they commit to respecting this agreement.

35. The stay of pets at the Stay inn *** Hotel in Gdańsk is permitted according to the facility's price list or another price agreed upon with the Owner or Reception Manager, or another Reception Staff member authorized to set such prices by the Owner or Reception Manager.
36. Guests are required to keep their pets on a leash in public areas at the Stay inn *** Hotel in Gdańsk.
37. Guests are responsible for their pets and agree to pay fees for any damages caused by their pets, as well as to clean up after them.
38. Failure to inform the Reception Staff about having a pet at the Stay inn *** Hotel in Gdańsk may result in a penalty of 500.00 PLN (five hundred Polish zlotys 00/100).
39. Upon check-in and receiving the key card to the room rented by them, the guest becomes fully responsible for it.
40. Upon noticing damages, losses, or deficiencies, the guest is obliged to immediately report this fact to the Reception Staff.
41. In case of damage caused by the guest to the property of the Stay inn *** Hotel in Gdańsk, the guest is obliged to promptly inform the Reception Staff of this fact.
42. In case of detecting a malfunction or improper operation of equipment in the room, the guest should immediately inform the Reception Staff of this fact.
43. Smoking tobacco, e-cigarettes, and Iqos cigarettes in the rooms and public areas of the Stay inn *** Hotel in Gdańsk is prohibited. Violation of this rule may result in a fine of 500.00 PLN (five hundred Polish zlotys 00/100) and may also incur costs for calling services automatically notified by the fire alarm system.
44. To verify the justification for activating the fire alarm by smoke detectors in the occupied room, the guest is obliged to grant access to the room to the staff.
45. Smoking tobacco, e-cigarettes, and Iqos cigarettes is allowed on the terrace located on the highest floor of the facility, outside the building at designated ashtrays, and on the balcony. However, guests are required to maintain cleanliness, i.e., to dispose of or leave extinguished cigarette butts in the ashtray.
46. The guest undertakes to always close the doors and windows of the room they rented when leaving.
47. The guest undertakes not to hand over the key card to their room to third parties.
48. The hotel guest is responsible for the destruction or loss of the magnetic card to the room. Cost: 50 PLN per piece.
49. The moment of making a reservation and securing it with card details or a deposit is considered as signing a contract for the provision of hotel services and is binding for both parties in terms of dates, price, room type, and number of persons.
50. If guests leave personal belongings behind, the Stay inn *** Hotel in Gdańsk will store them in the Lost and Found Department for 30 (thirty) days. During this time, guests claiming them can pick them up in person or after making a transfer according to the price list. If no one claims the lost items within the specified period, the Owner has the right to dispose of them freely or to dispose of them by a commission. The commission consists of the Owner, the Reception Manager, and the Housekeeping Manager.
51. The above point does not apply to valuables, which, according to Polish law, become the property of the State Treasury after 2 (two) years.
52. In addition to the above, the guest undertakes to comply with all rules of good social behavior, respect local laws, and respect the property provided by the Owner for use. The

guest is obliged to immediately inform the Stay inn *** Hotel in Gdańsk employees of any defects or dangers they notice.

53. All users of the facility are required to observe fire safety rules.
54. In the event of a fire, if possible, notify the hotel staff of the threat and proceed to the exit according to the evacuation direction sign, then go to the designated assembly point. Until the fire brigade arrives, the hotel staff is responsible for evacuating persons in the facility.
55. Due to fire safety, it is prohibited to use electrical devices not belonging to the room's equipment (e.g., heaters, electric stoves, etc.) in hotel rooms.
56. The hotel has the right to collect a local tax in an amount consistent with applicable regulations.

III RESERVATION OF ACCOMMODATION

1. Reservation of accommodation is available:

- 1.1 through the reservation system;
- 1.2 by phone;
- 1.3 via email;
- 1.4 in person at the hotel reception.

1. 2. To make a reservation, it is necessary to accept the Regulations, provide personal data necessary for the provision of services (such as: name, date of stay, payment method), and pay in part or in full the costs of the stay - depending on the regulations of the particular offer or individual agreements.
2. In the case of a flexible offer reservation, the Hotel guarantees reservation of accommodation until 2:00 PM on the day of arrival. If arrival is planned after 2:00 PM, reservation guarantee is required by providing credit card details, and then charging it with the cost of the first night's stay or by paying an advance payment in the amount of the cost of the first night's stay.
3. In the case of a non-refundable offer reservation, it is necessary to pay the full amount of the stay costs.
4. If the regulations of a particular offer do not require payment of any part of the stay costs before its commencement, the Hotel does not guarantee the Guest a reservation of accommodation.
5. The Guest is entitled to provide only complete and correct data. The Guest acknowledges and accepts that it is prohibited to provide unlawful content to the service and the Hotel.
6. During the reservation, the Hotel informs about:
 7. 7.1 the main data concerning the reservation, consistent with the content of the data provided by the Guest, and the price of services;
 - 7.2. data identifying the Hotel;
 - 7.3. the lack of right of withdrawal by the Guest being a consumer within the meaning of art. 22[1] of the Civil Code from the contract for the provision of hotel services, in accordance with art. 38 point 12 of the Act of May 30, 2014, on consumer rights;
 - 7.4. the need for additional payment for services not covered by the reservation, in case of ordering additional services by the Guest during the stay at the Hotel.
8. After making a reservation through the reservation system or via email, the Hotel will send the Guest a reservation confirmation along with the information referred to in point 7 to the

email address provided by the Guest. In the case of reservations made by phone or in person, the information specified in point 7 will be provided to the Guest during the reservation process or in another agreed manner.

RESIGNATION OF ACCOMMODATION RESERVATION

1. The resignation from the reservation made by the Guest should occur in the same manner in which it was made.
2. In the case of flexible offers, the resignation from the accommodation reservation is possible no later than 24 hours before the start of the reserved stay. The above does not apply to non-refundable offers.
3. In the event of resignation after the deadline specified in point 2 or if the Guest fails to appear at the Hotel on the declared day of the reserved stay, the Guest is obliged to pay the reservation fee, unless the reservation was made as part of an offer whose terms specify otherwise.
4. In the case of reservations made as part of non-refundable offers, the reservation fee constitutes payment for all unused hotel days for all rooms reserved by the Guest.
5. In the event of a properly made resignation, the Hotel will promptly, no later than within 14 days from the date of resignation, refund the payment made by the Guest, after deducting the reservation fee if it was a condition of the offer under which the reservation was made.

HOTEL'S LIABILITY

1. The hotel shall not be liable for non-performance or improper performance of obligations arising from the Regulations due to circumstances beyond its control, despite exercising due diligence, including, among others, restrictions imposed due to external factors beyond the control of the hotel.
2. The hotel reserves the right not to be liable for damages resulting from the suspension or cessation of services.
3. Furthermore, the hotel shall not be liable for damages, including lost profits, incurred as a result of guests using the services in a manner contrary to the Regulations or legal provisions.
4. Limitations of liability do not apply to a guest who is a consumer within the meaning of Article 22[1] of the Civil Code.

INTELLECTUAL PROPERTY

1. Information resources and all other content of the website, such as texts, graphics, logos, buttons, images, constitute the intellectual property of the Hotel or entities with which the Hotel has entered into appropriate agreements and are protected by Polish and international laws regarding the protection of intellectual property, particularly by the provisions of the Act of February 4, 1994, on Copyright and Related Rights.
2. Copying, reproduction, or any other use, in whole or in part, of the information, data, or other content available on the website or originating from it, without the consent of the

Hotel, is prohibited, except in cases of permissible use arising from universally applicable legal provisions.

COMPLAINTS

1. The guest has the right to lodge a complaint related to the functioning of the service and the provision of services by the Hotel not in accordance with the terms and conditions specified in the Regulations.
2. All complaints containing the guest's details, such as name and surname, along with an email address and a concise description of the objections raised, should be submitted via the contact address available on the main page of the website under the "Contact" tab or in writing to the Hotel's address.
3. The Hotel will consider the complaint within 14 days from the date of its receipt. The guest will be notified in writing of how the written complaint was handled. If the complaint concerns services provided electronically and cannot be processed within 14 days, the Hotel will inform the guest of the reasons for the delay and the expected deadline for processing the complaint.

III - Rights and Obligations of Stay inn * Hotel in Gdańsk**

1. Stay inn *** Hotel in Gdańsk is not liable for items left by guests in the facility or its premises after their departure, as well as for items left by guests in places where they should not be, such as the bar, reception lobby, corridors, etc., and in areas not locked or secured.
2. Stay inn *** Hotel in Gdańsk is not responsible for third parties present in the facility with the permission of the Owner, Reception Manager, or other Reception Staff authorized by the Owner or Reception Manager to grant permission for their presence.
3. Stay inn *** Hotel in Gdańsk is obligated to ensure the safety of guests during their stay.
4. Stay inn *** Hotel in Gdańsk is obliged to maintain the confidentiality of personal data and not to disclose it to third parties. An exception to this rule is when personal data is required for various purposes by Law Enforcement Authorities.
5. Stay inn *** Hotel in Gdańsk has the right to refuse further service without refunding the cost of the stay if guests do not comply with the provisions of the Regulations. In such a situation, guests are required to vacate the occupied room and leave the premises immediately.
6. Stay inn *** Hotel in Gdańsk has the right to change prices for stays at any time and to make them available to tourists at any time.

FINAL PROVISIONS

1. The content of the Regulations may be subject to change. Guests will be informed of any changes through information on the Hotel's website. The effective date of the changes shall not be shorter than 14 days from the date of their announcement.

2. Resolution of any disputes arising between the Hotel and a Guest who is not a consumer within the meaning of Article 22[1] of the Civil Code shall be subject to the jurisdiction of the court having jurisdiction over the hotel's registered office.

Prepared by: Mateusz Kędzia, Reception Manager of Stay inn Hotel Gdańsk, April 2024