

## **TERMS AND CONDITIONS**

This document determines the conditions of making reservations, renting houses and informs Guest about the house rules. Presented Terms and Conditions are integral part of a rental agreement (reservation). Each person reserving the house accepts these Terms and Conditions.

### **I. RESERVATIONS**

1. The reservation is confirmed on the day of crediting Client's payment to our bank account.
2. The reservation is tantamount to the rental agreement, which enters into force at the moment of receiving the deposit for the service.

### **II. CANCELLING OR MODIFYING THE RESERVATION**

3. Client may cancel their reservation by phone or electronically.
4. Deposits are non-refundable. However, Guest should keep in mind that we treat each Client individually.

### **III. PAYMENT RULES**

5. The deposit of 20% or the whole amount of the reservation must be paid within the set deadline in order to confirm the booking, unless the specific terms of the offer state otherwise.
6. The full payment of the stay is charged upon check-in in the form of bank transfer or by card.
7. A tourist tax of 1,50 PLN/person per day is charged additionally.
8. Client who wishes to be accompanied by their pet will be charged 50,00 PLN per day, and is obliged to notify of the pet's stay in advance, upon making reservation or checking in at the reception.
9. Ostoja may charge a fee in case of ordering an additional cleaning service, changing towels or bed sheets during Client's stay, according to the price list.

### **IV. HOUSE RULES**

10. Guest is obliged to present their ID card or passport, and to sign a register card upon check-in.
11. Guest can check-in from 03:00 pm, and check-out until 11:00 am. Early check-in or late check-out is possible if we are notified of them in advance.
12. Persons who are not checked in may stay on the premises from 06:00 am until 09:00 pm.
13. The quiet hours start at 10:00 pm. and finish at 07:00 am of the following day. Ostoja may refuse further provision of services to Guest who violates this rule.
14. Gest will be held responsible for any loss or damage to Ostoja's property caused by themselves or their guests.



15. Smoking inside the buildings is strictly forbidden. In case of violation of this rule, Guest will be charged 500 PLN fee for refreshment of the room.
16. Using grill and making fires can take place only in a designated area near the gazebo. In case of violation of this rule Guest will be charged 200 PLN fee.
17. Guest needs to maintain the cleanliness of the house themselves. Bed sheets are changed once every two weeks, towels - once a week. Should Guest wish to request additional cleaning services, we will gladly provide them. They are charged according to the price list on our website.
18. In case of an emergency, please contact u at +48 691 945 476 or +48 609 262 969.

#### V. PERSONAL DATA PROTECTION – GDPR

In accordance with Article 13 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), (OJ UE L 119), I hereby acknowledge that:

1. The Controller of personal data of Ostoja Lubiato's Client is Szymon Świątek conducting sole proprietorship under business name Szymon Świątek located under the address ul. Włodarzewska 87A/97, 02-393 Warszawa; NIP (tax identification number) 5882035605; REGON (the official national business register) 142222526.

Ostoja Lubiato will process personal data of their Client in order to provide services connected with the conclusion of Agreement, and will protect personal data from access, use, erasure, and disclosure by third parties. Additionally, Ostoja Lubiato is obliged to process obtained personal data in accordance with applicable law, and to ensure confidentiality and security of such data.

2. Personal data of Client will be processed in order to use the house rental services – based on Article 6(1)(b). The processing is necessary to conclude the agreement with Client who constitutes one party of the agreement, and whose personal data is obtained, or to fulfil special requirements of Client before the agreement is concluded.
3. Client agrees to the processing of their personal data such as: name, address, ID card data, telephone number, e-mail address, and possibly - their business data necessary to issue an invoice, in order to sign a rental agreement, consequently – to make a reservation and check in on the premises, to issue and store invoices.
4. The recipients of Client's personal data will exclusively be entities authorised to obtain personal data under the applicable law, as well as the entities participating in the provision of services.
5. Client agrees to transfer their personal data to the accountant of Ostoja Lubiato.
6. Client has the right to request access to their personal data, rectification of them, erasure of them and restriction of processing them, as well as the right to the transfer of their personal data.
7. Client has the right to lodge a complaint with a supervisory authority.

