



REGULATIONS

1. The Regulations define the rules of providing services, liability rules and rules of staying in the accommodation facility Guest Rooms Duet at 2 Kwiatowa Street, 77-300 Człuchów and is an integral part of the contract, which is concluded by making a reservation and paying an advance payment or the entire amount due for the stay. By doing so, the Guest confirms that he/she has read and accepts the terms and conditions of the Regulations.
2. The Regulations apply to all the people staying on the premises of the accommodation facility Guest Rooms Duet, at 2 Kwiatowa Street, 77-300 Człuchów.
3. The Regulations are available for inspection at the Reception, in each room of the accommodation facility, as well as on the website <http://noclegi.duet-czluchow.pl/>.
4. The caretaker of the Guest is the Reception of Guest Rooms Duet, phone no: 500 181 520.
5. The Guest renting a room is obliged to present a document with a photo confirming the identity of the Guest to the Receptionist at the check-in desk. If the Guest refuses to present the document in such a way that it is possible to check in, the Receptionist is obliged to refuse to give the key to the room.
6. In the registration card, the guest personally fills in his or her registration data and signs it. At the Guest's request, the Receptionist is obliged to enter the registration data individually from the identity document, which for this purpose the Guest makes available to the Receptionist for viewing.
7. The reception desk is open from 7:00 to 20:00.
8. The room in the facility is rented for 24 hours.
9. Accommodation day lasts from 14.00 to 12.00 the following day.
10. The fee for the accommodation is collected from the guest on the day of the beginning of the stay.
11. Guests who are not registered in the facility Duet Guest Rooms can stay in the room from 7 a.m. to 10 p.m.
12. If the Guest did not specify the time of stay by renting a room, it is assumed that the room was rented for one day.
13. If you wish to stay longer than the period indicated on the day of arrival, you should report it at the reception desk by 10.00 a.m. on the day when the rental period expires.
14. If the room is held after 12:00 p.m. it is treated as an extension of the stay.
15. The accommodation facility takes into account the wishes of extending the stay, provided free rooms are available.
16. The accommodation facility may reject the wish to stay longer in case of Guests who do not comply with the rules and regulations or in case of failure to make an earlier payment for the previous stay.
17. The guest of the accommodation facility may not transfer the room to third parties, even if the period for which he or she paid the fee due for the stay has not expired.
18. Accommodation facility may refuse to accept a Guest who during the previous stay seriously violated the regulations, causing damage to the property of the facility or Guests or damage to other people or otherwise disturbed the

DUET GUEST ROOMS

P. H.U.P. "DUET", J. Kucharska i H. Kaszuba, Spółka jawna, ul. Kwiatowa 2, 77-300 Człuchów
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- peaceful stay of Guests or the functioning of the accommodation facility.
19. Accommodation facility may refuse to accept and register a Guest naughty, aggressive, drunk or in a state after the use of alcohol.
 20. In case of cancellation of the Guest's stay during the accommodation day, the facility will not refund the fee for it.
 21. The accommodation facility provides services in accordance with its category and standard.
 22. Guests have the right to lodge a complaint in the event of noticing deficiencies in the quality of services provided. All complaints are accepted by the Reception. A complaint should be filed immediately after noticing any deficiencies in the standard of services provided.
 23. Accommodation facility is obliged to ensure: conditions for full and unrestricted rest of the Guest, safety of stay, including keeping confidential information about the Guest, professional and courteous service in the scope of all services provided by the accommodation facility. Cleaning the room and carrying out the necessary repairs to the equipment will take place during the Guest's absence, and in his presence only if he wishes to do so.
 24. At the Guest's request, the accommodation facility provides the following services free of charge: providing information related to the stay and travel, waking up at the set time.
 25. Children under 12 years of age should be placed on the premises of the accommodation facility under permanent supervision of legal care. Legal guardians are financially liable for any damage caused by the actions of children.
 26. The guest of the accommodation facility shall bear full material responsibility for any damage or destruction of equipment and technical devices of the facility resulting from his fault or from the fault of people visiting him.
 27. The guest should inform the reception about the occurrence of damage immediately after its discovery.
 28. In case of violation of the regulations, the accommodation facility may refuse to provide services to the person who violates them.
 29. Such a person is obliged to comply immediately with the demands of the accommodation facility, to pay for the previous services, to pay for any damage and to leave the accommodation facility.
 30. Each time you leave the room, you should close the windows, turn off the TV and radio, turn off the lights, close the taps of the water supply system, check the door lock, and leave the key at the reception desk.
 31. For the loss of the key to the lock of the accommodation facility is charged 50 PLN net.
 32. In the accommodation facility it is obligatory to observe silence from 22.00 to 7.00.
 33. It is forbidden to bring animals into the facility.
 34. For reasons of fire safety it is forbidden to use heaters, electric irons and other similar devices in which are not equipment of the hotel room in the rooms. This does not apply to computer chargers and power supplies.
 35. It is forbidden to store dangerous goods as well as weapons and ammunition in the room.
 36. Acquisition and sale on the premises of the facility shall be prohibited.
 37. Smoking is strictly prohibited in the accommodation facility. The smoking area is designated in front of the object. In case of violation of the smoking ban, the Guest will be charged with the costs of dearomatisation of the room in the amount of 500 PLN.
 38. The fee for triggering the fire sensor in the room is 500 PLN, and in the event of an

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- unjustified call to the Fire Brigade, a fixed lump sum fee of 1000 PLN is set each time.
39. Hotel guests are obliged to maintain cleanliness and not to litter and not to pollute the facility and adjacent areas. Violation of the ban on littering and polluting the hotel facility and the areas directly adjacent to it constitutes an offence within the meaning of Article 145 of the Code of Criminal Offences punishable by a fine of up to PLN 500.
 40. It is forbidden to make excessive noise on the premises of the accommodation facility, causing unpleasant smells or other things that disturb, damage or annoy other guests of the facility.
 41. Parking by the Duet Guest Rooms is not a guarded car park. The accommodation facility is not responsible for damage or loss of the guest's vehicle or items left in it, both when the guest's vehicle was left in the car park near the facility, on the premises of the facility, as well as outside it.
 42. Personal belongings left in the room by the departing guest will be sent back at his expense, to the address indicated by him. If the hotel does not receive such an instruction, it will store the items for 3 months and then donate them to charity or for public use.
 43. The Guest agrees to the processing of personal data for the purposes of registration and placement of Guest data in the database of the facility in accordance with the Act of 29.08.1997 on the protection of personal data. (Journal of Laws of 2018, item 723, as amended).
 44. The guest agrees to issue VAT invoices without a signature.
 45. The accommodation facility provides free of charge for private use during the stay, and the guest rents for the duration of the stay, for their own personal use, a television set.
 46. Guests are not allowed to make any changes to the hotel rooms and their furnishings, except for a slight adjustment of furniture and furnishings, which does not affect their functionality and safety of use.
 47. The liability of the Duet Guest Rooms for loss of or damage to items brought to the hotel by the Guest is governed by articles 846-849 of the Civil Code. The hotel's liability is limited if these items are not deposited at the reception. The hotel shall have the right to refuse to accept money, securities and valuables, in particular valuables and objects of scientific or artistic value, for safekeeping if they are of excessive value in relation to the size or standard of the hotel or take up too much space.
 48. The court competent to settle disputes between the Guest and the accommodation facility is the court competent for the headquarters of P.H.U.P. "DUET", J. Kucharska and H. Kaszuba General Partnership.

The staff of the Duet Guest Rooms will do their best to make your stay with us meet your expectations.

We wish you a pleasant stay

The management of Guest Rooms Duet

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Information clause concerning the processing of personal data

In accordance with Article 13 paragraphs 1-2 of Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals 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 EU L 119, p. 1) - hereinafter referred to as the GDPR - we inform you that:

1. The administrator of your personal data are the Guest Rooms Duet with its registered office at 2 Kwiatowa Street, 77-300 Człuchów, TIN: 843-00-05-205.
2. In order to protect your personal data, you may contact us in writing at our registered office: 2 Kwiatowa Street, 77-300 Człuchów, by e-mail to the following e-mail address: sekretariat@duet-czluchow.pl or by phone: (059) 843 41 17.
3. As Administrator, we will process your personal data for the purpose of handling and performing hotel service contracts, as well as for accounting and tax purposes. The legal basis for the processing of personal data is Article 6 paragraph 1 letters (b) and (c) of the GDPR.
4. Providing data is voluntary, but it is a condition for concluding a contract. Failure to provide data will prevent its conclusion.
5. The personal data collected will be processed for the time necessary to achieve the purpose of the processing, for a maximum period of 3 years from the date of termination of the services (data used for the service and performance of the hotel services contract) and 6 years (billing information).
6. The recipients of your personal data are entities providing external accounting and IT services to the Administrator, as well as other entities with whom the Administrator has entered into an agreement to entrust the processing of personal data.
7. You have the right to object to the processing of your personal data at any time.
8. We will not process your data for these purposes unless we are able to demonstrate that there are legally valid grounds for the data collected which take precedence over your interests, rights and freedoms or that your data are necessary for us to establish, assert or defend any claims.
9. According to the GDPR, you are also entitled to:

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- (a) the right of access to your data and the right to receive a copy of them;
- b) the right to amend (correct) the data;
- (c) the right to delete data, to limit processing;
- (d) the right of data transfer;
- (e) the right to lodge a complaint with the supervisory authority.

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