

## Regulations of Green Mountain Hotel \*\*\*\*\*

### § 1

#### *Subject of the Regulations*

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**1.** The Regulations (hereinafter: Regulations) define the subject of the provision of services, liability and rules of staying on the premises of Green Mountain Hotel \*\*\*\*\* (hereinafter: the Hotel) and are an integral part of the contract (hereinafter: the Agreement), which is concluded by signing a residence card, taking into account the provisions of § 2. of the Regulations. By signing the residence card, the hotel guest (hereinafter referred to as: the guest) confirms that he has read and accepts the provisions of the Regulations.

**2.** The hotel is run by the company: Osada Śnieżka Operator, a limited liability company with its seat in Warsaw (00-023) at ul. Widok 8, entered into the register of entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register, under the number: 0000502497, NIP: 7010415841, REGON: 147147210, address for service: ul. Sarnia 21, 58-540 Karpacz, e-mail: recepcja@green-mountain.pl, phone: +48 75 306 75 75.

**3.** The Regulations are available: (I) on the website [www.green-mountain.pl](http://www.green-mountain.pl), (II) at the Hotel reception (hereinafter: Reception) and (III) in each hotel room.

**4.** The regulations apply to all guests.

**5.** In the remainder of the Regulations, the term "Hotel" means - depending on the context - Green Mountain Hotel \*\*\*\*\* or the company indicated in sec. 2 above.

### § 2

#### *Conclusion of the Agreement via the booking service (Distance Agreement)*

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**1.** In order to make a remote booking (hereinafter: Booking), the Guest is entitled to conclude an Agreement with the Hotel via the Hotel's booking system (hereinafter: System), available on the website: [www.green-mountain.pl](http://www.green-mountain.pl).

**2.** The Guest makes a reservation in the System by performing the activities indicated by the System, including filling in the reservation form (hereinafter: the Form). Providing the Guest's personal data in the form is necessary in order to be able to use it and make a Reservation.

**3.** The guest can choose the services offered, including standard accommodation and packages, as well as additional services.

**4.** The prices presented in the System are given in Polish zloty and include VAT. For services not covered by the Booking, the Guest pays the amount due directly at the Hotel.

**5.** After making the Reservation, the Hotel will send a confirmation of the Reservation to the e-mail address provided by the

Guest, specifying, inter alia, details of the Guest, Hotel, description of the ordered offer, validity of the offer and the amount of the advance payment towards the price for the booked services (hereinafter: the advance payment) or the entire price to be paid. The advance payment or the entire price for the ordered services (depending on the selected offer) should be paid within the time specified in the Booking confirmation.

**6.** Payment by the Guest of the advance or the entire price, depending on the selected offer, within the prescribed period is a condition conclusion of the Agreement.

**7.** The payment of the advance or the entire price is made via one of the following payment methods:

a) Dotpay.pl online payment system, to which the Guest will be redirected when making a Reservation in the System. The guest does not bear any additional fees for making the payment via the Dotpay.pl online payment system. The hotel is not the owner or operator of the Dotpay.pl online payment system. The guest should read the privacy protection rules applied by the Dotpay.pl operator.

b) traditional bank transfer to the account number indicated in the Booking Confirmation sent to the Guest.

**8.** The contract between the Guest and the Hotel is considered concluded upon payment by the Guest of the advance or the entire price, depending on the selected offer.

**9.** The content of the Agreement concluded remotely is recorded, secured and made available to the Guest by: (1) making the Regulations available on the System website in a form that can be downloaded by the Guest and (2) sending the Guest an e-mail confirming the Booking. The content of the Agreement is additionally recorded and secured in the System.

**10.** The Guest's failure to pay the advance payment or the entire price, depending on the selected offer, within the time specified in the Booking confirmation, shall be considered a resignation from the Booking, which results in the failure to conclude the Agreement between the Guest and the Hotel.

**11.** Unless the offer or confirmation of the Reservation provides otherwise (e.g. by indicating that the offer is non-refundable or that there is no possibility of changes or cancellations), the Guest is entitled to cancel the confirmed Reservation no less than 7 days before the start of the first hotel night of the planned stay, which results in the fact that the amounts due for the advance payment or the price paid by the Guest will be refunded within 21 working days. Cancellation of the Reservation should be made in writing (to the Hotel's delivery address, indicated in § 1 section 2 of the Regulations) or in the form of an e-mail to the following address: [booking.online@green-mountain.pl](mailto:booking.online@green-mountain.pl).

**12.** If the Guest: (I) cancels the Booking less than 7 days before the start of the first hotel night of the planned stay or (II) fails to show up at the Hotel on the scheduled day of arrival, then the advance payment may be used within 6 months, subject to the provisions of the following paragraphs.

**13.** Provisions provided for in the preceding paragraphs limiting the possibility of canceling the Reservation or refunding the amounts paid for the Reservation do not limit or exclude the Guest's rights to cancel the Booking and refund the payments made, resulting from mandatory provisions of law or the Guest's rights in the event of failure to perform the contract by the Hotel, including rights resulting from the advance payment.

**14.** To the extent not covered by paragraph 13 above, at the Guest's request, the Hotel may also consent to the cancellation of the Booking or the possibility of using the amount paid by the Guest at a later date, if, after making the Booking and less than 7 days before the start of the stay, there are proven extraordinary circumstances for which the Guest does not have impact, of the following:

- a) death of the person closest to the Guest;
- b) health detriment or sudden illness of the Guest or another person covered by the Booking, preventing arrival at the Hotel;
- c) road closure, cancellation of flights, ferries, buses or trains, making it impossible to reach the Hotel on the day of arrival, without an alternative connection allowing you to reach the Hotel on the same day;
- d) natural disasters, riots, acts of terrorism, acts of power public limiting travel, epidemics.

**15.** The guest should document the occurrence of the circumstances referred to in paragraph 14 lit. a) -c) above. The circumstances referred to in para. 14 lit. d) above can be verified by the Hotel based on publicly available sources of information.

**16.** According to Art. 38 point 12 of the Act of 30 May 2014 on consumer rights, the Guest is not entitled to withdraw from a distance contract under this paragraph (except for the case referred to in paragraph 11 above).

### § 3

#### *Hotel day*

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**1.** The guest specifies the date of stay at the Hotel. Hotel rooms are rented for hotel days.

**2.** The hotel day begins at 4:00 p.m. on the first day and ends at 11:00 a.m. on the departure day, unless the contract for a group stay or individual confirmation provides otherwise.

**3.** It is possible to extend the hotel day depending on the availability of rooms. Extension of the hotel day until 7:00 p.m. will result in charging half of the accommodation price valid on the day of departure.

**4.** A request to extend the stay should be reported by the Guest at the reception desk by 09:00 a.m. on the day when the room rental period expires. The hotel will take into account the request to extend the stay, subject to room availability.

**5.** The Guest is looked after by the Reception staff, ext. 100.

### §4

#### *Stay registration*

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**1.** The basis for registering the Guest's stay at the Hotel is to present a valid identity card or passport at the Reception and sign the residence card.

**2.** Persons who are not registered for a stay at the Hotel may stay in a hotel room as guests from 7:00 a.m. to 10:00 p.m.

**3.** The guest cannot transfer the room to other people, even if the period for which the guest has paid the fee has not expired.

**4.** The Hotel may refuse to accept a Guest who grossly violated the Regulations during the previous stay (previous stays), in particular by causing damage to the property of the Hotel or Guests, personal injury to Guests, Hotel employees or other persons staying at the Hotel.

**5.** The Hotel may block funds on the payment card provided by the Guest in order to make the Booking, in the amount of the payment for the entire stay, and also collect the Hotel's payments from this card.

**6.** The Guest's resignation from the stay during the hotel day does not affect the amount of the stay, unless the provisions of mandatory law provide otherwise.

**7.** The guest agrees to issue a VAT invoice without a signature.

**8.** By signing the residence card, the Guest may consent to the opening of a hotel account for the purposes of settling transactions made on the premises of the Hotel during the Guest's stay (e.g. making purchases at a bar, restaurant, using additional paid services). The hotel bill is assigned to the Guest's room number. The Hotel may request the Guest's payment card details and pre-authorize the payment card in order to secure payment for additional services and goods purchased.

**9.** If the Guest agrees to open a hotel account referred to in paragraph 8 above, the Guest may purchase goods or services at the Hotel with a deferred payment date no later than until the stay is deregistered. Goods or services purchased by the Guest during their stay at the Hotel are added to the Guest's hotel bill. To use the option of adding goods or services to the hotel bill, when purchasing goods or services, you must:

- a) express to the hotel staff the will to add the amount due for the purchased goods or services to the hotel bill,
- b) show the hotel staff the access card to the hotel room in order to load it into the hotel's IT system and confirm whether the hotel bill has been assigned to the hotel room with the consent of the guest and whether the account limit has not been exceeded,
- c) in order to verify the right to use the access card to the hotel room and the right to purchase goods or services as part of the hotel account, provide additional verification data, i.e. the room number or the name of the Guest provided in the residence card when registering a stay at the Hotel,
- d) sign the bill printed by the hotel staff confirming the purchase of goods or services.

**10.** The Guest may authorize other persons to purchase goods or services using the hotel account, in particular by providing them with a hotel room access card and additional verification information referred to in paragraph 9 lit. c) above.

**11.** The guest is obliged to pay for the purchased goods or services added to his hotel bill before the end of the stay at the hotel or immediately after exceeding the limit specified in paragraph 14 below, if the Guest still wants to use the hotel bill.

**12.** The Guest should not provide the room access card with additional verification data to persons who have not been authorized by the Guest to purchase goods or services using the hotel account. The guest should immediately notify the Hotel Reception about the loss of the room access card.

**13.** The amount of unpaid obligations for payment for goods or services purchased as part of the hotel account may not exceed PLN 2,000.00 (two thousand zlotys). It is not possible to add receivables to the hotel bill if, after adding them, the limit indicated in the preceding sentence is exceeded.

## § 5

### *Hotel services*

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

**2.** In the event of any reservations regarding the quality of services, the Guest is asked to immediately report any reservations at the Reception, which will enable the employees to react and improve the standard of services provided.

**3.** The Hotel offers its Guests:

- » Conditions for full and unrestricted rest,
- » Security of stay, including confidentiality of information of visitor,
- » Professional and courteous service in the field of all services provided at the Hotel,
- » Cleaning the room and carrying out the necessary repairs of devices during the Guest's absence, and in his presence, only if he gives his consent and such a wish,
- » Technically efficient service, and in the event of faults that cannot be removed immediately, the Hotel will make every effort to opportunities to alleviate this inconvenience.

**4.** Additionally, at the Guest's request, the Hotel provides the following services free of charge:

- » Providing information related to the stay and travel,
- » Wake up at the appointed time,
- » Storing the luggage of guests checked in at the hotel,
- » ordering a taxi.

**5.** Guests can use free of charge:

- » the Spa & Wellness zone (swimming pool, jacuzzi, saunas, relaxation area),
- » the mini library,
- » the Internet access.

**6.** For an additional fee, guests can use other additional services offered at the Hotel on the terms set out in the regulations for

using these services and price lists made available to guests before using the services.

**7.** The meal plan in the form of a buffet can only be eaten in the dining room where the buffet is offered. It is forbidden to take food outside the dining room. The food can be taken out against payment of the price for the food, after agreement with the hotel staff.

**8.** Children under 13 years of age should use the buffet only under the supervision of adult guardians in order to avoid burns, cuts or injuries or other damage.

**9.** Any nutritional intolerances should be reported by the Guest at the Reception and - during meals - to the staff handling the meals.

## § 6

### *Guest's responsibility*

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**1.** On the Hotel premises, children under the age of 13 should be under the constant supervision of legal guardians. Legal guardians may be financially liable for any damage resulting from the actions of children in accordance with the principles set out in generally applicable law.

**2.** The guest is financially responsible for any damage or destruction of the hotel equipment and technical devices, caused by his fault or the fault of the accompanying or visiting persons.

**3.** The guest should inform the Reception about the damage immediately after its discovery. In particular, the Guest should immediately inform the Reception about any damage to the hotel room found after entering the room after registering the stay.

**4.** The Hotel may charge the Guest's payment card after his departure for any damages caused by him to the Hotel or as payment for goods or services purchased additionally during the stay, and not reported or not regulated by the Guest before leaving the Hotel. The guest may consent to the pre-authorization of the payment card by signing the residence card. In such a case, the Guest authorizes the Hotel to collect the Hotel's amount due from the payment card.

**5.** In the event of a breach of the Regulations, the Hotel may refuse to continue providing services to the person who breaches them. Such a person is obliged to immediately comply with the Hotel's requests, settle the amount due for the services provided so far, pay for any damage and leave the Hotel.

**6.** Each time leaving the room, for safety reasons, the Guest should turn off the TV set, turn off the light, close the taps, close the windows and entrance doors and carefully guard the room access card.

**7.** It is forbidden to use bath towels for cleaning shoes and cleaning any other soiled items. It is strictly forbidden to take towels and other room furnishings after the end of the stay at the Hotel.

## § 7

*Hotel liability*

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1. The hotel is liable for damages incurred by the Guest under the terms of generally applicable law, including the Civil Code. The rules of the Hotel's liability for loss or damage to items brought in by the Guest are determined by the provisions of the Civil Code.
  2. Money, securities and valuable items, in particular valuables and items of scientific or artistic value, should be deposited by the Guest at the Reception Desk or stored in a safe, provided that the room is equipped. The hotel may refuse to accept these items for storage if they pose a threat to security or if they are too valuable in relation to the size or standard of the hotel or if they take up too much space.
  3. The hotel provides the service of storing vehicles in the guarded car park of the Hotel and the rental of parking spaces in the unguarded car park of the Hotel. The terms and conditions for the use of parking spaces in the guarded car park and the unguarded car park of the Hotel (including the rules of liability) are set out in the car park regulations, constituting Appendix 1 to the Regulations.
  4. The hotel is not responsible for animals under the terms of the Civil Code.

## § 8

*Return of items left behind*


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Personal belongings left in a hotel room by a departing Guest will be sent to the address indicated by the Guest at their expense. In the event of not receiving such an instruction, the Hotel will store the above items at the expense of the owner for a period of 1 month, and after this period, these items will become the property of the Hotel. Due to their properties, food products will be stored for 24 hours.

## § 9

*Complaints procedure*

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1. Guests have the right to lodge a complaint in the event of noticing deficiencies in the quality of the services provided or in a different scope.
  2. The hotel is obliged to provide services without any deficiencies or other defects.
  3. A complaint may be submitted by the Guest, for example:
    - a) in writing to the Hotel's delivery address, indicated in § 1 section 2 of the Regulations;
    - b) in electronic form via mail to the following address: [recepja@green-mountain.pl](mailto:recepja@green-mountain.pl).
  4. It is recommended that the Guest provide in the description of the complaint: (1) information and circumstances regarding the subject of the complaint, in particular the type and date of the failure or other defect, and (2) the contact details of the person submitting

the complaint - this will facilitate and accelerate the consideration of the complaint by the Hotel. The requirements specified in the preceding sentence are only recommendations and do not affect the effectiveness of submitting a complaint.

5. The hotel will respond to the complaint received from the Guest and inform him about the method of considering the complaint, in particular in writing or via e-mail, if the Guest provided an e-mail address for this purpose. The hotel will respond to the complaint within 30 days from the date of its receipt, unless separate regulations provide otherwise.

## § 10

*Amicable (out-of-court) methods of acknowledging complaints and seeking redress, and access rules to such proceedings*

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1. Detailed information on the possibility for a Guest who is a consumer to use extrajudicial means of dealing with complaints and redress and the rules of access to these procedures are available at the offices and on the websites of poviats (municipal) consumer ombudsmen, social organizations whose statutory tasks include consumer protection, Provincial Inspectorates of the Trade Inspection and at the following internet addresses of the Office of Competition and Consumer Protection:
    - [http://www.uokik.gov.pl/spory\\_konsumenckie.php](http://www.uokik.gov.pl/spory_konsumenckie.php);
    - [http://www.uokik.gov.pl/sprawy\\_indywidualne.php](http://www.uokik.gov.pl/sprawy_indywidualne.php);
    - [http://www.uokik.gov.pl/wazne\\_adresy.php](http://www.uokik.gov.pl/wazne_adresy.php).
  2. A guest who is a consumer has the following exemplary possibilities of using out-of-court complaint and redress methods:
    - a) The guest is entitled to ask for a permanent amicable settlement by a consumer court referred to in art. 37 of the Act of December 15, 2000 on the Trade Inspection, with a request to settle a dispute arising from the concluded Agreement; the rules of organization and operation of permanent consumer courts of arbitration are specified in the regulation of the Minister of Justice of 6 July 2017 on the rules of organization and operation of permanent arbitration courts at voivodeship commercial inspectors;
    - b) The guest is entitled to apply to the provincial inspector of the Trade Inspection, in accordance with Art. 36 of the Act of December 15, 2000 on the Trade Inspection, with a request to initiate mediation proceedings on the amicable settlement of the dispute between the Guest and the Hotel; information on the rules and procedure of the mediation procedure conducted by the provincial inspector of the Trade Inspection is available at the premises and on the websites of individual Provincial Inspectorates of the Trade Inspection;
    - c) The Guest may obtain free assistance in resolving a dispute between the Guest and the Hotel, also using the free assistance of a poviats (municipal) consumer ombudsman or a social organization whose statutory tasks include consumer protection (including the Consumer Federation, Association of Polish Consumers); advice is provided by the Consumer Federation at the toll-free consumer hotline number 800 007 707 and by the Association of Polish Consumers at the email address: [bilety@dlakonsumentow.pl](mailto:bilety@dlakonsumentow.pl);
    - d) The guest may use the European ODR (Online Dispute Resolution) platform, available at: <http://ec.europa.eu/consumers/odr/>, facilitating independent, impartial, transparent, effective,

quick and fair out-of-court settlement of disputes between consumers and entrepreneurs in accordance with the provisions of Regulation (EU) No 524/2013 of the European Parliament and of the Council of May 21, 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22 / EC (Journal of Laws UE.L No. 165, p. 1).

## § 11

### *Privacy Policy and Personal Data Protection*

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**1.** The administrator of personal data of guests and other persons staying in the hotel building and around the hotel building in the area covered by monitoring (hereinafter: Personal Data) is Osada Śnieżka Operator limited liability company with its registered office in Warsaw (00-023) at ul. Widok 8 (hereinafter also referred to as: Administrator). The administrator may also be a co-administrator of Personal Data, about which he informs the Guests each time. The administrator has appointed a data protection officer who can be contacted at the address for service indicated in § 1 para. 2 of the Regulations or at the e-mail address: rodo@green-mountain.pl.

**2.** In connection with the Booking process and the Guest's stay at the Hotel, the Administrator processes or may process Personal Data:

- a) in order to take steps before concluding the contract and performance of the contract for the provision of hotel services between Guests and the Administrator, as well as in order to implement the participation of Guests in the loyalty program, if they participate in it [art. 6 sec. 1 lit. b) GDPR]; if, during the stay, guests will purchase additional services or goods with the option of settling after the end of the stay as part of the hotel bill, data on these goods or services will be collected in order to make settlements;
- b) to fulfill the obligations imposed on the Administrator by law, including in particular tax, accounting and statistical obligations [art. 6 sec. 1 lit. c) GDPR];
- c) for purposes arising from the legitimate interests pursued by the Administrator, i.e. to implement the participation of business customers in the loyalty program, if the data subject is not a participant in the loyalty program, but uses the profits resulting from participation in the program [Art. 6 sec. 1 lit. f) GDPR];
- d) if the Guest has booked a stay through an external booking portal (e.g. Travelist, Booking, Triverna) or a portal implementing an employee incentive program, the data on the stay may be processed in order to perform the contract linking the Administrator with the operator of such portal (e.g. to make settlements, informing about a submitted complaint), which is a legitimate interest pursued by the Administrator [art. 6 sec. 1 lit. f) GDPR];
- e) for purposes resulting from the legitimate interests pursued by the Administrator, such as direct marketing, handling complaints, investigating or defending claims, contact with guests in the event of unforeseen events (e.g. payment errors), archiving, performance of contracts binding the Administrator with other entities, if the processing of Personal Data is necessary for this purpose, e.g. when Guests participate in a group stay or when it is necessary to liquidate the damage, the administrative purposes of the group enterprises [Art. 6 sec. 1 lit. f) GDPR];

f) for marketing purposes after the end of the stay at the Hotel based on the consent to receive marketing information or as a legitimate interest pursued by the Administrator in connection with the consent given to receive commercial information by electronic means [art. 6 sec. 1 lit. a) or f) GDPR];

g) for purposes resulting from legitimate interests pursued by the Administrator, i.e. for reasons of security and protection of information and property through video surveillance [art. 6 sec. 1 lit. f) GDPR];

h) in order to provide SPA & Wellness services (including as part of the Dr Irena Eris Beauty Partner Salon services) based on the express consent of the Guest prior to using the above-mentioned services [Art. 9 paragraph 2 lit. a) GDPR].

**3.** Detailed rules for the processing of Personal Data in connection with participation in loyalty programs are included in the regulations of the loyalty programs, which Guests should read before joining the loyalty program or before taking advantage of the benefits of participating in the loyalty program.

**4.** Detailed rules for the processing of Personal Data in connection with the use of SPA & Wellness services (including the services of the Dr Irena Eris Beauty Partner Salon), as well as information on the co-administration of Personal Data by the Hotel and cosmetic institute Dr Irena Eris Sp. z o.o. based in Warsaw, as well as the rules for the processing of Personal Data in connection with the use of other additional services, if they are covered by separate regulations, are made available to Guests before using the above mentioned services.

**5.** The guest may consent to receive commercial information from the Administrator, including information on promotions, using electronic communication (e-mail, SMS). Failure to give such consent does not affect the possibility of using the Administrator's hotel services.

**6.** In the hotel building and in the area around the hotel building, monitoring with surveillance cameras is used. Information on the processing of Personal Data through monitoring is available at the entrance to the Hotel and at the Hotel Reception. The area covered by monitoring is additionally marked with a graphic symbol along with written information.

**7.** Information about the obligation or lack of obligation to provide Personal Data, as well as the consequences of not providing Personal Data, is each time included in the information obligation, which the Guest should read before performing a specific activity related to providing Personal Data. Providing Personal Data when making a Reservation is voluntary, but it is necessary in order to make a Reservation and to use the Hotel's services. If the Guest wants to receive a VAT invoice, the obligation to provide personal data for the VAT invoice and their scope results from the provisions of the Value Added Tax Act. Failure to provide personal data will make it impossible to issue a VAT invoice.

**8.** If the Guest participates in a group stay or has made a Reservation for a stay via an external booking portal, the Personal Data necessary to complete the stay has been provided to the Administrator by the organizer of the group stay or the operator of the external booking portal. Usually these are identification and contact details as well as information about the purchased or booked service.

**9.** The Hotel entrusts the performance of certain services to its service providers (Data recipients). For this reason, it may be necessary to disclose Personal Data to the extent necessary for a given service to entities cooperating in the provision of hotel services, entities providing postal, courier, IT services (including System support), hosting, mailing services, security, legal, payment, banking or marketing services. The recipient of Personal Data in the Reservation process in the System is the operator of the Dotpay online payment system. pl. Personal Data may be disclosed to the Administrator's insurer if it is necessary for the liquidation of the claim. If the Guest participates in a group stay, Personal Data may be disclosed to the organizer of the group stay, and if the Guest has made a Reservation for the stay via an external booking portal, the details of the stay, including complaints, may be disclosed to the operator of this portal. Personal Data may be made available to competent public authorities if required by applicable law.

**10.** As a rule, Personal Data will be stored until the expiry of the limitation period for any claims related to the performance of the contract concluded by the Guest with the Administrator. Personal data processed on the basis of consent or to implement the legitimate interests of the administrator will be processed until the consent is withdrawn or an objection is raised, unless there is another basis for processing. If the Guest participates in the Administrator's loyalty program or uses the benefits of the loyalty program, Personal Data will be processed for the duration of the participation in the loyalty program and until the expiry of the limitation period for claims. Personal Data contained in accounting documents will be kept for the period required by law.

**11.** Guests have the right to:

- a) request access to your Personal Data and the right to request rectification, deletion, processing restrictions, as well as the right to transfer data;
- b) object to the processing necessary for the purposes resulting from legitimate interests pursued by the Administrator;
- c) object to the processing of Personal Data on direct marketing needs;
- d) to withdraw consent at any time without affecting for the lawfulness of processing based on consent before its withdrawal, if the basis for processing is consent.

**12.** The above rights can be exercised in particular by reporting them to the Hotel's delivery address or via the e-mail address: [rodo@green-mountain.pl](mailto:rodo@green-mountain.pl).

**13.** Guests have the right to lodge a complaint with the supervisory authority.

**14.** The Guest should immediately inform the Hotel about any changes to their Personal Data.

## § 11

### *Additional provisions*

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**1.** The hotel has a recreational character. Therefore, the hotel has a quiet curfew from 10:00 p.m. to 6:00 a.m. the next day. Guests should use the Hotel's services in a manner that does not violate the quiet of the night, as well as respecting the right to peaceful rest of other Guests. Guests should immediately report

to the Reception that any disturbance of the night silence by other Guests is possible, so that the Hotel staff can react. The hotel may refuse to continue to provide hotel services to guests who violate the curfew, despite the intervention of the hotel employees. Such persons are obliged to immediately comply with the Hotel's requests, settle the amount due for the services provided so far, pay for any damage and leave the Hotel. If, due to the inconvenience caused by the Guest's violation of the curfew, the Hotel reduces the price of stay to other Guests as a result of their complaints, the Hotel, acting on the basis and within the limits of generally applicable law, may claim compensation or recourse from the Guest who violates the curfew.

**2.** Children up to 4 years old stay free of charge. In this case, children do not receive bed linen or towels. They also do not have a separate sleeping place.

**3.** The hotel accepts pets. Pets may stay on the premises of the Hotel for an additional fee in designated areas: hotel room and Lobby Café & Bar. The condition for the possibility of the stay of animals in the Hotel is prior notification of this fact at the time of making the Booking and confirmation of reading the Regulations for staying with animals, constituting Annex 2 to the Regulations. The owner of the animal is obliged to keep it in such a way that it does not pose a threat to other Guests, staff and other people. The guest is obliged to remove any dirt left by the animal on the premises of the Hotel and around the Hotel. In the event of introducing undeclared animals to the Hotel by the Guest or by visitors, the Guest - in addition to the fee referred to above - may be charged a fee of PLN 500.00 for the costs related to cleaning and de-aromatization of the room, unless the costs of removing the consequences the stay of such an animal in the room will be higher.

**4.** There are paid parking spaces in the guarded and unguarded car park on the premises of the hotel. The number of parking spaces in a given category is limited and prior reservation is required. In the absence of the required reservation, the Hotel does not guarantee the availability of the selected category of parking space. The car park regulations are available before entering the car park, at the reception desk, and on the website [www.green-mountain.pl](http://www.green-mountain.pl).

**5.** Using the services of Dr Irena Eris Beauty Partner Salon, SPA & Wellness Zone and Swimming Pool Zone requires prior acceptance of the relevant regulations available in the above-mentioned points.

**6.** Pursuant to the Act of November 9, 1995 on the protection of health against the consequences of the use of tobacco and tobacco products, smoking is prohibited in the Hotel premises. All hotel rooms are also banned. If the above prohibition is not respected, the Guest may be charged a fee of PLN 500.00 for room de-aromatization.

**7.** For loss or failure to return the access card to the hotel room lock, the Guest may be charged a fee of PLN 50.00 for the cost of producing a new access card.

**8.** For safety reasons, in the area of the Hotel, with particular emphasis on rooms, it is forbidden to possess, store or use dangerous goods, weapons, ammunition, flammable, explosive or illuminating materials, including artificial fire (fireworks).

- 9.** Guests are not allowed to use devices and objects that may cause a risk of damage to the property of the hotel and other Guests, in particular devices that may cause fire or flooding. Due to the fire protection requirements, it is forbidden to cover or disable smoke detectors.
- 10.** It is forbidden to step on lowered windowsills. Windows with lowered sills do not constitute balcony doors.
- 11.** It is forbidden to conduct canvassing and door-to-door sales, as well as gambling activities.
- 12.** The guest should not cause unpleasant odors to come out of the hotel room, disturb in any other way, harm or irritate other guests.
- 13.** Apart from a slight rearrangement of furniture and equipment that does not affect their functionality and safety, Guests are not allowed to make any changes to the hotel rooms or their equipment.
- 14.** It is allowed to use kettles and other devices in the hotel room, which are included in the equipment of individual rooms.
- 15.** In the hotel building, it is forbidden to use roller skates, roller blades, skateboards, bicycles, scooters and other personal transport devices, as well as the use of drones.
- 16.** The court having jurisdiction to settle disputes between the Guest and the Hotel is a common court, defined in the provisions of generally applicable law.
- 17.** The Regulations apply from September 1, 2020.

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*Management*  
*Green Mountain Hotel \*\*\*\*\**

Attachments:

- No. 1 - parking regulations  
No. 2 - regulations for staying with animals