



Dear Guests, please read 1.Wine Apartments House Rules and 2. Privacy Policy

## 1.Wine Apartments House Rules

### Building

1. The owner and manager of Wine Apartments is MC Real Property Piotr Miklaszewski with its registered office at ul. Józefitów 8/2 30-039 Kraków NIP 945-124-04-49
2. In order to guarantee safe stay, and the highest level of protection, facility is covered by 24/7 CCTV system, and is protected by highly qualified security employees.

### Reservation

3. Booking of the apartment is equal to the acceptance of conditions specified in these rules by the person making the reservation.
4. The objective of Wine Apartments is to rent apartments for short-term stays (up to 30 days) and long-term (over 30 days) for residential purposes.
5. The condition of booking at Wine Apartments is to secure payment for the service accommodation and additional services until 12:00 at the day of arrival.
6. Extensions can be made with notification by email: [contact@wineapartments.pl](mailto:contact@wineapartments.pl) or by phone: +48 607 904 908 one day prior to the last day of reservation. Wine Apartments will extend the stay only if it's possible.
7. Check-in is possible from 14.00 and check out till 10.00. A late check-out, till 15:00 costs 25% of the apartment base price.
8. The possibility of a later check out must be confirmed by hotel manager till 20:00 of the day before departure.
9. No show will not be refunded.

### Responsibility

10. Wine Apartments is not responsible for any objects left in apartment after the end of stay. Left products or objects will be removed immediately.
11. In case of any damage, guest is obliged to immediately inform the hotel manager.
12. Guests of Wine Apartments are fully responsible for any damage, destruction or theft of property caused by their fault or the fault of their visitors.
13. Every damage caused by guests or theirs visitors must be paid up to 7 days after the end of stay.
14. Wine Apartments may refuse to accept a guest who violated house rules during the previous stay, causing damage to a property, or disturbing other guests stay.
15. In case of suspected violation of these regulations, owner has the right to access the apartment in any situation at given time.
16. All complaints or notifications about lost property in our apartments, should be reported via e-mail to the following address: [contact@wineapartments.pl](mailto:contact@wineapartments.pl)

### Contractual Penalties

17. Use of apartments for purposes other than residential, such as organizing events, celebrations or social gatherings counting more than those who have checked in or surpasses the intended use of the apartment are not permitted. Violation of this rule will result in penalty of 600PLN and the possibility of terminating the lease agreement with immediate effect. In case of clear violation of house rules guest is obliged to let hotel manager in.
18. At Wine Apartments quiet hours starts from 22.00 to 06.00. Violation of the quiet hours will results in the penalty of 200PLN and additional penalty of the value of other guests reservations, who have suffered due to lack of appropriate comfort and have terminated the Lease Agreement with Wine Apartments, expecting full refund.
19. A loud party or other night silence violation refers to a noise level equal to or higher than 45 dB measured at the door of the apartment or balcony above or below to the apartment.
20. At all Wine Apartments premises and apartment there is a full prohibition of smoking. Violation of the smoking ban will result in penalty up to 400 PLN, or higher in case of accidental activation of smoking detectors, resulting in automatic call for fire fighters.
21. In case of extreme violations of house rules hotel manager will be forced to call the police or the hotel security.
22. In case of suspicion of any loss, property damage or refund claims from other guests, Wine Apartments will charge the guest 1500PLN for losses related to the violation of the facility's rules. Payment will be collected before the end of stay.



## 2. Privacy Policy

### Information about personal data for guests of the Wine Apartments

- 1) The administrator of personal data of Wine Apartments guests is Mc Real Property Piotr Miklaszewski with registered office in Krakow at Józefitów 8/2, 30-039 Kraków, with tax identification number (NIP): 9451240449 .  
Correspondence address: [contact@wineapartments.pl](mailto:contact@wineapartments.pl) .
- 2) The purpose for which the company processes personal data is the conclusion and implementation of the contract for the provision of accommodation services. In addition, the purpose of personal data processing by the company is:
  - a) pursuing any claims by the company in relation to the damage suffered by the guest, or defending against the visitor's claims against the company,
  - b) documenting the performance of the service for tax purposes,
  - c) ensuring the highest quality of services for guests.
- 3) In the event that the guest agreed to the processing of personal data for marketing purposes, the Company processes personal data for this purpose, i.e. in order to send marketing information and offers about its products and services to the guest.
- 4) If the guest agreed to the processing of personal data in order to conduct a survey after staying in the accommodation facility, the Company processes personal data for this purpose, i.e. in order to send a survey to the guest after the stay in the accommodation facility.
- 5) In addition, the Company processes personal data of guests collected by monitoring accommodation facilities to ensure the safety of guests and other people staying in the premises.
- 6) The legal basis for processing the guest's personal data obtained by the Company is the contract for the provision of accommodation services. The legal basis for the processing of the guest's personal data used for marketing purposes is the guest's consent. The company informs that the consent may be withdrawn at any time. Withdrawal of consent does not affect the validity of the processing that took place prior to withdrawal of consent.
- 7) The legal basis for the processing of guest personal data through monitoring is the protection of its vital interests and protection of the vital interests of other natural persons, as well as the justified purpose of the administrator.
- 8) The legitimate purpose of the administrator is the legal basis for processing the guest's personal data to ensure the highest quality of services for the Company's guests.
- 9) The company provides personal data to the following categories of entities:
  - a) Companies providing Hotel software and IT services,
  - b) Companies and other subcontractors whose services the company uses to provide accommodation services,
  - c) Accounting firms providing accounting services,
  - d) Companies providing non-cash payment services to process payments.
- 10) Personal data:
  - a) Acquired in connection with the concluded contract for the provision of hotel services will be processed during the period of limitation of tax claims or civil claims of the Company or guest, depending on which of these events will take place later,
  - b) Obtained on the basis of consent for marketing purposes will be processed during the period of validity of consent for marketing purposes,
  - c) Acquired in connection with the monitoring will be processed for 30 days from the date of fixation, and then will be permanently deleted, unless needed for legal purposes.
- 11) Each guest has the right to access their personal data rectifying deletion or processing restrictions. In addition, each guest has the right to object to the processing. Access to data is available at the registered office of the Company. In addition, the Company provides an e-mail address: [contact@wineapartments.pl](mailto:contact@wineapartments.pl) , by means of which you can contact us regarding personal data.
- 12) Each guest has the right to lodge a complaint to the supervisory body, which is the General Inspector of Personal Data, ul. Stawki 2, 00-193 Warsaw.
- 13) The Company does not intend to transfer personal data outside the EEA.
- 14) Providing personal data in the name and address of residence is a requirement to conclude a contract for accommodation services. Failure to provide personal data will prevent the Company from concluding a contract for accommodation services.
- 15) The company does not make automated decisions based on personal data, including does not make a "profile" of its guests.