

House rules and privacy policy

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The property

1. The owner and operator of Wine Apartments is MC Real Property Piotr Miklaszewski, with its registered office at ul. Józefitów 8, 30-039 Kraków, Poland, tax identification number (NIP) 945-124-04-49.
2. To ensure guests' safety and the highest level of protection, the property is covered by a 24-hour monitoring system and by highly qualified security agency staff.

Bookings

3. By booking an apartment, the person making the booking accepts the booking conditions set out in these house rules.
4. Wine Apartments provides apartments for short-term stays.
5. A booking at Wine Apartments is conditional on securing payment for accommodation and additional services by 12:00 noon on the day of arrival.
6. To request an extension of your stay, email contact@wineapartments.pl or call +48 607 904 908 by 10:00 on the day your apartment rental ends. Extensions are subject to apartment availability.
7. Check-in is from 14:00 and check-out is by 10:00. Late check-out until 15:00 incurs a charge of 25% of the apartment's base rate.
8. Late check-out must be confirmed by the property manager by 20:00 on the day before the last day of the booking.
9. If a booking is not used, the charge for the entire stay will be retained.

Liability

10. Wine Apartments is not responsible for belongings left in the apartment after the rental ends. Any products or items that do not belong to the property will be disposed of immediately.
11. If any damage occurs, the guest must notify the property manager immediately.
12. Guests of Wine Apartments are fully financially responsible for any damage, destruction or theft of property caused by them or their visitors.
13. Any damage caused by the guest or their visitors must be paid for within 7 days after the booking ends.

14. The property reserves the right to reject a booking from a guest who breached the house rules during a previous stay and caused damage to the property or to other guests' property.

15. If a breach of these house rules, a criminal offence or a minor offence is suspected, the landlord reserves the right to access the apartment in any circumstances.

16. All complaints and reports of items lost on the premises must be submitted by email to contact@wineapartments.pl.

Contractual penalties

17. Using apartments for purposes other than accommodation, such as holding parties, celebrations or social gatherings with more people than are registered or than the apartment's capacity permits, is prohibited. A breach will result in a contractual penalty of PLN 600 being charged to the guest's account and may also result in immediate termination of the rental agreement.

18. Quiet hours at Wine Apartments are from 22:00 to 06:00. A breach will result in a contractual penalty of PLN 200 being charged to the guest's account, plus an additional contractual penalty equal to the value of bookings of other guests who suffered a loss of appropriate comfort because of the disturbance and terminated their rental agreements with Wine Apartments. It may also result in immediate termination of the rental agreement.

19. A loud party or other breach of quiet hours means a noise level of 45 dB or higher, measured at the apartment door or on the balcony one floor above or below the apartment's balcony.

20. Smoking is prohibited throughout Wine Apartments, including the apartments, shared areas and balcony. A breach will result in a contractual penalty of PLN 400, or a higher amount if smoke detectors are accidentally activated and automatically summon the fire brigade.

21. The property reserves the right to call public law enforcement services or property security in the event of serious breaches of the house rules or failure to comply with the property manager's instructions.

22. If damage to the property, destruction or claims by other guests are suspected, Wine Apartments will charge the guest PLN 1,500 towards losses arising from a breach of the house rules. Payment will be collected before the end of the stay.

Privacy policy

Personal data information for Wine Apartments guests

- 1.** The controller of Wine Apartments guests' personal data is Mc Real Property Piotr Miklaszewski, with its registered office at ul. Józefitów 8, 30-039 Kraków, Poland, tax identification number 9451240449. Email correspondence: contact@wineapartments.pl.
- 2.** Personal data is processed to enter into and perform an accommodation services agreement. It is also processed to: a) pursue claims arising from damage caused by a guest or defend against a guest's claims against the property; b) document the provision of services for tax purposes; c) ensure the highest quality of guest services.
- 3.** If a guest has consented to the processing of personal data for marketing purposes, the company processes the data for that purpose, namely to send the guest marketing information and offers about its products and services.
- 4.** If a guest has consented to the processing of personal data for a post-stay survey, the company processes the data for that purpose, namely to send the guest a survey after their stay.
- 5.** The company also processes guests' personal data collected through video surveillance at its accommodation properties to ensure the safety of guests and other people on the premises.
- 6.** The legal basis for processing a guest's personal data obtained by the company is the accommodation services agreement. The legal basis for processing a guest's personal data for marketing purposes is the guest's consent. Consent may be withdrawn at any time. Withdrawal does not affect the validity of processing carried out before consent was withdrawn.
- 7.** The legal basis for processing a guest's personal data through video surveillance is the protection of their vital interests and the vital interests of other individuals, as well as the controller's legitimate purpose.
- 8.** The legal basis for processing a guest's personal data to ensure the highest quality of services is the controller's legitimate purpose.

Privacy policy / continued

9. The company discloses personal data to the following categories of recipients: a) companies supplying hotel software and IT software used to operate it; b) accounting firms providing accounting services; c) payment service providers, for payment processing.

10. Personal data: a) obtained in connection with an accommodation services agreement will be processed until the expiry of the limitation period for the company's or the guest's tax or civil claims, whichever occurs later; b) obtained on the basis of consent for marketing purposes will be processed for as long as that consent remains valid; c) obtained through video surveillance will be processed for 30 days after recording and then permanently deleted, except where it needs to be used as evidence in a case.

11. Every guest has the right to access, rectify or erase their personal data, or restrict its processing. Every guest also has the right to object to processing. Access to data is available at the company's registered office. Questions about personal data may also be sent to contact@wineapartments.pl.

12. Every guest has the right to lodge a complaint with the supervisory authority, identified in the source document as the General Inspector for Personal Data Protection (Generalny Inspektor Danych Osobowych), ul. Stawki 2, 00-193 Warszawa, Poland.

13. The company does not transfer personal data outside the European Economic Area (EEA).

14. Providing a first name, surname and residential address is a requirement for entering into an accommodation services agreement. Failure to provide these personal data prevents the company from entering into the agreement.

15. The company does not make automated decisions based on personal data, including profiling.