

RULES AND REGULATIONS

- 1.** The apartment is rented per hotel day. If the Guest has not specified the length of stay when renting the apartment, it is assumed that it has been rented for one hotel day.
- 2.** The hotel day begins at 16:00 and ends at 11:00 the following day. Failure to vacate the apartment by 11:00 on the check-out day, without notifying reception, shall be treated as an extension of the stay for another day. The fee for the additional period of stay will be charged according to the prices applicable on the day of the extension.
- 3.** A request to extend the stay beyond the period specified on the day of arrival should be reported by the Guest to reception by 8:00 on the day on which the rental period of the room expires. The hotel will accommodate requests for an extension subject to availability.
- 4.** The Guest may not transfer the apartment to other persons, even if the period for which the applicable stay fee has been paid has not expired. Unregistered visitors may stay in the apartment from 7:00 to 22:00 after prior notification to reception.
- 5.** The property may refuse to accommodate a Guest who, during a previous stay, grossly violated the regulations by causing damage to Central Palace property or to the property of Guests, or personal injury to another Guest, an aparthotel employee or other persons staying on the premises, or who otherwise disturbed the peaceful stay of Guests or the functioning of the property.
- 6.** During check-in, a valid identity card or passport must be presented.
- 7.** In the event of any complaints concerning the quality of services, the Guest is requested to report them to reception as soon as possible, which will enable the property to respond immediately.
- 8.** At the Guest's request, the property provides the following services free of charge:
 - 8a.** providing information related to the stay and travel,
 - 8b.** luggage storage (the property may refuse to accept luggage for storage on dates other than the Guest's stay dates, as well as items that do not constitute personal luggage).
- 9.** The property does not accept stays with pets (dogs, cats).
- 10.** The property is liable for the loss of or damage to items brought in by persons using the property's services to the extent specified in Articles 846–852 of the Civil Code. The Guest should notify reception of any damage immediately after discovering it.
- 11.** The property requires Guests to report the bringing in of valuable items. The property's liability for the loss of or damage to valuable items, including money, securities, valuables, or items of scientific or artistic value, is excluded if such items are not deposited in the hotel's safe-deposit facility. At the same time, the property reserves the right, at its discretion, to refuse to accept for deposit items of high value exceeding the storage capacity of the deposit facility.
- 12.** A video surveillance system is installed on the premises.
- 13.** Quiet hours apply on the premises from 22:00 to 6:00 the following day. The conduct of Guests and persons using the services should not disturb the peaceful stay of other Guests. The property may refuse to continue providing services to a person who violates this rule.
- 14.** Whenever leaving the apartment, the Guest should check that the door is locked. The Guest is financially liable for any damage to or destruction of the property's items, furnishings and technical equipment caused by the Guest or by persons visiting the Guest. The property will charge the Guest:
 - 14a.** for destruction of furnishings listed in the damage price list, the amount specified in the price list;
 - 14b.** for loss, damage to, or failure to return the access card, PLN 50;
 - 14c.** for smoking tobacco in areas not designated for this purpose, PLN 1,000;
 - 14d.** for vandalism of the apartment, an individually determined amount, depending on the type of damage.

15. Personal belongings left in the apartment by a departing Guest will be sent to the address indicated by the Guest at the Guest's expense. If no such instruction is provided, the property will store these items for a period of 3 months.

16. Personal data:

16a. Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, we inform you that the controller of personal data is RR Stay Sp. z o.o., ul. Sucha 1 D, 30-601 Kraków, REGON: 528314008, NIP: 6793295943.

16b. Personal data are processed for the purpose of booking accommodation and providing hotel services, and, where consent has been given, also for marketing purposes.

16c. Data collected for the provision of hotel services will be processed for the period specified by law, and in the case of data collected on the basis of consent, until such consent is withdrawn.

16d. You have the right to access your data, correct it, the right to data portability, and the right to receive a copy of the personal data processed by the property.

16e. Where consent to the processing of data for marketing purposes has been given, you have the right to withdraw your consent at any time, request restriction of processing, erasure, and the right to be forgotten.

16f. Your data may be disclosed or transferred to the following categories of recipients:

- transport and taxi companies in the event that transport or a courier shipment is ordered for the Guest;
- companies providing IT support services for the property;
- companies providing accounting services;
- companies providing legal services;
- companies providing marketing services for the property.

16g. If it is determined that personal data are being processed unlawfully, you have the right to lodge a complaint with the President of the Personal Data Protection Office (PUODO).

16h. Contact with the person responsible for personal data protection is possible via the email address reception@centralpalace.pl

17. The property is not liable for photographs taken on the premises and shared online by third parties not associated with the property.

18. Children up to 3 years of age stay free of charge if they sleep in their parents' bed. Children aged 4 and over are charged at the full rate.