

General Reservation - Terms and Conditions

I. RESERVATION

1. Reservation is considered complete as soon as the advance payment /advance payment 100% has been made.
2. By making an advance payment, the Guest agrees to receive an electronic advance invoice to the given e-mail address.
3. The remaining amount (according to the booking confirmation) is payable at the reception desk on the day of arrival (not applicable to VIP Guests who can pay the remaining amount at the end of their stay).
4. ***If we do not receive the required advance payment / advance payment 100%, your request for reservation will be cancelled without notice.***
5. The room's reservation remains valid on the day of the planned arrival until midnight. After that time, the reservation will be cancelled. To avoid cancellation, please contact the hotel reception about your late arrival.
6. The above prices do not include the health resort charge of 6,35 PLN/person/overnight stay.
7. For on-line reservations do not apply Aquarius VIP CLUB discounts.

II. CANCELLING AND CHANGING RESERVATIONS

1. To cancel or modify your reservation, please contact our reservation office by sending an email to the following address: rezerwacje@aquariusspa.pl
2. Reservations can be cancelled free of charge up to **14 days** prior to scheduled check-in date (a written cancellation via e-mail is required) and the advance payment will be fully refunded by the hotel. For special occasion packages, cancellation conditions are subject to change.
3. No refunds will be given for cancellations received after this cut-off time. However, if a cancellation request is related to a force majeure event or other unforeseen circumstances; and the guest is able to provide a sufficient written explanation of the circumstance, a full refund of advance payment will be issued.
4. If the active reservation is not cancelled and the guest fails to arrive, the advance payment will not be refunded.



5. There are no refunds for shortened stays. However, if the guest decides to shorten their stay due to certain unforeseen events or change of circumstances, the refund request will be considered for documented extenuating circumstances.
6. **Reservations at a non-refundable rate must be fully paid by a credit card at the time of booking. If the non-refundable reservation is cancelled or the guest fails to arrive, the advance payment amount will not be refunded.**
7. The non-refundable rate cannot be combined with the VIP CLUB discounts or any other discounts and promotional offers.

III. GENERAL INFORMATION

1. Guests staying at the hotel are obligated to follow the Hotel Rules & Regulations, which can be viewed online at www.AquariusSPA.pl, at the main reception desk, and in each hotel room.
2. A hotel day begins on the date of arrival at 3:00 p.m. and ends at 11:00 a.m. on the day of departure.
3. We recommend reserving SPA treatments in advance. You can call and make an appointment by phone (+48 94 35 36 580) or send us an e-mail: spa@aquariusspa.pl.
4. The number of seated places at AQUARIUS CLUB&LOUNGE is limited. We ask that you call and make a reservation in advance via this number: + 48 94 35 36 500.
5. Parking in the underground car park is subject to a fee of **70 PLN** per night for one car. There is a possibility of prior reservation of underground parking spaces (limited number of parking spaces). The hotel guarantees the availability of a parking space in the underground parking, subject to prior reservation and receiving a written confirmation of the parking space reservation, but does not guarantee the availability of the same parking space for the entire period of stay.
A car park in front of the hotel is subject to a fee of **60 PLN** per night for one car. The hotel does not reserve parking spaces in front of the hotel and does not guarantee their availability.
6. Smoking is prohibited at the hotel including balconies, except for in the designated smoking areas. This prohibition also does not include designated smoking rooms.
7. The hotel does not accept animals.
8. Every hotel room contains a locked safe, which is included in the price of your stay.
9. Each hotel room has access to the Internet (Wi-Fi), which is included in the price of your stay.



10. The hotel accepts payments made by using the following credit cards: MasterCard, Maestro, and Visa.
11. Taking care of the environment we limit the use of single-use plastic cups, for this reason you won't find them at the water dispenser in the Aquacenter. We encourage to use reusable bottles. If needed, bottles are available for purchase at the Beauty Center Reception. There is also a drinking water fountain at guests' disposal in the Aquacenter. According to the Aquacenter Regulations for pool safety, it is not allowed to bring glass bottles / containers into the area. If a glass, cup or dish breaks, it will be necessary to close the pool and drain the water to ensure all the broken pieces are removed. Violators will be held financially responsible for damages and losses.
12. The hotel is obligated to apply standards for the protection of minors, particularly to verify the identity of the minor and their relationship with the adult they are staying with at the facility (Act of May 13, 2016, on Counteracting Threats of Sexual Crimes and the Protection of Minors). Therefore, a guest staying at the hotel with a minor should possess and present the minor's identity document or another document that allows for the confirmation of the minor's identity.

IV. COMPLAINTS

1. Should you have any complaints about the quality of the services, please lodge them as soon as possible at the hotel reception desk (not later than on the departure day) to allow for the staff's immediate reaction.

Personal data information

All personal data collected from the hotel guests is administered by the **PRO-SAN M. Jagielka and M. Wiszniewski Sp.j.** with the registered office address in Kołobrzeg 78-100 ul. Kasprowicza 24; entered into the Register of Entrepreneurs of the National Court Register by the District Court in Koszalin, 9th Commercial Department of the National Court Register under KRS No. 0000274706; being the owner of the AQUARIUS SPA***** Hotel in Kołobrzeg ul. Kasprowicza 24 hereinafter referred to as **the Administrator**.

The Administrator has designated a **Personal Data Protection Officer (DPO)**; DPO contact details: 78-100 Kołobrzeg, ul. Kasprowicza 24, e-mail: iod@aquariusspa.pl



The processing of personal data is used exclusively for **booking accommodation and providing hotel services**. Additionally, the purpose of data processing is to document the performance of those services in accordance with the provisions of tax law, as well as to provide the Parties with the right to make any claims that may arise directly or indirectly out of the use of such services during hotel stay. Subject to the hotel guest prior consent to the processing of personal data, the Administrator is authorized to process the data for marketing the Administrator's products and services. Furthermore, the Administrator processes personal data obtained from the hotel video surveillance footage (recorded without audio) to ensure the safety of hotel guests and other persons on the hotel premises.

The lawful basis for the processing of guest's personal data is to fulfil the AQUARIUS SPA ***** Hotel **contractual obligations** to them. The lawful processing of guest's personal data for direct marketing and commercial purposes is conditional on the guest's consent which we seek by asking to complete a consent form on the back of hotel registration card. The processing of personal data by means of video surveillance is necessary for the purposes of the legitimate interests pursued by the Administrator. Furthermore we ask for permission (on the back of hotel registration card) to process personal data such as phone number and e-mail address for the purpose of direct communication with the guests during their stay at the hotel or after its completion.

The Administrator discloses the guest's personal data to third parties belonging to the following categories of entities: companies providing IT support services (Information Technology) to the hotel, transport and taxi companies for the transport of guest to and from the hotel; and in certain situations with public authorities in response to lawful requests or law enforcement requirements.

Personal data obtained for the performance of a **contract** for hotel services shall be retained **until the tax claims or civil claims** of the Administrator or the Guest **have expired**, whichever comes later. Personal data obtained on the lawful basis of **consent for marketing and commercial purposes** will be processed until such **consent is revoked**. Personal data obtained on the lawful basis **of video surveillance** will be processed for **30 days** from the date of recording, and then will be permanently deleted.

Guest has the right of access to a copy of information comprised in their personal data; a right to have personal data rectified or blocked; a right to object to processing; a right to prevent processing for direct marketing; a right to export their data or delete it. The right to be forgotten may be limited for legitimate reasons; personal data may be stored for longer periods insofar as the data will be processed solely to meet the Administrator's legal obligation under specific national law (e.g. tax law). Access to personal data is available at the Administrator's office. In addition, the Administrator provides e-mail address for



AQUARIUS

hotel spa & wellness

the Data Protection Officer: iod@aquariusspa.pl. Each guest has the right to lodge a complaint with a supervisory authority. The Administrator does not intend to transfer personal data outside the EEA. The administrator does not make decision based solely on automated processing, including profiling as referred to in Article 22 (1, 4) of the GDPR.

Providing personal data is voluntary, but necessary to enter into a contract for the provision of hotel services. If you choose to withhold any Personal Data, the Administrator may not be able to provide hotel services to you.

+ 48 94 35 36 500/400

hotel@aquariusspa.pl

www.AquariusSPA.pl

ul. J. Kasprowicza 24
78-100 Kołobrzeg



„PRO-SAN”

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