

Rules and Regulations of Secret Spot

Please kindly make yourself familiar with the following rules and regulations for a safe and pleasant retreat at Secret Spot.

Reservations:

- a. Reservations can be made by phone or email.
- b. Your reservation request should specify the duration of stay, number of guests and cabin of your choice.
- c. We will confirm a preliminary reservation after verifying availability of the cabin, we will include the price for your stay.
- d. A reservation is deemed guaranteed upon receipt of full payment for the reserved stay. Please transfer the payment within 24 hours from preliminary reservation.
- e. Free cancellations are permissible up to 2 months prior to the scheduled arrival. In such cases the entire reservation amount is reimbursed.

Hours of Stay and Quiet Hours:

- a. The hotel day starts at 16:00 and ends at 11:00 of the following day.
- b. The lights-out period starts at 23:00 and ends at 7:00 of the following day.
- c. Persons who are not checked-in in Secret Spot may stay on Secret Spot premises only with prior consent from Secret Spot.

General Terms:

- a. Secret Spot does not accept guests travelling with pets unless an individual consent from Secret Spot was granted before the stay.
- b. Guests must lock the cabin upon leaving, so that it can not be accessed by other persons. Windows are to be shut during absence from the cabin as well as during intense precipitations or strong wind conditions.
- c. Loss of door keys will incur a fee of 300 PLN.
- d. During the guest's stay, facility staff are prohibited from entering the cabin, except in cases of guest safety concerns, agreed-upon cleaning or technical repair, or instances of non-compliance with Secret Spot regulations.
- e. An unattended parking facility is available for guest use on the premises.

Damages and Liability:

- a. Guests are liable for the condition of the cabin as well as terraces and infrastructure on the premises during their stay. The cabin is to be left in the same condition as on the day of arrival.
- b. The Secret Spot guest bears financial liability for damaging or destroying the hotel's equipment and technical devices due to their fault or due to the fault of their visitors. The guest should notify Secret Spot staff immediately upon noticing any damage.

Responsibility for children:

- a. Parents or legal guardians bear full responsibility for children, adolescents under 18 years of age, and persons with disabilities on Secret Spot premises.
- b. Use of the trampoline and all playground amenities is at the guest's own risk, under parental supervision, with parents or guardians bearing full responsibility for their children's safety.
- c. All playground amenities should be used in accordance with their purpose.

- d. The guest should notify Secret Spot staff immediately upon noticing any damage of playground amenities.
- e. Not checked-in guests are allowed to use the playground only with prior consent of Secret Spot and only under supervision of adult caregivers.
- f. Secret Spot owner bears no liability for any injuries, losses, or damages resulting from the use of trampolines, playgrounds, zip lines, and other amenities on the premises.

Prohibited Activities:

- a. Smoking cigarettes, igniting fires or bringing flammable items into the cottages or onto the terraces is strictly prohibited.
- b. Organizing loud events, hen or stag parties, etc., is prohibited.

Complaints:

- a. Complaints can be submitted by mail, email or phone.
- b. Complaints should be filed promptly upon the occurrence of circumstances causing the complaint.

Final Provisions:

- a. Matters not addressed by this regulation are subject to the provisions of the Civil Code and other applicable laws.
- b. By making a reservation at Secret Spot and by your stay you accept all rules and regulations of Secret Spot.
- c. Guests making a reservation are obligated to ensure compliance with the regulation by all persons joining them during the stay as well as guests visiting them on the premises.
- d. Rules and regulations come into force on January 1st, 2023.

Privacy Policy

1. Introduction

This Privacy Policy delineates the manner in which we collect, store, utilize, and safeguard personal data furnished by our guests during the reservation process and their stay at our establishment. We strive to uphold our guests' privacy and adhere to pertinent data protection regulations, including the General Data Protection Regulation (GDPR).

The provision of personal data is voluntary, albeit to the extent that data processing is indispensable for the conclusion and execution of a contract with the establishment; non-provision of such data will preclude contract conclusion with the establishment.

2. Types of Personal Data Collected

During the reservation process and stay at Secret Spot, we may collect the following personal data:

- Contact details (name, surname, email address, phone number)
- Reservation particulars (duration of stay, number of guests)
- Payment information (bank account details)
- Other information voluntarily provided during communication with us.

3. Purpose of Personal Data Processing

Personal data is processed for the purpose of:

- Facilitating reservation fulfillment and ensuring a comfortable and secure stay for our guests
- Responding to inquiries and queries raised by guests
- Managing payment for reservations and any additional services
- Maintaining communication with our guests during their stay
- Administering our services.

4. Access to Personal Data

Personal data furnished by guests may only be disclosed to authorized individuals or collaborating entities requiring access to the information for reservation fulfillment, provision of appropriate guest service, and IT, accounting, and legal management of the Secret Spot. Moreover, data may be divulged to authorized authorities pursuant to legal provisions, including courts and other public administration bodies. Under no circumstances do we disclose personal data to third parties other than those aforementioned without explicit guest consent.

5. Security of Personal Data

We prioritize the security of our guests' personal data and implement suitable technical and organizational measures to forestall unauthorized access, loss, damage, or unauthorized disclosure of such data.

6. Rights of Data Subjects

Our guests possess the right to access their personal data, rectify, delete, limit processing, object to processing, and the right to data portability. To exercise these rights or garner additional information, guests may contact us using the contact details provided below.

7. Changes to the Privacy Policy

We may periodically update our Privacy Policy to reflect changes in legal regulations and our personal data processing procedures. Any modifications to the Privacy Policy will be disseminated on our website alongside the implementation date.

8. Contact

For queries or concerns regarding our Privacy Policy or personal data processing, kindly contact us using the following contact details:

- Email address: dagmara.bucholc@gmail.com
- Phone number: +48 696 016 659
- Mailing address: Dagmara Bucholc, Ul. Blacharska 32m3b, 53-206 Wrocław.
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