



WIOSKA ZDROWIA

Booking

1. The entity managing the facility, hereinafter referred to as the Healing Village Lupine Hill, which sells accommodation is Łubinowe Wzgórze Sp. z o.o ; Łąki 45A, 24-160 Wąwolnica, NIP: 7162834466.
- 2) Reservation of accommodation is made by :
 - a) sending an order for a stay in written or electronic form (e-mail);
 - b) ordering a stay by telephone, confirmed by an e-mail message specifying the conditions of the reservation;
 - c) making an automatic booking through the system on the website of the Healing Village Łubinowe Wzgórze (<https://wioskazdrowia.pl>) or (<https://lubinowe.pl>) or other websites enabling booking accommodation in the Healing Village Łubinowe Wzgórze.
3. Once a booking has been made in accordance with the procedure described above, the Healing Village Łubinowe Wzgórze will send a document confirming the booking to the e-mail address indicated by the Guest. The Healing Village Łubinowe Wzgórze is not responsible for incorrect selection of the date of arrival or departure or incorrect filling in of the form by the Guest. Liability for incorrectly filled in data in the form is borne by the Guest.
4. Company data, necessary for issuing a VAT invoice, should be filled in at the time of booking.
5. The Healing Village – Łubinowe Wzgórze is not responsible for the unavailability of the booking system.
6. In the case of a guaranteed booking, i.e. confirmed by credit card, bank transfer or cash, 30% of the package/stay value specified in the confirmation document received by the Guest from the Reception of Healing Village Łubinowe Wzgórze is payable. In the case of 1-day bookings, a fee of 100% of the value of the stay is required.
7. Failure to pay the booking fee by the specified date results in automatic cancellation of the booking.
8. During holidays, New Year's Eve, May weekends and other special offers, Healing Village Łubinowe Wzgórze reserves the right to introduce separate booking rules.
9. The Healing Village Łubinowe Wzgórze is entitled to refuse a reservation to a Guest who has grossly violated the rules of the Healing Village – Łubinowe Wzgórze during the previous stay.

Cancellation of reservation

1. In the event of cancellation of a stay for which the amount confirming the booking has been received, the money paid is non-refundable.
2. However, Healing Village Łubinowe Wzgórze may offer the Guest another convenient date for the stay within 30 days, subject to the availability of vacant rooms.
3. A Guest's failure to arrive at the facility of the Healing Village Łubinowe Wzgórze by 6.00 a.m. on the following day (arrival on the next day) is tantamount to cancellation of the stay, if the Guest has not earlier informed the reception of the Healing Village Łubinowe Wzgórze (for prepaid bookings).
4. Unless agreed otherwise, failure of the Guest to arrive at the facility of the Healing Village Łubinowe Wzgórze by 6 p.m. (the day of arrival) is tantamount to cancellation of the reservation and the possibility of renting the room to another Guest (for reservations without prepayment).
5. Christmas and New Year's Eve offers are non-refundable.

Complaints

- 1 Any complaints concerning the stay should be sent by e-mail to: biuro@wioskazdrowia.pl.
2. The staff of the Healing Village Łubinowe Wzgórze make every effort to ensure that the accommodation services provided at the facility are of a high standard. If you have any complaints regarding the quality of services, please report them to the reception as soon as possible, which will enable us to respond promptly.

Information clause

We respect the privacy of our visitors and are therefore providing this information clause so that each of our visitors knows to what extent his or her personal data is processed and to be able to make an independent, informed and free decision on whether to use our services.

Below you will find the principles of processing and protection of personal data provided by you in connection with the use of the services offered by the Healing Village Łubinowe Wzgórze.

1. Personal Data Administrator

The Administrator of Personal Data Łubinowe Wzgórze Sp. z o.o
Łąki 45A, 24-160 Wąwolnica
NIP: 7162834466; ("Administrator").

2. Purposes of processing and legal basis for processing

The Administrator processes your personal data because it is necessary to enter into and perform a contract with you or to take steps prior to entering into a contract such as processing a booking. In addition, the Administrator is required by law to process your data for tax and accounting purposes. The Administrator also processes your personal data for the purposes indicated below, on the basis of its legitimate interest, which is:

- (a) handling your requests communicated in particular to the reception and via the contact form when they are not directly related to the performance of the contract,
- b) resolving disputes and complaints, debt collection; conducting court, arbitration and mediation proceedings,
- c) storing data for archiving purposes, and ensuring accountability (demonstrating our compliance with legal obligations),
- d) protecting and securing the Administrator's operations and property.

3. Categories of personal data processed

The controller will process the following of your personal data:

name
address of residence
telephone
e-mail address
PESEL
Identity card number
Credit card number
Your image may be recorded by video surveillance equipment (CCTV).

4. Necessity of providing personal data / consequences of failure to do so

Providing the Administrator with your personal data is necessary in order to conclude and perform a contract with the Administrator, including the handling of the booking. If for some reason you do not provide this personal data, unfortunately the Administrator will not be able to conclude a contract with you and, as a consequence you will not be able to make a booking and take advantage of the Healing Village Łubinowe Wzgórze.

5. Data recipients

Your personal data may be transferred to entities cooperating with the Controller to whom the Controller subcontracts personal data processing services, e.g.: the Controller's accounting entities, IT service providers, legal consultants or debt collection companies. We only share personal data with our partners and suppliers to enable them to provide their services to us. The above entities process data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016. (RODO), on the basis of a contract with the Administrator and only in accordance with the Administrator's instructions.

6. Period of retention of personal data

Your personal data will be retained for the duration of the booking or contract with you, and thereafter for the period required by applicable law, including in particular tax and accounting regulations, or until the expiry of any claims relating to the performance of the contract.

7. Your rights in relation to the processing of your personal data

You have the following rights in relation to the processing of your personal data:

- (a) the right of access to your personal data,
- b) the right to request the rectification of your personal data,
- c) the right to request the erasure of your personal data,
- d) the right to request the restriction of the processing of your personal data,
- e) the right to object to the processing of your data,
- f) the right to withdraw consent - to the extent that your data is processed on the basis of consent
- g) The right to portability of your personal data, i.e. the right to receive your personal data from us, in a structured, commonly used IT format suitable for machine reading.
- h) You also have the right to lodge a complaint with the supervisory authority in charge of personal data protection, i.e. the President of the Office for Personal Data Protection.

8. Automatic decision-making, including profiling

We do not use automated decision-making, and in particular profiling, to any extent or degree.

9. Contact with the Administrator

For further information about the processing of your personal data or to exercise your rights, please contact the Administrator::

- a) by email - to: recepca@wioskazdrowia.pl
- b) by post, to the following address: **Wioska Zdrowia Łubinowe Wzgórze, Łąki 45a, 24-160 Łąki**