

***Sister Faustina's House*** is part of the convent building of the Congregation of Our Lady of Mercy in Plock. The establishment, run by the sisters, gives the opportunity to use the accommodation to pilgrim groups, pastoral groups and individuals who come to *the Shrine of Divine Mercy in Plock*. Guests are offered single, double and triple rooms with bathrooms and a kitchenette. Organized groups can use the conference room.

### **REGULATIONS OF SISTER FAUSTINA'S HOUSE IN PLOCK**

- 1.** Reservations for accommodation in *Sister Faustina's House* can be made on the Internet, by phone or in person by contacting the *House* Reception.
- 2.** You must present your valid identity card or passport at check-in.
- 3.** The guest room is reserved for nights. The night starts at 1400 hrs and ends at 1000 hrs the following day.
- 4.** Guests pay for accommodation on arrival at the *House* Reception Desk. In case a guest cancels their stay during the booking period, the *House* does not refund the payment.
- 5.** Smoking of tobacco products, e-cigarettes, consuming alcohol and other stimulants is completely prohibited in the *House*.
- 6.** Return from the city by 2300 hrs. Later and justified returns should be arranged in advance with the sister in charge of the *House*.
- 7.** The *House* is subject to quiet night-time from 2300 to 0600 hrs the next day. The behaviour of Guests and persons using the *House* services should not interfere with the peaceful stay of other Guests also during the day - due to the *House* location in the immediate vicinity of the *Shrine of Divine Mercy*, which is a place of all-day worship.
- 8.** A Guest may not transfer the room to other persons, even if the period for which they have paid for the stay has not expired.
- 9.** The *House* may refuse to accept a Guest who violated the provisions of the Regulations during a previous stay.
- 10.** Minors may be registered in the *House* only with the consent of their legal guardian and under their care.
- 11.** Children under 12 years of age stay in the *House* under the constant supervision of legal guardians. Legal guardians are financially responsible for any damage caused by children's actions.
- 12.** A guest of the *House* is charged with a penalty:
  - for destroying the bedding, in the amount of 100.00 PLN,
  - for smoking in the *House*, in the amount of 400.00 PLN,
  - for bringing an animal in the room, in the amount of 200,00 PLN,
  - for the vandalization of the room, in the amount equivalent to the price of renting the room for the period of its exclusion from sale.
- 13.** A guest bears financial responsibility for any damage caused by them.
- 14.** Once any defects or damage occurs in the room, a Guest is obliged to notify Reception hereof.
- 15.** For reasons of fire safety it is forbidden to use open fire in the room, for example candles, irons and other similar devices not included as the room equipment.
- 16.** For the sake of comfort of all guests, the *House* does not accept animals.
- 17.** It is forbidden to conduct canvassing and door-to-door selling on the *House* premises.

**18.** Guests are not allowed to make any changes in the rooms and their equipment except for moving the furniture and equipment slightly, without affecting their functionality and Guests' safety. On leaving the room, a Guest should move the furniture and furnishings to their original place.

**19.** The *House* does not assume responsibility for:

- Guests' personal items - if left on the *House* premises after Guests check out – they are subject to disposal,
- for photographs taken in the *House* and shared online by third parties not connected with the *House*.

## **20. PERSONAL DATA:**

**In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of personal data, we inform that:**

- a) The controller of your personal data is the *Monastic House of the Congregation of Sisters of Our Lady of Mercy in Plock*, within which the activities of *Sister Faustina's House* are conducted: Guest rooms at Stary Rynek 14/18, 09-400 Plock; e-mail address: [zmbm.plock@faustyna.pl](mailto:zmbm.plock@faustyna.pl).
- b) Personal data is processed for the purpose of booking an overnight stay and staying accordingly, and, if consent is given, also for marketing purposes. In addition, the purpose of processing personal data by the *House* is to pursue possible claims in connection with the damage sustained by the *House* caused by a Guest, or to defend against a Guest's claims against the *House*, to document the performance of a service for tax purposes and to ensure the highest quality of services for Guests.
- c) The data collected for the purposes of booking and staying accordingly will be processed for the time specified in the law, and in the case of data collected on the basis of consent, until its cancellation.
- d) You have the right of access to the content of the data, its correction when it is inconsistent with the actual state of affairs and in cases provided for by law: the right to delete the data, the right to limit the processing, the right to obtain copies of personal data processed in the course of the *House* activities, the right to object to the processing of personal data.
- e) If you consent to the processing of your data for marketing purposes, you have the right to withdraw your consent at any time, to demand a restriction on the processing, deletion and the right to be forgotten.
- f) Your data may be made available or transmitted to the following categories of recipients:
  - companies providing IT support services for the *House*,
  - companies providing accounting services,
  - companies providing legal services,
  - companies providing marketing services for the *House*.
- g) If you find that your personal data is being processed unlawfully, you have the right to file a complaint with the President of the Office for Personal Data Protection.
- h) Contact with the person responsible for personal data protection is possible on the *House* premises or via e-mail: [domsiostryfaustyny.plock@gmail.com](mailto:domsiostryfaustyny.plock@gmail.com).

Plock, 1 January 2020.