

## Internal rules or order

### General provisions:

1. The internal rules of order of AS "Skrundas muiža" shall be binding to all visitors of the bath-house and SPA centre of AS "Skrundas muiža".
2. The internal rules of order define the procedure how the services are rendered for the visitors of AS "Skrundas muiža", set the safety, hygiene and other requirements, which shall be met by the visitors, as well as provide for the rights, obligations and liabilities of AS "Skrundas muiža".
3. Terms used in the Rules:
  - 3.1. Customer - a private individual or a legal entity visiting AS "Skrundas muiža" and receiving any of the services provided by the Company;
  - 3.2. Company - owner of AS "Skrundas muiža".
  - 3.3. Service - provision of hotel services.
4. The internal rules of order have been prepared to regulate the mutual relationships, ensure the relaxation of Customers and to avoid unpleasant misunderstandings, trauma or losses.
5. The internal rules of order shall be observed by all Customers regardless of their age. Prior to the visit to the hotel the customers shall carefully read the internal rules of order and undertake to observe them during the visit and while using the services. The internal rules of order have been prepared in accordance with the effectual legal regulatory enactments of the Republic of Latvia.
6. The internal rules of order are placed at Skrunda Manor at Pils street 2, Skrunda, Skrunda county and are published at the website [www.skrundasmuiza.lv](http://www.skrundasmuiza.lv). Upon the commencement of services the Customer affirms that he/she has read the internal rules of order and undertakes to observe them.
7. In the event the Customer incurs losses or causes damage to third persons due to the failure to observe these rules or ignoring the instructions of the staff of AS "Skrundas muiža", AS "Skrundas muiža" shall not be held liable for such losses.
8. In compliance with the requirements for the personal data protection AS "Skrundas muiža" is processing the following personal data:
  - 8.1. performing video surveillance in the public spaces of the hotel and on the territory of the bath-house and SPA centre to prevent or resolve any criminal offence in relation to the protection of the property of AS "Skrundas muiža" and to protect the persons' vitally significant interests, including their life and health. Administrator - AS "Skrundas muiža", address: Pils street 2, Skrunda, Skrunda county, contact information - +371 22113355; [office@skrundasmuiza.lv](mailto:office@skrundasmuiza.lv);
  - 8.2. upon receiving personal data provided in the customer questionnaires, the data is processed for the purpose to provide hotel services, to keep the track on the accountancy of the hotel, to receive payments from the Customers for the rendered services, for the preparation of reports and statistics.
  - 8.3. Online payment processing is provided by the makecommerce.lv payment platform, therefore our company transfers the personal data necessary for payment execution to the platform owner Maksekeskus AS.
9. The Customers shall be entitled to verify their personal data and their rights at the administrator - AS "Skrundas muiža", address: Pils street 2, Skrunda, Skrunda county, contact information - +371 22113355; [office@skrundasmuiza.lv](mailto:office@skrundasmuiza.lv).

10. Provision of confidentiality: the hotel shall guarantee not to use the customers' personal data for any other purposes than for the accounting, reports, statistics, internal needs and not to pass them to any third persons. The Customer agrees to receive direct marketing materials from the hotel.

#### **Obligations of the Customer:**

11. To observe the internal rules or order of AS "Skrundas muiža" and to behave politely towards other Customers and the staff.
12. Hotel rooms are equipped with minibars, the content of which may be purchased separately. Upon the check-out from the hotel the Customer shall be obliged to pay for the items used from the minibar. Upon the check-out of the Customer the hotel shall keep its rights to verify the content of the minibar and to charge the Customer for the used items.
13. To refrain from any action that might harm the health and life of him/herself or other persons.
14. To fulfil the requirements of the staff to ensure the internal order.
15. To inform the staff about the damages of equipment/ inventory.
16. To use stairs slowly and with caution.
17. Parents or other persons supervising children not to leave children under 16 years of age unattended.
18. To smoke only in the designated areas. In the hotel it is allowed to smoke only outside the premises of the hotel at specially designates areas. Penalty for smoking elsewhere is EUR 200.00.
19. To reimburse losses for the damage caused to the Company's property.

#### **The Rights of the Customers:**

20. To address staff in the event of not feeling well, trauma etc, and to request to call a qualified medical assistance immediately.
21. To submit a complaint and receive a written reply by sending it to the office of the Company at Pils street 2, Skrunda, Skrunda county, via e-mail: office@skrundasmuiza.lv or via telephone +371 22113355.

#### **The Customer shall be responsible for:**

22. Safety and health of the children under his/her supervision. Underage persons (under 18) at the hotel shall be accompanied by their parents or authorized persons.
23. His/her personal belongings. The hotel shall not be held liable for the Customers' belongings left unattended. The Customers are offered to use individual safes (at hotel rooms), or closed storage at the reception free of charge.

#### **The Customer shall be forbidden:**

24. Damage or ruthlessly treat the inventory, equipment and premises available at the venue. The hotel shall charge the Customer for the damages incurred due to the Customer's fault in the amount of the loss incurred.

25. To behave aggressively, non-adequately, loudly, offensively or otherwise disturb other Customers and staff.
26. It is forbidden to disturb the relaxation of other Customers by loud or otherwise inappropriate behaviour beyond the social norms.
27. Without a prior coordination it is forbidden to burn candles and to leave burning candles unsupervised. It is forbidden to bring and store flammable objects and substances at the hotel.

**Company's rights:**

28. The Company shall not be held liable for damage, loss, trauma suffered due to accidents and other reasons as a result of the Customer's negligence or failure to observe reasonable caution, carelessness or in the event of not observing these rules, including failure to follow the instructions by the staff.
29. The Company shall not be held liable for damages and losses of the Customer, if such damages and losses were caused by the action of third persons or other circumstances for which the Company is not liable in accordance with these rules and other legal enactments.
30. Any staff member shall be entitled to give instructions to the Customers regarding the observance of these rules and the Customers shall observe such instructions.
31. In case of necessity to close separate premises.
32. The staff of the Hotel shall be entitled to refuse to service the Customers under strong alcohol intoxication or whose behaviour is offensive. In the above mentioned events the money for the booked and paid services shall not be returned.

**I have read these rules:** \_\_\_\_\_