

## INTERNAL RULES OF THE HOTEL "ALANGA" AND VILLA "LABAS RYTAS"- JSC "ALANGOS VIEŠBUTIS"

These Terms and Conditions determine the conditions of the accommodation, the rights and obligations of the guests at UAB Alangos hotell, legal entity code 303121120, Gintaro g. 41, Palanga LT-00134 (hereafter referred to as "Operator"), manages property Villa Labas rytas. Anyone registering or visiting the property shall be deemed to be familiar with these Rules and shall be bound by them and shall be obliged to make them aware of them and to ensure that they comply with them.

Room type (double room)	Price per night (EUR)
Standard economy room	135
Standard room	145
Superior room	155
Aparment	165

- ❖ **Purchase Rules** - Initial Booking (Request) and Confirmation of Services. Inquiries can be made by phone, email, website (remotely) or other sales channels. The reservation is considered to be made only after the Operator has received full payment for the reservation period and the guest has received a written confirmation (service pre -/contract) of the reservation (reservation identification number and information). Upon receipt of payment for the reservation period, guests are sent a confirmation message (via email or SMS).
- ❖ **Payment methods;**
  - ✓ Via bank transfer
  - ✓ Online payment (online payment link, online banking)
  - ✓ Cash
  - ✓ Card terminal (VISA, MAESTRO, MASTERCARD)
- ❖ **Terms and conditions of payment.** From the date of the initial booking (inquiry), the full payment for the reservation must be made no later than 3 calendar days or any other time period specified in the confirmation of the initial booking / pre-invoice. If the guest doesn't pay the total price of the booked services within the specified time, the initial reservation is canceled.
- ❖ **Condition for non-refundable payment** – payment is non-refundable.
- ❖ **In case of guest cancellation or cancellation of the reservation by the property,** the guests will be accommodated in the general order.
- ❖ **Refund rules** – **Cancellation and conditions of the reservation.** Once made and confirmed reservation, free of charge cancelation 7 calendar days prior to the arrival date (12 hours or 4 hours after the reservation is made). In other cases, a cancellation fee of 100% of the price of the overnight stay will be charged. If the reservation is canceled less than 7 full calendar days prior to the scheduled arrival date. The payment for the services that was received shall be considered as direct and non-provable loss to the Operator and shall not be refunded or otherwise copansated to the guest/ customer.

- ❖ **Accommodation prices.** Accommodation prices are provided to guests on the website via the booking module. The rates for accommodation for additional persons and for all other additional services are published on the Operator's website and at the reception.
- ❖ **Arrival - from 2 pm.,**
- ❖ **Departure – till 12 pm.**
- ❖ **Late check – out.** Upon availability late check - out can be provided only with administrator approval. Tolerated time to be late for check-out till 12:30, after this time starts to count chargeable time for late check - out. Late check-out till 6 pm. 50 % of the overnight stay, after 6 pm. full prices of overnight stay.
- ❖ **Guest registration.** Guests must present a valid identity document and fill in a registration card in accordance with the Law on Tourism of the Republic of Lithuania Nr. VIII - 667 of the Act amending Section 2, Article 31, paragraph 5; December 5th Order no. V-154, schengen agreement, migration requirements.
- ❖ **Minors in accommodation.** We shall only accommodate an authorized attendant person who is fully capable of bearing the financial and moral responsibility for the minor and his or her behavior. Minors must be under the close supervision of adult attendant in accommodation all the time.

The Operator reserves the right not to accept persons for accommodation or to request guests to leave immediately without returning the debit payment for the services in violation of the internal rules and for the following reasons:

- ✓ who are clearly intoxicated and have no control over their actions;
- ✓ refuses to provide the required identity documents;
- ✓ behave aggressively towards the Operator's staff and / or other guests;
- ✓ does not adhere to generally accepted ethical norms;
- ✓ sexually harassing;
- ✓ uses uncensored (swearing words) or rude expressions and otherwise disrespects race, ethnicity, national minority, sexual or religious beliefs, or persons with disabilities;
- ✓ by its act or omission, person (guest/ visitor) creates dangers for the Operator's property and for the guests, or grossly violated fire regulations and requirements.;
- ❖ **Guest visitors.** If villa guests has a visitor that would like to stay in the room after 10 pm., villa guest has to inform reception and request if there is possibility to stay for additional person in the room. Persons must be registered at the reception and must to pay for additional person accommodation according to the rates set by the Operator. In the guest does not inform operator about additional person in the room, person who has officially made reservations and check-in will be responsible of the additional persons accommodation fees (full nights price can be applied ) according reservation length.
- ❖ **Planning to have additional guests in the room.** Guest has to request operator, if there is possibility to stay for additional person in advance and declare his age, length of stay. Operator has to approve possibility to stay for additional person, otherwise person will be requested to follow general basic rules of accommodating upon properties availability. The standard accommodation capacity is two persons per one room, but there is allocated quantity of rooms (categories) that has possibility to accommodate additional person in the room. In those rooms where according the spacing standards extra beds are not permitted - extra persons with extra

- beds are not allowed.
- ❖ **Guests with pets.** In the properties that are operated by the JSC "Alangos viešbutis" - Labas rytas vila, pets are not allowed.
  - ❖ **The receptionist is entitled.** Receptionist has right to request the guest to leave the property before check out date if the guest does not comply with rules and regulations and violated them. In this situation operator gets a full right to claim payment for all damages and loses that was done by the guests behavior.
  - ❖ **Guests are required.** The guests shall not violate the rights of the Operator's employees and other guests, nor disturb public order by their actions and behavior. If it's necessary, the Operator's employees has a right to call the police and / or security services.
  - ❖ **Quiet hours.** During the night time (quiet time: 10 pm - 8 pm), guests are required to respect "quiet time" and do not to disturb other guests' rest. If the guest don't follow the "quiet time" rules and doesn't respect other guest rest time, operator employees will be forced to take a necessary actions and request the guests to leave the property without any rights for refund.
  - ❖ **Equipment failure or tools got broke down.** If there is any malfunction of the equipment, equipment, inventory in the rooms, property damage, etc., guests must inform the Operator's staff immediately, but not later than within 1 hour. Guest should not use any of equipment, machines and other inventory that are broken and has safety hazard. The Operator will not take any responsibility for any damage caused to a guests or other persons how is using items that are broken or has safety hazards.
  - ❖ **Damages of loses (material and nonmaterial cases).** The guest must immediately inform the operator's staff of the circumstances of the damages, but no later than 1 hour after the damages was done. If the Guest fails to comply with this requirement, the Operator shall have the right not to investigate the guest's damaged case and will not take any responsibility for damages done the guest.
  - ❖ **Guest that has done his registration in the villa by signing registration card.** The guest is responsible for the conduction of all persons actually residing in his / her room and compliance with these rules and regulations of the property.
  - ❖ **Guests are obliged to compensate damage** caused to the Operator's property or property interests as well as damage to third parties, including income not received by the Operator, in accordance with the laws of the Republic of Lithuania. Any damage caused to the Operator is the responsibility of the adult registered in the Room. If necessary, the Operator's employees have the right to call the police and / or security services.
  - ❖ **Guests must turn off all electrical devices** when they are leaving the room, also close windows and balcony doors, make sure there is no running water leftover in the bathroom and check the main door that they are property closed.
  - ❖ **Guest must comply with all fire regulations and recommendations.** All guests staying at villa premises are required to comply with the fire safety regulations (located in the property, rooms and reception).

#### NOT ALLOWED

- ❖ Bring and keep any pet (pets) in the property.
- ❖ Without the permission of the Operator's Administration, it is forbidden to accommodate more people in the room number of the accommodation establishment than indicated at check-in.
- ❖ Noise, loud music, loud talking and laugh, and other interference on at night time (quiet time: 10pm to 8am).
- ❖ Move furniture in the accommodation; move to another room or change their allocation and

- assign.
- ❖ To store in room numbers flammable, dangerous, odor-emitting, etc. chemicals, any equipment, devices, and so on.
  - ❖ Bring and keep in the room: steel, metal or wood tools that can be used to attack or injure a person.
  - ❖ Use personal electronic devices by example: private gas-stove, electronic -stove, electronic vehicles, engineering tools and ect., Exception: electronic devices that are used for hygiene purposes, telephone chargers and personal computers.
  - ❖ Leave electrical devices on in to the power socket.
  - ❖ **To prepare food and store food in the room if there is no spacial are allocated for food preparation (kitchenette).** The mini-bar refrigerator is designed to cool soft drinks and cannot be used to contain food.
  - ❖ Pursuant to Article 19 of the Law on Control of Tobacco, Tobacco Products and Related Products in the Republic of Lithuania, smoking is prohibited in all indoor areas (rooms and common areas). **Penalty for smoking in the building (room) 100 EUR.**
  - ❖ Blankets, towels and bed linen are not allowed be used for outdoor and other entertainment.
  - ❖ Leave unaccompanied minors in the room and other property public areas.

### **FOOD AND BEVERAGE SERVICES, HOUSEHOLD SERVICES**

- ❖ **Breakfast.** Breakfast is served daily from 8 am to 11 am.
- ❖ **Rooms service.** Meals are served during the operating hours of the kitchen.
- ❖ **Acceptable dress code fo public areas - smart casual.** The villa breakfast area/restaurant does not allow persons that are wearing: bathrobes, swimwear, sportswear, workwear.
- ❖ **Daily Housekeeping services from 9am till 5pm. (upon availability).**
- ❖ **Bed linen, towels, bathrobes are changed at least twice in 7 days period.**
- ❖ Towels are changed according to guests' requests - towels left on the hanger means - no need to change, towels on the floor means - they are requested to be replaced.
- ❖ **Hygiene products (shampoo and soap) are replenished daily or upon request.**
- ❖ Personal belongings in the room. Please place your personal belongings items in such a way, that allows staff to carry out quality room cleaning. If personal belongings are on the bedding or towels, the employee has the right not to change them to the clean ones and in some cases leave the room without cleanings services.
- ❖ **When a guest presents the card of "Do Not Disturb" on the handle outside the doors.–** According to the message of the card "Do not disturb" - housekeeping services will be not provided and staff will not enter your room till the moment you will take off the card from the handle. (except: emergency and safety requirements).
- ❖ **When a guest places the card "Clean up". –** Information is provided to staff that the room can be cleaned. Please keep in mind that your room will not be cleaned if you will not request cleaning service by placing the card outside the doors on the handle.
- ❖ **Guests pay for drinks / goods at the reception upon purchase.** In the situation that the guest has left without paying for the mini-bar drinks / goods, we will issue an advance invoice to the guest to which the guest must pay within 3 days.

### **OTHER IMPORTANT INFORMATION**

- ❖ The reception is open from 8am. up to midnight.
- ❖ **The door are locked.** To ensure the safety of residents and staff, the property's doors are

locked in the winter at 10pm. , at midnight in summer time. After midnight guests can always use their room key to open the main building doors or contact by phone.

- ❖ **Safe storage.** The Operator is not responsible for guests' belongings left in the room. Free safe is available at the property reception or in-room safe.
- ❖ **Vehicles and their safety.** The property is not responsible for the safety of the cars in the parking lot, as well as for items left in the cars, bicycles, rollers or other vehicles.
- ❖ **Lost and found items.** If its possible, guests will be informed of the items found in the rooms by contacting the guest using the contact details provided upon check-in (phone and email). Items lost by guests and found in rooms are kept for a maximum of 3 months. The accommodation is in compliance with Article 6.865 of the Civil Code of the Republic of Lithuania.
- ❖ **Right to complain.** If there are any comments or complaints regarding the quality of the rooms, equipment, furniture or bedding, it is recommended that guests contact the Operator immediately. If you believe your privacy has been violated, you can complain to the appropriate authority in the EU country where you live. Contact details of such authorities can be found here: [http://ec.europa.eu/newsroom/article29/item-detail.cfm?item\\_id=612080](http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080)
- ❖ **Request / Complaint.** You can contact the property administration via email: [welcome@goodmorning.lt](mailto:welcome@goodmorning.lt). To the State Consumer Rights Protection Authority: (Vilnius g. 25, 01402 Vilnius, el. p.tarnyba@vvtat.lt, phone: 8 5 262 67 51, fax. (8 5) 279 1466, internet page: [www.vvtat.lt](http://www.vvtat.lt), in the territorial units of the country – <http://www.vvtat.lt/index.php?470187665>) or fill out an application form on the EGS platform: <http://ec.europa.eu/odr/>.
- ❖ **Employee right to access the room.** In order to ensure the safety of the guests or in case of suspicion of illegal activities in the room, the Operator's staff is entitled to access all rooms of the property including other public areas.
- ❖ **Non-compliance and damages.** The Operator will not deal with the claims of the Guest and will not be liable for any property and / or non-property damage suffered by the Guest or persons accompanying him or her during they stay, how did not comply with rules and recommendations.
- ❖ **CCTV cameras.** In order to ensure the security of you and property, JSC "Alangos viešbutis" has video surveillance cameras installed in all accommodation facilities and outside the building.
- ❖ **Unused services.** Unused services in packages / packages / gift vouchers or other promotions are non-refundable and are not exchangeable.
- ❖ **All disputes are resolved.** In compliance with the laws of the Republic of Lithuania. State Consumer Rights Protection Authority: [http://www.ecc.lt/lt/consumer\\_rights/esd/](http://www.ecc.lt/lt/consumer_rights/esd/);
- ❖ · More information on the protection of personal data: <https://www.ada.lt/go.php/Asmens-duomenu-apsaugos-reforma641>

**JSC „ALANGOS VIEŠBUTIS“**  
**Company code: 303121120**

**JSC „ALANGOS VIEŠBUTIS “**  
**GUESTS AND OTHER PERSONS**  
**RULES FOR THE PROCESSING OF PERSONAL DATA**  
**GENERAL PROVISIONS**

JSC "Alangos viešbutis" (hereinafter - the Company) Personal data processing rules (hereinafter - the Rules) regulate the personal data of hotel guests (hereinafter - Guest) and other persons whose data JSC "Alangos viešbutis" receives or may receive in the future, except for the Employees of the Company, data management, process management, use and storage.

Personal data processing rules applicable to JSC "Alangos viešbutis" property villa LABAS RYTAS (located at Gintaro str. 41, LT-00133 Palanga).

Terms used in the definitions shall be understood as defined in 2016. April 27 Regulation (EU) No 182/2011 of the European Parliament and of the Council 2016/679 (the General Data Protection Regulation, hereinafter - GDPR), the Law on Legal Protection of Personal Data of the Republic of Lithuania (hereinafter - ADPA), the Labor Code (hereinafter - DK) and other legal acts regulating personal data protection.

JSC "Alangos viešbutis" (company code: 303121120, registered address: Gintaro g. 41, LT-00134 Palanga) - a legal entity or any branch owned by JSC "Alangos viešbutis" with its registered office in the Republic of Lithuania and who acts as the Controller of the Personal Data.

Personal data - shall mean any information relating to identifiable person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to personal information such as name, personal identification number, possible location of residence, or more personal description of persons like: signs of physiological, genetic, mental, economic, cultural or social identity;

### **PRINCIPLES FOR THE PROCESSING OF PERSONAL DATA**

JSC "Alangos viešbutis" shall manage personal data of the guests by following those principles: Personal data shall be kept in a form which permits identification of data subjects, for no longer than is necessary for the purpose for which the data were collected and processed; Personal data shall be processed in such a way as to ensure, by appropriate technical or organizational measures, adequate security of personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage; The Company should use all technical possibilities to make personal data unrecognizable as much as possible for unauthorized persons interventions.

### **PURPOSE OF PROCESSING PERSONAL DATA**

When reserving a room (s) in an accommodation, the data subject agrees that the Controller will process the following personal data for the purposes of proper administration, accommodation, accounting and security:

- First name , Last name
- Gender
- Credit card data
- Billing/ Payments
- Stay period
- Identity number of vehicle
- Phone number, email, date of birth
- Children / infant data

Data on children arriving with parents, guardians, adoptive parents are collected only with reference to the child's age, without gender, name and surname\*:

The name of the child traveling with tourist groups is collected, the age of the child, the organization with which the child came to ensure the inaccessibility of alcoholic beverages in the accommodation for children staying at the property.

In case of incoming child data, the property undertakes not to use it for marketing or other purposes that would in any way harm the interests of the minor.

When submitting their personal data, the guest confirms that they are accurate and correct.

If a restaurant or accommodation employee suspects that a person seeking to purchase alcohol or tobacco products is not legal age that is required in the law, he must to present a personal identification document to confirm that they are old enough to obtain alcohol or tobacco products:

If person refuses to provide an Identity document for employee identify the age, non alcoholic beverages or tobacco products should be sold to such person;

Once the person has presented his / her personal identity document, the restaurant / accommodation employee cannot take keep this document, make copies of it, photos, etc.

The Controller submits the following data to the Department of Statistics of the Republic of Lithuania: number of guests, country from which the guest (s) came, purpose of arrival, length of stay at the hotel.

The data subject, while browsing the website, is made aware of the cookies used on the website, and what user data is (may be) collected while browsing (Cookies used and data collected by them are discussed in the cookie policy).

Personal data obtained for direct marketing purposes shall be keep for a period of three calendar years from the date that was collected.

The Controller confirms that personal data is collected only directly from the Data Subject and is not collected from other sources.

The Data Controller undertakes not to disclose the Personal Data processed to third parties, except:

- If there is explicit consent of the Data Subject for the disclosure of personal data, in connection with the Guest's order or other services - to the Data Processors providing the delivery of goods or other services ordered by the Guest;
- To government authorities as required by law, if necessary to prevent or investigate criminal offenses.

Personal data must be kept for no longer than is necessary for the purposes for which the data were processed:

The personal data of the Guest (name, surname, telephone number and e-mail address) collected for the purposes of accounting of the guests staying at the accommodation are stored in the reservation system.

Guest registration card according to Art. 6p. - required, protected for five years;

The personal data collected for the purpose to protect guest personal belongings during their staying at the property shall be retained until the guest's departure;

Direct marketing (concessions, discounts) to guests staying at the hotel more than once will collect the personal data of the guest on a digital medium for no more than 5 (five) years from the date of his or her written consent to participate in the Marketing programs. At the end of the Guest's term of participation in the Program, the Guest must give his explicit consent to extend the retention and processing of his personal data for this purpose;

For personal debt management purposes, personal data collected by a guest in accordance with the legitimate interest is retained for 5 (three) years from the date of departure;

When the guest completes the registration card upon arrival and agrees to receive information for marketing purposes, only the email address is included in the contact list.

## **RIGHTS OF DATA SUBJECTS (GUESTS)**

Employees appointed by order of the Chief Executive Officer of the Company on 03/09/2018 shall ensure that the Guest Rights (hereinafter - the Right) are properly implemented and all necessary information is provided to the data subject in a clear, understandable and acceptable form.

### Rights of the data subject (Guest) and ways of implementation:

Knowledge (be informed) about the processing of your personal data:

When collecting personal data, the Company shall inform the Guest what personal data it may provide and for what purposes it is collected and will be processed;

The Company shall inform the Guest (in writing, verbally or otherwise) of his right of access to his personal data and how it is processed;

When presenting an identity document, the guest shall have the right to obtain information on the sources and personal data collected, the purpose for which they are processed and to whom;

The Responsible Employee shall prepare a response regarding the processing of personal data within 10 calendar days of the Guest's request. Such data shall be provided to the data subject in writing.

Require correction of incorrect, incomplete, inaccurate personal data.

Claim to delete data (Data Removal)

Submit other written requests regarding the personal data

Upon receipt of such a request, the Company shall within 10 calendar working days, free of charge, destroy all data managed and processed by the individual to the extent not required by the legal acts of the Republic of Lithuania;

Information on the Rights of the Guest in the field of collection and processing of personal data shall be made public, ie. y. At the hotel reception and / or on the hotel website: [www.goodmorning.lt](http://www.goodmorning.lt)

## **RECIPIENTS OF PERSONAL DATA**

Personal data is (may be) transferred to recipients such as:



Public government institutions, authorities and other authorized institutions in the exercise of the functions entrusted to them by law (for example, law enforcement agencies, IT supervisory authorities);

For authorized data processors of JSC "Alangos viešbutis" - Third parties:  
Parties maintaining registers and / or IT systems (which process personal data) or mediating the provision of Personal Data from such registers.

Other persons related to the provision of services of JSC "Alangos viešbutis", such as archiving, postal service providers, Guest service providers, vendors, other authorized parties related to the provision of services, delivery of goods.

When transferring the Data subject's personal data to Third Parties, the Data Controller (JSC "Alangos viešbutis") submits to the Data Processor (Third Party) a personal data Processing agreement whereby the data processor undertakes responsibility to not disclose data for other parties.

## COMMERCIAL INFORMATION, ADVERTISING, INFORMATION COLLECTION

You can subscribe to our newsletters or become a member by providing your e-mail, email address or phone number and agreeing that your personal data will be processed for commercial and advertising purposes. We send newsletters to keep you informed of the latest offers (such as new items, special offers or sales). You can, at any time, decline to receive newsletters by email, phone or other communications.

Writes us email: [sales@goodmorning.lt](mailto:sales@goodmorning.lt)

*{I do not wish to receive the newsletter and other commercial information}.*

Notification about the availability of services, offers, news can be sent by e-mail, by post, telephone or other means of communication.

We would like to draw your attention to the fact that Facebook does not inform us about the data we collect and how it uses it. We do not know the purpose for which Facebook collects information, nor do we know the extent of such information. For more information about Facebook's privacy policy, we suggest you contact Facebook directly or read Facebook's privacy policy at <https://www.facebook.com/about/privacy/>

Our sites are powered by Google Inc. (Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA) web services analysis mechanisms: Google Analytics, Google Double Click, and Google Tag Manger. Google Analytics, Google Double Click, and Google Tag Manger use cookies to analyze site usage data. The information collected by cookies is transmitted to Google's servers in the USA and stored in an archive.

## USE OF COOKIES

[www.goodmorning.lt](http://www.goodmorning.lt) The site uses cookies for statistical purposes to evaluate site traffic and the popularity of individual content.

A visitor to the site may delete cookies or block them from his or her computer, but some of the functionality of the site may not work, or may not function properly.

All cookies used on the Company's website and their functions are described in the Cookies Rules approved by the Chief Executive Officer and posted on the website of JSC "Alangos viešbutis" [www.goodmorning.lt](http://www.goodmorning.lt).

## CONTACT INFORMATION

The Guest has the right to contact JSC "Alangos viešbutis" in order to submit inquiries, cancel reservation or visits, submit requests for the data subject and complaints regarding the processing of Personal Data. The contact details of JSC "Alangos viešbutis" are published on the website: [www.goodmorning.lt](http://www.goodmorning.lt)

Direct address: Gintaro g. 41, Palanga, Lithuania

By phone: +370 698 29177

El. Email: [welcome@goodmorning.lt](mailto:welcome@goodmorning.lt)

We will respond in writing within 10 business days of receiving the document.