

## Table Reservation Regulations

1. Table reservations at STIXX can be made up to 30 days in advance.
2. We accept reservations for more than 12 people only by e-mail: info@stixx.pl
3. When making a reservation, you must provide the following data: date, time of reservation, name of the booking person or company name, contact telephone number and e-mail address and quantity people.
4. We respond to e-mail messages and reservations within 24 hours.
5. A table reservation is considered confirmed if an advance payment is made in cash, by card, by transfer or via a remote pre-authorization process on a payment card in the amount of PLN 100 gross per person. The advance payment amount constitutes a deposit, and if the reservation is not canceled 24 hours before the scheduled reservation date, it becomes a non-refundable deposit.

**Pre-authorization is performed based on the card number and its expiry date and results in the blocking of funds on the account equal to the pre-authorization amount.**

6. If the reservation is canceled earlier than 24 hours before the completion date, the funds may be returned by transfer to the account and, in the case of pre-authorization, unblocked and will also be returned to the account. It takes several business days depending on the bank.
7. In the case of making a reservation, the advance payment will cover part of the bill, while the pre-authorization amount may be refunded after paying the bill or charged to cover part of it.
8. A deposit of PLN 100 per person is the minimum amount to be used. IN  
If the bill does not reach the deposit amount, the excess amount will not be refunded
9. If you do not agree to share your data, the reservation will not be made.
10. The standard time for which the STIXX restaurant reserves tables is 4 hours.
11. If you wish to use the table for more than 4 hours, please indicate at the time of booking table reservation.
12. We guarantee the availability of the reserved table for 15 minutes after the scheduled time.
13. Please inform us about possible later arrival. No such information available means that the restaurant does not guarantee the availability of a table after 15 minutes.
14. In case of arrival of fewer guests than the fee confirmed in the reservation deposit will not be reduced.
15. In case of a larger number of guests than confirmed in the reservation, STIXX will not guarantees more places and availability for each guest ponad rezerwację.
16. Increasing the number of guests for a reservation is possible by confirming it via e-mail

by e-mail to [info@stixx.pl](mailto:info@stixx.pl). We require confirmation of the final number of guests no later than 24 hours before the start of the meeting.

17. Increasing the number of guests for a reservation made by e-mail is only effective if when you receive written confirmation of the change. We respond by e-mail within 24 hours.

18. If you do not receive a confirmation email, it may mean that the booking process was not completed. In this case, we advise you to check your spam folder or contact the restaurant by phone +48 22 340 40 40.

19. All inquiries and uncertainties regarding your booking can be directed to e-mail address: [info@stixx.pl](mailto:info@stixx.pl) or phone number +48 22 340 40 40.

20. Any deviations from these regulations must be established and confirmed by e-mail with the restaurant manager.

21. Making a reservation is tantamount to accepting these regulations.

22. In case of emergencies and random events, please contact us at +48 22 340 40 40 or by e-mail [info@stixx.pl](mailto:info@stixx.pl)

Service provider details: STIXX sp. z o.o. Plac Europejski 4A 00-844 Warszawa NIP 1132874009

#### Complaints procedure

1. Complaints regarding service defects should be sent by the consumer to the service provider's address:

in writing. You can also inform the Seller by e-mail about sending the notification electronically to the following e-mail address: [info@stixx.pl](mailto:info@stixx.pl)

3. The complaint should include a detailed description of the service defect and the consumer's request,

possibly also photographic documentation.

4. The Service Provider undertakes to consider the complaint within 14 business days.

If the service provider does not respond to the consumer's complaint within 14 business days, it means he found it justified.

5. If the complaint is accepted, the service provider will take appropriate action in accordance with consumer's request.

#### Privacy policy:

1. The administrator of your data is Stixx Sp. z o.o. having its registered office at Plac Europejski 4A, 00-844 Warsaw, registered under KRS (National Court Register) No 0000500494, REGON: 147131165, NIP: 1132874009

2. You have the right to access your personal data, correct it, update it, raising an objection, withdrawing consent to present or giving consent. We assure you we do not use data for purposes other than those available under law.

3. Contact with personal data protection is possible electronically at the e-mail address: [info@stixx.pl](mailto:info@stixx.pl)

4. Personal data is processed:

A. in accordance with legal provisions regarding the protection of personal data

B. In accordance with the implemented Privacy Policy,

C. to the extent and purpose necessary to accept, confirm and complete the reservation.

5. The Service Provider does not share personal data with entities other than those specified in law