



INTERNAL REGULATION

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PRESENTATION

The Hotel has this "INTERIOR REGULATION" that contains the policy, norms and rules that will govern the relationship between the Hotel and its clients.

This Regulation will also be applicable and mandatory for:

- Occasional visitors and/or companions of hotel clients.
- Users of hotel services and facilities open to the general public.
- Any person who, even occasionally, visits or wanders around the hotel.
- Attendees to events held at the hotel.
- Contractors, organizers and personnel involved in the organization and development of events held at the hotel.

The Regulation will be applied in all spaces and areas of the establishment, whether for exclusive or common use, without any distinction.

These Regulations are available to customers at the hotel Reception and may be consulted by them whenever they wish.

Ignorance of this Regulation does not exempt from its compliance since said Regulation is based on current regulations and legislation.

The Regulation will have uninterrupted and continuous validity until it is modified or replaced by another. In case of doubt, it will be considered fully subsistent in all its norms and rules.

The rules and prohibitions contained in these Regulations and that must be complied with by their recipients, should not be understood as excluding other analogous or similar behaviors not stated in it, but that clearly arise from the spirit and intention of these Regulations.

Contraventions of this Regulation, to the extent possible, may be corrected immediately, and, where appropriate, may be sanctioned in accordance with current labor, civil or criminal regulations, regardless of other responsibilities that may be incurred. the offender and the timely exercise of the legal actions that may arise.

The Hotel reserves the right of admission and to cancel the reservation, without the right to return, of any client who contravenes these Regulations, as well as the rules of coexistence and common sense, or in any way acts disrespectfully towards the Hotel facilities. or the rest of the people who are in it, whether they are staff or clients of the Hotel.

We appreciate your preference for staying with us, as well as for strictly observing our Regulations, prepared for your own benefit.

In any case, if you need additional information, do not hesitate to contact Reception. For this purpose, we remind you that the Hotel Director, together with the reception staff and, where appropriate, the concierge, are responsible for or centers of relations with the inmates of the hotel establishment and of information and advice for them.

Applicable legislation

The Internal Regulations are governed by Spanish law.

Idiom

This Regulation is available in several languages, but only the text in the Spanish-Castilian language is the only legally binding text, and it is the one that will prevail in the face of any difference of interpretation or of any other nature.

I. REGISTRATION AND ENTRY RULES

ARTICLE 1.- ENTRY REGISTRATION (POLICE RECORD) AND ADMISSION DOCUMENT (WELCOME)

At the Reception, the necessary procedures for registration and admission will be carried out and the keys or magnetic cards will be kept to access the accommodation.

The Check-In will be carried out from 12:00 pm and until 00:00 on the day of arrival of the client, the Check-out until 12:00 pm on the day of departure.

If the guest arrives before the Check-in time and the Hotel has available rooms, they can enter even from 10:00 a.m.

In the event that for personal reasons the guest has to check in after 00:00 hours, he must notify 24 hours in advance of his arrival.

The Hotel will refrain from accommodating minors who come alone, so room reservations or stays in them by minors are not allowed.

However, minors between 16 and up to 18 years of age may be authorized in writing by their father, mother or guardian to stay at the Hotel, provided that they are responsible for it and assume the payment of the invoice. to proceed. In the case of minors under 16 years of age, it will also be mandatory to always be accompanied by their father, mother or guardian.

ENTRY RECORD (POLICE RECORD)

The person or persons who wish to make use of the accommodation units, the common facilities and, where appropriate, the complementary services offered at

the Hotel, must present their identification documents in order to be registered and inscribed in the Traveler registration book of the establishment.

When the guests are a previously contracted group (reservations of 10 or more rooms are considered group reservations), their representative will deliver lists together with the identification documents of the group members.

Passport, DNI and Driving License are considered valid identification in Spain. If you are a foreigner, you can register by presenting a Passport or Identity Document if you come from an EU country or from any of the following countries:
- Andorra, Iceland, Switzerland, Norway, Malta, Monaco or San Marino.

You can also register with the valid Spanish Residence Permit if you are a foreigner residing in Spain.

This rule is mandatory based on the Order of the Ministry of the Interior of the Government of Spain 1922/2003 of July 3, which establishes the registration in Books and Entry Reports of Travelers in Hospitality Establishments and under the provisions of Article 12.1 of Organic Law 1/1992, of February 21, on the Protection of Citizen Security.

In compliance with the same, all guests, both individual and group, must have an individual registration sheet.

The registration sheet must be personally signed by all travelers over 14 years of age.

The accommodation is non-transferable, so the Hotel will deny accommodation to the guest who does not comply with this registration requirement and is empowered to demand, if it deems it appropriate, the identification of the applicant and the people who accompany him in the accommodation. Likewise, the entry into the Hotel of any person not registered in the Police Registry is prohibited, unless expressly decided by the Management.

The Hotel Administration is not responsible for any false or incomplete information that the guest may provide at the time of filling out the registration card, whose data must be covered by the user in its entirety or by the Hotel based on the data that appears in the identification documents provided for such purposes by the client.

In compliance with current regulations, the identification data provided will be communicated to the Authorities by the Hotel.

ADMISSION DOCUMENT (WELCOME)

This establishment, once the person or persons have been registered, will formulate an admission document containing the name of the client who formalizes the admission (one person is enough), the commercial name of the establishment, its tourist classification, the identification of the assigned accommodation, price per day or day, the modality and price of complementary services contracted, and the dates of entry and exit.

Users must prove their condition, showing the admission document, when required.

The admission sheet serves to accredit the tourist accommodation contract and will have proof value for administrative purposes, and must be signed by the interested party to formalize their admission. The original signed document will remain in the possession of the establishment, which will keep it for the legally established time available to the tourist inspection, delivering a copy to the guest who signs it.

By signing the document, the client confirms that all the information provided and that is contained therein is true and accepts the terms and conditions expressed in the document.

Likewise, with the signing of the admission document, it will be assumed that the client expressly accepts these Regulations, their rights and obligations and will be obliged to observe the rules contained therein and those dictated by the Directorate on safety, coexistence and hygiene for proper use of the establishment, its facilities and the equipment of the Hotel.

ARTICLE 2.- ACCESS TO THE HOTEL AND ITS SERVICES

Users may freely access the establishment and remain in it, with the limitations contained in the legislation and in these Regulations.

Users have the right to receive truthful, complete information prior to contracting the services offered.

They also have the right that, in said services, their security, intimacy, and tranquility are guaranteed for a stay without inconvenience, that these correspond to the agreed conditions, that they be given an invoice with the regulatory formalities for the services contracted directly to the Hotel, to the confidentiality in the treatment of their information in accordance with the Data Protection regulations and that, if they wish to formulate any complaint, claim or complaint, they are given the complaint forms established by the Competent Authorities of the corresponding Autonomous Community, that can be completed by the client and delivered at the Hotel Reception.

The presentation of any claim or complaint does not exempt the observance of these Regulations and the payment of the services.

The hotel establishment is not responsible for the price, nor for the use of tools, fixtures and other services provided outside the hotel establishment, nor for the behavior of non-existing staff, unless expressly stated in its conditions and rates.

The rates with the prices and conditions of the different types of accommodation, restaurant services, bars are detailed at the reception available to users who request them.

It will not be possible to reserve services of the establishment or of the accommodation units against the stipulated price.

The legal or natural persons who, on their own, provide complementary services in the Hotel premises, are responsible for their personnel and their behavior, their operation, maintenance, price regime and everything inherent to their own services. The owner of the same is clearly identified in each of the dependencies.

The Hotel can offer its clients, at no additional cost, extra services such as tourist information, wake-up service, deposit of valuables in the Hotel's general box, as

long as its content is declared and signed by the client, Consignment and luggage custody or Taxi call service.

The Hotel may vary the hours of the different consumption, use and enjoyment services, throughout the seasons, depending on seasonality, reserving the right not to admit users outside said hours, also when the maximum authorized capacity is exceeded. or when they are requested within the admission limits, thereby harming the work schedule of said services.

The possible Management of messages, calls, packages or any object intended for a hotel client will begin whenever the prior consent of the client is verified to proceed with said management, proceeding in this case to its communication or delivery.

In the event that the client is not found in the establishment, or is not located, the staff will ensure that they receive the message or package when they return, verifying it with the client.

The rooms and common spaces of the hotel may not be used for uses other than accommodation and/or contracted services, neither by the client or his companions, nor by third parties. Consequently, these rooms and/or common spaces may not be used for activities such as conducting interviews, filming, taking pictures for promotional activities, photo sessions, etc., unless previously expressly authorized by the Management of the establishment and always complying with the rest of the Internal Regime Regulations, the conditions established by said Directorate and the regulations that apply to the activity in question.

ARTICLE 3º.- BILLING AND PAYMENT

The invoicing of accommodation rates will be computed by days and according to the number of overnight stays.

The minimum billing for accommodation will be the amount of an overnight stay or working day, this being understood to end at 12:00 noon on the day following the date of entry.

The means of payment accepted by the Hotel are:

Cash, Debit Cards (Maestro) and Credit Cards (Master Card , Visa, Amez , American Express, Diners) .

-Personal checks are not accepted.

When you intend to pay in cash, it must be done in Euros.

The payment may not exceed the amount of 1,000 euros and, given that the rights must be exercised in accordance with the requirements of good faith, the tickets must be used in accordance with the amount to be paid, for which the Hotel's refusal to acceptance of high denomination bills if the amount to be paid is much lower.

Users have the obligation to pay the amount of the contracted services at the time of presentation of the invoice or according to the agreed conditions.

The establishment may require its clients, at any time and upon presentation of the invoice and its receipts, the payment of the services provided outside the accommodation, even if the payment of this had been agreed in advance. The early departure of the client before the end of the contracted stay will not exempt said client from payment of all the days reserved and the contracted services.

In the event of the client's intention to leave the establishment, leaving their invoice totally or partially unpaid, the Hotel will be empowered to request the assistance of the agents of the authority.

ARTICLE 4.- PRIOR PAYMENT GUARANTEE

The Hotel may request a prior guarantee of payment by credit card for the contracted services, in accordance with the applicable legislation, both for the entire reservation including taxes and tourist tax that may be applicable, as well as for extras.

Said guarantee may request that it be extended for damages or defects that occur in the facilities, furniture and elements of the establishment due to negligence or misuse of those.

For such purposes, the Hotel may request the client upon arrival, or at the time of making the reservation, a credit card number where, in the event of non-payment of the invoice, the amount thereof can be charged.

Said request may be made even in the case of accommodation with voucher or prepayment, to guarantee the collection of extra services that could be consumed, as well as to respond for damages and imperfections.

The Hotel reserves the right, in the event of any type of damage, deterioration or theft caused in the room or any other Hotel facility by the client, to make use of the damage deposit and/or claim the corresponding compensation from it authorization for the amount of the first night contracted on the card number indicated by the client, even days before the client's arrival, and in order to check its validity .

ARTICLE 5º.- PERIOD OF OCCUPATION OF THE ACCOMMODATION UNITS

Hotel rooms must be used based on the number of nights reserved.

The occupation of the accommodation unit begins at 12:00 noon on the first day of the contracted period and ends at 12:00 noon on the day indicated as departure date.

However, on dates of maximum occupancy, when there are more arrivals and departures, it is possible that not all the rooms will be available at that time due to availability and cleaning time reasons, so it may be delayed up to four hours to make the accommodation unit available to the user. Availability may also be delayed in the event of exceptional circumstances that prevent, for reasons beyond the control of the Hotel, having the room that corresponds to each client at the time set for the start of occupancy in accordance with normal occupancy

rules. Please, that the client communicates his arrival time and his travel plan to have a forecast by the Hotel and must also take into account that if he does not show up at the Hotel before 8:00 p.m. (local hotel time) on expected day of arrival, without prior communication by the client, the Hotel will consider the reservation as "no show" and will be fully canceled automatically, charging 100% of the amount pending payment of the reservation. Notwithstanding the foregoing, the reservation will be maintained as long as the client has communicated it before the aforementioned time.

In the case of groups of 20 or more people, the establishment can set the departure time from 10 in the morning.

For possible changes, both for occupancy and for extension of the indicated time, consult reception, taking into account that the Hotel staff must be informed immediately, in the event that you wish to extend your stay and always before 12:00 p.m. the date of departure.

The Hotel will attend to your request whenever availability permits, duly informing the client who has requested it, and in case of agreement between the parties, a different occupancy regime for the accommodation units may be agreed upon, which must be reflected in the the admission document.

The extension of the occupation for a time greater than that described, without prior agreement, will cause the duty to pay one more day .

Notwithstanding the foregoing, the client may not extend, without agreement with the Hotel, the days of stay contracted, due to the serious damage that this may cause to other clients with a reservation, and the Hotel staff may request the assistance of the agents of the authority to evict customers who fail to comply with the above.

In the event that the client leaves the room on the day of departure, before the time established for Check-Out , no type of refund of the total amount of the stay will be made. If the client reduces all or part of the number of guests in the reservation, it is the decision of the Hotel to apply or not refunds, although in the event that the room is marked as non-refundable or similar, a charge of the entire amount will be made. reservation amount.

When guests are absent for more than seventy-two hours without prior notice, the Hotel may consider the accommodation contract suspended or terminated, as the case may be, and proceed to collect the luggage.

The collection will be done as provided in article 18 of these Regulations, except in the event that the real value of the guest's luggage does not guarantee the amount of the account. In this circumstance, the lodging may be terminated or suspended with the absence of the guest for more than twenty-four hours.

In the event of the death of the person occupying a room, their heirs or attorneys-in-fact will be responsible for paying the expenses incurred as a result thereof, including, if necessary, the redecoration and disinfection of the room and the replacement of linen and equipment.

ARTICLE 6.- NUMBER OF PEOPLE PER ACCOMMODATION UNIT AND VISITS

NUMBER OF PEOPLE PER ACCOMMODATION UNIT

As a general rule, people will not be allowed to stay in a room that exceeds the contracted quota. Thus, the stay of two people in a double room that had been contracted as an individual will not be allowed. Similarly, the stay of more than two people will not be allowed in a double room or in a suite, nor more than three in a room contracted as triple.

For security reasons, an occupancy of more than four people per room is not allowed (Maximum 2 adults and 2 children under 17 years of age or 4 adults), or where appropriate, the maximum possible number according to room format and type of reservation.

Otherwise, the Hotel will have the right to charge the rate set for the actual number of people who are using the room and, at the same time, to end the client's stay immediately.

Children of all ages can stay at the Hotel. Children between 0 and 17 years old will not pay accommodation, sharing beds with adults. Maximum 2 children. Clients staying with babies from 0 to 5 years old, may request, subject to availability, a cot at no additional cost. The maximum number of cribs in the room is one. Cot beds are available upon request and must be confirmed by the accommodation. A child older than 2 years or an adult can be accommodated in an extra bed. The installation of an additional or extra bed will have an additional cost and will only be possible in double rooms and always at the request of the user.

If it has not been requested in advance, the Hotel reserves the right to request that an extra reservation be made in the event that the establishment does not have an extra bed requested. This extra bed can only be occupied by one person, one being the maximum number of extra beds in the room.

No person has the right to give accommodation to another without the prior consent of the Hotel and if it is agreed, the corresponding registration movements and registration in the traveler's book must be carried out.

II. OPERATING RULES

ARTICLE 7.- PROVISION OF HOTEL SERVICES

The Hotel offers the services and benefits according to its category. What these are at any given time is specified on the hotel's website, which also indicates that special requests will be accepted.

The price of the accommodation unit will include the supplies of water, electricity, heating, cooling, use of bed and bathroom linen, and cleaning of the accommodation.

Some of the services have an additional cost, being prohibited in this case to use them or receive their benefits if they have not been previously contracted, and must be paid before or after being used, as agreed.

The people who hold the representation of the Hotel company or provide the services inherent to the lodging, will have free access to the rooms occupied by the clients for such purposes.

This establishment, in the provision of its services, will comply with the requirements established by Civil Responsibility contemplated in the Hotel's insurance, being exonerated from any responsibility in case of personal accidents due to negligence or imprudence of the guests or their companions.

In the case of technical deficiencies beyond the control of the Hotel, the latter undertakes to manage its solution causing the least inconvenience for the client. The furniture and utensils of the rooms, as well as the rest of the rooms, are part of the services provided and have been arranged with the intention of making the stay of the clients as pleasant as possible, for which an appropriate and respectful use is requested. with them. In any case, they are property of the establishment, so in case of loss, theft or unjustified deterioration of the same, the establishment reserves the right to demand the corresponding payment.

In general, access the services and equipment offered by the establishment, unless access limitations are established, which will be fully justified and in no case will they be contrary to constitutional rights and principles.

ARTICLE 8.- CLEANING SERVICE

Cleaning of the rooms is done daily. Room cleaning hours are from 09:00 to 14:00. Customers who do not make their rooms available during these hours will not be able to have their room cleaned.

If you want your room to be made up, hang the "*please make up the room*" sign on the outside of your room door.

If you wish not to be disturbed, hang the notice "*please do not disturb*" on the outside of your room door. When the notice exceeds 48 uninterrupted hours, the maximum tolerance limit allowed by the hotel, the room.

If no response is obtained, the room will be entered to proceed with its cleaning and proof of its perfect condition.

The change of towels and sheets is done whenever the client deems it convenient or at least 3 in 3 days. The towels you wish to change will be placed on the bathroom floor. In case you need towels, change of sheets, replacement of the welcome set or cleaning of the room at a specific time within the cleaning hours, you must contact reception.

ARTICLE 9°.- OBJECTS CUSTODY GUARD SERVICE.

The hotel puts at your disposal a central safe box service for the storage and custody of belongings, either in the hotel's central safe box or at reception. The Hotel is not responsible for any type of robbery, theft or loss of objects or sums of money not deposited, under receipt, in said General Safe Deposit Box or at Reception.

The Hotel will not be responsible in case of armed robbery or other event of force majeure.

ARTICLE 10°.- MEDICAL ASSISTANCE AND FIRST AID

If your physical abilities are limited or you suffer from contagious illnesses or diseases, let the reception staff know upon arrival as soon as possible so that the

Hotel can, in turn, take the necessary measures. This establishment has a fixed first-aid kit duly marked and conveniently equipped at the disposal of our clients who may need it.

If any guest becomes ill, the Hotel reception will contact the medical service at the express request of the guest who requires it so that he can be treated or, where appropriate, transferred to the appropriate place, the cost being the responsibility or account of the guest himself.

In the event that the client who becomes ill is not able to act for himself or there is a person who can act for him, the Hotel will take care of the necessary steps so that he can receive medical help. The Hotel may require the client himself or, failing that, the relatives or the Paying Party, the payment of the expenses incurred that the hotel has had to assume.

In the event that the client suffers (or is likely to suffer) from an infectious process or other disease or is in such a condition that it is (or may be) dangerous for the people staying at the Hotel, the Hotel has the right to terminate the contract with immediate effect and force the client to leave the Hotel immediately.

The Hotel is not responsible for any type of accident and/or event that the guest suffers within the Hotel facilities such as falls, blows, animal bites, among others. The expenses that this accident or event originates will be borne by the guest, exempting the Hotel from any legal responsibility.

In the event of the death of the client, the Hotel may demand from the relatives, heirs or the Paying Party, in addition to the payment of the invoice for the services pending payment, compensation for the expenses caused to the Hotel due to or related to the death. The expenses that the hotel can claim include those for cleaning, in addition to normal cleaning, incurred by the hotel due to illness, death or any other type of event or incident suffered by the guest in the facilities. of the establishment.

III. RULES OF COEXISTENCE AND HYGIENE

ARTICLE 11°.- SMOKERS

This Hotel is a "**Smoke Free Space**" so smoking is prohibited throughout the establishment, extending the Smoke Free area to all rooms.

Smoking is only allowed outside the Hotel, so please put out your cigarette before entering, using the ashtrays that you will find for this purpose.

Remember that all rooms and common areas are equipped with smoke detectors. In the event that a guest smokes in the room or in any other area of the Hotel, they may be prevented from staying, reported and/or charged for damages.

In any case, a charge of 200 euros per day + VAT or equivalent tax will be charged to your account, which will be paid at check - out for cleaning and deodorizing the room or area in question.

Cleaning and smoke removal fee may be subject to change.

ARTICLE 12°.- FOOD AND DRINKS REGIME

SCHEDULE

- Bar hours are as follows:

- From Monday to Friday: 08:30-00:00

- Saturdays: 08:30 - 00:00
- Sundays and Holidays: 08:30-00:00

Some hours may change depending on the time of year.

The contracted pension regime is personal and non-transferable.

It is not allowed to take food, meals or drinks from the Hotel dining rooms.

The entrance of food and drinks (except baby food) to the rooms and/or public areas of the hotel is also not allowed unless they were purchased within the hotel facilities, in the bar or restaurant of the same; Otherwise, the hotel, at its option, may require the withdrawal of said food and/or make an additional charge (for the bottle uncorking service, for the request for cutlery, or for other services provided by the establishment in relation to this issue).

The Hotel may prevent access to any external food service company, even if its service, in breach of what is established here, had been requested by a client staying at the Hotel.

The Hotel, in addition, is not responsible for the merchandise that could be brought into the Hotel in contravention of what is stated here.

Guests consuming alcoholic beverages must do so responsibly. Hotel staff may refuse to serve alcoholic beverages to guests who do not consume responsibly.

ARTICLE 13°.- ACCESS OF ANIMALS

The access or stay of people accompanied by pets, domestic animals of any kind, birds or any other type of animal is prohibited, with the exception of people accompanied by guide dogs or assistance dogs as established by the sector regulations regarding the use of guide dogs by people with total or partial visual impairment.

In any case, the person who introduces an animal and/or its owner will be jointly and severally liable for all the deterioration, damage or breakage that the animals cause to the things, goods and/or facilities of the Hotel and/or to the guests and/or visitors of the same of the Hotel .

ARTICLE 14°.- CHILDREN'S STAY

It is very important for the Hotel, the protection of all its guests, especially children, for this it is necessary that those responsible for their care are attentive to the areas to which they attend, the activities they develop and also their behavior in areas of the Hotel so as not to affect third parties.

Parents and guardians are responsible for the behavior and corresponding supervision of minors within the Hotel facilities during their stay, so they must ensure that the facilities are used properly and, above all, respect the common areas:
"DO NOT USE THE ELEVATOR WITHOUT THE COMPANY OF A RESPONSIBLE ADULT, DO NOT RUN THROUGH THE CORRIDORS, DO NOT SHOUT IN THE RESTAURANT, DO NOT PLAY ON THE TERRACE, DO NOT JUMP WITHOUT CONTROL..."

Any damage caused by minors in the absence of such supervision will be the sole and exclusive responsibility of their parents or legal guardians, leaving the Hotel exempt from any liability.

In accordance with current regulations, minors under eighteen years of age who access the establishment may not be sold, served, given away, or allowed to consume alcoholic beverages. Likewise, the sale of tobacco to them is prohibited.

ARTICLE 15°.- LOST AND/OR ABANDONED OBJECTS

The objects that are in the rooms or other areas of the Hotel, once the period of accommodation of a client has ended or, where appropriate, has been suspended, will be removed after the inventory of the same has been carried out, which will be signed by two witnesses.

The objects will be available to the client who has lost and/or abandoned them, and can be picked up at the Hotel, from 8:00 a.m. to 2:00 p.m., Monday through Friday.

In order to ensure that the location of the object is as agile and effective as possible, the client must report all the data referring to the description of the object that was lost and other circumstances surrounding its loss or abandonment. In the event that the client requests that the object be sent to him, he must pay the price of the transport, which will be postage due, and he must also pay the expenses that the deposit of the same may generate for the Hotel.

Personal identification documents (DNI, Passports, etc.), if not claimed, will be delivered to the police authorities.

Perishable goods, if not claimed, will be destroyed the day after they are found. The rest of the found objects will remain in the Hotel Offices in deposit for a maximum period of 90 (ninety) days.

In the event that it is known to whom they may belong, said period will be counted from the time this fact has been reliably notified to the address provided by the user of the establishment so that the forgotten object is returned (return request with your address that will be to make in writing).

In case of not having an address for the aforementioned purposes or it is unknown to whom the object may belong, the period will begin to count from the time it was found.

The same will be done in cases of abandonment of belongings in the event of eviction and/or expulsion from the establishment due to non-payment, non-compliance with the rules contained in these Regulations or any other reason. After said period of 90 days, the establishment may freely dispose of unclaimed belongings, as it deems most convenient.

ARTICLE 16°.- RULES OF USE

- TOWELS: It is forbidden to use towels and other clothes in the room for outside use.

- WASHING AND DRYING CLOTHES: It is not allowed to wash clothes in the rooms or hang clothes in the windows, on the railings of the terraces or inside them hanging from ropes or in the corridors.

- MOBILE DEVICES: Likewise, it is specially requested in case of using mobile devices in any public area of this Hotel, to do it in minimum volume or in silent mode to respect the rest of the guests or visitors.

- FIRE EXTINGUISHERS: A sufficient number of fire extinguishers and smoke detectors have been installed in the Hotel to be used in a possible accident. In such circumstances, the instructions marked on them must be followed and guests must notify the Hotel Reception.

either Guests are strictly prohibited from using the electrical power and mechanical equipment installed in their room for purposes other than their intended use.

either The Hotel's security measures strictly prohibit the use of hair straighteners, curling irons and other electrical, gas or other devices that may cause a fire anywhere in the Hotel and in the rooms.

IV. ADMISSION RULES

ARTICLE 17º.- RIGHT OF ADMISSION.

The Hotel is for public use and free access, with no restrictions other than those established in current regulations, the rules of this Regulation, and, in any case, the rules of good coexistence and hygiene.

The Hotel is not responsible for the behavior of the guests, nor for objects, substances or materials that they may introduce into the room, since it is not authorized to check luggage.

The public may not enter or stay in the Hotel and its facilities without meeting the requirements to which the Company had the right of admission conditioned, as dictated by article 59.1.e) of Royal Decree 2816/1982, of August 27, for which approves the General Police Regulations for Shows and Recreational Activities, extending its field to all types of establishments intended for the public, regardless of whether they are publicly or privately owned.

The access and permanence of people in the Hotel will be prevented in the following cases:

- When the established capacity has been completed with the users who are inside the establishment.
- When the closing time of the Hotel has been exceeded.
- When the minimum age established to access the premises is lacking, according to current regulations.
- When the person seeking access has not paid the ticket or locality in cases where it is required.
- When the person shows violent attitudes, especially when they behave aggressively or provoke altercations.
- When the person carries weapons, and objects that can be used as such, unless in accordance with the provisions of the applicable specific regulations at any time, they are members of the Security Forces and Bodies or private escorts integrated into companies. private, and access the establishment in the exercise of their functions.

- When wearing clothing or symbols that incite violence, racism or xenophobia in the terms provided in the legislation on the protection of citizen security and in the Penal Code.

- When it causes situations of danger or inconvenience to other attendees, or does not meet the conditions of personal hygiene in accordance with prevailing social practices in today's society and that, for this reason, may cause inconvenience to other people. In particular, access, or, where appropriate, permanence in the establishment, will be prevented for those who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show obvious signs or behavior of being intoxicated.

- When proceeding to behave impudently, shouting or causing notoriously loud sounds that annoy other guests, disturb the tranquility in the Hotel or the normal development of the establishment

- When adopting measures or attitudes against the health and cleanliness of the establishment.

- When the rules for the prevention of contagion by COVID-19 (use of masks, safety distance, etc.), or by any other virus that arises in the future, established by the applicable regulations at any time, are not complied with.

- When the normal social coexistence of the establishment is violated or any type of annoyance to other guests or visitors or third parties is caused, by themselves or by persons for whom they must respond, or any act is carried out that may affect tranquility and privacy. that guests expect to find during their stay at the Hotel.

- When he executes, promotes or encourages discriminatory acts against other clients, visitors or employees of the Hotel, and even his own companions or acts rudely or aggressively against any of them.

- When the services or benefits are not paid when payment is required.

- When proceeding to remove objects or goods belonging to the Hotel from the Hotel, whether from the room or other sectors without the express consent of the Hotel.

- When proceeding to damage or deteriorate, totally or partially, the facilities, accessories, goods, services and supplies of the Hotel, or of any other recipient of this Regulation.

- When you proceed to reveal or disseminate confidential data of the Hotel that you have obtained on the occasion or due to your stay or transit in the hotel establishment.

Likewise, the access and/or stay of those persons who refuse to comply with the legal obligation to complete and sign the forms of the Entry of Travelers will be prevented, with all the data required in them (including the type and identity document number), in accordance with the provisions of Organic Law 1/1992, of February 21, on the Protection of Citizen Security, and in Order Int /1922/2003, of

July 3, of the Ministry of Interior, on book-registration and parts of entry of travelers in hotel establishments and other analogous.

When the indicated circumstances concur or people incur in one or more of the restrictions listed above, the staff responsible for the establishment may require them to leave it, after payment, where appropriate, of the accounts that they have pending for provision of services and consumption.

It is expressly stated that free access to the facilities, services and accommodation of this hotel establishment will not be denied or restricted to persons who wish to do so, for reasons of sex, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

The Hotel may request the help of the agents of the authority to evict from its facilities users who fail to comply with these regulations, who intend to access or stay in them for a purpose other than the normal use of the hotel service and also, where appropriate, to people who are not registered as users, attendees at banquets, conventions, etc. or that incur in the assumptions provided for in this article as a reason for denying access.

ARTICLE 18°.- OBLIGATION TO PAY IN CASE PROHIBITION OF ACCESS OR EVICTION.

However, and in the cases described above, the person is obliged to pay the expenses generated up to the moment of the prohibition of access or stay in the Hotel.

ARTICLE 19°.- CIRCULATION AND STAY IN THE HOTEL.

The circulation and stay inside the Hotel will be in the places reserved for the clients, without them being able to access in any case the rooms or reserved or private spaces, being expressly excluded the halls whose access is limited to those who hire them and to the guests to whom they determine.

Those for the exclusive use of the establishment's staff, access corridors to administration offices, kitchens, warehouses, warehouses, staff locker rooms and other service premises will be considered reserved or restricted areas.

ARTICLE 20°.- SECURITY RECOMMENDATIONS.

The management of the establishment recommends:

- Monitor and control your luggage and personal belongings in public areas, in order to avoid loss and/or possible theft. Don't leave it unattended.

- Close your bedroom door when you leave it and try to open it again to make sure it is closed properly, even if it is only for a short time.

- Keep the door closed when you are in the room.

- Close your luggage when not in use and place it in your closet. If the luggage has a lock, always use it.

- Protect your room key. Do not just leave the key at the Reception desk. Always return your key, in hand, when you leave the Hotel.

- Immediately notify the Management of any abnormal event that you notice, such as: people in a suspicious attitude in the corridor, repeated phone calls from

people who do not identify themselves, knocks on the door of your room from people you do not know, or not finding someone. no one at the door when you go to open it.

- Please do not be bothered if you are asked at Reception or any other department to identify yourself.
- Do not display jewelry, money or valuables in your room.
- Do not invite strangers to your room, or tell them your room number.
- Do not allow repair personnel to enter your room without being required or authorized by the Hotel Management.
- Do not allow people to enter your room with deliveries that have not been requested.
- When establishing social relations with unknown people, do not reveal the name of your Hotel or the number of your room.
- Do not discuss specific plans for future excursions, outings etc ... in public or with strangers.
- Do not keep the room opening card with any document indicating the establishment or the room number.
- Do not show your room key in public places.
- If you discover any type of deterioration or anomaly, contact reception. Respect the areas where the rooms are located during nighttime and siesta hours and, in general, avoid making unnecessary noise.

Please use the facilities properly, respecting the furniture and the pool of the Hotel. Please respect the schedules of all the Hotel facilities.

We appreciate your participation in the event that during your stay at the Hotel, any disaster or evacuation drill is practiced.

Some hours may change depending on the time of year.

To avoid the danger of accidents, do not use glasses and other glass and/or crockery objects in the pool area.

ARTICLE 21°.- POWERS OF THE HOTEL

The total or partial non-observance of any of the rules of this Regulation authorizes the Hotel to execute, at its sole discretion, any of the following procedures:

- Inviting the offender to modify his conduct or habit;
- Require due respect and compliance with the rules of behavior, etiquette and clothing;
- Insist on compliance with the provisions of this Regulation;
- Apply specific sanctions to the offender, such as a warning, suspension of the use of all or part of the facilities and/or services provided by the Hotel or exclusion from the hotel establishment.
- The Hotel reserves the exercise of its right of admission and permanence, and in exercising it, it may prohibit the entry of those persons who have previously violated these Regulations and/or those who do not meet the requirements listed above.
- Communicate and notify the competent public authorities so that they carry out the necessary intervention.

The Hotel Management will apply the sanctions taking into account the following criteria: the seriousness and nature of the infraction and the circumstances of the fact; the reiteration of behaviors of the offending subject; Your background; and the application of previous sanctions to the offender.

The Hotel reserves the exclusive power to apply or not the sanctions provided for in these Regulations. In no case, the absence of application of a sanction to the offender can be considered by him or by other clients or visitors, as a right not to be sanctioned in the future for similar causes or for other infractions that he commits. In the event that any recipient fails to comply totally or partially with the norms or rules of this Regulation, in addition to being able to be sanctioned, the offender will be obliged to compensate for the damages caused.

In any case, the offender must keep the Hotel harmless from any damage for any claim or claim that any third party directs against the hotel establishment as a result of its breach of the provisions of this Regulation or current legislation.

The rules contained in this Regulation may in no way be interpreted as discrimination against any type of ethnicity, nationality, gender, religion, race, age or political ideology of the recipients, but rather an ideal means of guaranteeing excellence and quality to all its clients of hotel services.

In no case can these Regulations be interpreted as limiting or restrictive of the individual rights of those who voluntarily enter the establishment, aware of its characteristics and that the power that the Hotel has to dictate any other norms or rules (that complement, extend, modify or replace the rules established here, or establish new rules to regulate the use or utilization of specific sectors of the establishment or the way in which the recipients of this Regulation or other possible recipients must behave, conduct themselves and present themselves in any sector or facility of the establishment. establishment) is inherent to its right of property and/or its responsibility for the operation with respect to the rights of its guests or clients. This power is the responsibility of the hotel operating company, which must ensure the proper functioning of the services, with respect for the rights of its guests or clients.

In accordance with all of the above, the owner of the Hotel may prevent the stay of the client and/or his companions in the establishment, and dispose of his room directly, without the need for any judicial procedure, in the event of:

- Total or partial non-payment of the invoice (see article 3 of these Regulations).
- Lack of agreement regarding the extension of the client's stay.
- Use by more than one person of the room contracted as an individual, by more than two people in a double room or in a suite, or by more than three in a room contracted as a triple.
- Concurrence of any of the causes that prevent access or permanence in the establishment, established by the same in exercise of its right of admission.
- Refusal of the client or any of his companions to complete and sign the Passenger Entry Form.
- Non-compliance by the client and/or his companions with any other of the obligations established in these Regulations or in the applicable regulations in force.

In such cases, the client and/or his companions will be obliged to leave the room, and the rest of the premises of the establishment, immediately after being required to do so by the Management.

If the client refuses said abandonment, or reacts in such a way that it constitutes a criminal offense, the Hotel may request the help of the public force and/or the tourist inspection to proceed with said eviction. All this without prejudice to the right of the Hotel to claim from the client the amounts that he has left unpaid, as well as the damages that, where appropriate, his behavior has caused.

The Ordinary Courts of the place where the Hotel is located, with jurisdiction in civil matters, waiving any other jurisdiction and/or jurisdiction that may correspond, without prejudice to the intervention of the Criminal Justice when appropriate.

V. PRIVACY POLICY

ARTICLE 22.- DATA MANAGEMENT

The Hotel, in order to comply with legal obligations, carry out the provision of services offered to its customers, make an offer of personalized products and services, improve the business relationship and manage the requests made by our customers, will treat the personal data of its customers in an automated way and undertakes to comply with current legislation on automated data processing.

The hotel undertakes not to use the personal data of customers for advertising purposes.

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