

# INTERNAL HOTEL PROCEDURE CONTENTS



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# INTRODUCTION

The Hotel presents this INTERNAL PROCEDURE, which contains the policies, rules and regulations that will govern the relationship between the Hotel and its clients.

These Regulations shall also be applicable and binding for:

- Visitors and/or occasional companions of hotel guests.
- Users of services and facilities open to the general public.
- Any person who, even occasionally, visits or wanders inside the hotel
- Attendees of events taking place at the hotel.
- Contracting parties, organisers and staff involved in the organisation and running of events held at the hotel.

The Regulations will apply to all spaces and areas of the establishment, be they for exclusive or common use, without distinction.

These Regulations are available to clients at the hotel reception and they may consult them whenever they wish. Additionally, these Regulations are available on the hotel's website.

Ignorance of these Regulations is no defence for non-compliance, as these Regulations are based on current laws and legislation.

These Regulations will be in continuous and uninterrupted effect until they are amended or replaced by another. In case of any doubt, it shall be deemed fully satisfactory in all its rules and regulations.

The rules and prohibitions contained in this Regulations and which should be complied with by its intended recipients, should not be understood as exclusive of other analogous or similar behaviours not set forth in it, but that clearly emerge from the spirit and intent of these Regulations.

Infringements of these Regulations, to the extent possible, will be corrected immediately and, if appropriate, may be punished in accordance with labour, civil or criminal legislation, irrespective of other responsibilities that the offender may incur and the appropriate legal action to which they are entitled.

The Hotel reserves the right of admission and to cancel the reservation, without right to refund, of any client who contravenes these Regulations, as well as the rules of living and common sense, or acts in any way disrespectfully to the Hotel facilities or other people within it, be they staff or guests of the Hotel.

We appreciate your choice to stay with us, as well as your strict observance of our Regulations, prepared for your own benefit.

In any case, should you require additional information please do not hesitate to contact Reception. To this end, we remind you that the Hotel Manager, together with the reception staff and, where appropriate, the concierge, are the main contact or central relationship for guests of the hotel establishment, and for information and advice of the same.

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### **Applicable Legislation**

The Internal Regimen Regulation is governed by Spanish law.

### **Language**

This Regulation is available in different languages, but only the text in Spanish is the sole legally binding text, and the one that will prevail if there is any difference of interpretation or any other nature.

# I. CONDITIONS OF ADMISSION

## **ARTICLE 1.** CHECK IN (POLICE RECORD) AND ADMISSION DOCUMENT (WELCOME)

Reception is where the necessary steps are taken for registration and admission, and where the magnetic cards are kept to access accommodation.

Check-in takes place from 14:00 and until 20:00 on the day of the client's arrival, and Check-out until 12.00 pm on the day of departure.

If the guest arrives before Check-in time and the Hotel has rooms available, they can enter as early as 7:00.

In the event that, for personal reasons, the guest has to register their arrival after 20:00, they should notify the hotel 24 hours prior to their arrival.

The Hotel will abstain from providing accommodation to minors who arrive alone, nor do we accept bookings of rooms or stays by minors.

However, minors between the ages of 16 to 18 years old may be authorised in writing by the father, mother or guardian to stay at the Hotel as long as they are the ones to take responsibility of the minor and assume the payment of the bill as appropriate. In the case of minors under the age of 16 years, they must also always be accompanied by the father, mother or guardian.

## REGISTRATION ON ARRIVAL

The person or persons who wish to make use of the accommodation units, common facilities and, where appropriate, complementary services offered by the Hotel, must present their identification documents on registration and sign in to the Hotel Register of the establishment.

When guests arrive as a pre-booked group (group bookings are considered reservations of 10 or more rooms), their representative will hand over the lists together with the identification documents of the group members.

Valid identification in Spain are passports, DNI and Driver's License. If you are a foreigner you can register by presenting a Passport or Identity Card if you come from an EU country or any of the following countries:

- Andorra, Iceland, Switzerland, Norway, Malta, Monaco or San Marino.

You can also register with a current Spanish Residency Permit if you are a foreign resident in Spain.

This rule is mandatory in accordance with the Order of the Ministry of the Interior of the Government of Spain 1922/2.003 of 3 July, which requires registration and entry records for Travellers in a Hotel Establishment, Royal Decree 933/2021 of October 26 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 above, all guests, both individuals and guests, must have an individual registration sheet.

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

The accommodation is non-transferable, meaning that the Hotel will deny accommodation to any guest who does not comply with this registration requirement and has the power to demand, if it deems it appropriate, the identification of the applicant and the people accompanying them in the hotel. Any person not registered in the police register are also prohibited from entering the Hotel, unless with the direct permission of the Management.

The Hotel Management is not responsible for any false or incomplete information that the guest may provide when filling out the registration card, whose details should be filled out by the user in full, or by the Hotel based on the details that appear on the identification documents provided to such effects by the client.

In compliance with current legislations, the identification data supplied shall be communicated to the authorities by the Hotel.

#### ADMISSION DOCUMENT

This establishment, once a person or persons have been registered, will prepare an admission document stating the name of the client in order to formalise the admission (featuring a person, the commercial name of the establishment, the tourist classification, the identification of the allocated accommodation, price per day, the category and price of complementary services provided, and dates of check-in and check-out).

Users must provide proof of their condition, producing the admission document, when required.

The admission sheet provides proof of the tourist accommodation contract and will serve as proof for administrative purposes, and therefore must be signed by the concerned party to formalise their admission.

The original signed document shall remain in the possession of the establishment, who will retain it for the time stipulated by law to be made available for tourist inspection, providing a copy to the guest who signed the same.

By signing the document, the client confirms that all the data provided are true and accepts the terms and conditions expressed in the document.

Signing the document also assumes that the Client expressly accepts these Regulations, its rights and obligations, and shall be bound to observe the rules contained in the same and those dictated by Management on security, coexistence and hygiene for the 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 stay in the same, within the limitations contained in legislation and in these Regulations.

Users have the right to receive full and accurate information, and for such information to be provided prior to the contracting of services offered.

In addition, guests have the right to security, privacy and total peace-of-mind during their stay, in accordance with the agreed terms and conditions. Invoices for any services contracted directly to the hotel will be issued to in accordance with the current regulations of the Data Protection Act concerning maintaining the confidentiality of any personal information. In the event of a guest wishing to make a complaint, forms provided by the relevant authoritative department(s) from the corresponding Autonomous Community (region) must be filled out by the guest and handed in at the hotel reception.

The submission of any claim or complaint does not exempt the client from the observance of these Regulations or the payment of services.

The hotel is not responsible for the price, nor the use of tools, utensils and other services provided outside the hotel establishment, nor the behaviour of any outside staff, unless expressly reflected in their conditions and rates.

Rates with the prices and conditions of the different modes of accommodation, catering, bars, safe rental, and complementary services offered by the Hotel are detailed in reception for users who request them.

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



Complementary services that are offered and are provided in this establishment by other persons or entities, the detail of their scheduled times, their prices and conditions of use, also found at reception, will be formalised in their corresponding documents and settled in accordance with the conditions agreed.

Legal entities or individuals who, on their own basis, provide complementary services in different areas of the hotel, are responsible for their own staff and their behaviour, operation, maintenance, prices and everything inherent in their own services. Each of the different units clearly identifies the holder of the same.

For all of the services and activities, where appropriate, you will find a summary of information in directories, which include information about the evacuation plan in case of emergency, accommodation prices, menus with their prices, and communication of free services, such as Wi-Fi.

In any case, the Hotel can offer to their clients, at no additional cost, extra services such as tourist information, wake up service, storage of valuables in the Hotel's general safe, provided that their contents is declared and signed for by the customer, storage of baggage, and taxi calling service.

The Hotel is also able to manage certain services beyond the establishment, such as car rental, excursions, restaurants, and other services related to the stay.

The Hotel may vary the timetables for different services of consumption, use and enjoyment, throughout the seasons, depending on the seasonality, and reserves the right not to admit users outside these hours, or when the maximum authorised capacity is exceeded or admission is limited, thereby damaging the work schedules of such services.

Guests' permission will be sought prior to taking any messages, phone calls, packages or anything addressed to them on their behalf. In the event that the guest cannot be located within the hotel, staff will ensure that the message or package is verified with the guest upon their return and delivered to them appropriately.

The rooms and common spaces of the hotel may not be used for uses other than accommodation and/or hired services, either by the guest or his/her companions, or by third parties. Consequently, the aforementioned 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 and expressly authorized by the Management of the establishment and always complying with the rest of Internal Regulations, the conditions set by the aforementioned Management and the regulations that apply to the activity in question.

### **ARTICLE 3. - BILLING AND PAYMENT**

The billing of accommodation rates will be computed per day and in accordance with the number of overnight stays.

The minimum billing for accommodation will be at the rate of one overnight or day, with the understanding that this ends at 12:00 the day after the date of entry.

Payment methods accepted by the Hotel are the following: Cash, Debit cards (Maestro) and Credit cards (Master Card, Visa, Amex, American Express and Diners). Personal cheques are not accepted.

When payment is made in cash, this 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, bills must be used that are appropriate to the amount to pay, meaning that the Hotel reserves the right to refuse high denomination bills if the amount to be paid is much lower.

Payments with more than 50 coins of euros will also not be accepted.

Users are obligated to pay the amount of contracted services when presented with the bill or in accordance with the agreed terms.

Any food or other goods found in the Hotel room (for example the contents of the minibar, towel, bathrobe), which you consume or take with you when leaving the room will be charged the equivalent amount as shown on the price list available in each room or in the Hotel reception.

In the event that a Client leaves their room and said food or goods are not found in the room, it shall be deemed that these were consumed or taken by the client.

The bill can be presented by the Hotel before the end of the stay if during this period the services enjoyed (either accommodation, extras or both) meet or exceed the sum of 600 euros.

The establishment may require its clients, at any time and after the presentation of the bill and its receipt, to pay for of services provided outside the accommodation, even when the payment for this had been agreed in advance.

The departure of the client before the end of the contracted stay shall not exempt the client from paying the full amount for all reserved days and contracted services.

If a client intends to leave the establishment with a wholly or partially unpaid bill, the Hotel will be entitled to request the assistance of the authorities.

**ARTICLE 4.** - ADVANCE GUARANTEE OF PAYMENT

The Hotel can request advance of payment by credit card for the contracted services, in accordance with the applicable law, of both the full amount of the reservation including taxes and tourist tax that may apply, as well as for extras.

This guarantee may be extended to damages or malfunctions that occur in the fixtures, furniture or other elements of the establishment due to negligence or misuse.

To such effects, the Hotel can ask the client on arrival, or when making their reservation, for a credit card number where, in the case of non-payment of a bill, they can be charged for the same.

Such a request may be made even for accommodation that is pre-paid or comped, to ensure payment for extra services that may be used, as well as to cover damages and malfunctions.

The Hotel reserves the right, in the event of any damages, malfunction or theft in the room or any other area of the hotel by the customer, to use the breakage deposit and/or claim this compensation.

The Hotel will also be able to use the client's credit card number to charge or preauthorize the amount of the first night contracted, even days before the client's arrival, in order to verify the validity of the card.

If a card cannot be provided, prepayment for the stay and a security deposit of 500 euros will be required, as well as upfront payment for any extra services requested.

**ARTICLE 5.** - PERIOD OF OCCUPATION OF ACCOMMODATION UNITS

Hotel rooms should be used based on the number of nights booked.

Occupation of an 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 the date of departure.

However, on dates of maximum occupancy, when there is a higher number of check-ins and check-outs, it is possible that not all rooms will be available at this schedule due to reasons of availability and cleaning times, which can lead to a delay of up to four hours in making the accommodation unit available to the user.

Availability may also be delayed in the case of exceptional circumstances which prevent, for reasons beyond the Hotel's capabilities, having the room for the corresponding guest at the time fixed for the beginning of the occupation under the normal rules of occupation.

We ask that the guest communicates their time of arrival and travel plans to enable the Hotel to prepare, and also remember that if you do not arrive at the hotel by 20:00 hours (local time) on the day of your arrival, without prior communication from the guest, the Hotel will consider the reservation as a "no show" and it will be fully cancelled automatically, charging 100% of the outstanding amount of the reservation.

However, the reservation will be kept as long as the client has communicated their arrival before the time mentioned above.

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

For possible changes, both in occupation as well as an extension of the time indicated, please ask at reception, keeping in mind that you must immediately inform Hotel staff should you want to prolong your stay, and always before 12 noon of the departure date.

The Hotel will honour your request as long as availability permits, duly informing the guest who requested it, and in the case of agreement between the parties, they may agree to a new occupancy status of the accommodation units, which should be reflected in the admission document.

Any extension of the time of occupation to that described, without prior agreement, will result in the obligation to pay for one day more.

Notwithstanding the above, the client will not be able to extend, without agreement from the Hotel, the contracted number of days of stay, due to the serious damage that this could cause for other clients with reservations. The Hotel staff has the power to request help from the authority to evict clients who fail to comply with the above.

In the event that the client leaves the room on the day of departure prior to the time set for the Check-Out, there will be no refund for the total amount of the stay. If the client reduces, in whole or in part, the number of guests on the reservation, it is the Hotel's decision whether or not to grant a refund, though in the case that the room has been indicated as non-refundable or similar, there will be a charge of the full amount of the booking.

When guests are absent for more than seventy-two hours without prior notice, the Hotel may deem the contract of accommodation to be suspended or terminated, and proceed to collect the luggage in accordance with article 18 of these Regulations, except in the case in which the actual value of the guest's belongings does not guarantee the amount of the bill.

Under these circumstances the Hotel may terminate or suspend the stay with the absence of the guest for more than twenty-four hours. In the event of the death of the

occupant of a room, their heirs or representatives will be responsible for paying the resulting costs, including if necessary the redecoration and disinfection of the room and the replacement of linens and equipment.

## **ARTICLE 6.- NUMBER OF PERSONS PER ACCOMODATION UNIT. STAYS**

### NUMBER OF PERSONS PER ACCOMODATION UNIT

As a general rule, persons who exceed the contracted room capacity are not permitted to stay.

Consequently, two people will not be permitted to stay in a double room that has been contracted as a single. Similarly, no more than two people will be allowed to stay in a double room or suite, nor more than three in a room booked as a triple.

For safety reasons a maximum of four people are allowed to a room, or where appropriate, the maximum number according to the room format and type of reservation.

Otherwise, the Hotel reserves the right to charge the fixed rate for the actual number of persons using the room, and at the same time put an immediate end to the client's stay.

Guests staying with infants of 0 to 2 years old may request, subject to availability, a baby cot at no additional cost. The maximum number of baby cots in a room is one. Bedside cots are available on request and must be confirmed by the accommodation.

One child aged 2 or over or one adult can stay in an extra bed. The use of an additional or rollaway bed will carry an additional cost and be available only in double rooms, and always at the request of the individual user. In the event that the bed has not been requested in advance, the Hotel reserves the right to request an extra reservation in the event that the establishment does not have the requested extra bed. Such additional 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 this is given, their movements must be recorded in the Hotel Register.

### VISITS

The Hotel reserves the right to admit occasional visitors and under no circumstances will they be allowed access to the rooms. If the user wishes to receive visits, the Hotel has spaces available for this purpose.

Should a user fail to comply, the Hotel Management reserves the right to order the immediate departure of the visitor.

## II. RULES OF OPERATION OF THE SERVICES PERFORMED BY THE HOTEL

### **ARTICLE 7.** - PROVISION OF HOTEL SERVICES

The Hotel offers the services and benefits commensurate with its category. Such services and benefits can be found at any time on the official site of Vincci Hotels SA, <https://www.vinccihoteles.com/es>, which also indicates that it accepts special requests.

The price of the accommodation unit is deemed to include water supply, electricity, heating, cooling, use of bed and bathroom linen and cleaning of the accommodation.

Some services have additional cost, and in such cases, it is prohibited to use the same or receive their benefits if they have not been previously contracted and must be paid in advance or after being used, as agreed.

People who represent the Hotel company or provide the services inherent to the accommodation shall, to such purposes, have free access to rooms occupied by clients.

This establishment shall, in the provision of its services, comply with the requirements established by Civil Liability covering security in the Hotel, being relieved of any liability in the event of personal accidents due to negligence or recklessness of guests or of their companions.

In the case of technical deficiencies that are beyond the control of the Hotel, the Hotel is committed to managing the solution causing the least inconvenience to the client.

The furniture and utensils of the rooms, as well as other areas in the hotel, are part of the services provided and have been prepared with the intention of making the client's stay as pleasant as possible, so we ask that you make proper and respectful use of the same. In any event, they are the property of the establishment, and in the event of any loss, theft or unjustifiable damage to the same, the establishment reserves the right to charge their corresponding value.

Without prejudice to the right of admission, Hotel guests can, in general, access the services and equipment offered by the establishment, except where limitations on access have been placed, which will be fully justified and shall in no case be contrary to any rights or constitutional principles.

## **ARTICLE 8. - CLEANING SERVICE**

Rooms are cleaned on a daily basis. The schedule for cleaning rooms is, usually, from 08:00 to 16:00 hours. Clients who do not make their rooms available during these hours will not be able to have their rooms cleaned.

If you wished to have your room cleaned, hang the "Please clean this room" sign outside the door to your room.

If you do not wish to be disturbed, hang the "Please do not disturb" sign outside the door to your room. After 48 hours, the maximum uninterrupted time period permitted by the hotel, the guest's room will be called by telephone. In the event of no answer, the room will be entered for housekeeping and cleaning. If the phone or the door is answered by the guest, apologies will be offered for the disturbance and a set time is to be agreed with the guest for housekeeping to take place, which must be on the following day at the very latest - provided that the room is in a suitable enough condition for housekeeping to be postponed.

Changing of towels and sheets is done at the guest's convenience, or at least every three days. If you need towels, a change of sheets, restocking of the welcome set or cleaning of the room within a specific time within the cleaning schedule, you should contact reception.

## **ARTICLE 9. - LAUNDRY/DRY CLEANING AND IRONING SERVICE**

In each room you will find information about laundry, dry cleaning and ironing services, their prices, delivery schedules and return of garments.

The service is not available on Sundays and Public Holidays. On Saturdays it is only available until 13:00.

Same-day clothes deliveries are available with the Express Service.

The Hotel is not responsible for the shrinking, discolouring or deterioration of garments due to their conditions or compositions of use.

If you wish to iron clothes in your room and require an iron, please contact reception where they will provide you with one if there is availability.

Use extreme caution if you use the iron in your room.

## **SEWING SERVICE .SHOE CLEANING SERVICE**

If you require any of these services, please contact reception for more information about them.



## **ARTICLE 10. - GARAGE SERVICE**

The garage is a service for hotel residents, the use of which may be free or, where necessary, dependent on payment of a fee stipulated by the Hotel.

Do not leave money or valuables inside vehicles.

The Hotel is not responsible for robbery, theft or damage to vehicles, including all objects or living creatures contained therein, regardless of the fact that they may be parked in spaces provided by the Hotel itself.

## **ARTICLE 11. - SAFE DEPOSIT BOX SERVICE**

In every accommodation unit a free safe has been installed to store valuables.

These safes are provided by a third-party company.

Store your valuables and/or money in the safe in your room, whenever the total amount or value is less than 1,200 euros.

If you are staying with sums of money and/or valuables worth a higher amount, you can deposit them for safekeeping, with proof of receipt, at the establishment's General Safe - please ask at Reception.

The Hotel is not responsible for any type of theft, robbery or loss of objects or sums of money not deposited, upon receipt, in the aforementioned General Safe or at Reception.

The Hotel will also not be held liable in the event of armed robbery or any other event of force majeure.

## **ARTICLE 12. - MEDICAL ASSISTANCE AND FIRST AID**

If your physical abilities are limited or you suffer from contagious illnesses or conditions, please inform Reception staff as soon as possible on your arrival to ensure that the Hotel can take any appropriate measures that may be necessary.

This establishment has a first aid kit, signposted and fully equipped and available to any of our guests who may require it.

If a guest becomes ill, Hotel Reception will contact the medical service at the express request of the guest who requires it so that they can receive medical attention or be transferred to a suitable place, and the cost will be borne by the guest.

In the event that the guest who falls ill is not able to act for themselves and there is not a person who may act on their behalf, the Hotel will take the necessary steps so that they can receive medical help. In such case, the Hotel may require the guest themselves, or failing that, family members or a third party, to cover the costs that the Hotel had to assume.

In the event that the Guest suffers (or is likely to suffer) an infectious process or other disease and finds themselves in a condition that may (or could be) dangerous for others staying in 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 kind of accident and/or incident that the guest suffers on the Hotel premises such as falls, bumps, and animal bites, among others. Any cost arising from such accidents or incidents shall be borne by the guest, exempting the Hotel of any liability of a legal nature.

In the case of the death of a guest, the Hotel may require family members, heirs or a third party to pay, in addition to any outstanding service payments, compensation for expenses incurred by the Hotel with reason or relation to the death.

The expenses the hotel may claim include cleaning, in addition to those expenses related to normal cleaning, those incurred by the hotel due to illness, death or any other type of event or incident suffered by the guest on the premises of the establishment.

# III. COEXISTENCE AND HYGIENE RULES

## **ARTICLE 13.** –HOTEL 100% SMOKE FREE

This Hotel is a smoke-free environment, meaning that smoking is prohibited throughout the establishment. This smoke-free environment also applies to all rooms.

The use of electronic cigarettes and vaporizers is also strictly prohibited.

We remind you that all rooms and common areas are equipped with fire detectors.

If a guest is found smoking in their room or any other area of the Hotel, the Hotel has the power to prevent their stay, reporting them and/or passing on damages and losses.

Under all circumstances, your account will be billed a fee of 250 euros per day + VAT or equivalent to be paid at the time of check out for cleaning and deodorising the room or area concerned. The fee for cleaning and elimination of smoke can be subject to change.

## **ARTICLE 14.** - FOOD AND DRINKS SCHEDULE

### OPENING HOURS

For guidance purposes, we inform you that the schedules of the food and beverage services offered or may be offered at the hotel, will generally be included in the following time slots.

➤ The Bar schedule:

- ❖ § Monday to Friday: 07:30-23:30
- ❖ § Saturday: 08:00-23.30
- ❖ § Sundays and Public Holidays: 09:00-23:30

➤ The Dining Room schedule:

- ❖ § Lunch: 13:00-16:00
- ❖ § Dinner: 20:00-23.15

➤ The Breakfast Buffet schedule:

- ❖ § Monday to Friday: 07:00-10:00
- ❖ § Saturday: 07:30-10.30
- ❖ § Sundays and Public Holidays: 08:00-11:00

Some schedule may change depending on the time of year or any other circumstance that makes it necessary.

Paid-for dining services are personal and not transferable.

You are not permitted to take food or drink out of the Hotel dining areas.

You are also not permitted to bring food or drink (except food for babies) into the rooms and/or public areas of the hotel unless they were acquired within the facilities of the hotel, or the bar or restaurant of the same; otherwise the hotel, at their discretion, may make an additional charge (for bottle opening service, requests for cutlery, or other services provided by the establishment in relation to this issue).

The Hotel may prevent access by any external food delivery service, even if this service, in breach of the established above, was requested by a guest staying at the Hotel.

In addition, the Hotel is not responsible for any goods brought into the hotel in contravening that stated above.

Guests who drink alcohol should do so responsibly. The hotel staff may refuse to serve alcoholic beverages to guests who are not consuming responsibly.

#### **ARTICLE 15.** - CLOTHING AND APPAREL.

As a general dress code while in the hotel facilities, clothing or apparel should be appropriate and as established for the purpose in each case.

In addition, guests must comply with dress codes that may be required especially in certain areas of the Hotel, such as the bar, the restaurants, or those required by special occasions or events taking place within the premises of the Hotel.

No one is permitted to enter or stay in the Hotel wearing clothes or symbols which incite violence, racism and/or xenophobia. It is also not permitted to walk through or visit the Hotel facilities in inappropriate clothing or attire, including, but not limited to: going to Reception in bathrobe or pyjamas, walk through the hotel shirtless.

You are not permitted to access the Hotel's restaurant, buffet or dining rooms in work clothes, swimsuits, wet clothing, shorts, flip flops, torn T-shirts, vest tops (for men) or without shirts or shoes.

Aside from the restrictions mentioned above, the dress code for our restaurants is casual.

**ARTICLE 16.** - ANIMAL ACCESS.

Guests are not permitted to access or stay at the hotel accompanied by pets, domestic animals of any kind, birds or any other type of animal, with the exception of persons accompanied by guide dogs or dogs for assistance as established in relevant sector legislation for the use of guide dogs for people with impaired vision, in whole or in part.

In any case, the person bringing in an animal and/or its owner will be solely responsible for any harm, damages or breakages caused by the animal to objects, goods and/or facilities belonging to the Hotel and/or guests and/or visitors to the Hotel.

**ARTICLE 17.** - CHILDREN'S STAYS

The protection of all hotel guests, especially children, is of paramount importance to the Hotel. For that reason, we require those responsible for their care to be attentive to where they are, the activities are doing, and also their behaviour in public areas of the Hotel so as not to affect others.

Parents and guardians are responsible for the behaviour and supervision of minors within the Hotel premises during their stay, so they must ensure that they make correct use of facilities and above all, respect common areas: only use the lift when accompanied by a responsible adult, do not run down the corridors, do not scream in the restaurant, do not play on the terrace, do not leap around uncontrolled.

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

In accordance with current legislation, persons under the age of eighteen years that have access to the establishment will not be sold, served, given or allowed the consumption of alcoholic beverages. The sale of tobacco to minors is also forbidden.

**ARTICLE 18.** - LOST AND/OR ABANDONED PROPERTY

Items found in rooms or other areas of the hotel, once the period of a guest's stay is completed or, where the case may be, suspended, will be removed after the inventory of the same which shall be signed by two witnesses.

The items will be available for the client who has lost and/or abandoned them, and may be collected from the hotel between 08:00 and 14:00 Monday to Friday.

In order to locate the object most quickly and effectively, the client should supply as much information possible relating to the description of the lost item and other circumstances surrounding its loss.

In the event that the client requests that the item be sent to them, they must pay the freight transport costs and any other related costs borne by the Hotel.

Any personal identification documents (D.N.I., passports, etc.) will be turned over to the police authorities in the event that they are unclaimed.

Perishable goods, if not claimed, shall be destroyed the day after they are found.

Any other items found will remain in the Hotel offices for a maximum period of 90 (ninety) days.

If it is known to whom they may belong, such period will be counted from when this person has been reliably notified at the address provided by the user to the establishment in order for the forgotten item to be returned (a written request with your address must be presented).

In the case where an address is unavailable, or it is not known to whom the item belongs, the period shall be counted from when it was found.

The same shall apply in cases of abandonment of belongings in the event of eviction and/or expulsion by the establishment due to non-payment, breach of the rules contained in these Regulations, or any other reason.

On expiry of that period of 90 days, the establishment can freely dispose of unclaimed belongings, as it deems most appropriate.

#### **ARTICLE 19. - RULES OF USE**

- **TOWELS:** It is forbidden to use towels and other items from the room for outdoor use.
- **WASHING AND DRYING OF CLOTHES:** Guests are not permitted to wash clothes in rooms or hang items from the windows, from balcony railings, hung on ropes on balconies, or in hallways.
- **SILENCE:** From 22:00 guests must be quiet in hallways and rooms in order to not disrupt the other Hotel guests. Please moderate the volume of your voices and the TV.
- **MOBILE DEVICES:** We also request that when using mobile devices in any public area of this Hotel, you do so at minimum volume or use silent mode out of respect for other guests or visitors.
- **COMPUTER DEVICES:** When using computer equipment and internet connection located in the Hotel, the Guest must act in accordance with current legislation (especially regarding intellectual property laws) and preserve the state of the hardware and software.

- SECURITY DEVICES: In order to ensure the security, privacy and peace of mind of guests, this hotel uses technical devices with permanent recording elements in corridors and other general or common areas, the images of which may be made available to the authorities when required by law.
- FIRE EXTINGUISHERS: The Hotel has installed a sufficient number of fire extinguishers and smoke detectors to be used in a possible emergency. In such an event, you must follow the instructions indicated on these devices, and guests must inform Reception.
- ELECTRIC CURRENT: It is strictly forbidden for guests to use the electric current and mechanical equipment installed in their rooms for purposes other than those for which they were intended. The Hotel's security measures strictly prohibit the use of hair straighteners, curlers and other electrical, gas or other devices that may cause a fire in any area of the Hotel and in the rooms. To contribute to energy efficiency, you should only turn on the air conditioning with the doors and windows closed.
- CAMERAS AND OTHER PHOTOGRAPHIC AND IMAGE CAPTURE DEVICES
  - It is forbidden to take photographs or shoot film or video footage in all Vincci establishments in which any other guests or employees of the establishment appear, and even more so if there are minors, persons in swimwear or topless, or any other persons who have special characteristics, such as restricted mobility, Down Syndrome or other characteristics, for example those that could be indicative of beliefs.
  - It is forbidden to take photographs or shoot film or video footage of the staff of the establishment while they are carrying out their duties, except if the staff member has expressly given their consent, for example, to take a photograph or shoot film or video footage with an entertainer or waiter or other staff in which it is clearly evident that the staff member is posing for the photograph.
  - Any photographs or film or video footage shot by guests in which other guests or a Vincci employee can be identified may only be used in the family household sphere, and the publication thereof in any physical medium (documents, articles, leaflets,...), electronic or digital medium (website, social networks, blogs, rating review pages of sites such as Tripadvisor or similar) is completely forbidden.
  - Any unauthorised use of the image of a guest or staff member may constitute an offence against honour, privacy, and/or image, punishable by law with sentences of up to FOUR YEARS, and, in the event of public dissemination, of up to FIVE YEARS imprisonment..

## IV. RIGHT OF ADMISSION

### **ARTICLE 20.** - RULES OF ADMISSION OF PEOPLE AND ANIMALS.

The Hotel is for public use and free access, without restrictions other than those established in current legislation, the provisions of these Regulations and, in any case, the rules of good coexistence and hygiene.

The Hotel is not responsible for the behaviour of guests, nor the objects, substances or materials they may bring into their room, because it does not have the authority to check luggage.

The public will not be able to enter or remain in the hotel and its premises without satisfying the requirements on which the Company has made the right of admission conditional.

**PEOPLE:** Access or stays of persons to the Hotel will be prohibited under the following conditions:

- When the established capacity of users inside the establishment has been reached.
- When it is past the closing hours of the Hotel.
- When they are under the minimum age required to access the venue, under current legislation.
- When the person seeking access has not paid for the entrance fee or ticket in cases where this is required.
- When the person displays a violent attitude, particularly if they behave aggressively or cause altercations.
- When the person is carrying weapons, and objects capable of being used as such, except in accordance with any provisions in specific current legislation, members of the Armed or Security Forces or private bodyguards employed by private companies, who may access the establishment in the performance of their duties.
- When wearing clothing or symbols that incite violence, racism or xenophobia under the terms outlined in legislation on public safety and the Criminal Code.
- When causing danger or annoyance to others, or not meeting the standards of personal hygiene in accordance with the social norms prevalent in today's society and which may consequently cause a nuisance to others.

In particular, persons will be prevented from accessing or, when appropriate, staying at the establishment who have consumed drugs, narcotics or



psychotropic substances, or show symptoms or having consumed them, and those who show signs or behaviours of intoxication.

Also when the person lacks due respect to hotel employees or other customers.

- When a person behaves improperly, shouts or causes loud noises that disturb other guests, disrupt the peace in the Hotel or the normal functioning of the establishment
- When they take actions or attitudes against the health and cleanliness of the establishment.
- When the regulations for the prevention of contagion by COVID-19 (use of masks, safety distance, etc.), or by any other virus that may arise in the future, established by the applicable regulations at all times, are breached.
- When they go against the norms of social coexistence of the establishment or provoke, themselves or through persons who must respond to them, any kind of inconvenience to other guests, visitors or third parties, or perform any act that could affect the tranquillity and privacy that guests expect to find during their stay at the Hotel.
- When they carry out, promote or encourage discriminatory acts against other guests, visitors or employees of the Hotel and even their own companions, or act rudely or aggressively to any of them.
- When they do not pay for services or benefits that require payment.
- When they remove objects or property belonging to the Hotel, either from their room or other areas, with the express consent of the Hotel.
- When they damage or otherwise harm, partially or totally, the facilities, accessories, property, services and supplies of the Hotel, or any other to whom these Regulations apply.
- When they reveal or share data of a confidential nature of the Hotel that has been obtained in the course or as a result of their stay or visit to the hotel establishment.

In addition, access and/or stays will be prevented for those who refuse to comply with the legal obligation to fill in and sign the entry records for travellers, with all the data required in the same (including the type and number of identity document), in accordance with the Organic Law 1/1992, of 21 February, of Protection of Public Safety, and the Order Int/1922/2003, of 3 July, of the Ministry of the Interior, about registries and entry records for travellers in hotel establishments and others of a similar nature.

When any of the above circumstances occur or a person commits one or more of the restrictions listed above, the staff responsible at the establishment may require them to leave, having paid, where necessary, any outstanding payments for services and consumptions.

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

The Hotel can seek the help of the authorities to remove users from their premises who fail to comply with these regulations, who intend to access or stay for purposes other than the normal use of the hotel service and also, where appropriate, persons who are not registered as guests, attendees of banquets, conventions, etc., or who for any other reasons stated in this article provide a reason for denial of access.

**ANIMALS:** With regard to the acceptance of animals and the conditions for such admission, the following shall apply:

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 as established by the specific regulations on the use of guide dogs by people with visual impairment, total or partial.

**ARTICLE 21.** - OBLIGATION OF PAYMENT IN CASE OF PROHIBITION OF ACCESS OR EVICTION.

However, and in the cases described above, the person is obliged to pay for any costs that have risen until the moment of their prohibition of access or eviction from the Hotel.

**ARTICLE 22.** - MOVEMENT AND STAYS AT THE HOTEL

Movement and stays within the hotel will be in the places reserved for clients, with access strictly prohibited to rooms or spaces that are reserved or private, being expressly excluded any rooms access to which is limited to those who have hired them and any guests who they shall determine.

Reserved or restricted areas shall be deemed to be those for the exclusive use of the staff of the establishment, access hallways to administrative offices, kitchens, storerooms, staff locker rooms and other service areas.

**ARTICLE 23.** - SECURITY RECOMMENDATIONS

The Management of the establishment recommends:

- You monitor and take care of your luggage and personal items in public areas, in order to avoid any confusion and/or thefts. Do not leave anything unattended.

- Close the door to your room when leaving, and try to open it again to make sure that it is properly closed, even when only leaving for a short period of time.
- Keep the door closed when you are in the room.
- Close your luggage when it is not in use and place it in your closet. If your luggage has a lock, always use it.
- Protect your room key. Do not simply leave your key at Reception. Always return your key in person when leaving the Hotel.

If you forget or lose your key, only the reception staff is authorized to provide you with a new key to open your room

- Immediately notify Management of any unusual occurrence, such as: suspicious acting people in the hallways, repeated phone calls from unidentified people, knocks at the room door by people unknown to you, or not finding anyone at the door when you go to open it.
- We ask that you do not be offended if you are asked at Reception or any other department to identify yourself.
- Do not display jewellery, money or valuables in your room.
- Do not invite strangers to your room, nor tell them your room number.
- Do not allow repair staff to enter your room without having requested or authorised it from the Hotel Management.
- Do not allow persons to enter your room with deliveries which you have not requested.
- When socialising with unknown persons, do not reveal the name of your hotel or your room number.
- Do not discuss specific plans for future excursions, trips etc., in public or with strangers.
- Do not store your key card with any document indicating the establishment or room number.
- Do not show your room key in public places.
- If you discover any kind of damage or malfunction, please contact reception.
- The electrical voltage in your room is 220 volts.
- Respect any accommodation areas during night hours and siestas and avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and the gardens of the Hotel.

- Please respect the schedules of all hotel facilities.
- We thank you for your participation in the event that, during your stay in the Hotel, any incident or evacuation drill takes place.
- Some schedules may be subject to change depending on the time of year, such as those which respect to the services of food and beverage.
- To avoid the risk of accidents, do not use glasses and other objects made of glass and/or china in the pool area.

#### **Article 24. - POWERS OF THE HOTEL**

Partial or total non-observance of any of the rules in these Regulations authorises the Hotel to perform, at its sole discretion, any of the following actions:

- Invite the offender to modify their behaviour or conduct;
- Require due respect and compliance with standards of behaviour and dress;
- Insist on compliance with the provisions of these Regulations;
- Apply targeted 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 right to refuse admission or stays, and in exercising the same will be able to ban the entry of those who have previously violated these Regulations and/or those who fail to comply with the requirements listed above.
- Communicate and notify the competent public authorities to take any necessary intervention.

The Hotel Management will apply sanctions taking into account the following criteria: the severity and nature of the offence and the circumstances surrounding it; any repetition of misconduct by the offender; the background; and the application of previous sanctions to the offender.

The Hotel reserves the exclusive authority to apply or not apply the sanctions provided for in these Regulations. Under no circumstances should the absence of the application of a sanction to the offender be considered by them or other guests or visitors as a right not to be punished in the future for similar cases or other offences they may commit.

In the event that any person fails to comply fully or partially with the norms and rules of these Regulations, in addition to being liable to receive sanctions, the offender shall be obliged to compensate for any damages and harm caused. In any case, the offender indemnifies the Hotel against all damages for any claim or complaint that any third party may direct against the Hotel as a result of their failure to comply with the provisions of these Regulations or current legislation.

The rules contained in these Regulations should in no way be construed as discrimination against any type of ethnicity, nationality, gender, religion, race, age or political ideology for whom it is intended, but rather as a suitable means to ensure all its clients the excellence and quality of hotel services.

Under no circumstances should these Regulations be interpreted as limiting or restricting the individual rights of those who voluntarily enter the establishment aware of the characteristics of the same and of the powers that the Hotel possesses to dictate any other rules or regulations that complement, expand, modify or replace the rules established herein, or set new rules to adjust the use of specific sectors of the establishment or the way in which those to whom these Regulations apply or other possible applicants must behave, conduct and present themselves in any area or facilities of the establishment is that of their right to ownership and responsibility for the operation with respect to the rights of their guests or clients. These powers are the responsibility of the company operating the Hotel who should ensure the proper functioning of the services, with respect to the rights of their guests or clients.

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

- Total or partial non-payment of the bill (see Article 1 of these Regulations).
- Lack of agreement on the extension of the client's stay.
- Use by more than one person of a room booked as a single, more than two people in a double room or suite, or more than three in a room booked as a triple.
- Occurrence of any of the causes that impede access or stay in the establishment, established by the same in exercise of the right to admission.
- Refusal of the client or any of their companions to fill in and sign the entry records for travellers.
- Failure by the client and/or their companions to comply with any of the obligations established in these Regulations or current legislation.

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

If the client refuses to leave or reacts in such a way that would constitute a criminal offence, the Hotel may request the assistance of the authorities and/or the supervisory tourism body to proceed with the eviction.

This does not prejudice to the right of the Hotel to claim from the client payment for any unpaid amounts, as well as for any damages, if any, that their behaviour may have caused.

The relevant authorities to hear and resolve any dispute or conflicts between the Hotel and those to whom these Regulations apply shall be the Ordinary Courts for civil matters of the place in which the Hotel is located, renouncing any other jurisdiction that could apply, without prejudice to the intervention of the Criminal Justice system when appropriate.

# V. PRIVACY POLICY POLITICA DE PRIVACIDAD

## **ARTICLE 25.** - DATA MANAGEMENT

The Hotel, in order to comply with legal obligations, carry out the provision of the services offered to its clients, offer personalised products and services, improve business relations and manage requests made by our clients, handles clients' personal data in an automated manner and undertakes to comply with current legislation regarding automated data processing.

As some of the hotels in the Vincci Hotels chain are operated by entities other than Vincci Hoteles, S.A., we hereby inform you of that the entity responsible for the processing of your data will be the entity operating the hotel in which you are staying, while data which you provide to use may be communicated to other entities in order to provide the requested services or in order to be able to answer questions asked.

The relationship of companies that operate Hotels in the VINCCI group can be consulted on our official website

The main purpose of the processing of data is the management of your stay and the requested services.

The legitimization of the processing is established by the execution of the contract of accommodation and services, and where appropriate with express consent granted.

The recipients of the data are those established by current laws in force.

For additional information, please consult, and we encourage you to do so, the full and detailed information on legal notices and personal data protection at <https://www.vinccihoteles.com/es/Politica-de-privacidad-de-estancias-en-Hoteles>, which is available in several languages, with Castilian prevailing in the case of discrepancy as the only legally binding language

You may exercise your rights with the entity responsible for your data of access, correction and deletion, in addition to other rights that are specified in the "Additional Information".

- Telephone: +34 639 75 32 00
- Email contact: [dpd@vinccihoteles.com](mailto:dpd@vinccihoteles.com)

To exercise these rights, the concerned party should write to the address shown above, indicating the right they wish to exercise, and including a copy of a document that identifies them conclusively, be it DNI, passport or another equivalent valid document.



# VI.-ADMINISTRATIVE ORGANIZATION AND RESPONSIBLE PERSON

## **ARTICLE 26°**.- DOUBTS AND MISCELLANEOUS

For any type of doubts or questions related to the operation of the hotel you can contact our reception staff, who will assist you and, if necessary, will contact you with the person authorized to resolve your doubt or question.

# VII.-INFORMATION ABOUT SERVICES PROVIDED BY THIRD PARTIES

## **ARTICLE 27°.- SERVICES PERFORMED BY THIRD PARTIES**

You can find out at the reception desk about trips, services and experiences provided by companies other than the hotel operator ("third companies").

This establishment is not responsible for the services provided by these third companies.

# VIII.- INFORMATION TO THE USERS ABOUT THE FACILITIES OR SERVICES THAT ENTITLE ANY RISK AND THE SECURITY MEASURES ADOPTED TO THIS RESPECT.

## **ARTICLE 28.- SECURITY ABOUT FACILITIES AND SERVICES**

All the facilities or services of our Hotel are equipped with measures that guarantee your safety at all times.

Nevertheless, if you consider that the use of a facility or service could entitle any kind of risk for your health or physical integrity, we strongly ask you to contact us to inform you and clarify any questions you have raised about it.

In any case, if you feel doubts about the use of any facility or service may entitle any risks to your health or physical integrity, please, choose another service or facility.

## **ARTICLE 29.- SECURITY RULES**

**Self-Protection Plan.** The client has at his disposal indications of action in case of emergency, as well as evacuation routes signs and firefighting means. In case of an emergency, you must follow the additional instructions given by the Hotel staff. The obstruction of emergency exits and firefighting means (fire extinguishers, fire hydrants, pushbuttons ...) as well as their improper use, may lead to expulsion from the hotel.

**Events.** In conference rooms and common areas the exhibitor/speaker undertakes to comply with the rules on safety in rooms, in particular referring to maximum capacity, emergency exits and fire measures.

Materials and objects will not be supported on the walls and seats, they will be placed from stable shape and well stacked in the places determined for it. Materials and objects that may scratch the ground will not be dragged. Carpet or other material must be enabled for transport.

**Rental of rooms.** The rental or assignment of any space for any person physical or legal does not exempt the person responsible from performing only activities compatible with legislation and space, being prohibited any illegal, noisy, annoying, unhealthy, dangerous and/or harmful activity. The person who signs the rental or assignment contract, will be responsible for any activity that is developed, as well as the damages they produce and must declare it in advance in order to establish a Coordination of Activities Business (Royal Decree 171/2004). Any breach or lack of solvency, will lead to expulsion from the hotel.

**Collaboration.** If the customer considers that the use of any installation or service may entitle any risk to your health or physical integrity, please contact urgently our Customer Service to inform and clarify any questions raised by it in this regard.

### **ARTICLE 30.- INTERNAL PROCEDURES FOR EMERGENCIES OR HEALTH CRISIS**

**30.1.-**In the event the Public Authorities declare an emergency or health crisis that affects the normal development of our Hotel, it will be announced on our website, so that, as a Client, you know the measures that are adopted and comply with them.

**30.2.-** The Client who, in a situation of emergency of health crisis declared by Public Authorities, breaches the internal rules, mandatory or recommendations, implemented in this Hotel, it could entitle the hotel to terminate its accommodation contract, cancelling its stay, without right to any compensation, and by noticing this breach to the corresponding Authority.