

## **INTERNAL REGIME REGULATIONS**

Hotel Ciudad 4\* - H/GR/ 01520

### **ADMISSION RULES**

#### **1. General provisions**

The people who access this hotel shall be obliged to comply this regulation, in which does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18<sup>th</sup>, on hotel establishments, and other rules and precept of application.

#### **2. Access, admission and stay at the establishment**

This hotel is of public use and has free access, without any restrictions other than those derived from legal provisions and this regulation.

The admission and stay of people at this establishment will only be denied for the following reasons:

- a. Due to lack of capacity in accommodation or facilities.
- b. Due to not complying the admission requirements established in this regulation.
- c. By adopting behaviours that may cause danger or inconvenience to other people, or by hamper the normal development of the activity

When one of these indicated circumstances occurred or by the people incurring in one or more of the restrictions listed above, the responsible employee of the establishment may require them to abandon the establishment, with previous payment, when appropriate, of the invoice pending. If necessary, they may ask for security according to article 36 of the tourism law, and article 25 of the Hotel Management Decree.

It is expressly stated that free access to the facilities, services and accommodation of this establishment cannot be denied to people who wish to come for sex reasons, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

#### **3. Check in and admission document:**

The people who wish to use the accommodation units, the common areas, and, when appropriate, the complementary services detailed in this regulation, should present their identification documents to be registered and admitted at this establishment.

This establishment, once the person has been registered, will make an admission document that will include the name, category and registration number of the establishment, number or identification of the accommodation, number of people who will occupy, check in and check out date and any meals arrangement they have, and when booked directly, the price of the stay. The admission document must be signed by the interested party to formalize their admission, once informed of the existence of these Regulations and their rights and obligations.

The complementary services which are offered by the establishment or by other people or entities, are detailed at reception, it will be formalized in their corresponding documents and will be settled according to the agreed conditions.

## **COEXISTENCE AND OPERATION RULES**

### **4. Rights and obligations for users**

Users may freely access the establishment and remain in it, with some limitations that are stated in the 1<sup>st</sup> paragraph and in this regulation.

Users have the right to receive truthful and complete information prior to booking the services offered. That, in said service, care is taken for their security, privacy and peace that correspond to the agreed conditions, they can receive an invoice with the regulatory formalities for the services booked directly and if they wish to formulate any complaint, these forms will be delivered to them.

Users are obliged to read the rules contained in this regulation, which they expressly accept when they sign the admission document, and those written by the manager about safety, coexistence and hygiene, for the proper use of the establishment. Users have to proof their state when required, respect the booked facilities and equipment of this establishment and pay the total amount of the services booked as soon as they have an invoice or agreeing to the conditions according the Article 21 of the Decree Law. The presentation of any claim does not exempt the obligation to pay for the services booked.

### **5. Rights and obligations of the hotel**

This establishment may seek the help of the authority agents to clear out the dependencies of the users who do not respect this regulation, who intend to access or remain in the establishment for a purpose other than the usual use of the hotel services. Furthermore, they can also seek the help of the authority in case there are people not registered as users, or that they incur in the assumptions foreseen in section 2 above. Accommodation units can only be accessed by people registered for this purpose, as stated in Article 2. E. of Decree Law

This establishment may request payment guarantee for the services booked, in accordance with the applicable regulations and to charge the corresponding account for the damages to the facilities, furniture and elements of the establishment due to negligence or wrong use of those.

Furthermore, the timetable of the different services may vary throughout the seasons, depending on the seasonality, having the right to not admit users outside those hours, also when the maximum authorized capacity is exceeded or when they are requested within the limits of admission, thereby damaging the work schedule of the services. The mentioned services, the details of their schedules hours, their prices and use conditions, are exposed at the entry, and, in summary, at the existing directories at the accommodations, which also contains information about the evacuation plan in case of emergency and about the free services.

This establishment has the obligation to give maximum publicity about their prices at reception and have them available to users. To inform users before booking about the services and their prices. To provide them with the highest quality, according to their category and

contracted terms. To ensure that users are treated correctly. To attend and keep the facilities and services in good condition. To have complaint forms and inform about their existence. To provide users who cannot be attended, due to incurring in excessive reservations, accommodation in an establishment in the same area, of the same group, modality, or in any case, same or higher category . The expenses that arise from such cause will be invoiced to this establishment, which, on the contrary, will return to the user the differences that may arise in their favour.

#### **6. Occupancy periods of the accommodation units:**

Users of this establishment have the right to occupy this accommodation unit from 14 o'clock, on check in date until noon, 12 o'clock, on the day indicated as the departure date. However, on dates with maximum occupancy, the accommodation unit may be delayed by two hours. With an agreement between both parties, a different regime of occupation units may be agreed, which, if applicable, must be reflected at the admission document. The extension of occupation at the accommodation unit for a longer time than agreed will cause the duty to pay one more day and, in the event that the user would like to stay more days than originally booked and specified in the admission document, there must be an agreement between both parties.

#### **7. Prices, invoices and information**

The hotel establishment is not responsible for the price, nor for the use of supplies, belongings and other services provided outside the hotel, nor for the behaviour of staff who is not working for the hotel, unless expressly stated in its conditions and rates.

The prices and conditions of the different types of apartments, breakfast service, deposits for the use of beach towels and complementary services are detailed at the reception available for users who request them.

The accommodation rates will be computed by days and according to nights they stay. The minimum rate would be the amount of one night, understanding to be finished by noon, 12 o'clock, day after the check in date.

The establishment may require, at any time and prior to the presentation of its invoice, the payment of the services provided outside the accommodation, even if the payment of this has been agreed in advance.

The legal people that, on their own, provide complementary services in dependencies of this hotel establishment, are responsible for their staff and their behaviour, their operation, maintenance, price regime and for everything inherent in their own services. In each of these dependencies the owner of the same will be clearly identified.

Invoices will only be provided for accommodation and services booked directly by users.

### **USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES**

#### **8. Reception**

The necessary procedures to admit people to the establishment and keys or cards to enter the rooms will be kept at reception. The manager, next to the reception staff and, where

appropriate, the concierge, are the responsible ones to keep the relation between the users and internal businesses of the hotel.

#### **9. Early breakfast service**

If a guest has the departure before the restaurant's opening time, they can enjoy a cold breakfast. To have this cold breakfast they must notify reception at least one day before the service has to be provided.

#### **10. Pet friendly**

Pets are allowed to stay in the accommodation units. The supplement for pet's accommodation will be € 10 / day, except for the reservations made directly at the hotel or through the hotel's webpage or callcenter.

Guests who stay with their pets must respect the following additional rules:

1. Pets must not be alone at any time, in the room or in any other area of the hotel.
2. When traveling through common areas of the hotel such as corridors, parking or hall, the pet must always be tied with the leash and under the full control of its owner. In case of potentially dangerous breeds, you must also wear the corresponding muzzle.
3. Pets are not allowed in the restaurant area.
4. For over one night stays, the room must be cleaned every day for which the pet should not be inside the room.
5. Pets must not be bathed in the accommodation showers or bathtubs and hotel towels must not be used to dry.
6. The maximum weight for an admitted pet is 25 kgr.

The pet owner is responsible of complying with the above stated rules, assumes all responsibility for the pet's actions, and will be required to authorize the hotel to charge the inherent costs of any damage that the pet may cause to the hotel facilities and equipment on the credit card provided.

The hotel is exempted from any of the damages that pets may cause to third parties.

#### **11. Safe box**

There is a safe box available to customers at the hotel reception. Its use is free after signing the required documentation, which states which objects are deposited (in the case of money, the amount must be checked prior to its deposit). A copy of this document will be printed for the client and another for the establishment. The document must be signed by the client and stamped by the hotel.

In order to collect the deposited objects, said document must be handed at reception and a collection document must be signed by the client.

## **12. Various**

- Children are not allowed to use the elevators without a responsible adult.
- It is not allowed to walk through the common areas without shoes and shirtless.
- From 22:00 o'clock it is not allowed to make noise at the corridors and common areas that may disturb the other users.
- Before entering any consumption areas, users must show their admission document or card, in order to control their bill depending on what they consume.
- It is not allowed to hang clothes or leave shoes on the windows.
- In the areas of this establishment, it is not allowed to use, consume, or possess any dangerous products that are stated on the current legislation of public health.
- In order to guarantee the safety and privacy of users, this hotel has technical electronic surveillance devices, with permanent recording elements, in corridors and other common areas.
- It is totally forbidden to cook in the rooms, as well as use electrical water heaters without previous authorization from the management.