



ghm noteles

HOTEL GHM MONACHIL

INTERNAL RULES AND REGULATIONS

HOTEL GHM MONACHIL
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C.I.F.: B-18615534 R.T.A. H/GR/01091



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PRESENTATION

The Hotel has this "INTERNAL 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:

- Visitors and/or occasional companions of hotel clients.
- Users of the hotel services and facilities open to the general public.
- Any person who, even occasionally, visits or wanders inside 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 and on the hotel website.

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 subsisting in all its rules and regulations.

The rules and prohibitions contained in this Regulation and that must be complied with by its recipients, should not be understood as excluding other analogous or similar conducts not stated in it, but which clearly arise from the spirit and intent of this Regulation.

Contraventions of this Regulation, to the extent possible, may be corrected immediately, and, where appropriate, may be penalized in accordance with current labor, civil or criminal regulations, regardless of other responsibilities that may be incurred. the infringer 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 refund, 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, be it staff or a client 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. To this end, we remind you that the Hotel management, together with the reception staff and, where appropriate, the concierge, are responsible or centers for relations with the inmates of the hotel establishment and for providing information and advice to them.

Applicable legislation

The Internal Regulations are governed by Spanish law.

Language

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 event 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 magnetic cards will be kept to access the accommodation.

Check-In will take place from 5:00 p.m. on the day of client arrival, Check-out until 12:00 p.m. on the day of departure.

If the guest arrives before the Check-in time and the Hotel has rooms available, they can enter even from 8:00 a.m.

The Hotel will refrain from providing accommodation to minors who come alone, so reservations for rooms or stays in rooms by minors are not allowed.

However, minors between the ages of 16 and up to the age of 18, may be authorized in writing by the father, mother or guardian to be able to stay at the Hotel as long as they take responsibility for it and assume the payment of the appropriate invoice. In the case of children under 16 years of age, it will also be mandatory to always be accompanied by the 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 register and register in the Register of travelers of the establishment.

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

Valid identification in Spain is considered to be the Passport, the DNI and the Driving License. If you are a foreigner, you can register by presenting your 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 a valid Spanish Residence Permit if you are a foreigner residing in Spain.

This norm 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 Reports of entry of Travelers in Hospitality Establishments, 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 it, every guest, 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 appropriate, the identification of the applicant and of the people who accompany them 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 data that the guest may provide when 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 appear 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 that will include the name of the client formalizing 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 prove the tourist accommodation contract and will have the value of proof 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 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 issued by the Management 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 will be able to freely access the establishment and stay 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 to have their security, privacy, and tranquility guaranteed for said services 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 your information in accordance with the Data Protection regulations and that, if you wish to make any complaint, claim or denunciation, the claim forms established by the Competent Authorities of the corresponding Autonomous Community will be delivered to you, that can be completed by the client and delivered at the Hotel Reception.

The presentation of any claim or complaint does not exempt from the observance of this Regulation and the payment of the services.

The hotel establishment is not responsible for the price, nor for the use of tools, belongings and other services, provided outside the premises of the hotel establishment, nor for the behavior of the personnel outside it, unless it is expressly stated in its conditions and rates.

The rates with the prices and conditions of the different types of accommodation, restaurant services, bars, safe rental, and complementary services offered by the Hotel itself are detailed at reception available to users who request them.

Services of the establishment or accommodation units may not be reserved against the stipulated price.

The complementary services that are offered and provided in this establishment by other people or entities, the detail of their scheduled hours, their prices and the conditions of use, are also detailed at reception, they will be formalized in their corresponding documents and will be settled according to the agreed conditions.

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

Of all the services, where applicable, you will find summarized information in the directories, which include information on the evacuation plan for emergencies, accommodation prices, menu cards with their prices, and the List of services that are free, such as Wi-Fi.

In any case, the Hotel can offer its clients, at no additional cost, extra services such as Tourist Information, Wake-up service, Deposit of values in the Hotel's general cashier, as long as its content is declared and signed by the of the client, Luggage storage and custody or Taxi call service.

Likewise, the Hotel may take care of the management of certain services unrelated to it, such as rental of ski equipment, classes, vehicles, excursions, restaurants or other services related to the stay.

The Hotel may vary the hours of the different consumption, use and enjoyment services, throughout the seasons, depending on the seasonality, reserving the right not to admit users outside of said hours, also when the maximum authorized capacity is exceeded or when they are requested in 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 customer, will begin whenever the prior consent of the customer to proceed with said management is verified, proceeding in this case to its communication or delivery.

In the event that the client is not 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 or common spaces of the hotel may not be used for uses other than accommodation and/or contracted services, neither by the client or their companions, nor by third parties. Consequently, said rooms and/or common spaces may not be used for activities such as conducting interviews, filming, taking images for promotional activities, photo sessions, etc., except with prior and express authorization from the Management of the establishment and always complying with the rest of the Internal Regulations, the conditions established by said Directorate and the regulations that are applicable to the activity in question.

ARTICLE 3.- BILLING AND PAYMENT

The invoicing of the 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 day, understood to be completed 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, American Express).
- Personal checks are not accepted.

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

The payment in cash 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 reason the Hotel could refuse. to the acceptance of high denomination bills if the amount to be paid is much lower.

Neither will payments be accepted through more than 50 pieces of currency from
euro.

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.

For food and other movable property that you will find placed in the Hotel room (for example, towel, bathrobe), that you consume or take with you when you leave the room, the equivalent value that appears on the price list available on the hotel reception.

In the event that the Client leaves his room and said movable property is not in the room, it will be considered that these were taken by the client.

The invoice may be presented by the Hotel before the end of the contracted stay, if during the same the services enjoyed (whether for accommodation, extras or both) reach or exceed the sum of 600 euros.

The establishment may demand from its clients, at any time and upon presentation of the invoice and its receipts, the payment of the services rendered outside the accommodation, even when 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 paying all the days reserved and the contracted services.

In the face of the client's claim to leave the establishment, leaving their bill unpaid, totally or partially, 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 the extras.

Said guarantee can 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 this purpose, the Hotel may request the customer 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 a voucher or prepayment, to guarantee the collection of extra services that could be consumed, as well as to respond for damages and malfunctions.

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.

The Hotel may also make a charge or a pre-authorization for the amount of the first contracted night on the card number indicated by the client, even days before the client's arrival, and in order to verify its validity.

In case of not providing a card, the prepayment of the stay and a security deposit of 50 euros/person will be required, as well as direct payment of the extra services requested.

ARTICLE 5.- OCCUPANCY PERIOD OF 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 the departure date.

However, on dates of maximum occupancy, when there are more entries and exits, it is possible that not all the rooms can be available at that time for reasons of availability and cleaning times, so it may be delayed up to two 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.

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

For possible changes, both for occupancy and for prolongation 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 respond to your request as long as availability allows it, duly informing the customer who requested it and in case of agreement between the parties, a different occupancy regime for the accommodation units may be agreed, which must be reflected in 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 the contracted days of stay without an agreement with the Hotel, 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 refund of the total amount of the stay will be made. If the client reduces the number of guests in the reservation in whole or in part, it is the Hotel's decision to apply refunds or not, although in the event that the room is marked as non-refundable or similar, a charge will be made for the entire amount. reservation amount.

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

The collection will be made as provided in article 18 of these Regulations, except in the case that the real value of the guest's luggage does not guarantee the amount of the account. In this circumstance, the accommodation 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 representatives will be responsible for paying the expenses incurred as a result of the death, including redecoration and disinfection of the room and the replacement of linens and equipment if necessary.

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

NUMBER OF PEOPLE PER ACCOMMODATION UNIT

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

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

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

One child older than 2 years or one adult can stay in an extra bed. The installation of a complementary or extra bed will have an additional cost and will only be possible in double rooms and always at the request of the user.

In case 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. Said complementary 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 agreed, the corresponding registration movements and registration in the travel book must be carried out.

VISITS

The Hotel reserves the right to admit occasional visitors and in no case will their access to the rooms be allowed. If the user wishes to receive visits, the Hotel has spaces for it.

In case of non-compliance, the Hotel Management reserves the right to order the immediate departure of the visitor.

II. OPERATING STANDARDS OF THE SERVICES PROVIDED BY THE HOTEL

ARTICLE 7º.- PROVISION OF HOTEL SERVICES

The Hotel offers the services and benefits according to its category. What these are at all times is specified on the official GHM HOTELS website, <https://www.ghmhoteles.com>, which also indicates that special requests will be accepted.

In the price of the accommodation unit, the supplies of water, electricity, heating, use of bed and bathroom linen and cleaning of the accommodation will be considered included.

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 for this purpose, free access to the rooms occupied by the clients.

This establishment, in the provision of its services, will comply with the requirements established for Civil Liability contemplated in the Hotel 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, so appropriate and respectful use is requested. with the same

In any case, they are the property of the establishment, therefore, in case of loss, theft or unjustified deterioration thereof, the establishment reserves the right to demand the corresponding payment.

Without prejudice to the right of admission, Hotel clients may, 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 the rights and constitutional principles.

ARTICLE 8º.- HOUSEKEEPING

The cleaning of the rooms is done daily. The room cleaning hours are generally from 08:00 to 17:00. Customers who do not make their rooms available during those hours will not be able to clean the room.

If you would like your room made up, hang a "please make up room" sign on the outside of your bedroom door.

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

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

If in the telephone call or at the entrance a response is obtained from the client, an apology will be requested and the moment in which the cleaning can be carried out will be confirmed with the client, which cannot be delayed beyond the following day and this must be done prior to verifying that the room is in perfect condition and cleaning may be delayed.

The change of towels and sheets is done whenever the client deems it convenient or at least 3 in 3 days. If 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 9º.- LAUNDRY-DRY CLEANING AND IRONING SERVICE.

LAUNDRY-DRY CLEANING AND IRONING SERVICE

In each accommodation there is information on laundry, dry cleaning and ironing services, their prices, delivery times and return of garments.

The service is not available on Sundays and Holidays. On Saturdays it is only available until 1:00 p.m. Same day clothing deliveries are available as Express Service.

The Hotel is not responsible for garments that, due to their conditions or composition of use, shrink, fade or deteriorate.

For security reasons, we cannot provide elements to be able to iron in your room.

ARTICLE 10º.- GARAGE SERVICE

The garage is a service for Hotel residents, the use of which may be free or conditioned, where appropriate, to the payment of the rate stipulated by the Hotel.

Do not leave money or valuables inside the vehicles.

The Hotel is not responsible for theft, theft or damage to vehicles, including all objects or living beings contained in them, regardless of the fact that they are parked in the spaces provided for parking by the Hotel itself.

ARTICLE 11.- SAFE SERVICE

Deposit your valuables and/or money for safekeeping in the reception safe, after delivery of the receipt, in the establishment's General Safe, which you can request 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 or at Reception.

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

ARTICLE 12.- MEDICAL ASSISTANCE AND FIRST AID

If your physical abilities are limited or you suffer from contagious diseases or illnesses, please 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, available to our customers who may need it.

If a guest falls ill, the Hotel reception will contact the medical service at the express request of the guest who requires it so that they 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 conditions that it is (or may be) dangerous for the people staying in the Hotel, the Hotel is entitled 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 originate will be borne by the guest, exempting the Hotel from any legal responsibility.

In the event of the client's death, 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 cleaning expenses, in addition to normal cleaning, incurred by the hotel due to illness, death or any other type of event or event suffered by the guest on the premises of the establishment.

III. RULES OF COEXISTENCE AND HYGIENE

ARTICLE 13.-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 we ask you to put out your cigarette before entering, making use of the ashtrays that you will find for this purpose.

Remember that all rooms and common areas are equipped with fire 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, denounced and/or incur 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 the time of Check-out for cleaning and deodorizing the room or area in question.

Cleaning and smoke removal fee may be subject to change.

ARTICLE 14.- FOOD AND DRINKS REGIME

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

- Bar hours:
 - ❖ From Monday to Sunday: 14:00-23:30
- Dining room hours:
 - ❖ Meals: 13:30-15:30
 - ❖ Dinner: 20:00-22.30
- The Buffet Breakfast:
 - ❖ From Monday to Sunday: 08:00-10:30

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

The contracted pension scheme is personal and non-transferable.

It is not allowed to take food, food or drinks out of the dining rooms of the Hotel.

Nor is it allowed the entry of food and drinks (except food for babies) to the rooms and/or public areas of the hotel unless they were purchased within the hotel facilities, in the bar or restaurant thereof; Otherwise, the hotel, at its choice, may demand the removal of said food and/or make an additional charge (for the bottle uncorking service, for the request for cutlery, or for other services carried out by the establishment in relation to this issue).

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

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

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

ARTICLE 15º.- CLOTHING AND CLOTHING

As a general rule of clothing, it is established that to transit or move within the Hotel facilities, the clothing or clothing will be those established for that purpose and usual in each case.

Likewise, the dress regulations that may be required especially in certain sectors of the Hotel, such as the Bar, the Restaurant, or that require special occasions or events to be held within the Hotel facilities, must be respected.

It is not allowed to enter or stay in the Hotel wearing clothes or symbols that incite violence, racism and/or xenophobia.

Nor is it allowed to transit or visit the Hotel facilities without wearing any clothing or inappropriate attire, such as, but not limited to: going down to reception in a bathrobe or pajamas, walking around the Hotel with a naked torso.

Access to the restaurant or buffet or dining rooms of the Hotel, and other common areas, with work clothes, bathrooms, wet clothes, shorts, flip-flops, torn shirts, tank tops (in the case of men) is not allowed.) or without a shirt and without shoes.

Other than the exceptions listed above, the dress code for our restaurant and cafeteria is casual.

ARTICLE 16.- 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 sectoral regulations regarding the use of assistance dogs or guide 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 responsible for all 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 to it.

ARTICLE 17º.- CHILDREN'S STAY

The protection of all its guests, especially children, is very important to the Hotel. For this, it is necessary that those responsible for their care are attentive in terms of the areas they attend, the activities they carry out and also their behavior in public 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 ACCOMPANION 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 UNCONTROLLED..."

Any damage caused by minors in the absence of said 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 who enter the establishment may not be sold, served, given away, or allowed to consume alcoholic beverages.

The sale of tobacco to them is also prohibited.

ARTICLE 18°.- 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, as the case may be, has been suspended, they will be removed after carrying out their inventory, 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 send an email to reservas@ghmhoteles.com indicating the description of the object, shipping address, being responsible for the price of transport that will be carriage due and must also pay the expenses that the deposit of the same may generate to the Hotel.

Personal identification documents (ID, 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 objects found will remain in the Hotel Offices in storage 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 duly notified to the address provided by the user of the establishment for the forgotten object to be returned (request for return with your address that will be to do in writing).

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

The same will be done in cases of abandonment of belongings in case 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 19.- RULES OF USE

- TOWELS: It is forbidden to use the 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 on the windows, on the railings of the terraces or inside them, hanging from ropes or in the corridors.
- SILENCE: After 10 p.m. it is mandatory to keep due silence in the corridors and accommodations in order not to disturb the rest of the other clients of the Hotel. Moderate the volume of the TV, and voice.
- MOBILE DEVICES: Likewise, it is especially requested in case of using mobile devices in any public area of this Hotel, it is done in minimum volume or in silent mode for respect of the rest of the guests or visitors.
- COMPUTER DEVICES: During the use of the Internet connection of the Hotel, the Client must proceed in accordance with current legislation (especially intellectual property laws) and preserve the state of the hardware and software devices.
- SAFETY DEVICES: In order to guarantee the security, privacy and tranquility of users, this hotel establishment has technical devices with elements, some of them permanently recording, in corridors and other general or common areas, whose images may be made available to the authorities in the legally provided cases.
- FIRE EXTINGUISHERS: A sufficient number of fire extinguishers and smoke detectors have been installed in the Hotel to be used in an eventual accident. In such circumstances, the instructions marked on them must be followed and guests must notify them at the Hotel Reception.
- ELECTRIC CURRENT: The electrical installation of your room is 220 volts.

- Guests are strictly prohibited from using the electrical current and mechanical equipment installed in their room for purposes other than those for which they are intended.
- The Hotel's security measures strictly prohibit the use of hair straighteners, curling irons and other electrical, gas or other devices that could cause a fire anywhere in the Hotel and in the rooms.
- To help save energy, you should turn on the heating with the doors and windows closed.
- PHOTOGRAPHIC CAMERAS AND OTHER IMAGE TAKING DEVICES:
 - It is prohibited to take photographs-videos in which other guests or hotel employees appear, much less if they appear minors, or other people who have special characteristics, such as mobility difficulties, Down syndrome or other characteristics, for example those that could indicate beliefs.
 - It is prohibited to take photographs-videos of the establishment's staff in the exercise of their functions, except that the employee himself has given his consent, for example, taking a photo-video with a waiter, or others, in which the employee is He clearly appreciates that he is posing for the photo.
 - The photos-videos taken by the guests in which other guests or an employee of GHM HOTELES can be identified are only allowed for use in the family home environment, and their publication in any physical medium (documents, articles, brochures...), electronic (example: email), Internet (Web, social networks, blog, rating pages of establishments such as Tripadvisor or similar).
 - Any unauthorized use of the image of a guest or an employee may give rise to a Crime against honor, Privacy, and one's own image, with penalties of up to FOUR YEARS, and, in the event of its public dissemination, of up to FIVE YEARS.

IV. ADMISSION RULES

ARTICLE 20.- RIGHT OF ADMISSION OF PEOPLE AND ANIMALS.

The Hotel is for public use and free access, with no more restrictions 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 empowered to check luggage.

The public may not enter or remain in the Hotel and its facilities without meeting the requirements to which the Company had the right of admission conditioned.

PEOPLE: 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 who intends to access has not paid for the ticket or location in cases where this is required.
- When the person shows violent attitudes, especially when he behaves aggressively or causes altercations.
- When the person carries weapons, and objects capable of being used as such, except that in accordance with the provisions at all times by the specific applicable regulations, they are members of the Security Forces and Corps or private escorts integrated into private companies , and access the establishment in the exercise of their functions.
- When wearing clothing or symbols that incite violence, racism or xenophobia under 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 personal hygiene conditions in accordance with the prevailing social customs in today's society and that, for this reason, may cause inconvenience to other people.

In particular, those who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show obvious signs or behaviors of being intoxicated, will be prevented from accessing or, as the case may be, staying in the establishment.

Also, when the person disrespects hotel employees or other customers.

- When proceeding to behave without modesty, shout or cause 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 sanitation and cleanliness of the establishment.
- When the rules for the prevention of infections 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 not complied with.
- When the normal social coexistence of the establishment is violated or caused, by themselves or by persons for whom they must respond, any type of inconvenience to other guests or visitors or third parties or any act that may affect the tranquility and privacy of the guests is carried out. guests expect to find during their stay at the Hotel.
- When executing, promoting or incentivizing discriminatory acts against other clients, visitors or employees of the Hotel, and even their own companions or acting rudely or aggressively against any of them.
- When you do not pay for the services or benefits when required to pay.
- When proceeding to remove objects or belongings from the Hotel, either from the room or other sectors without the express consent of the Hotel.
- When it proceeds to damage or deteriorate, totally or partially, the facilities, accessories, goods, services and supplies of the Hotel, or of any other recipient of these Regulations.
- When appropriate to reveal or disseminate data of a confidential nature of the Hotel that you have obtained on the occasion or as a result of your stay or transit in the hotel establishment.

Likewise, the access and/or permanence of those persons who refuse to comply with the legal obligation to complete and sign the forms of the Traveler Entry Part, 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, Protection of Citizen Security, and Order Int/1922/2003, of July 3, of the Ministry of Interior, on register books and entry forms for travelers in catering establishments and other similar ones.

When the indicated circumstances concur or by the people one or more of the aforementioned restrictions are incurred, the personnel responsible for the establishment may require them to leave it, prior payment, where appropriate, of the accounts that they had pending for service. of services and consumption.

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

The Hotel can request the help of the agents of the authority to evict from its premises users who fail to comply with this regulation, who intend to access or stay in them for a purpose other than the normal use of the hotel service and also, where appropriate, people who are not registered as users, banquet attendees , conventions, etc or who incur in the cases provided for in this article as a reason for denial of access.

ANIMALS: Regarding the admission of animals and conditions of said admission, the provisions of article 16 of this Regulation will 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 dogs in accordance with the sectoral regulations regarding the use of guide dogs by people with visual impairment, total or partial.

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

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

ARTICLE 22°.- CIRCULATION AND STAY AT THE HOTEL.

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

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

ARTICLE 23°.- SAFETY 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 eventual theft. Don't leave it unattended.
- Close your bedroom door when you leave it and try opening it again to make sure it's locked properly, even if it's only for a short time.
- Keep the door closed when you are in the room.
- Close your luggage when not in use and put it in your closet. If the luggage has a lock, always use it.
- Protect the key or, in the absence of it, the card or access system to your room. Do not just leave the key at the reception desk. Always return your key, in hand, when you leave the Hotel.

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

- Immediately notify the Management of any abnormal fact that you notice, such as: people in a suspicious attitude in the corridor, repeated telephone calls from people who do not identify themselves, calls to the door of your room from people unknown to you, or not finding anyone at the door when you go to open it.
- Please do not be upset if they ask you at Reception or any other department to identify yourself, as it is for your safety.
- Do not display jewelry, money, or valuables in your room.
- Do not invite strangers into your room, or tell them your room number.
- Do not allow repair personnel to enter your room without having been requested or authorized by the Hotel Management.

- Keep people out of your room with unsolicited deliveries.
- When socializing with strangers, please do not reveal your hotel name or room number.
- Do not discuss specific plans for future excursions, outings, etc., in public or with strangers.
- Please do not keep the room opening card that may have been issued to you, 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.
- Please respect the areas where the rooms are located during the night and siesta hours and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and gardens of the Hotel.
- Please respect the hours of all the Hotel facilities.

Some hours may change depending on the time of year, such as those for the provision of food and drink services.

- To avoid the risk of accidents, do not use glasses and other glass and/or crockery objects in the pool area.
- We appreciate your participation in the event that, during your stay at the Hotel, any accident or evacuation drill is practiced.

ARTICLE 24º.- 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:

- Invite the offender to modify his conduct or habit;
- require him he due I respect and compliance of
the rules ofbehavior, etiquette and dress;
- 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 exercise of the same, it may prohibit the entry of those people 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; his 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 failure to apply 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 fully or partially comply with the norms or rules of this Regulation, in addition to being able to be sanctioned, the offender will be obliged to indemnify for the damages and losses caused.

In any case, the offender must hold the Hotel harmless from any damage for any claim or claim that any third party makes against the hotel establishment as a result of its breach of the provisions of these Regulations or current legislation.

The norms contained in this Regulation may in no way be interpreted as discrimination against any type of ethnic group, 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 may these Regulations be interpreted as limiting or restricting the individual rights of those who voluntarily enter the establishment, aware of its characteristics and that the power of the Hotel to issue any other standards or rules (that complement, expand, modify or substitute the norms established herein, or set new rules to regulate the use or use 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 appear in any sector or installation of the establishment) is specific to its property right and/or its responsibility for the operation with respect to the rights of its

guests or clients. This faculty is the responsibility of the Hotel operating company, which must ensure the proper functioning of the services, with respect to the rights of its guests or clients.

In accordance with all of the above, the owner of the Hotel may prevent the client and/or their companions from staying in the establishment, and directly dispose of their room, 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 single, by more than two people in a double room or in a suite, or by more than three in a room contracted as triple.
- Concurrence of any of the causes that prevent access or permanence in the establishment, established by it in exercise of its right of admission.
- Refusal of the client or one of his companions to complete and sign the Traveler Entry Form.
- Breach by the client and/or their companions of any other of the obligations established in this Regulation or in the current regulations that are applicable.

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

If the client refuses to abandon said property, 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 the latter has left unpaid, as well as the damages that, if applicable, his behavior has caused.

They will be competent to understand and resolve any controversy or conflict between the recipients of these Regulations and the Hotel, the Ordinary Courts of the place where the Hotel is located, with competence 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 25.- DATA MANAGEMENT

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

We inform you that the person responsible for the processing of your data will be GHM HOTELES, although the data that you provide us may be communicated to the rest of the companies in order to provide you with the requested services or to be able to answer the questions that are raised.

The main purpose of the treatment is the management of the stay and the services requested.

The legitimacy of the treatment is established by the execution of the accommodation and services contract, and where appropriate by the express consent granted.

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

Additional Information: You can consult, and we encourage you to do so, the complete and detailed information on legal notices and protection of personal data at <https://www.ghmhoteles.com>, which is available in several languages, Spanish prevailing in case of discrepancy, as it is the only legally binding language.

You can exercise before the person in charge your rights of access, rectification, and deletion, in addition to other rights that are specified in the "additional information".

- Phone: +34 958 48 14 50
- Contact E-Mail: reservas@ghmhoteles.com

To exercise these rights, the interested party must make a communication to the exposed address, indicating the right they want to exercise and attaching a copy of a document that reliably identifies them, ID, passport or other valid equivalent document.

VI.- ORGANIZATIONADMINISTRA TIVE AND RESPONSIBLE PERSON

ARTICLE 26.- DOUBTS AND MISCELLANEOUS ISSUES

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

VII.- INFORMATION ON SERVICES PROVIDED BY THIRD PARTIES

ARTICLE 27 SERVICES PROVIDED BY THIRD PARTIES

You can find out at reception about ski equipment rental, classes, excursions, services and experiences provided by companies outside the hotel operator.

This establishment is not responsible for the services provided by companies other than the hotel operator.

VIII.- INFORMATION TO USERS ABOUT THE FACILITIES OR SERVICES THAT INVOLVE SOME RISK AND THE SECURITY MEASURES ADOPTED IN RESPECT.

ARTICLE 28º.- SECURITY OVER FACILITIES AND SERVICES

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

However, if you consider that the use of any facility or service may pose any risk to your health or physical integrity, we urge you to contact us so that we can inform you and resolve any question that may have arisen in this regard.

In any case, if you have doubts that the use of any facility or service may pose risks to your health or physical integrity, opt for another service or facility.

ARTICLE 29.- SAFETY RULES

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

events. In conference rooms and common areas, the exhibitor/builder undertakes to comply with the rules on safety in rooms, especially those referring to maximum capacity, emergency exits and fire-fighting measures. The materials and objects will not lean on the walls and seats, they will be placed in a stable and well-stacked way in the places determined for it. Materials and objects that could scratch the floor will not be dragged. Carpet or other material must be enabled for transport.

Room rental. The rental or assignment of any space for any natural or legal person does not exempt the person responsible from carrying out only activities compatible with the legislation and with the space, prohibiting any illegal, noisy, annoying, unhealthy, dangerous and/or harmful activity. The person who signs the rental or assignment contract will be responsible for all activities that take place, as well as the damages that they produce and must declare it in advance in order to establish a Coordination of Business Activities (Royal Decree 171/2004). Any non-compliance or lack of solvency will mean expulsion from the hotel.

Collaboration. If the customer considers that the use of any facility or service may pose any risk to their health or physical integrity, we urge them to contact our Customer Service to inform them and resolve any issue that may have raised the customer. regard.

Article 30.- ACTION PROTOCOLS IN CASES OF EMERGENCIES OR HEALTH CRISIS.

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

30.2.- The Client who, in an emergency situation or health crisis declared by the Authorities, fails to comply with the measures, mandatory or recommended, that have been adopted in this Establishment, may motivate the immediate termination of his accommodation contract; his stay being canceled without the right to any refund, and with notice to the competent Authority.

30.3.- Currently the hotel maintains hygienic and sanitary prevention measures against Covid -19, which are constantly changing as required by the situation in which we find ourselves at all times.

30.4.- Any modification or condition will be informed by different means to our clients.