



INTERNAL REGULATIONS HOTEL BS CAPITULACIONES

REAT N°: H/GR/01254

CHECK-IN AND ADMISSION DOCUMENT

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

The person or persons wishing to make use of the accommodation units, common facilities and, where appropriate, of the complementary services detailed in these Regulations, must present their identification documents for the purpose of admission and registration in the establishment's registry. This establishment, once the person or persons have been registered, shall draw up an admission document stating the name, registration number of the establishment, number or identification of the assigned accommodation and date of entry. This admission document must be signed by the person concerned to formalize their admission, once signed this document will be taken for granted that the customer will respect this regulation, their rights and obligations. The original signed document will remain in the possession of the establishment.

RULES OF COEXISTENCE AND OPERATION

RIGHTS AND OBLIGATIONS OF USERS

Ignorance of these regulations does not exempt the client from complying with them, since these regulations are based on the rules of current legislation.

The users will be able to accede freely to the establishment and to remain in the same one, with the limitations contained in the norms of submission indicated in section 1. The users have the right to receive truthful, complete and previous information to the hiring of the offered services. To have their security, privacy and peace of mind guaranteed in said services, to have them correspond to the agreed conditions, to be given an invoice, with the regulatory formalities, for the services contracted directly and, if they wish to make a complaint, to be given the complaint forms.

Users are obliged to observe the rules contained in these regulations, which they expressly accept upon signing the admission document, and those issued by the Management on safety, coexistence and hygiene, for proper use of the establishment. Users must prove their status, showing the admission document, when required, respect the facilities and equipment of this establishment and pay the amount of the contracted services at the time of presentation of the invoice or according to the agreed conditions. The presentation of any claim does not exempt from the obligation of payment of the contracted services.

RIGHTS AND OBLIGATIONS OF THE HOTEL COMPANY

BS Capitulations may seek the assistance of law enforcement officers to evict from its premises to users who violate these rules, who seek to access or remain in them for a purpose other than the normal use of the hotel service and also, where appropriate, to persons who are not registered as users, attend banquets, conventions etc. or who incur in the cases provided in the preceding paragraph. This establishment may request guarantee of payment for the contracted services, in accordance with the applicable regulations and to make the corresponding charge to the account of the users for damages or flaws produced in the facilities, furniture and elements of the establishment due to negligence or misuse of those.

They can also vary the schedules of the different services of consumption, use and enjoyment, throughout the seasons, depending on the seasonality, reserving the right not to admit users outside these hours, also when the maximum authorized capacities are exceeded or when they are requested in the limits of admission, thereby impairing the work schedule of such services.

The aforementioned services, the details of their programmed schedules, their prices and conditions of use, are exposed in the accesses to them and, in summary form, in the existing directories in the lodgings.

This establishment is obliged to provide its prices. To inform these users, before contracting them, of the conditions for the provision of services and their prices. To provide them with the highest quality, according to its category and in the contracted terms. To take care that users are treated correctly. To care for and maintain the facilities and services in good condition. To have a Director or Manager as the maximum responsible of the establishment before the users. To have complaint forms and to inform of their existence.

To provide users who can not attend, by incurring overbooking, accommodation in an establishment in the same area, of the same group, mode, and identical or higher category. The expenses or surcharges arising from such cause shall be borne by this establishment that, on the contrary, will return to the user the differences that occur in their favor.

Periods of occupancy of the lodging units

The users of this establishment have the right to occupy the accommodation unit from 2:00 p.m. on the first day of the contracted period until 12:00 a.m. on the day of departure. However, on peak occupancy dates, the accommodation unit may be made available to the user two hours later.

By agreement between the parties, a different occupancy regime of the accommodation units may be agreed upon, which, if applicable, must be reflected in the admission document. The prolongation in the occupation of the accommodation unit for longer than the contracted time will result in the obligation to pay an extra day and, in the event that the user wants to stay

more days than those contracted and specified in the admission document, there must always be an agreement between the parties.

Prices, invoices and information

The hotel establishment is not responsible for the price, nor for the use of tools, equipment and other services provided outside the hotel premises, nor for the behavior of outside personnel, unless expressly stated in their conditions and rates. The rates with the prices and conditions of the different types of accommodation, catering services, bars, box rental and complementary services of the hotel itself and of persons or entities outside the hotel are detailed at the reception desk available to users who request them.

The billing of the lodging rates shall be computed per day and according to the number of overnight stays. The minimum billing per accommodation shall be the amount of an overnight stay or day, which shall be understood to be completed at 12 noon on the day following the date of entry.

Use and enjoyment of facilities, equipment and services

Reception

Reception will take care of the necessary formalities for the admission of people to the establishment and will keep the keys or cards to access the accommodations. The Director, together with the reception staff, will inform the users for all the internal matters of the hotel establishment and for information and advice of the same.

Safety deposit boxes

In each accommodation there is a safety deposit box installed for use by anyone who wishes to use it. BS Hotels is not responsible for the loss of objects or valuables that are not deposited in these boxes. BS Hotels will not be responsible for the contents of the box in the event of robbery, theft or loss of the same.

Various

Minors are not allowed to use the elevators without being accompanied by a responsible adult. Pets are not allowed in the establishment, except as indicated for guide dogs for the disabled.

BS Capitulations reserves the right to request deposits for the different rentals (TV remote controls, etc.).

It is not allowed to wander around the common areas without footwear and with the naked torso. Gentlemen wearing shorts and sleeveless shirts are not allowed in the Restaurant.

After 10:00 p.m. it is mandatory to keep the appropriate silence in the corridors and accommodations in order not to disturb the rest of other users.

The dietary regime is personal and non-transferable.

The use, consumption or possession of dangerous products and substances is expressly prohibited in all areas and facilities of this establishment, in application of current legislation on public health.

In order to guarantee the security, privacy and tranquility of the users, this hotel establishment has technical devices for electronic surveillance, with recording elements in general or common areas.

HOTEL SERVICES

Safe deposit boxes

TV remote controls

Printing service

Late Check out (on request)

Room cleaning service

*Some of these services have an additional cost.

Cafeteria opening hours

From 8:00 -11:00h and from 20:00-23:00h

Restaurant opening hours

Opening hours vary according to occupancy and there are no fixed hours, they can be consulted daily at the reception desk.

*It is forbidden to take food out of the restaurant

INTERNAL REGULATIONS OF THE ESTABLISHMENT

1. Hotel establishments may have internal rules and regulations which shall establish mandatory rules for users during their stay.

The internal regulations, if any, shall specify, as a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favors the normal development of the enjoyment of the facilities, equipment and services.

The owners of the hotel establishments may request the assistance of the agents of the authority to evict from the same the users who do not comply with the rules of internal regime or who try to access or remain in the same with a different purpose to the normal use of the service.

2. The users have the obligation to pay the amount of the contracted services at the time of presentation of the invoice.

3. BS Capitulations may request prior guarantee of payment by credit card for the contracted services, both for the entire reservation and for the extras, in accordance with applicable law.
4. BS Capitulations is not responsible for the loss of objects or valuables that are not deposited in the safes.
5. The reservation of accommodation begins at 14:00 hours on the first day of the contracted period, except in periods of maximum occupancy, which may be delayed by the establishment until 16:00 hours and ends at 12:00 hours on the day indicated as the date of departure. For possible changes, please consult at reception. The prolongation in the occupation for a longer time than described, without prior agreement, will result in the obligation to pay an extra day.
6. Two people will not be allowed to stay in a double room that has been contracted as a single room. In this case, the rate established for the use of a double room shall be paid.
7. Room cleaning hours are from 9:00 am to 1:30 pm.
8. Smoking is prohibited in the common areas and rooms of the hotel.
9. It is forbidden to consume food and beverages in the common areas of the hotel.
10. It is not allowed to take food, meals or beverages out of the hotel dining room.
11. It is forbidden the access to people accompanied by animals.
12. In accordance with the General Regulation of Admission of persons in establishments of public spectacles and recreational activities, the access and the permanence of persons in the establishment will be prevented in the following assumptions:
 - When the established capacity has been completed with the users that are inside the enclosure or establishment.
 - When the closing time of the establishment has been exceeded.
 - When the minimum age established for accessing the premises is not met, according to the regulations in force.
 - When the person manifests violent attitudes, especially when he/she behaves in an aggressive manner or provokes altercations, causes situations of danger or inconvenience to other attendees, or does not meet the conditions of hygiene.
 - When the person carries weapons and objects that can be used as such, unless 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 duties.
 - When the person is consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show evident signs or behavior of being intoxicated.
 - When causing noise that disturbs the normal development of the establishment.

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

-When the normal social coexistence of the establishment is violated.

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

13. The services of the establishment or of the accommodation units may not be reserved against the stipulated price.

14. The circulation and stay within the establishment will be in the places reserved for customers, without these can access in any case to the rooms or spaces reserved or private. The clothing or attire will be those established for that purpose.

15. The access to the restaurant or buffet or dining rooms of the establishment is not allowed without the appropriate clothing.

16. If you wish to have your room cleaned, please hang the notice "Please clean the room" on the outside of the door of your room.

17. If you wish not to be disturbed, hang the notice "Please do not disturb" on the outside of your room door.

18. It is forbidden to use towels and other garments in the room for outdoor use.

19. BS Capitulations reserves the right, before any type of damage, damage or theft caused in the room or any other hotel facility by the customer to make use of the damage deposit and / or claim from it the corresponding compensation.

20. BS Capitulations reserves both the right of admission and the right to request a deposit as security for the room. This deposit will be returned the day of departure, provided that the facilities have not suffered any damage by customers occupying the hotel.

21. It is forbidden the entry in BS Capituciones of any person not registered in the police register, unless expressly decided by the Management.

22. Children under 14 years must always be accompanied by an adult.

23. The Management of the establishment recommends:

-Watch and control your luggage. Do not leave it unattended.

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

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

-Lock your luggage when you are not using it. If your luggage has a lock, always use it.

- Protect your room key. Do not simply leave your key at the front desk. Always return your key, in hand, when you leave the hotel.
- Immediately notify the Management of any abnormal occurrence you notice such as: suspicious persons in the hallway, repeated phone calls from unidentified persons, knocking on your room door from persons unknown to you, or finding no one at the door when you go to open it.
- Do not bother if you are asked at the front desk to identify yourself.
- Do not display jewelry, money or valuables in your room.
- Do not invite strangers to your room, or tell them your room number.
- Do not allow repair personnel to enter your room without having been requested or authorized by the Hotel Management.
- Do not allow people to enter your room with unsolicited deliveries.
- Do not show your room key in public places.
- If you discover any kind of deterioration or anomaly, please contact reception.
- Respect the areas in which the rooms are located during nighttime and napping hours and in general avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture.
- We ask you to respect the opening hours of all BS Capitulaciones facilities.
- Some hours may change depending on occupancy and time of year.
- We appreciate your participation in the event that during your stay at the Hotel, any fire or evacuation drill is practiced.