

ILUNION Hotels  
**EVERYONE  
INCLUSIVE HOTELS  
INTERNAL RULES AND  
REGULATIONS OF THE HOTEL**



HOTELES CON **TODOS INCLUIDOS**



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**ILUNION Hotels**

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## PRESENTATION

The Hotel has these "INTERNAL REGULATIONS" which contains the policy, rules and regulations that will govern the relationship between the Hotel and its customers.

***This Regulation will also be applicable and mandatory for:***

- Visitors and/or occasional companions of hotel guests.
- Users of the hotel's 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 staff involved in the organization and development of events held at the hotel.

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

These Regulations are available to customers at the hotel reception and can be consulted by them whenever they wish and on the hotel's website.

Ignorance of these Regulations does not exempt from compliance with them, since these Regulations are based on the rules and legislation in force.

The Regulations shall be in force uninterruptedly and continuously until they are modified or replaced by another. In case of doubt, it shall be deemed to be fully subsisting in all its norms and rules.

The rules and prohibitions contained in these Regulations and which must be complied with by their addressees shall not be understood as excluding other analogous or similar conduct not set forth therein, but which clearly arise from the spirit and intention of these Regulations.

Contraventions of these Regulations, as far as possible, may be corrected immediately, and, where appropriate, may be sanctioned in accordance with the labor, civil or criminal regulations in force, regardless of other responsibilities that the offender may incur and the timely exercise of the legal

actions that may be appropriate.

The Hotel reserves the right to refuse admission and cancel the reservation, without the right to a refund, of any customer who contravenes these Regulations, as well as the rules of coexistence and common sense, or in any way acts disrespectfully towards the facilities of the Hotel or the rest of the people who are in it, be it staff, or a customer of the Hotel.

We appreciate your preference to stay with us, as well as to strictly observe our Regulations, drawn up 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 manager, together with the reception staff and, where appropriate, the concierge, are responsible for or centres of relationship with the inmates of the hotel establishment and of information and advice for them.

#### Applicable legislation

The Internal Regulations are governed by Spanish law.

#### Language

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

## I. Check-in and check-in rules

### **Article 1. Check-in (police card) and admission document (welcome)**

The necessary procedures for registration and admission will be carried out at the Reception and magnetic cards will be kept to access the accommodation.

Check-In will take place from 14:00 p.m. to 20:00 hours on the day of the client's 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, it can be entered even from 7:00 a.m.

In the event that for personal reasons the guest has to register their entry after 8:00 p.m., they must notify 24 hours in advance of arrival.

The Hotel will refrain from accommodating minors who come alone, so neither room reservations nor stays in them by minors are allowed.

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

#### ***Check-in (police file)***

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 for the purpose of registration and registration in the Traveller's Register Book of the establishment.

When guests are a pre-booked group (group bookings are considered to be bookings of 10 or more rooms), your representative will provide lists along with the identification documents of the group members.

Passport, ID and Driving License are considered valid identification in Spain. If you are a foreigner,

you can register by presenting a Passport or Identity Card 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 regulation is mandatory based on the Order of the Ministry of the Interior of the Government of Spain 1922/2.003 of 3 July, which establishes the registration in Books and Reports of the entry of Travellers in Hospitality Establishments, Royal Decree 933/2021 of 26 October and under the provisions of article 12.1 of Organic Law 1/1992, of 21 February, on the Protection of Public Safety.

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

The registration form 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 entitled to require, if it deems it appropriate, the identification of the applicant and the people who accompany him or her in the accommodation. Likewise, it is forbidden to enter the Hotel by any person not registered in the Police Register, 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 in the registration card, whose data must be filled by the user in its entirety or by the Hotel based on the data that appears in the identification documents provided for this purpose by the client.

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

#### ***Admission document (welcome)***

Once the person or persons have been registered, this establishment will draw up an admission document containing the name of the client who formalises the admission (one person is enough), the commercial name of the establishment, its tourist classification, the identification of the accommodation assigned, the 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 form serves to accredit the tourist accommodation contract and will have the value of proof for administrative purposes, and must be signed by the interested party to formalise their admission. The original signed document will remain in the possession of the establishment, which will keep it for the legally established time at the disposal of the tourist inspectorate, giving a copy to the guest who signs it.

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

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

## **Article 2. Access to the hotel and its services**

Users may freely access the establishment and remain in it, subject to 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 a stay without disturbances, to have them correspond to the agreed conditions, to be given an invoice with the regulatory formalities for the services contracted directly to the Hotel, to confidentiality in the processing of their information in accordance with Data Protection regulations and that, if they wish to make a complaint, claim or complaint, they will be given the complaint forms established by the Competent Authorities of the corresponding Autonomous Community, which may be completed by the client and delivered to the Hotel Reception.

The submission of any claim or complaint does not exempt from compliance with these Regulations and payment for services.

The hotel establishment is not responsible for the price, nor for the use of tools, equipment and other services, provided outside the premises of the hotel establishment, nor for the behaviour of staff outside the same, unless expressly stated in its conditions and rates.

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

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

The complementary services that are offered and provided in this establishment by other persons or entities, the details of their scheduled schedules, their prices and the conditions of use, are also detailed at the reception, will be formalized in their corresponding documents and will be settled in accordance with the agreed conditions.

Legal or natural persons who, on their behalf, provide complementary services in the Hotel's premises, are responsible for their staff and their behaviour, their operation, maintenance, pricing system and everything inherent to their own services. In each of the dependencies, the owner of the same is clearly identified.

On all the services and entertainment activities, if applicable, you will find information in summary form, in the directories, which include information on the evacuation plan in case of emergency, accommodation prices, menu menus with their prices, and the list of services that are free, such as Wi-Fi.

In any case, the Hotel can offer its customers, at no additional cost, extra services such as tourist information, wake-up service, deposit of valuables in the general cash register of the hotel, as long as their contents are declared and signed by the client, luggage storage and storage or taxi call service.

Likewise, the Hotel may take care of the management of certain services outside of it, such as car rental, excursions, restaurants or other services related to the stay.

The Hotel may vary the opening hours of the different services of consumption, use and enjoyment, throughout the seasons, depending on seasonality, reserving the right not to admit users outside these hours, also when the maximum authorised capacity is exceeded or when they are requested

within the admission limits, thereby detrimental to the work schedule of these services.

The possible management of messages, calls, packages or any object intended for any hotel client will be initiated whenever the client's prior consent to proceed with such management is verified, in which case they will be communicated or delivered.

In the event that the customer 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 customer.

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

### **Article 3. Billing and payment**

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

The minimum turnover per accommodation will be the amount of an overnight stay or day, which will be understood to end at 12:00 noon on the day following the date of entry.

#### **The means of payment accepted by the Hotel are:**

- Cash, Debit Cards (Maestro) and Credit Cards (Master Card, Visa, Amez, American Express, Dinners).
- Personal checks are not accepted.

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

The payment may not exceed the amount of 1,000 euros and, given that the rights must be exercised in accordance with the requirements of good faith, the tickets must be used in accordance with the amount to be paid, so that the Hotel may refuse to accept high denomination tickets if the amount to be paid is much lower.

Payments will also not be accepted through more than 50 pieces of euro coin.

Users are obliged 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, the contents of the minibar, towel, bathrobe), which you consume or take with you when you leave the room, the equivalent value that appears in the price list available in the room or where appropriate at the Hotel reception will be charged.

In the event that the Client leaves his/her room and such food or movable property is not in the room, it will be considered that it was consumed or taken by the client.

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

The establishment may require its customers, at any time and upon presentation of the invoice and its receipts, to pay for the services provided outside the accommodation, even if the payment of the latter has been agreed in advance.

The early departure of the client before the end of the contracted stay will not exempt said client from the payment of the total number of days booked and the contracted services.

In the event of the client's intention to leave the establishment leaving his/her bill unpaid, in whole or in part, the Hotel will be entitled to request the assistance of the agents of the authority.

#### **Article 4. Pre-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.

This guarantee may be extended for damage or imperfection that occurs in the facilities, furniture and elements of the establishment due to negligence or misuse of these.

To this end, the Hotel may ask the client at the entrance, or at the time of booking, for a credit card number where, in the event of non-payment of the invoice, the amount of the invoice can be charged.

This request may be made even in the case of accommodation with a voucher or prepaid, to guarantee the charge for extra services that may be consumed, as well as to respond to damages and imperfections.

The Hotel reserves the right, in the event of any type of damage, deterioration or theft caused in the room or any other facility of the Hotel 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 pre-authorisation for the amount of the first night contracted to the card number indicated by the client, even days before the client's check-in, and in order to check the validity of the card.

If you do not provide a card, you will be required to prepay the stay and a security deposit of 500 euros, as well as direct payment of the extra services requested.

### **Article 5. Period of occupancy of the accommodation units**

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

The occupancy 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 designated as the departure date.

However, on dates of maximum occupancy, when there are more arrivals and departures, it is possible that not all the rooms can be available at that time due to availability issues and reasons of cleaning times, so the availability of the accommodation unit to the user may be delayed by up to four hours. The 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 the normal occupancy rules.

We ask that the client communicate their arrival time and their travel plan to have a forecast from the Hotel and must also take into account that if they do not arrive at the Hotel before 8:00 p.m. (local time of the hotel) on the scheduled day of arrival, without prior communication from the client, the Hotel will consider the reservation as a "no show" and will be automatically cancelled in full, charging 100% or the amount pending payment of the reservation. Notwithstanding the above, the reservation will be maintained as long as the client has communicated it before the aforementioned time.

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

For possible changes, both for occupancy and for extension of the indicated time, please consult at the 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. on the date of departure.

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

The extension of the occupation for a longer period than that described, without prior agreement, will cause the obligation to pay one more day.

Notwithstanding the foregoing, the client may not extend, without agreement with the Hotel, the contracted days of stay, 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 the clients 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 customer reduces all or part of the number of guests in the reservation, it is the Hotel's decision whether or not to apply refunds, although in the event that the room is marked as non-refundable or similar, a charge will be made for the entire amount of the reservation.

When guests are absent for more than seventy-two hours without prior notice, the Hotel may suspend or terminate the lodging 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 event that the real value of the guest's luggage does not guarantee the amount of the bill. 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, his heirs or guardians will be responsible for paying the expenses incurred as a result of it, including if necessary the redecoration and disinfection of the room and the replacement of linen and equipment.

## **Article 6. Number of people per accommodation unit and visits**

### ***NUMBER OF PEOPLE PER ACCOMMODATION UNIT***

As a general rule, people will not be allowed to stay in a room that exceeds the contracted quota in quantity. Thus, the stay of two people in a double room that has been contracted as a single room will not be allowed. Similarly, no more than two people will be allowed to stay in a double room or suite, or more than three in a room contracted as a triple.

For security reasons, an occupancy of more than four people per room is not allowed, or where appropriate, the maximum possible number depending on the room format and type of reservation.

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

Guests 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. Crib beds are available on request and must be confirmed by the accommodation.

A child over 2 years old or an adult can be accommodated 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.

If it has not been requested in advance, the Hotel reserves the right to request that an extra reservation be made in the event that the establishment does not have an extra bed requested. This complementary bed can only be occupied by one person, with 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 granted, the corresponding registration movements and registration in the traveller's book must be carried out.

### ***VISITS***

The Hotel reserves the right to admit occasional visitors and in no case will they be allowed access to the rooms. If the user wishes to receive visitors, 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 rules of the services provided by the hotel**

### **Article 7.- Provision of hotel services**

The hotel offers the services and services according to its category. Which these are at any given time is specified on the official website of Ilunion Hotels SA, <https://www.ilunionhotels.com/>, which also indicates that special requests will be accepted.

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

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

The persons who represent the hotel company or provide the services inherent to the lodging shall have free access to the rooms occupied by the clients.

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

In the event of technical deficiencies beyond the control of the Hotel, the Hotel undertakes to manage their 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 an appropriate and respectful use of them is requested.

In any case, they are the property of the establishment, so in the event of loss, theft or unjustified deterioration of the same, the establishment reserves the right to demand their corresponding payment.

Without prejudice to the right of admission, the Hotel's customers 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 constitutional rights and principles.

### **Article 8. Cleaning service**

The rooms are cleaned daily. Room cleaning hours are generally from 08:00 to 16:00. Guests who do not make their rooms available during these hours will not be able to have their rooms cleaned.

If you want your room fixed, hang the notice "please fix it up" the room" on the outside of your bedroom door.

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

If no response is obtained, the room will be entered to clean it and verify its condition in perfect condition.

If the telephone call or at the entrance receives a response from the client, apologies will be requested and the time at which cleaning can be carried out will be confirmed with the client, which may not be delayed beyond the following day and this may be done after verifying that the stay is in perfect condition and the cleaning can be delayed.

The change of towels and sheets is carried out whenever the client deems it convenient or at least 3 days at a time. In case you need towels, change of sheets, replacement of welcome set or cleaning of the room at a specific time within the cleaning hours, you must contact reception.

### **Article 9. Laundry-dry cleaning and ironing service. sewing service, shoe shining service.**

#### ***LAUNDRY-DRY CLEANING AND IRONING SERVICE***

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

The service is available every day, except weekends and holidays when dry cleaning is not

guaranteed. Same-day clothing deliveries will need to be picked up before 10:00 a.m.

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

If you wish to iron garments in your room and need an iron, please contact reception where it can be provided if there is availability. Use extreme caution if you use the iron in your room.

#### **SEWING SERVICE, SHOE SHINE SERVICE**

If you need any of these services, please contact Reception where you will receive full information about them.

### **Article 10. Garage service**

The garage is a service for the residents of the establishment, the use of which is conditional on the payment of the rate stipulated by the Hotel, and the availability of spaces in it.

When parking your vehicle, they occupy a single parking space.

The establishment has specific spaces with chargers for electric vehicles by paying the rate specified by Kwh within the management and payment platform available to the customer.

The use of the parking area for people with reduced mobility must be justified by the display of the mandatory card inside the vehicle.

The Establishment is not responsible for any damage caused or received in the vehicles that use the garage service or for the objects deposited inside them, as well as for the theft of the vehicle itself.

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

### **Article 11. Safe service**

A free safe deposit box is installed in each accommodation unit for the safekeeping of valuables.

Deposit your valuables and/or money in the safe in your room, as long as their amount or value does not exceed €300 in money and €600 for objects.

If you are staying with sums of money and/or valuables of a higher amount, deposit them for

safekeeping, upon delivery of a receipt, in the General Safe of the establishment, which you can request at Reception.

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

The Hotel will also not be liable in the event 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 diseases, please let the reception staff know upon arrival as soon as possible so that the Hotel can take the appropriate measures that may be necessary. This establishment has a fixed first aid kit duly signposted and conveniently equipped at the disposal of our customers who may need it.

If any 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 attended to or, where appropriate, transferred to the appropriate place, the cost being borne by the guest himself.

In the event that the client who becomes ill is not able to act for himself or there is no person who can act for him, the Hotel will take care of the necessary arrangements so that he can receive medical help. The Hotel may require the client or, failing that, the family members or the Paying Party, to pay the expenses incurred by the hotel.

In the event that the customer 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 persons staying in the Hotel, the Hotel is entitled to terminate the contract with immediate effect and force the customer to leave the Hotel immediately.

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

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



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### III. Rules of coexistence and hygiene

#### Article 13. 100% smoke-free hotel

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

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

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, he/she may be prevented from staying, reported and/or repercussion damages.

In any case, your account will be charged a charge of € 250.00 per day + VAT or equivalent tax that will be paid at the time of Check-out for cleaning and deodorizing the room or area in question.

Cleaning and smoke removal charge may be subject to change.

#### Article 14. Food and beverage plan

##### **OPENING HOURS**

For guidance purposes, we inform you that the schedules 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

##### **Cafeteria - bar opening hours:**

Monday to Sunday: 11:00-23:00

##### **Buffet Breakfast:**

Monday to Friday: 07:00-10:30

Weekends and holidays: 07:30-11.00

##### **Room service:**

For drinks: 07:00-23:00

For lunch: 09:00 – 23:00h

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

The pension scheme contracted is personal and non-transferable.

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

Food and beverages (except baby food) are also not allowed to enter the rooms and/or public areas of the hotel unless they were purchased within the hotel facilities, in the hotel bar or restaurant; otherwise, the hotel, at its option, may require the removal of said meal 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 matter).

The Hotel may prevent access to any external food delivery service company, even if its service, in breach of the provisions herein, has been requested by a customer staying there.

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

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 15. Clothing and clothing**

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

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

It is not allowed to enter or stay in the Hotel wearing clothing 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 with inappropriate attire, such as, but not limited to: going down in a bathrobe or pajamas to the reception, circulating in the Hotel with a bare torso.

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

To enter the relaxation area and use the gym and swimming pool, appropriate clothing will be required according to its use. The area is not allowed for minors without the accompaniment of an adult. Likewise, the gym is forbidden for children under 18 years of age. For wet areas, bathing shoes and non-slip soles will be necessary.

Apart from the exceptions listed above, the dress code for our restaurants is casual.

### **Article 16. Animal Access**

Access by people accompanied by animals is prohibited without the acceptance and express signature of the Ilunion Hotels animal admission policy. People accompanied by guide dogs have free access to the facilities as established by Law 5/1998, of November 23, regarding the use in Andalusia of guide dogs by people with visual dysfunctions.

#### **Acceptance of the conditions for pet stays at the hotel:**

1. A maximum number of pets will be allowed and they will receive a WELCOME KIT for their enjoyment, consisting of a toy and sweets. In addition, in the room you will find a bed, a drinking bowl and a feeder. The latter three, in order to make your stay with us as comfortable as possible.
2. Access to the common areas is not fully enabled for our pets, except in transits to the rooms, where they must always wear a collar and leash. It is forbidden for our pet to access common areas intended for additional services such as swimming pool, gym, spa and the hotel gardens. There is an area in the hotel so that our PETS can stay with us. Please ask at reception for details in each case. It is mandatory to use a leash or chain of less than two meters in length, as well as an approved muzzle suitable for their breed for those dogs that by virtue of the new cataloguing system are considered necessary for their presence and circulation in public spaces.
3. Access to restaurant areas. Access to the areas and/or tables will always be with a collar and leash. It is forbidden for them to access the buffet area (food exhibition), showcooking or food preparation and/or preparation areas. Pets will have to remain on the floor, so the use of tables, chairs and furniture by them is prohibited. It is not allowed to feed them from

the food offered and served in the establishment. Please respect the rules of limited capacity, as well as the spaces enabled for this purpose, designed to offer the best possible experience to our customers with and without pets.

4. Within the entire hotel grounds we do not have places that allow your pet to solve its small and large needs, so a few walks around the hotel will solve this problem, as long as the owner collects the animal's feces. Your pet may remain alone in the room, as long as it does not cause inconvenience or inconvenience to the rest of the guests staying with it by barking or crying, as well as damage to the furniture in the room.
5. If you want the cleaning service to access the room, it is time for the pet to go out to see our exteriors. In addition, you must hang on the door the sign "You can come and make my room" to indicate that our floor staff can enter to make the room. Please make sure that pets do not climb on beds, sofas or showers and that they do not use the hotel towels to dry them. Ask the reception for any items you need to cover the sofa or bed. We will be happy to help you.
6. We remind you that, at all times, the client is responsible for their pet and its behaviour (noise or nuisance), and must be liable without limitation for any damage or harm that may be caused during their stay at the hotel, including, but not limited to: users, hotel workers and other people. Likewise, they will have to take care of any damage caused to the facilities and/or elements of the hotel. The amount of the damage and damage will be charged to the customer's final invoice.
7. We appreciate that the owner keeps up to date with the proper hygienic and sanitary conditions of their pet. In addition, it will have to be accompanied by all the necessary legal documentation, as it could be required at any time by the Hotel Management.
8. If the hotel deems it necessary, it may ask for a deposit at the pet's entrance to the hotel to cover any damage that it may cause. In the event that the behaviour is not appropriate or your conduct may negatively affect the stay of other guests, the hotel reserves the right of admission.
9. Coexistence with guide dogs: To ensure that there is a good coexistence between guide dogs and the rest of the pets and guests of the hotel, we must take into account that a guide dog wears a harness and is working. We must not offer food or distract him. It is a priority to keep our dog on a leash and if we want to help a visually impaired person with any indication, please do not pull on the harness or leash of the guide dog.

10. The supplement applied will be 30 € per night and all sizes are allowed. We inform you that the price may vary and the customer will be informed.

11. You know your pet better than anyone. Please let reception know any information we need to take into account to make your stay as comfortable as possible.

12. By signing this document, you signify your acceptance and agreement with all the aforementioned conditions. Compliance with them is essential so that pets also leave their mark on our hotels

### **Article 17. Children's stay**

It is very important for the Hotel to protect all its guests, especially children. To this end, it is necessary that those responsible for their care are attentive to the areas they go to, 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 behaviour and supervision of minors within the Hotel's facilities during their stay, so they must ensure that the facilities are used properly and, above all, respect the common areas:

"DO NOT USE THE ELEVATOR WITHOUT THE COMPANY OF A RESPONSIBLE ADULT, DO NOT RUN THROUGH THE CORRIDORS, DO NOT SHOUT IN THE RESTAURANT, DO NOT PLAY ON THE TERRACE, DO NOT JUMP UNCONTROLLABLY..."

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

According to current regulations, minors under eighteen years of age who access the establishment may not be sold, served, given away, or allowed to consume alcoholic beverages.

The sale of tobacco to them is also prohibited.

### **Article 18. Lost and/or abandoned items**

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

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

In order to ensure that the location of the object is as agile and effective as possible, the customer must report all the data related to the description of the object that has been lost and other circumstances surrounding its loss or abandonment.

In the event that the client requests that the object be sent to him, he must pay the price of the transport, which will be freight due and must also pay the expenses that the deposit of the same may generate to the Hotel.

Personal identification documents (ID cards, passports, etc.), if not claimed, will be handed over 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 deposit for a maximum period of 90 (ninety) days.

The period will begin to run from the time it was found. The same will be done in the event of abandonment of belongings in the event of eviction and/or expulsion from the establishment due to non-payment, non-compliance with the rules contained in these Regulations or any other reason.

After this period of 90 days, the establishment may freely dispose of the unclaimed belongings, as it deems most convenient.

## Article 19. Rules of use

- **TOWELS:** It is forbidden to use the towels and other garments in the room for outdoor use.
- **RELAXATION AREA:** The pool does not have a lifeguard and it will be the responsibility of parents or guardians to supervise children or people who do not know how to swim. Likewise, the sauna and Turkish bath may not be used by people who have cardiovascular, respiratory, and other pathologies. For its use, the authorization of your doctor will be essential. The pool can be heated with temperatures ranging from 24°C to 30°C. The entire area is forbidden for use in case of drunkenness, or being under symptoms of any other substance that alters the normal condition of the person. . The facilities could be affected depending on reforms or rehabilitations, and may not exist or may be temporarily closed.

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- **WASHING AND DRYING CLOTHES:** It is not allowed to wash clothes in the rooms or hang clothes in the windows, on the railings of the terraces or inside them, hanging from ropes or in the corridors.
- **SILENCE:** From 10 p.m. it is mandatory to maintain due silence in the corridors and accommodations in order not to disturb the rest of the other guests 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, whether it is done in minimum volume or in silent mode to respect the rest of the guests or visitors.
- **COMPUTER DEVICES:** When using the computer devices and internet connection located in the Hotel, the Client must proceed in accordance with current legislation (especially intellectual property laws) and maintain the condition of the hardware and software devices.
- **SECURITY DEVICES:** In order to guarantee the safety, privacy and tranquility of users, this hotel establishment has technical devices with elements, some of them permanent recording, in corridors and other general or common areas, whose images may be made available to the authorities in the cases provided for by law.
- **FIRE EXTINGUISHERS:** A sufficient number of fire extinguishers and smoke detectors have been installed in the Hotel to be used in the event of an accident. In such circumstances, the instructions set out therein must be followed and guests must notify the Hotel Reception.
- **ELECTRIC CURRENT:** The electrical installation in your room is 230 volts.
  - or It is strictly forbidden for guests to use the electrical current and mechanical equipment installed in their room for purposes other than those for which they are intended.
  - or The Hotel's security measures strictly prohibit the use of hair straighteners, curling irons and other electrical, gas or other appliances that may cause a fire anywhere in the Hotel and in the rooms.
  - or To help save energy, you should turn on the air conditioner with the doors and windows closed.

- **CAMERAS AND OTHER IMAGING DEVICES:**

- or It is forbidden to take photographs-videos in which other guests or employees of the hotel appear, and much less if minors, people in swimsuits or top-les, or other people who have special characteristics, such as mobility difficulties, Down syndrome or other characteristics, for example those that could indicate beliefs, are prohibited.

- or It is forbidden to take photographs-videos of the staff of the establishment in the exercise of their duties, unless the employee himself has given his consent, for example, to take a photo-video with an entertainer, or waiter, or others, in which the employee is clearly seen posing for the photo.

- or The photos-videos taken by guests in which other guests or an employee of Ilunion Hotels can be identified, would only be allowed to be used in the family home, 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) is totally prohibited).

- or Any unauthorized use of the image of a guest or an employee may result in a crime against honor, privacy, and one's own image, with penalties of up to FOUR YEARS, and, in the case of public dissemination, up to FIVE YEARS.

- or It is forbidden to record the hotel spaces without the express acceptance of the establishment or the signing of the service contract.

## **IV. Admission rules**

### **Article 20. Right of admission of people and animals.**

The Hotel is for public use and free access, with no restrictions other than those established in current regulations, the rules of these Regulations, 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 bring into the room, since it is not authorized to check the luggage.

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

***PEOPLE: Access and stay 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 Hotel's closing time has been exceeded.
- When the minimum age established to access the premises is not reached, according to current regulations.
- When the person who intends to access has not paid for the ticket or seat in cases where it is required.
- When the person manifests violent attitudes, especially when they behave aggressively or provoke altercations.
- When the person carries weapons and objects that may be used as such, unless in accordance with the provisions of the specific applicable regulations at all times, they are members of the Security Forces and Corps or private escorts integrated into private companies, and they access the establishment in the exercise of their functions.
- When wearing clothing or symbols that incite violence, racism or xenophobia in the terms provided for in the legislation on the protection of public security and in the Penal Code.
- When it causes situations of danger or inconvenience to other attendees, or does not meet the conditions of personal hygiene in accordance with the prevailing social customs in today's society and that, for this reason, may cause inconvenience to other people.

In particular, access will be prevented, or where appropriate the permanence in the establishment, to those who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show obvious signs or behaviour of being intoxicated.

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

- When he proceeds to behave without modesty, emit shouts or provoke notoriously loud sounds that disturb other guests, disturb the tranquility in the Hotel or the normal

development of the establishment

- When he adopts measures or attitudes against the health and cleanliness of the establishment.
- When the rules for the prevention of contagion by COVID-19 (use of masks, safety distance, etc.) are not complied with, or by any other virus that arises in the future, established by the applicable regulations at all times.
- When the normal social coexistence of the establishment is threatened or any type of inconvenience is caused, by themselves or by people for whom they must respond, to other guests or visitors or third parties or any act is carried out that may affect the tranquility and privacy that guests expect to find during their stay at the Hotel.
- When he executes, promotes or encourages discriminatory acts against other customers, visitors or employees of the Hotel, and even his own companions or acts in a rude or aggressive manner against any of them.
- When it does not pay for the services or benefits when required to pay.
- When you proceed to remove objects or goods belonging to the Hotel from the Hotel, either from the room or other sectors without the express consent of the Hotel.
- When the facilities, accessories, goods, services and supplies of the Hotel, or of any other recipient of these Regulations, are damaged or deteriorated, in whole or in part.
- When it proceeds to disclose or disseminate confidential data of the Hotel that it has obtained on the occasion of or on the occasion of its stay or transit in the hotel establishment

Likewise, access and/or permanence will be prevented from those persons who refuse to comply with the legal obligation to complete and sign the Traveller Entry Report forms, with all the data required therein (including the type and number of identity document), in accordance with the provisions of Organic Law 1/1992. of 21 February, on the Protection of Public Safety, and in Order Int/1922/2003, of 3 July, of the Ministry of the Interior, on register-books and entry reports of travellers in hospitality establishments and other similar establishments.

When the aforementioned circumstances occur or people incur in one or more of the restrictions

listed above, the staff responsible for the establishment may require them to leave the establishment, after payment, where appropriate, of the accounts they have outstanding for the provision of services and consumption.

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

The Hotel may seek the assistance of the agents of the authority to evict from its premises users who do not comply with these regulations, who intend to access or remain 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, attendees of banquets, conventions, etc. or that incur in the cases provided for in this article as a reason for refusal of access.

**ANIMALS:** Regarding the admission of animals and conditions of such admission, the provisions of Article 16 of these Regulations will be followed.

### **Article 21. Obligation to pay in the event of a ban on 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 time of the prohibition of access or stay in the Hotel.

### **Article 22. Circulation and stay at the hotel.**

Circulation and stay within the Hotel will be in the places reserved for customers, without them being able to access in any case the rooms or reserved or private spaces, expressly excluding the rooms whose access is limited to those who hire them and to the guests they determine.

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

### **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 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 not in use and place 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 simply leave the key at the reception desk. Always return your key, in hand, when you leave the Hotel.

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

- Immediately notify the Management of any abnormal event you notice, such as: people in a suspicious attitude in the hallway, repeated phone calls from people who do not identify themselves, knocks on 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 bother if you are asked at the 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 the number of your room.
- Do not allow repair staff to enter your room without being required or authorized by Hotel Management.
- Do not allow people into your room, with deliveries that have not been requested.
- When socializing with strangers, do not reveal your hotel name or room number.
- Do not discuss specific plans for future excursions, outings, etc., in public or with strangers.
- Do not keep the room opening card that may have been given 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, please contact reception.
- Please respect the areas where the rooms are located during night and nap hours and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and gardens of the Hotel.
- Please respect the opening hours of all the hotel facilities. Some schedules may change depending on the time of year, such as those of the provision of food and beverage services.
- To avoid the danger of accidents, do not use glasses and other glass and/or earthenware 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 24. Hotel Facilities**

Total or partial non-observance of any of the rules of these Regulations authorizes the Hotel to execute, at its sole discretion, any of the following procedures:

- Invite the offender to modify his behavior or habit;
- Require due respect and compliance with the rules of behavior, etiquette and clothing.
- Insist on compliance with the provisions of these Regulations.
- Apply specific sanctions to the offender, such as 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 exercise its right of admission and permanence and in the exercise of this it may prohibit the entry of those persons who have previously violated these Regulations and/or those who do not comply with the requirements listed above.

- Communicate and notify the competent public authorities so that they can 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; their background; and the application of previous sanctions to the offender.

The Hotel reserves the exclusive right to apply or not the sanctions provided for in these Regulations. In no case may the failure to apply a sanction to the offender be considered by the offender or by other customers or visitors, as a right not to be sanctioned in the future for similar causes or for other infractions that he commits.

In the event that any recipient fails to comply totally or partially with the rules or regulations of these Regulations, in addition to being able to be sanctioned, the offender will be obliged to compensate for the damages caused.

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

The rules contained in these Regulations may in no way be interpreted as discriminating against any type of ethnicity, nationality, gender, religion, race, age or political ideology of the recipients, but as an ideal means of guaranteeing all its customers the excellence and quality of the Hotel's 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 the characteristics of the establishment and of the power that the Hotel has to dictate any other rules or regulations (that complement, expand, modify or replace the rules established herein, or establish new rules to regulate the use or utilization of specific sectors of the establishment or the way in which the addressees of this Regulation or other potential recipients must behave, conduct themselves and present themselves in any sector or facility of the establishment) is inherent to their right of ownership and/or their responsibility for the operation with respect to the rights of their

guests or customers. This power is the responsibility of the hotel operating company, which must ensure the proper functioning of the services, with respect for the rights of its guests or customers.

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 dispose of their room directly, without the need for any legal 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 a single, by more than two people in a double room or in a suite, or by more than three in a room contracted as a triple.
- Concurrence of any of the causes that prevent access or permanence in the establishment, established by the same in the exercise of its right of admission.
- Refusal by the client or any of their companions to complete and sign the Traveller Entry Report.
- Failure by the client and/or their companions to comply with any other of the obligations established in these Regulations or in the applicable regulations in force.

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

If the client refuses to abandon the service, or reacts in such a way that it constitutes a criminal offence, the Hotel may request the assistance of the security forces and/or the tourist inspectorate to proceed with the 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 any, their behaviour has caused.

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

## V. Privacy Policy

## Article 25. Data Management

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

As some hotels of the Ilunion Hotel Chain are operated by companies other than Ilunion Hotels, S.A., we inform you that the data controller will be each of the companies depending on the hotel in which you are staying, although the data you provide may be communicated to the rest of the companies in order to provide you with the requested services or to be able to respond to questions that are posed to us. The list of companies that operate hotels of the Ilunion group can be consulted on our official website.

The main purpose of the processing is to manage the stay and the services requested.

The legitimacy of the processing 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 the laws in force.

Additional information: you can consult, and we encourage you to do so, the complete and detailed information on legal notices and personal data protection in <https://www.ilunionhotels.com/politica-de-privacidad>, which is available in several languages, with Spanish prevailing in the event of discrepancy, as it is the only legally binding language.

You may exercise your rights of access, rectification, and deletion before the controller, in addition to other rights specified in the "additional information".

- **Contact Email: [dpd@ilunionhotels.com](mailto:dpd@ilunionhotels.com)**

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

## VI.-Administrative organization and responsible

## person

### **Article 26. Doubts and various questions**

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, if necessary, will contact you with 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 more at the reception about 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 pose a risk and the security measures adopted in this regard.**

### **Article 28. Security of 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 believe that the use of any facility or service may pose any risk to your health or physical integrity, please contact us so that we can inform you and dispel any questions you may

have in this regard.

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

### **Article 29. Safety Standards**

Self-Protection Plan. The customer has at their disposal indications of action in case of emergency, as well as signage of evacuation routes and firefighting means. In case of an emergency, you must follow the additional instructions given by the Hotel staff. Obstruction of emergency exits and firefighting means (fire extinguishers, fire hydrants, push buttons, etc.) as well as their improper use may result in expulsion from the hotel.

Events. In conference rooms and common areas, the exhibitor/assembler undertakes to comply with the rules on safety in rooms, especially those referring to maximum capacity, emergency exits and fire protection measures. Materials and objects should not be supported on the walls and seats, they should be placed stably and well stacked in the places determined for this purpose. Materials and objects that may scratch the ground shall not be dragged. Carpet or other material must be prepared for transport.

Room rental. The rental or transfer 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 any activity that is carried out, as well as the damage they cause, 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 result in expulsion from the hotel.

Collaboration. If the customer considers that the use of any installation or service may pose any risk to their health or physical integrity, we strongly ask them to contact our Customer Service so that they can inform them and dispel any questions that may have arisen in this regard.

### **Article 30. protocols for action in cases of emergencies or health crises.**

30.1. In the event that the 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 are aware of the measures that are adopted and comply with them.

30.2. The Client who, in an emergency or health crisis situation declared by the Authorities, fails to comply with the measures, mandatory or recommended, that have been adopted in this Establishment may give reasons for the immediate termination of their accommodation contract; their stay will be cancelled without the right to any refund, and with notice to the competent Authority.