

hotel
JARDINES —
— **LA TEJERA**
restaurante

Internal regulation

RTA: H/AL/00488 -
CITY HOTEL
4-STAR Category

ADMISSION CONDITIONS

1. General provision:

People who access this hotel establishment will be obliged to comply with these Regulations, in what does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18, on hotel establishments, and other applicable Rules and Precepts.

2. Access, admission and permanence in the establishment:

This hotel establishment is for public use and free access, with no restrictions other than those derived from the legal provisions and these regulations. The admission and permanence of people in this establishment will only be denied for the following reasons:

1. Due to lack of accommodation capacity or facilities.
2. Failure to comply with the admission requirements established in these regulations.
3. Adopting unsafe or troubled behaviour towards other users or obstruct the normal conduct of business.

When abovementioned circumstances happen, or one or more of the restrictions are incurred by users, the personnel responsible for the establishment may require the client to leave, after payment where appropriate, of the accounts that they have pending for provision services and consumption. If necessary, police force may be requested, in according with art. 36 of the Tourism Law and art. 25 of the Decree Law of Hotel Management.

The hotel hereby states that it does not deny nor restrict free access to the installations, services, and lodgings, to any person for reasons of gender, disability, with or without guide dog, religion, opinion and other personal or social circumstances.

3. Sign-in register and admission documents:

Any person who wishes to use the lodgings, the common facilities, or the extra services stated in this regulation, must present his identification document for the purpose of its admission and registration in the establishment record.

Once registered, the establishment draws up an admission document with the name, the category and the establishment registration number, the assigned room number, the number of people occupying the assigned room, check-in and check-out date, concerted dietary regime, and if directly reserved with the hotel, the lodging rate. Once the party involved has been informed of the existence of this Regulation, its rights and its obligations, the admission document, completed in duplicate, must be signed to formalize the admission. The original is handed over to the user and the copy remains with the establishment.

The complementary services offered and provided by this establishment or other persons or identities, are detailed in reception. These services are formalized in its matching documents and are settled according to the agreed terms.

CO-HABITATION / OPERATING RULES

4. Rights and obligations of the users

Users can freely access and stay in the establishment if they respect the restrictions stated in this regulation.

Users have the right to:

- a) Receive truthful and complete information prior to contracting the services offered.
- b) Be ensured of their security, privacy, and tranquillity during these services,
- c) Be ensured that these services correspond to the agreed terms,
- d) Be ensured that the invoice for the services contracted directly, contains all regulatory formalities.
- e) Be ensured that in case they want to make a complaint, they are handed the complaints form.

By reading and signing the admission document the user agrees to abide by the conditions stated in this regulation and those issued by the management on safety, coexistence and hygiene for proper use of the establishment.

Users must prove their condition, by showing the admission document when required, respecting the facilities and equipment of this establishment and paying the amount of the contracted services at the time of presentation of the invoice or according to the conditions agreed according to the article 21 of Decree Law. The presentation of any claim does not exempt from the obligation to pay for the contracted services.

For any information or query relating the working order of this establishment and its services get in contact with Reception.

For any complaint or claim relating the working order of this establishment and its services get in contact with Management

5. Rights and obligations of the hotel company

This establishment may seek the assistance of the agents of the authority to evict users who violate this regulation, who intend to access or stay for a purpose other than the normal use of the hotel service and, when applicable, to people who are not registered as users, attendees at banquets, conventions, etc.

The accommodation units can only be accessed by persons registered for this purpose, as stated in article 2.e of the Decree Law.

This establishment may request a deposit for the booked services, according to the applicable rule and may charge to the user's account any damages or harm done to the installations, furniture or items of the establishment caused by negligence or improper use, previous the related report and other legal procedures, always in compliance with the established current norm of users and consumers.

The hours of the different consumption, use and enjoyment services may vary throughout the seasons, depending on seasonality, reserving the right not to admit users outside of said hours or when the maximum authorized capacity is exceeded or when request within the admission limits, thereby damaging the work schedule of said services. The services, the details of their scheduled hours, their prices and the conditions of use, are exposed at the entrances to them and, in summary, in the directories existing in the accommodations, which also contain information on the evacuation plan for emergency cases and services that are free.

This establishment has the obligation to:

- a) Give its prices the maximum publicity at reception and have them available to the users.
- b) Inform said users, before contracting, of the conditions for providing services and their prices, as well as providing them with the highest quality, according to their category and under the contracted terms.
- c) Make sure that users are treated correctly, ensuring to attend and to maintain the facilities and services in good condition
- d) Have complaint forms on hand and inform users of their existence.
- e) Provide users who cannot attend, due to overbooking, accommodation in an establishment in the same area, of the same group, modality, where appropriate, specialty, and of the same or higher category. The expenses or surcharges arising from such cause will be charged to this establishment which, on the contrary, will return the differences generated in favour of the user.

6. Occupation periods of the lodgings:

Users have the right to occupy the accommodation unit from 14 p.m. on the first day of the contracted period until 12 p.m. on the day indicated as the departure date. However, on dates of maximum occupancy, the provision of the accommodation unit may be delayed by two hours. By agreement between the parties, a different occupation regime can be agreed upon, which, if applicable, must be reflected in the admission document. The extension in the occupation of the accommodation unit for a time greater than that contracted will cause the obligation to pay one more day and, if the user wants to stay more days than those specified in the admission document, there must always be agreement between the parties.

7. Prices, invoices and information

The use of the furniture, the gardens, and the outside uncovered parking lots, inside the hotel premises is free.

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

The rates with the prices and conditions of the different types of accommodation, catering services, cafeteria, conventions, banquets, laundry and complementary services of their own and of outsiders or persons are detailed at the reception available to users who request them.

The billing of accommodation rates will be calculated 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 end at 12 noon on the day following the date of entry.

The establishment may require its users, at any time and after presenting the invoice and its vouchers, to pay for the services provided outside the accommodation, even if the payment for this has been agreed upon in advance. Legal or natural persons who, on their own, provide complementary services in the dependencies of this hotel establishment, are responsible for their staff and their behaviour, their operation, maintenance, pricing and everything inherent to their own services. In each of these dependencies the owner of the same will be clearly identified.

In the accommodation units there is also a directory with information on the prices of the most common services

Only invoices will be provided for accommodation and services contracted directly by users.

USE AND ENJOYMENT OF FACILITIES AND SERVICES

8. Reception

At the reception, the necessary hotel admission procedures will be carried out and the keys or cards to access the accommodations, will be kept. The Director, together with the reception staff and, where appropriate, the concierge, are responsible or are relationship centers with users for all internal matters of the hotel establishment and information and for advising them.

9. Different room types and cleaning service

Jardines La Tejera has 2 room types:

- Double rooms
- Suite

Cleaning Schedule: between 7 o'clock and 13 o'clock.

10. Safety boxes

In each accommodation there is a safety box installed to be used by whoever wishes. In the directories that exist in said accommodations, this service and its conditions of acceptance and use are indicated. The establishment is not responsible for the loss of objects or values that are not deposited in these boxes. In any case, the hotel will only be responsible for theft or loss of objects deposited in reception under deposit of maximum 300€.

11. Laundry-dry cleaning

In each accommodation you will find information with the conditions of these services, their prices and times of delivery and return of garments. The establishment is not responsible for garments that shrink, become discoloured or deteriorate due to their conditions or compositions of use.

12. Early breakfast service

If a client checks out before the cafeteria's opening hours, he can enjoy a cold picnic-style breakfast. To obtain this cold breakfast, he must notify the reception the day before the date on which this service is to be provided.

13. Gardens

The use and enjoyment of these gardens is free. Terms of use:

- a) Prohibited use of devices, instruments or music players at a level that disturb the other users.
- b) Prohibited consumption of beverages or food, that are not acquired in the hotel establishment.
- c) Prohibited use of towels, blankets, etc. proceeding from the accommodations, in the garden area.

14. Gym

The establishment has a gym at its users' free disposal. For security reasons users must be over 14 years of age and equipped with towel, clothing and sports shoes.

15. Lost or forgotten items

The hotel is not responsible for lost or forgotten items. If they are found in the establishment, the hotel will try to contact the client to notify him/her.

Under no circumstances will the hotel store: foodstuffs, underwear, dirty clothes, slippers or toiletries.

The hotel will store lost property thought to be of value for a maximum of 30 days.

The hotel will never process the shipment of the object by post or carrier. The customer must contact and hire the services of the corresponding carrier. In this case, you must inform the hotel of the date and time of collection sufficiently in advance.

16. Various

- Minors are not allowed to use the elevators without a responsible adult present.
- Electric scooters are not allowed in the rooms of the establishment.
- Two people will not be permitted to stay in a double room that has been contracted as single. the Hotel reserves the right to charge the fixed rate for the actual number of persons using the room, and at the same time put an immediate end to the client's stay.
- Animals are not allowed, except for guide dogs.
- It is not allowed to wander through the spaces and common areas without shoes and with a naked torso. Access to the restaurant will be denied to any gentleman wearing shorts.
- After 10 pm it is mandatory to keep due silence in the corridors and accommodations in order to not disturb the other users.
- Before entering the restaurant or bar the user must show to the person responsible, his admission document or card, to control the charges corresponding to the user consumptions.
- Half board consists of breakfast and dinner.
- It is not allowed to hang clothes on the railings of the terraces or windows.
- Smoking is not allowed in the installations of Jardines La Tejera, including the accommodation units.
- The use, consumption or possession of dangerous products and substances is expressly prohibited in all areas and dependencies of this establishment, in application of current legislation on public health.
- In order to guarantee the security, privacy and tranquillity of the users, this hotel establishment has technical electronic surveillance devices, with permanent recording elements, in the gardens, corridors, and in general or common areas.

16. Various

- It is totally forbidden to cook in the rooms, as well as the use of electrical appliances such as water heaters without authorization from the management.
- It is not allowed to take food products or beverages from the hotel dining rooms.
- The parking lot is for the exclusive use of the hotel clients only, starting this right when signing the accommodation contract and ending when check out
- MINORS: Reservations of rooms or lodgings in them will not be accepted by minors who are not accompanied by an adult who is responsible for them at all times. The hotel may require the written authorization of the person responsible for the minor together with a photocopy of their ID, by whatever means, that proves compliance with the minor's lodgings at the hotel (fax, mail, etc.).