

## **INTERNAL REGULATIONS – HOTEL MUSEO LUCAINENA – Year 2025 - H/AL/00840**

Below you will find a series of rules that are mandatory for all guests and users of the hotel establishment. If you have any questions, you may contact the hotel staff, who will assist you should you wish to clarify any of the points addressed in these Internal Regulations.

1. Individuals who access this hotel establishment are required to comply with these Regulations, insofar as they do not conflict with Law 13/2011, of December 23, on Tourism, Decree-Law 13/2020, of May 18, on hotel establishments, and other applicable Laws and Provisions.
2. This hotel establishment is for public use and freely accessible, with no restrictions other than those arising from legal provisions and these regulations.
3. The admission and stay of individuals in this establishment will only be denied for the following reasons:
  - a) Due to lack of accommodation capacity or facilities.
  - b) Due to non-compliance with the admission requirements established in these regulations.
  - c) Due to behavior that may cause danger or disturbance to other people or users, or that may hinder the normal course of the activity.

When the aforementioned circumstances occur or when individuals incur one or more of the previously listed restrictions, the staff responsible for the establishment may require them to leave, after paying, if applicable, any outstanding charges for services and consumption. If necessary, assistance will be requested from the law enforcement authorities in accordance with Article 36 of the Tourism Law and Article 25 of the Hotel Management Decree Law.

It is expressly stated that access to the facilities, services, and accommodations of this hotel establishment will not be denied or restricted to individuals who wish to enter for reasons of sex, disability, religion, opinion, or any other personal or social circumstance.

4. The person or persons who wish to make use of the accommodation units, common facilities, and, where applicable, the complementary services detailed in these regulations, must present their identification documents for the purpose of admission and registration at the establishment.

Once the person or persons are registered, the establishment will issue an admission document which will include the name, category, and registration number of the establishment, the number or identification of the assigned accommodation, the number of people who will occupy it, check-in and check-out dates, the agreed meal plan, and, if booked directly, also the accommodation price.

This admission document, completed in duplicate, must be signed by the interested party to formalize their admission, once they have been informed of the existence of these regulations and of their rights and obligations. The original will be given to the guest and the copy will remain in the possession of the establishment.

**5.** Users may freely access and remain in the establishment, subject to the limitations outlined in the rules of conduct set forth in these regulations. Users have the right to receive accurate, complete, and prior information regarding the services offered before entering into any agreement. They also have the right to have their safety, privacy, and peace of mind respected, to receive services in accordance with the agreed conditions, to be issued an invoice — with the appropriate formal requirements — for services contracted directly, and, if they wish to file a complaint, to be provided with complaint forms.

Users are obligated to observe the rules contained in these regulations, which they expressly accept upon signing the admission document, as well as any rules issued by management regarding safety, coexistence, and hygiene, for the proper use of the establishment. Users must prove their status as such by showing the admission document when requested, respect the facilities and equipment of the establishment, and pay for the contracted services upon receipt of the invoice or in accordance with the agreed terms, as established in Article 21 of the Decree-Law. Filing a complaint does not exempt the user from the obligation to pay for the contracted services.

**6.** This establishment may seek the assistance of law enforcement officers to remove from the premises any users who violate these regulations, attempt to access or remain in the facilities for purposes other than the normal use of hotel services, and, where applicable, individuals not registered as users, such as attendees of banquets, conventions, etc., or who fall under any of the aforementioned scenarios.

**7.** Only persons duly registered for this purpose may access the accommodation units, in accordance with Article 2.e of the Decree-Law.

**8.** This establishment may request a payment guarantee for the contracted services, in accordance with applicable regulations, and may charge users for any damages or harm caused to the facilities, furniture, or property of the establishment due to negligence or misuse.

**9.** The establishment may modify the schedules of the various consumption, use, and enjoyment services throughout the different seasons, depending on seasonality. It reserves the right to deny access to users outside these hours, as well as in cases where the maximum authorized capacity is exceeded or when services are requested at the limits of the admission schedule, thereby affecting the staffing and operational planning of said services.

**10.** This establishment is obligated to display its prices as prominently as possible at the reception, to have them available for users, and to inform users, prior to contracting, of the service conditions and prices. It must provide the services in accordance with its category and under the agreed terms, ensuring proper maintenance and operation of its facilities and services.

**11.** The establishment has complaint and claims forms available to any user who requests them. Furthermore, in the event that the establishment cannot accommodate a user due to overbooking, it will offer them accommodation at another establishment in the same area, of

the same group, modality, and, if applicable, specialty, and of the same or higher category. Any expenses or price differences resulting from such relocation shall be borne by this establishment, which, if otherwise, shall refund any resulting price differences in favor of the user.

**12.** 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 p.m. on the day designated as the check-out date. However, during peak occupancy periods, the availability of the accommodation unit for the user may be delayed by up to two hours. A different occupancy arrangement may be agreed upon between the parties, and such an agreement must be reflected in the admission document, if applicable. Any extension of the occupancy beyond the contracted period will result in the obligation to pay for an additional day. If the user wishes to stay beyond the number of days contracted and specified in the admission document, an agreement between the parties must be reached.

**13.** The property's furniture, gardens, and uncovered outdoor parking areas within the premises are available free of charge for use by the hotel guests.

**14.** The rates, prices, and conditions of the different types of accommodation are detailed at reception and are available to users upon request.

**15.** Accommodation rates are billed per day, based on the number of overnight stays. The minimum billing for accommodation is the cost of one overnight stay or day, which is understood to end at 12:00 p.m. on the departure day.

**16.** Legal or natural persons who, on their own behalf, provide complementary services within the premises of this hotel establishment are responsible for their staff and their behavior, for the operation and maintenance of the service, the pricing policy, and all matters related to their own services.

**17.** The reception desk is responsible for handling the necessary admission procedures for guests and for safekeeping the keys or cards used to access the accommodations. The director, along with the reception staff and, where applicable, concierge staff, serve as the main point of contact for guests in all internal matters of the hotel and for providing them with information and assistance.

**18.** Use of elevators by minors is not permitted unless accompanied by a responsible adult.

**19.** The establishment allows pets, provided that basic rules of respect for the facilities, other users, and hygiene are observed. Guests wishing to bring pets to the hotel must notify the establishment in advance of their stay; pets will not be allowed on the premises if prior notification has not been given to the hotel's management. Additionally, the establishment may require payment of a supplement related to the presence of pets, as well as a deposit to cover potential damage to the hotel's facilities and accommodation units. This deposit will be refunded to the guest once the staff verifies that no damage has occurred. If any of the above-mentioned rules are violated, the hotel may request the guest to leave the premises and will refund the amount corresponding to the unused nights of the stay, if payment has already been made.

**20.** After 10:00 p.m., silence must be observed in hallways and rooms to avoid disturbing the rest of other guests.

**21.** The use, possession, or consumption of dangerous products and substances is strictly prohibited in all areas and facilities of this establishment, in accordance with current public health legislation.

**22.** Cooking in the rooms is strictly prohibited, as is the use of electric water-heating devices without prior authorization from management.

**23.** Guests are required to present a valid identification document upon check-in at the hotel. This document must be presented in physical format; the hotel may refuse to accept a photo or similar image of the document if it is not physically presented by the holder at the time of registration, and may deny access to the hotel.

**24.** Every guest will be given an admission document that must be signed. This document will state the name, category, and registration number of the establishment, the identification of the reserved accommodation unit, the number of occupants, the check-in and check-out dates, the meal plan (if applicable), and a summary of the main rules of conduct within the hotel. These rules are mandatory and will indicate any financial penalties applicable in case of non-compliance. The guest will receive a copy of the document, and the original will remain with the hotel, signed by the guest.

**25.** The hotel management may deny access to or remove from the premises any guests who do not comply with the rules of hygiene and coexistence established for the use of the hotel, who fail to respect the agreed departure dates, who do not pay for the services at the time of invoicing or within the agreed term, or who damage or disrespect the facilities or equipment of the establishment.

**26.** The hotel may request advance payment as a guarantee. If this guarantee is requested and paid by the guest, it will confirm the reservation. The guest must then pay the remaining balance by the agreed date. Failure to show up on the first day of the reservation or failure to complete the payment will result in the forfeiture of the full deposit, with no right to reimbursement. The guest may only apply the deposit toward a date change if agreed upon by both parties and provided the number of nights remains the same.

**27.** The hotel day begins at 3:00 p.m. on the first day of the contracted stay and ends at 12:00 p.m. on the scheduled departure day. During peak occupancy periods, the availability of the accommodation unit may be delayed by up to two hours. Without prior agreement, extensions beyond the contracted period will not be accepted. If such an agreement exists, the corresponding amount for a full day must be paid. If the guest fails to check out by the established time, they must pay for an additional full day.

**28.** No user will be allowed to stay in or remain at the hotel without prior personal identification and without the knowledge of those responsible for the identification and admission process.

**29.** Room cleaning is scheduled between 9:00 a.m. and 3:00 p.m. Guests staying for more than one night may request to opt out of cleaning services for a period not exceeding one

day, provided that they maintain appropriate hygiene. Maintenance and repair work is scheduled from 11:00 a.m. to 2:00 p.m., during which time noise related to such work may occur. Guests staying for multiple nights may inform staff if the noise causes them discomfort, so that measures can be taken to minimize disturbances where possible.

**30.** Smoking is prohibited throughout the entire establishment. In case of non-compliance, the user must pay a penalty fee of €150 before checking out.

**31.** This establishment accepts pets, provided this has been previously communicated to hotel management via phone, in person, or by email, and the user has received confirmation. The guest must also maintain hygiene and show respect toward other guests and the facilities. Failure to do so may result in expulsion from the hotel.

**32.** Users must comply with general coexistence rules during their stay, including maintaining moderate noise levels in hallways and common areas to ensure the rest of other guests, and respecting hygiene standards, other users, the facilities, and hotel staff.

**33.** The hotel management, its owners, or those responsible for maintaining order may call upon law enforcement to remove individuals who violate the internal regulations, disrupt social norms, attempt to access the facility for purposes other than its intended use, act violently, behave aggressively, cause disturbances, or pose a threat or nuisance to others.

**34.** Entry to the hotel will be denied to individuals who do not meet minimum hygiene standards.

**35.** Entry to the hotel will be denied to individuals carrying weapons or objects that could be used as such, except in the case of law enforcement officers entering in the line of duty.

**36.** Entry to the hotel will be denied to individuals showing signs of having consumed drugs, narcotic substances, or psychotropics, or those visibly intoxicated.

**37.** Hotel staff may seek assistance from competent police authorities.

**38.** The user is obliged to pay for any expenses incurred up until the moment they are denied access or ordered to leave the establishment, due to non-compliance with the internal regulations or failure to meet the requirements for access and stay.

**39.** For any questions or concerns related to the hotel's operations, users may contact the reception staff, who will assist or connect them with the appropriate person.

**40.** The hotel is not responsible for services provided by companies not operated by the hotel management.

**41.** Guests must respect the hotel's facilities, furniture, and gardens at all times.

**42.** The establishment reserves the right of admission and may cancel a reservation without refund for any guest who violates this Internal Regulation, the norms of coexistence and common sense, or who behaves disrespectfully toward the facilities, staff, or other guests of the hotel.

**43.** This Regulation is governed by Spanish law and is presented in Spanish (Castilian), which is the only legally binding version. In the event of discrepancies in interpretation, the Spanish version shall prevail, even if translations into other languages such as English or French are available.

**44.** The check-in time is from 3:00 p.m. to 8:00 p.m., and may only be extended at the discretion of the hotel owner. The establishment reserves the right to deny entry to any guest who arrives after 8:00 p.m., unless the booking was made through an intermediary with whom the hotel has an established agreement for a different check-in schedule. The guest will not be entitled to a refund if they arrive after the check-in time window, and the establishment may deny access without any form of compensation. The guest will still be required to pay for the booked accommodation for that day.

**45.** Valid forms of identification in Spain include a Passport, National ID (D.N.I.), and Driver's License. For foreign nationals, registration may be carried out using a national ID card from an EU country or a passport. Spanish Residence Permits are also valid for foreign residents in Spain. All identification documents must be current and valid at the time of check-in.

**46.** The filing of any complaint or claim by hotel guests does not exempt them from complying with these regulations or from paying for the contracted services.

**47.** Rooms and common areas may not be used for purposes other than lodging and/or the services contracted with the establishment.

**48.** The guest shall be subject to a minimum penalty of €150.00 if, upon check-out, the establishment finds any items missing from the room, such as towels or bathrobes, without prior authorization. The penalty will correspond to the full value of the missing items, and the hotel may charge this amount to the credit card provided by the guest for the reservation or payment of the stay.

**49.** Early departure by the guest before the end of the contracted stay does not exempt them from paying for the entire reserved period and the services contracted.

**50.** If a guest attempts to leave the establishment without paying their bill, either partially or in full, the hotel is authorized to request the assistance of law enforcement authorities.

**51.** The establishment may request a prior payment guarantee by credit card for the contracted services. The establishment may charge or preauthorize the credit card provided by the client for the amount of the first contracted night.

**52.** The hotel establishment will not be responsible for damages that may occur due to external failures of the electrical supply, caused by a failure in the electrical network that leaves the hotel without power supply. Similarly, in the event of a failure in the potable water supply, attributable to the municipal water supply network, the hotel will not be responsible for any damages caused to clients due to such circumstances. Likewise, the establishment will not be responsible if an external telephone network failure occurs that affects the proper functioning of telephone or internet coverage in the building. Furthermore, the establishment will not be liable for damages caused by noise produced by agents external to the hotel.

establishment itself. None of these circumstances will exempt clients from paying the full amount attributable to their stay at the hotel under the contracted conditions.

**53.** When guests are absent for more than forty-two hours without prior notice, the hotel establishment may consider the lodging contract suspended or terminated and proceed to collect the luggage.

**54.** The stay of persons exceeding the contracted capacity in a room will not be permitted.

**55.** A child over four years old or an adult may be accommodated in an extra bed. The installation of the extra bed will have an additional cost and must be requested by the client before 12:00 noon on the day of check-in.

**56.** Parents and guardians are responsible for the behavior and proper supervision of minors within the hotel premises, ensuring proper use of the facilities, especially respecting common areas, and guaranteeing that no third parties are affected.

**57.** Objects left in hotel rooms after a guest's stay that have a durable nature, such as electronic device chargers or electric toothbrushes, will be kept by hotel staff for a period of two calendar days. If found objects are textile or perishable in nature, they will be considered waste and will be removed and destroyed, and cannot be claimed later by guests.

**58.** To ensure security, this hotel establishment may have technical devices with some elements having permanent recording in hallways and other common areas, and such footage may be provided to authorities in legally prescribed cases.

**59.** The hotel facilities may not be used by persons who are not guests of the establishment or who are present at times other than those strictly contracted. Hotel staff will request assistance from the State Security Forces if a non-guest refuses to immediately leave the premises under the above circumstances.

**60.** The hotel provides 24-hour access to the premises via coded magnetic cards or key fobs, which will be handed to guests upon registration and admission and must be returned upon their complete departure. Failure to return them may result in the hotel requesting the guests to mail them within 7 business days or pay a penalty of €50. This card or key fob will be given along with the room key and must be returned together with it upon checkout.

**61.** Movement and stay within the hotel will be restricted to areas reserved for guests; guests may not access restricted or private areas such as staff-only zones, storage rooms, locker rooms, maintenance rooms, offices, or lounges and areas not open to the general public or exclusively reserved for other guests.

**62.** The hotel reserves the exclusive right to decide whether or not to apply sanctions provided in this regulation, which cannot be considered by the guest or others as a right to avoid sanctions in the future for similar or other violations.

**63.** The rules contained in this regulation shall not be interpreted as discrimination against any ethnicity, nationality, gender, religion, race, age, or political ideology of the recipients.

**64.** The hotel may upgrade a lodging reservation to the same or a higher category than that originally contracted by the guest.

**65.** Every guest shall have access to this internal regulations document, which will be published on the hotel's website and on the notice board at the hotel reception. Likewise, it may be requested from the reception staff, who will provide a physical copy for the guest or user to consult.

**66.** The guest must report as soon as possible any anomaly or malfunction detected in the facilities, rooms, or common areas so that hotel staff can remedy it. The management cannot be held responsible for any deficiencies if they were not informed promptly at the time the issue was detected, and the guest cannot demand compensation for such deficiencies upon the end of their stay.

**67.** The hotel complies with current personal data protection regulations and with REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016, regarding the protection of natural persons with regard to the processing of personal data and the free movement of such data.

**68.** The hotel can provide the corresponding complaint forms established by the competent authorities of the respective Autonomous Community. These can be completed by users and submitted at the hotel reception if they wish to file a complaint, claim, or report. Filing a complaint or claim does not exempt the guest from complying with this regulation or from the full payment of the services.

**69.** A group reservation is considered to be any booking of three or more rooms. In these reservations, the person making the booking will be responsible at all times for each of the individual room reservations included in the group booking, as well as for ensuring guests comply with the rules of conduct established in this regulation, and must oversee the proper behavior of all guests.

**70.** Once a group reservation is made, no free cancellation (partial or total) will be allowed under any circumstances.

**71.** The hotel may require full payment of the group reservation one week prior to check-in. Failure to comply grants the hotel the right to cancel the reservation at any time.

**72.** For groups of more than three rooms, a detailed list of guests must be provided at least 48 hours before check-in to facilitate their reception and welcome. The hotel may offer the possibility of online check-in.

**73.** Guest swapping between contracted rooms is not allowed without hotel authorization. The group's responsible person will assume any responsibility for breaches of the rules contained in this internal regulation.

**74.** A reservation will not be considered confirmed until the required payment or deposit for its confirmation has been received.



**75.** The user will not be entitled to a refund of the amount paid as confirmation of the reservation if they cancel their stay less than one week before the check-in date, without prejudice to other special conditions established for groups or other special cases.

**76.** As a general rule, the confirmation of the reservation will only be made after payment of the first night for all the contracted accommodation units.

**77.** Confirmed reservations canceled more than one week in advance will be refunded within two calendar days after the scheduled check-in date of the previously contracted reservation.

**78.** Cancellations must always be made through the same channel used for the booking and will only be valid if an affirmative response is received from the hotel.

**79.** The hotel will choose the method of refund for any amount associated with a cancellation.

**80.** In the case of partial cancellation of a multiple reservation, the refund will be proportional to the canceled part of the reservation.

**81.** The hotel is authorized to charge the credit cards provided by the guest for their booking for the amount corresponding to the guest's stay.

**82.** In the event of an irreparable breakdown affecting a room, the hotel will attempt to relocate the users of that room, and if this is not possible for any reason and the guests must leave the establishment, the hotel shall refund the amounts paid corresponding to the unused days by those clients, including the day of the breakdown.

**83.** This regulation is created to establish the rules of coexistence within the hotel and forms part of the booking conditions for all reservations made at this establishment.

**84.** The hotel has a gym available free of charge for its users. For safety reasons, its use is only permitted for persons over 18 years old who bring a towel, sportswear, and appropriate footwear. Users must comply with all necessary prevention measures to avoid injury or discomfort caused by improper use.