

RICEHOTELES

To make your stay more comfortable in the establishments belonging to the RICE Hotels Group (Hotel RICE Bulevar, Hotel RICE Reyes Católicos, Hotel RICE Palacio de los Blasones & Apartamentos Eleven Rooms), we provide you with the Internal Regulations for guests. All persons staying in these facilities, during their stay, will be subject to these regulations, considered as an adhesion contract and must be respected as such. Otherwise, the Management will reserve the right of admission and permanence.

It is the guest's responsibility to read the Hotel's Internal Regulations.

A. Admission and permanence

- I. This hotel establishment is open to the public and is open to the public, with no restrictions other than those arising from the legal provisions and these regulations. Admission and stay of persons in this establishment will only be denied for the following reasons:

- Due to lack of availability in the accommodation.
- For failure to comply with the admission requirements established in these regulations.
- For not maintaining conversations in a moderate tone, and adopting behaviors that may cause danger or discomfort to other guests.
- For non-payment of the total amount of the reservation when requested by the establishment's staff.

When one or more of these restrictions are in place, the staff responsible for the establishment may require them to leave, subject to payment if there is an outstanding account.

- II. Free access to the facilities, services, and accommodation to people who wish to do so, for reasons of sex, disability, religion, opinion or any personal or social circumstance.
- III. Any guest who displays an aggressive or threatening attitude or shows any disrespect to any of the staff or another guest must leave the hotel immediately and will be reported to the appropriate authorities.
- IV. Pets of any type or size are not allowed.
- V. Prior visits to the room are not permitted before booking.
- VI. Firearms, explosive materials, etc. are not permitted in the hotel.
flammable, narcotic or similar substances.

B. Reservation, payments and conditions

- I. When making a direct reservation with the hotel, the staff will ask you for the necessary information to make the reservation: name, surname, contact telephone number, email and debit/credit card.
- II. Reservations will ALWAYS be guaranteed with a debit/credit card. If you do not wish to provide this information, the reservation cannot be confirmed.

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- III. All reservations will be non-refundable, non-cancellable and non-modifiable 48 hours before the day of entry to the hotel. For reservations of more than 8 rooms this period may be modified.
- IV. In the case of a non-refundable reservation (by rate or by period), the hotel will not have any obligation to cancel without charges or change the date to the client, since the latter will have accepted the conditions.
- V. The booking conditions will be specified in the booking confirmation and will be accepted by the client in the booking process according to the rate type. Failure to read the booking conditions does not exempt the client from complying with them.
- WE. If no prepayment is requested, payment for the entire stay will be made upon check-in.
- VII. Payment will be made in cash, debit/credit card or bank transfer (provided that it is made at least 72 hours before the day of arrival). The hotel does not accept payment by cheque.

C. Registration

- I. Only the person or persons who have checked in and signed the registration form will be considered a hotel guest.
- II. Check-in time will be from 2:00 p.m. and check-out until 12:00 p.m. the following day. After this time, it will be assumed that the guest will stay one more night and will be charged accordingly.
- III. The person(s) (all) who wish to be accommodated must present their identification documents in order to be admitted and registered in the establishment's register. Said register will be created by the guest to formalize their admission. If no identification document is presented (ID, passport or in case of loss or theft, a report proving the fact), they will NOT be admitted to the facilities.
- IV. Under no circumstances may the number of people staying in each room exceed the capacity assigned by the hotel to each room.
- V. If more people stay than those listed in the reservation and it is accepted by the establishment due to the capacity of the room, it may entail an additional fee to be paid directly by the client.

D. Stay

- I. The management of the establishment recommends:
 - i. Monitor and control your luggage.
 - ii. Close your bedroom door when you leave and check that it is secure.
closed.
 - iii. Keep the door closed when you are in the room
 - iv. Keep rooms and areas as quiet as possible.
common areas between 10:30 p.m. and 8 a.m.; and loud music is not permitted in common areas or rooms.
- II. Any damage or loss caused by the guest to the hotel's property, real estate and belongings must be paid for according to the value established by the company. The hotel's cleaning staff performs a thorough daily check.

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- III. The administration declines all responsibility for loss of jewelry, money, documents or other valuables of any kind kept in the rooms, as there is a safe for their safekeeping (*only applicable to 4* hotels*)
- IV. All external visits to the rooms are prohibited unless authorized by reception. The hotel staff reserves the right to request identification from any unrelated person on the premises.
- V. Guests are required to inform hotel staff of any contagious diseases, deaths, violations or crimes that occur at the establishment and are of their knowledge, so that the company can take appropriate measures and immediately report to the authorities when appropriate.
- WE. It is prohibited to use the electric current and mechanical equipment installed in your room for purposes other than those for which they are intended.

E. Services

- I. In order to clean your room, you must vacate the room before 12 noon. The cleaning staff will not clean the room with you in it. If you wish or do not wish your room to be cleaned, please hang a notice on the outside of the door "Please clean the room" or "Please do not disturb". In case of confusion on your part, the staff will not be held responsible for the error.
- II. Any consumption at an internal point of sale of the hotel is presumed to imply acceptance of the price and will be charged to your account, which will be paid by the client when the establishment requires it.
- III. The restaurant areas close at midnight. It is not possible to remain in the restaurant areas after closing time.
- IV. The buffet breakfast is open from 7:00 a.m. to 10:30 a.m. Monday to Friday and from 8:00 a.m. to 11:30 a.m. on Saturdays, Sundays and holidays.
- V. The hotel offers a free wake-up service, but is not responsible for any incidents in said service.
- WE. The hotel is not responsible for any inconvenience that external service providers may cause to the guest (laundry, dry cleaning, taxis, etc.)
- VII. The guest undertakes to return any object belonging to the hotel that has been lent to him/her in the same condition as it was delivered. Otherwise, he/she will have to cover the cost of the repair, or if applicable, the total or partial loss. The amount is at the discretion of the hotel.
- VIII. Smoking is strictly prohibited inside and outside the rooms. In case of non-compliance, an additional charge of €100 must be paid for laundry and dry cleaning of curtains, bedspreads, sheets, etc.

F. Parking

- I. Parking of vehicles in the reserved area of the hotel located at the entrance for a period of more than 10-15 minutes is not permitted. Supervision by the authorities is required and fines or vehicle removal may be possible.

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- II. The parking service is a paid service and must be paid at reception.
- III. When a guest uses the hotel parking lot, he/she must park his/her car in an appropriate place. The establishment is not responsible for partial damage or total theft of the vehicle or objects left inside it.
- IV. The hotel is not responsible for the partial or total loss of property, valuables or vehicles in the parking areas.
- V. The hotel is not responsible for damage caused to vehicles by third parties.
- VI. The stay of people for a long time within the premises is not permitted.
vehicle in the hotel parking area. Pets are also not permitted in vehicles.

G. Departure

- I. Guests must leave their room card at reception every time they leave the hotel and at check-out.
- II. As previously indicated, the departure time will be until 12 noon.
Late check out will entitle you to stay in the room until 6pm, and is a service subject to availability and payment, which must be previously consulted with reception. Failure to do so will result in a full stay being charged.
- III. Related to forgettings in the room:
 - i. In the event that the client forgets any object in the room,
You can claim it from the hotel and they will have to arrange for the collection by means of a courier company. Forgotten items will be kept at the hotel for a maximum of 60 days. After this period and if no claim has been made, they will be discarded.
 - ii. For reasons of hygiene and health, the hotel will not store forgotten food or toiletries.
 - iii. The hotel is not responsible for items left in common areas.
- IV. Once the contracted stay has ended, if the client refuses to leave the room or withdraw from the establishment, the hotel may request the assistance of the corresponding authorities to carry out the eviction without any additional procedures.
- V. In the event of early check-out, the company will have no obligation to refund or compensate you.
- WE. The submission of a claim does not exempt you from the obligation to pay for the contracted services.

The solution to cases omitted in these Regulations is the responsibility of the hotel management. Persons accessing this hotel establishment will be obliged to comply with these Regulations, insofar as they do not contravene Decree 65/2015 of October 8, which regulates tourist hotel accommodation establishments in the Community of Castilla y León.