

INTERNAL REGULATIONS OF THE HOSTEL

H O S P E D E R I A
L U I S D E G O N G O R A
C O R D O B A

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PRESENTATION

The Hostel has the present “INTERNAL REGULATIONS” that contains the policy, norms and rules that will govern the relationship between the Hostel and its guests.

customers.

This Regulation shall also be applicable and mandatory for:

- Visitors and/or occasional companions of the hostel's clients.
- Users of the hostel's services and facilities open to the general public.
- Any person who, even occasionally, visits or wanders within the hostel.

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

These Rules and Regulations are available to guests at the Reception desk of the Reception of the hostel and may be consulted by them whenever they wish and on the hostel's website.

on the web page of the hostel.

Ignorance of this Regulation does not exempt from its compliance since

The Regulation is based on the rules and legislation in force.

The Regulations shall remain in full and uninterrupted force and effect until they are amended or replaced by other regulations.

modified or replaced by another. In case of doubt, they shall be deemed to be fully in all its norms and rules shall be deemed to be fully subsisting.

The rules and prohibitions contained in these Rules and Regulations and which must be complied with by those to whom they are addressed, shall not be

shall not be understood as excluding other analogous or similar conduct not set forth herein.

or similar conduct not set forth herein, but which clearly arise from the spirit and intent of these Regulations.

of these Regulations.

Contraventions to these Rules and Regulations may, as far as possible, be corrected immediately and, if necessary, may be

be corrected immediately, and, if applicable, may be sanctioned in accordance with the labor, civil or

labor, civil or criminal regulations in force, regardless of any other responsibilities that the

other liabilities that may be incurred by the offender and the appropriate exercise of any legal actions that may be

legal actions to which it may be entitled.

The Hostel reserves the right to refuse admission and cancel the reservation, without the right to a refund, of any client who

right to a refund, of any client who contravenes these regulations, as well as the rules of

and the rules of coexistence and common sense, or in any way act disrespectfully towards the

disrespectful to the facilities of the Hostel or the rest of the people who are in it, whether they are

in it, whether staff or client of the Hostel.

We appreciate your preference for staying with us, as well as for strictly observing our Rules and Regulations, drawn up for your own benefit.

strictly observe our Rules and Regulations, drawn up for your own benefit.

In any case, should you need any additional information, please do not hesitate to contact Reception.

please do not hesitate to contact Reception. For this purpose, we would like to remind you that the director of the

the reception staff and, if necessary, the concierge, are responsible for the relationship with the guests.

responsible for the relationship with the guests of the hotel establishment and for their information and advice of the same.

Applicable Legislation

The Internal Regulations are governed by Spanish law.

Language

These Rules are available in several languages, but only the Spanish-Spanish text is the only legally binding text.

Spanish-Spanish language is the only legally binding text, and it is the one that shall prevail in the event of any

shall prevail in the event of any difference of interpretation or of any other nature.

I.- REGISTRATION AND ENTRY RULES

ARTICLE 1.- ENTRY RECORD (POLICE RECORD) AND ADMISSION DOCUMENT (WELCOME)

At the Reception desk the necessary formalities for check-in and admission will be carried out and the magnetic cards for access to the accommodations will be kept.

Check-in will take place from 13:00 p.m. until 24:00 hours on the day of the guest's arrival, check-out until 12:00 p.m. on the day of departure.

In the event that for personal reasons the guest has to check-in after 24:00 hours, he/she must give 24 hours notice prior to arrival.

The hostel will refrain from accommodating minors who come alone, so room reservations and stays in the same by minors are not allowed.

However, minors between 16 and 18 years of age may be authorized in writing by a parent or guardian to stay at the hostel as long as they are responsible for it and assume the payment of the bill. In the case of minors under 16 years of age, they must always be accompanied by their father, mother or guardian.

ENTRY REGISTER (POLICE RECORD)

The person or persons wishing to make use of the accommodation units, common facilities and, where appropriate, of the complementary services offered at the Hostel, must present their identification documents for the purpose of their registration and registration in the Guest Book of the establishment.

Valid identification in Spain is considered to be the Passport, the DNI and the Driver's License. If you are a foreigner, you may register by presenting your passport or identity card if you are 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 of obligatory fulfillment based on the Order of the Ministry of the Interior of the Government of Spain 1922/2.003 of July 3, that establishes the registry in Books and Parts of entrance of Travelers in Establishments of Hostelry, the Royal Decree 933/2021 of October 26 and under the protection of the arranged thing in article 12.1 of the Organic Law 1/1992, of February 21, on Protection of the Citizen Security.

In compliance with the same, all guests, both individuals and groups, must have an individual registration form.

The registration form must be personally signed by all travelers over 16 years of age.

Accommodation is non-transferable, therefore the Hotel will refuse accommodation to any guest who does not comply with this registration requirement and is entitled to demand, if it deems it appropriate, the identification of the applicant and the persons accompanying him/her in the accommodation. Likewise, it is forbidden the entry in the Hostel of any person not registered in the Police Register, unless expressly decided by the Management.

The Administration of the hostel is not responsible for any false or incomplete information that the guest may provide at the time of filling out the registration card whose data must be covered by the user in its entirety or by the hostel based on the data appearing in the identification documents provided for this purpose by the client.

In compliance with the regulations in force, the identification data provided will be communicated to the Authorities by the Hostal.

ADMISSION DOCUMENT (WELCOME)

This establishment, once the person or persons are registered, will issue an admission document containing the name of the client who formalizes the admission (one person is enough), the commercial name of the establishment, its tourist classification, the identification of the assigned lodging, price per day or day, the modality and price of complementary services contracted, and the dates of entry and exit.

Users must prove their status, showing the admission document, when required.

The admission form serves to accredit the tourist accommodation contract and will have value of proof for administrative purposes, and must be signed by the interested party to formalize 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 inspection, delivering a copy to the guest who signs it.

By signing the document, the guest confirms that all the information provided and stated 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, his rights and obligations and will be obliged to observe the rules contained therein and those issued by the Management on safety, coexistence and hygiene for proper use of the establishment, its facilities and equipment of the Hostel.

ARTICLE 2.- ACCESS TO THE HOSTEL AND ITS SERVICES

Users may freely access and remain in the establishment, 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 disturbance, that these correspond to the agreed conditions, to be given an invoice with the regulatory formalities for services contracted directly from the Hostel, to confidentiality in the treatment of their information in accordance with the regulations of Data Protection 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 customer and delivered to the Reception of the Hostel.

The presentation of any claim or complaint does not exempt from the observance of these Regulations and the payment of the services.

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

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

Services of the establishment or of the accommodation units may not be reserved against the stipulated price.

The complementary services offered and provided in this establishment by other persons or entities, the details of their scheduled times, prices and conditions of use, are also detailed at

reception, will be formalized in their corresponding documents and will be settled according to the agreed conditions.

The rooms and common areas of the hostel may not be used for purposes other than accommodation and / or contracted services, either by the client or his companions, or by third parties. Consequently, these rooms and / or common areas may not be used for activities such as conducting interviews, filming, taking pictures for promotional activities, photo shoots, etc., except with the express prior authorization of the Management of the establishment and always in compliance with the rest of the Internal Regulations, the conditions set by the Management and the regulations that apply to the activity in question.

ARTICLE 3º.- INVOICING AND PAYMENT

The billing of the lodging rates shall be computed per day and according to the number of overnight stays.

The minimum billing per accommodation shall be the amount of an overnight stay or day, this being understood to be completed 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 made in Euros. Payment may not exceed the amount of 1,000 euros and, since rights must be exercised in accordance with the requirements of good faith, the bills must be used in accordance with the amount to be paid, so that the hostel may refuse to accept bills of higher denominations if the amount to be paid is much lower.

Neither will be accepted payments through more than 50 pieces of euro currency.

The establishment may require its customers, at any time and upon presentation of the invoice and receipts, the payment of services rendered outside the accommodation, even if the payment of this had been agreed in advance.

The early departure of the client before the end of the contracted stay, will not exempt the client from the payment of the totality of the reserved days and the contracted services.

In the event of the client's intention to leave the establishment leaving unpaid, totally or partially his invoice, the Hostel will be entitled to request the assistance of the agents of the authority.

ARTICLE 4º.- PRIOR GUARANTEE OF PAYMENT

The Hostel may request prior guarantee of payment by credit card for the contracted services, in accordance with the applicable legislation, both for the total amount of the reservation including taxes and tourist tax that may be applicable, as well as for the extras.

This guarantee may be requested to be extended for damages or flaws that occur in the facilities, furniture and elements of the establishment due to negligence or misuse of those.

For this purpose, the Hostel may ask the customer upon arrival or at the time of booking, a credit card number where, in case of non-payment of the invoice, the amount of the same can be charged.

This request may be made even in the case of accommodation with voucher or prepaid, to ensure the collection of extra services that could be consumed, as well as to respond to damages and flaws.

The Hostel reserves the right, in case of any type of damage, deterioration or theft caused in the room or any other facility of the Hostel by the client, to make use of the damage deposit and/or claim the corresponding compensation from the client.

The Hostel may also make a charge or pre-authorization for the amount of the contracted reservation to the card number indicated by the client, even days before the client's arrival, in order to check the validity of the card.

If no card is provided, a pre-payment of the stay and a security deposit of 500 euros will be required, as well as direct payment of the extra services requested.

ARTICLE 5.- PERIOD OF OCCUPANCY OF THE LODGING UNITS

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

The occupancy of the accommodation unit begins at 1:00 p.m. on the afternoon of the first day of the contracted period and ends at 12:00 noon on the day of departure. However, on peak occupancy dates, when there are more arrivals and departures, it is possible that not all rooms may be available at that time for reasons of availability and cleaning times, so it may be delayed by up to one hour to make the accommodation unit available to the user.

The availability may also be delayed in case of exceptional circumstances that prevent, for reasons beyond the Inn, to have the room that corresponds to each client at the time set for the beginning of the occupation according to the normal rules of occupation.

We kindly ask the client to communicate his arrival time and travel plan in order to have a forecast by the Hostel and also must take into account that if the client does not show up at the Hostel before 24:00 hours (local time of the hostel) on the day of arrival, without prior notice from the client, the Hostel will consider the reservation as a “no show” and will be automatically cancelled in full, charging 100% of the outstanding amount of the reservation.

Notwithstanding the above, the reservation will be maintained as long as the client has communicated it before the aforementioned time.

For possible changes, both for occupancy and for extension of the appointed time, please consult at reception, taking into account that you must immediately inform the staff of the hostel, in case you wish to extend your stay and always before 12.00 p.m. on the date of departure.

The Hostel will meet your request as long as availability permits, duly informing the customer who has requested it and in case of agreement between the parties, it may be agreed a different regime of occupation of the accommodation units, which must be reflected in the admission document.

The prolongation of the occupancy for a longer period than described above, without prior agreement, will result in the obligation to pay for an extra day. Notwithstanding the foregoing, the customer may not extend, without agreement with the hostel the contracted days of stay, for the serious damage that this may cause to other customers with reservations, and the hostel staff may request the assistance of law enforcement officers to evict customers who fail to comply with the above.

In the event that the customer leaves the room on the day of departure, before the time set for Check-Out, no refund of the total amount of the stay will be made. If the client reduces in whole or in part the number of guests of the reservation, it is the decision of the Hostel to apply or not refunds, although in the case that the room is marked as non-refundable or similar, a charge of the total amount of the reservation will be made.

When guests are absent for more than seventy-two hours without prior notice, the Inn may suspend or terminate the accommodation contract, as the case may be, and proceed to collect the luggage.

The luggage shall be collected as provided for in Article 18 of these Regulations, except in the event that the actual value of the guest's luggage does not guarantee the amount of the bill. In this circumstance the lodging may be terminated or suspended with the absence of the guest for more than twenty-four hours.

In case of death of the occupant of a room, his heirs or attorneys-in-fact shall be responsible for paying the expenses incurred as a consequence thereof, including, if necessary, the redecoration and disinfection of the room and the replacement of linen and equipment.

ARTICLE 6.- NUMBER OF PERSONS PER HOUSING UNIT AND VISITS

As a general rule, it will not be allowed the stay of people in a room that exceeds the contracted quota. Thus, the stay of two people in a double room that has been contracted as a single room will not be allowed. Likewise, no more than two people will be allowed to stay in a double room or in a suite, nor more than three in a room contracted as a triple room.

For security reasons, no more than four people per room or, if applicable, the maximum number possible according to the room format and type of reservation will be allowed.

Otherwise, the Hostel will have the right to charge the rate set for the actual number of people 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 baby crib at no additional cost. The maximum number of cribs in the room is one. Cribs are available upon 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 an extra bed will have an additional cost and will only be possible in double rooms and always upon request.

In case it has not been requested in advance, the Hostel reserves the right to request that an extra reservation be made in the event that the establishment does not have the extra bed requested.

This extra bed can only be occupied by one person, being one the maximum number of extra beds in the room.

No person has the right to give accommodation to another person without the prior consent of the Hostel and if it is agreed to do so, the corresponding registration movements and registration in the book of travelers must be made.

VISITS

The Hostel 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 Hostel has spaces available for this purpose. In case of non-compliance, the Hostel Management reserves the right to order the immediate departure of the visitor.

II.- RULES OF OPERATION OF THE SERVICES PROVIDED BY THE HOSTEL

ARTICLE 7.- PROVISION OF HOSTEL SERVICES

The hostel offers the services and benefits according to its category. What these are at any given time, is specified on the official website of <https://hgongora.com> where it is also indicated that special requests will be accepted.

The price of the accommodation unit includes water, electricity, heating, refrigeration, use of bed and bath linen and cleaning of the accommodation.

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

The persons who represent the company of the Inn or provide the services inherent to the lodging, will have free access to the rooms occupied by the clients.

This establishment, in the provision of its services, will comply with the requirements established for Civil Liability contemplated in the insurance of the Hostel, being exonerated from any liability in case of personal accidents due to negligence or imprudence of the guests or their companions.

In the case of technical deficiencies beyond the control of the Hostel, the Hostel undertakes to manage their solution causing the least inconvenience to 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 customers as pleasant as possible, so please use them properly and respectfully.

In any case, they are property of the establishment, so, in case 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, guests of the Hostel may, in general, access the services and equipment offered by the establishment, unless access limitations are established, which shall be fully justified and in no case be contrary to constitutional rights and principles.

ARTICLE 8.- CLEANING SERVICE

Rooms are cleaned on a daily basis. Room cleaning hours are generally from 10:00 am to 3:00 pm. Guests who do not make their rooms available during these hours will not be able to have their room cleaned.

If you wish to have your room serviced, please hang the notice “please have room serviced” on the outside of your room door. If you do not wish to be disturbed, hang the notice “please do not disturb” on the outside of the door of your room. When the notice exceeds 48 uninterrupted hours, the maximum tolerance limit allowed by the hostel, a call will be made to the room.

If no answer is received, the room will be entered to proceed to clean it and check the room's condition.

If at the entrance the client responds, apologies will be requested and the moment in which the cleaning can be done will be confirmed with the client, which cannot be delayed beyond the following day, after verifying that the stay is in perfect conditions and that the cleaning can be delayed.

The change of towels and sheets is done whenever the customer deems it convenient or at least 3 in 3 days. In case you need towels, change of sheets, replacement of welcome set or cleaning of the room at a specific time within the cleaning schedule, you should contact reception.

ARTICLE 9.- MEDICAL ASSISTANCE AND FIRST AID

If your physical aptitudes are limited or if you suffer from contagious diseases or illnesses, please inform the reception staff upon arrival as soon as possible so that the Hostel can take the necessary measures.

This establishment has a fixed first-aid kit duly signposted and conveniently equipped at the disposal of our guests who may need it.

Should any guest fall ill, the reception of the hostel will contact the medical service at the express request of the guest who requires it so that he/she can be attended or, if necessary, transferred to the appropriate place, the cost being at the expense of the guest himself/herself.

In the event that the guest who becomes ill is not able to act by himself or there is a person who can act for him, the Hostel will take the necessary steps so that he can receive medical assistance.

The Inn may require the customer himself or, failing that, the family members or the Paying Party, to pay the expenses incurred that the Inn has had to assume.

In the event that the customer suffers (or is likely to suffer) from an infectious process or other illness or is in such a condition that he/she is (or may be) dangerous to persons staying at the Hostel, the Hostel is entitled to terminate the contract with immediate effect and to force the customer to leave the Hostel immediately.

The Hostel is not responsible for any type of accident and/or event, which the guest suffers within the facilities of the Hostel such as falls, blows, animal bites, among others. The expenses that this accident or event originate shall be borne by the guest, exempting the Hostel from any liability of a legal nature.

In case of death of the guest, the Inn may demand from the relatives, heirs or the Paying Party, in addition to the payment of the invoice for the services pending payment, the compensation for the expenses incurred by the Inn due to or related to the death. The expenses that may be claimed by the Inn include cleaning costs, in addition to normal cleaning costs, incurred by the Inn due to illness, death or any other type of event or occurrence suffered by the guest on the premises of the establishment.

III.- COEXISTENCE AND HYGIENE RULES

ARTICLE 10.- SMOKERS

This Hostel is a "Smoke Free Area" so smoking is prohibited in the entire establishment, extending the Smoke Free area to all rooms.

Smoking is only allowed outside the hostel, so please extinguish your cigarette before entering.

Please 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 hostel, he/she may be prevented from staying, denounced and/or charged with damages.

In any case, a charge of 300 euros per day + VAT or equivalent tax will be charged to your account to be paid at check-out for cleaning and deodorizing the room or area in question. The cleaning and smoke removal charge may be subject to change.

ARTICLE 11.- BREAKFAST REGIME

The establishment offers the possibility of breakfast in a nearby cafeteria with which it has contracted the services.

contracted the services and the schedules are the following ones:

- From Monday to Friday: 09:00-12:00
- Saturdays and Sundays: 09:00-12:00

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

circumstances that make it necessary.

The contracted pension scheme is personal and non-transferable.

ARTICLE 12.- CLOTHING AND WARDROBE

As a general rule of dress, it is established that to transit or move within the facilities of the Hostel, the clothing or clothing shall be those established for that purpose and usual in each case. Likewise, the rules of dress that may be required especially in certain sectors of the Inn that require special occasions or events to be held within the facilities of the Inn must be respected.

It is not allowed to enter or stay in the Hostel wearing clothes or symbols that incite violence, racism and/or xenophobia.

It is also not allowed to transit or visit the facilities of the Hostel without wearing any clothing or with inappropriate attire, such as, but not limited to: going down in bathrobe or pajamas to the reception, circulating in the Hostel with the naked torso.

ARTICLE 13.- ANIMAL ACCESS

It is forbidden the access or stay of people accompanied by pets, domestic animals of any kind, birds or any other type of animal, except for people accompanied by guide dogs or assistance dogs in accordance with the sectoral regulations regarding the use of guide dogs for people with visual impairment, total or partial.

In any case, the person who introduces an animal and/or its owner shall be jointly and severally liable for any deterioration, damage or breakage that the animals may cause to the things, goods and/or facilities of the Inn and/or to the guests and/or visitors of the same.

ARTICLE 14.- CHILDREN'S STAY

It is very important for the hostel to protect all its guests, especially children. For this it is necessary that those responsible for their care are attentive as to the areas they attend, the activities they develop and also their behavior in public areas of the hostel so as not to affect third parties.

Parents and guardians are responsible for the behavior and supervision of minors within the hostel facilities during their stay, so they must ensure that they make good use of the facilities and, above all, respect the common areas:

“NO RUNNING IN THE CORRIDORS, NO SHOUTING, NO PLAYING ON THE TERRACE, NO UNCONTROLLED JUMPING...”

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

In accordance with current regulations, minors under the age of eighteen who enter the establishment may not be sold, served, given as gifts, or allowed to consume alcoholic beverages.

ARTICLE 15.- LOST AND/OR ABANDONED OBJECTS

The objects found in the rooms or other areas of the Hostel, once the accommodation period of a client has ended or, if applicable, has been suspended, will be removed after an inventory of the same, which will be signed by two witnesses.

The objects will be at the disposal of the client who has lost and/or abandoned them, and can be picked up at the Hostel, from 9:00 to 22:00 hours from Monday to Sunday. In order to ensure that the location of the object is as agile and effective, the customer must report all data concerning the description of the object that had been lost and other circumstances surrounding its loss or abandonment.

In the event that the client requests that the object be sent to him/her, he/she must pay the price of the transport, which will be freight collect, and he/she must also pay the expenses that the deposit of the object may generate to the Hostel.

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 offices of the Hostel in deposit for a maximum period of 90 (ninety) days. In the event that it is known to whom they may belong, this period will be counted from the time this fact has been reliably notified to the address provided by the user of the establishment for the return of the forgotten object (return request with your address to be made in writing).

In case of not having an address for the above mentioned purposes or if the person to whom the object may belong is not known, the period will start to run from the moment the object is found.

The same shall apply in cases 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. Once this 90-day period has elapsed, the establishment shall be free to dispose of the unclaimed belongings as it sees fit.

ARTICLE 16.- RULES OF USE

- TOWELS: It is forbidden to use towels and other garments in the room for outdoor use.

- LAUNDRYING AND DRYING OF CLOTHING: 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 hallways.
- SILENCE: After 10:00 p.m. it is mandatory to keep silence in the corridors and lodgings in order not to disturb the rest of the other guests of the Hostel. Moderate the volume of the TV, and voice.
- MOBILE DEVICES: Likewise, it is especially requested that in case of using mobile devices in any public area of this Hostel, it is done in minimum volume or in silent mode for the respect of the rest of the guests or visitors.
- COMPUTER DEVICES: During the use of computer devices and internet connection located in the Hostel, the Client must proceed in accordance with current legislation (especially intellectual property laws) and preserve the state of the hardware and software devices.
- SECURITY DEVICES: In order to guarantee the security, privacy and tranquility of the users, this hotel establishment has technical devices with elements, some of them of permanent recording, in corridors and other general or common areas, whose images may be made available to the authorities in the cases legally foreseen.
- FIRE EXTINGUISHERS: A sufficient number of fire extinguishers and smoke detectors have been installed in the Hostel to be used in the event of a possible fire. In such circumstances, the instructions marked on the fire extinguishers and smoke detectors must be followed and guests must give notice at the Reception of the Hostel.
- ELECTRICAL CURRENT: The electrical installation of your room is 220 volts.

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.

The Inn's safety 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 Inn and in the rooms.

To help save energy, you should turn on the air conditioning with the doors and windows closed.

- CAMERAS AND OTHER IMAGING DEVICES:

It is forbidden to take photographs-videos in which other guests or employees of the hostel appear, and much less if they appear minors, or other persons who have special characteristics, such as mobility difficulties, Down syndrome or other characteristics, for example, those that may indicate beliefs.

It is forbidden to take photo-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.

Photos and videos taken by guests in which other guests or an employee can be identified, may only be used within the domestic family environment, and their publication in any physical (documents, articles, brochures...), electronic (e.g. email), Internet (Web, social networks, blog, rating pages of establishments such as Tripadvisor or similar) media is strictly forbidden.

Any unauthorized use of the image of a guest or an employee may give rise to a crime against honor, privacy, and self-image, with penalties of up to FOUR YEARS, and, in case of public dissemination, up to FIVE YEARS.

IV.- ADMISSION RULES

ARTICLE 17.-RIGHT OF ADMISSION OF PERSONS AND ANIMALS.

The Hostel is for public use and free access, with no restrictions other than those established in the current regulations, the rules of this Regulation, and, in any case, the rules of good coexistence and hygiene.

The Hostel is not responsible for the behavior of guests, nor for objects, substances or materials that they may bring into the room, as it is not authorized to check luggage.

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

PERSONS: The access and permanence of persons in the Inn will be prevented in the following cases:

- When the established capacity has been completed with the users who are inside the establishment.
- When the closing time of the Hostel has been exceeded.
- When the minimum age established for access to the premises, according to current regulations, is not met.
- When the person seeking access has not paid the entrance or locality in cases where it is required.
- When the person manifests violent attitudes, especially when he/she behaves aggressively or provokes altercations.
- When the person carries weapons, and objects susceptible of being used as such, unless, in accordance with the provisions at all times by the specific applicable regulations, they are members of the Security Forces and Corps or private escorts integrated in private companies, and access the establishment in the exercise of their duties.
- When wearing clothing or symbols that incite violence, racism or xenophobia in the terms provided in the legislation on protection of public safety and the Penal Code.
- When it originates situations of danger or discomfort 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 discomfort to other people.

In particular, those who are consuming drugs, narcotic or psychotropic substances, or show signs of having consumed them, and those who show obvious signs or behavior of being intoxicated, shall be denied access or, as the case may be, stay in the establishment.

Also, when the person is disrespectful to hostel employees or other customers.

- When you proceed to behave indecently, shout or make loud noises that disturb other guests, disturb the tranquility in the hostel or the normal development of the establishment.

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

- When the rules of prevention of contagion by COVID-19 (use of masks, safety distance, etc.), or any other virus that arises in the future, established by the applicable regulations at all times are violated.

- When it attempts against the normal social coexistence of the establishment or causes, by itself or by persons for whom they are responsible, any kind of nuisance to other guests or visitors or third parties or performs any act that may affect the tranquility and privacy that guests expect to find during their stay at the Hostel.

- When you perform, promote or encourage discriminatory acts against other customers, visitors or employees of the Inn, and even your own companions or act rudely or aggressively against any of them.

- When he/she does not pay for services or benefits when required to do so.

- When you proceed to remove objects or goods belonging to the Hostel, either from the room or other areas without the express consent of the Hostel.

- When you proceed to damage or deteriorate, in whole or in part, the facilities, accessories, goods, services and supplies of the Hostel, or any other recipient of these Regulations. - When you proceed to disclose or disseminate confidential data of the Inn that you have obtained on the occasion of or in connection with your stay or transit in the hotel establishment.

Likewise, the access and/or permanence of those persons who refuse to comply with the legal obligation to complete and sign the Passenger Entry 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 February 21, on the Protection of Citizen Security, and Order Int/1922/2003, of July 3, of the Ministry of the Interior, on registration books and passenger entry forms in hotel and catering establishments and other similar establishments, will be prevented from accessing and/or remaining in the establishment.

When the aforementioned circumstances occur or when the persons incur in one or more of the restrictions listed above, the staff responsible for the establishment may require them to leave, after payment, if applicable, of any outstanding bills for services and consumption.

It is expressly stated that free access to the facilities, services and accommodations of this hotel establishment will not be denied or restricted to persons who 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 Hostel may request the assistance of law enforcement officers to evict from its premises users who violate 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, to persons who are not registered as users, attend banquets, conventions, etc. or who incur in the cases provided for in this article as grounds for denial of access.

ANIMALS: Regarding the admission of animals and conditions of such admission shall be as provided in Article 16 of this Regulation: The access or stay of persons accompanied by pets, domestic animals of any kind, birds or any other type of animal is prohibited, except for persons accompanied by guide dogs or assistance dogs as established in the sectoral regulations regarding the use of guide dogs for people with visual impairment, total or partial.

ARTICLE 18.- OBLIGATION TO PAY IN CASE OF PROHIBITION OF ACCESS OR EVICTION

However, in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the Hostel.

ARTICLE 19.- MOVEMENT AND STAY AT THE HOSTEL

The circulation and stay inside the Inn will be in the places reserved for the clients, without these being able to access in any case to the reserved or private rooms or spaces.

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

ARTICLE 20.- SAFETY RECOMMENDATIONS.

The Management of the establishment recommends:

- Watch and control your luggage and personal belongings in public areas, in order to avoid misplacement and/or eventual theft. Do not leave it unattended.
- Close the door of your room when you leave it and try to open it again to make sure it is properly closed, even if it is only for a short period of 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 your luggage has a lock, always use it.
- Protect the key or, in the absence of a key, the card or access system to your room. Do not simply leave your key at the Front Desk. Always return your key, in hand, when you leave the Inn. If you forget or misplace your key, only the front desk staff is authorized to provide you with a new key to open your room.
- Immediately notify the Management of any abnormal occurrence you notice, such as: suspicious persons in the hallway, repeated phone calls from unidentified persons, knocks on

your room door from persons unknown to you, or not finding anyone at the door when you go to open it.

- Please do not be upset if you are asked at the front desk or any other department to identify yourself, as this is for your safety.

- Do not display jewelry, money or valuables in your room.

- Do not invite strangers to your room, nor tell them your room number.

- Do not allow repair personnel to enter your room without being requested or authorized by the management.

- Do not discuss specific plans for future excursions, outings, etc., in public or with strangers. - Do not keep the room key card that may have been issued to you, with any document indicating the establishment or room number.

- Do not show your room key in public places.

- If you discover any damage or anomaly, please contact reception.

- Please respect the areas in which the rooms are located during the night and napping hours and in general, avoid making unnecessary noise.

- Please use the facilities appropriately, respecting the furniture and gardens of the Hostel.

- Please respect the opening hours of all the facilities of the Hostel. Some schedules may change depending on the time of the year, such as food and beverage services.

- We appreciate your participation in the event that, during your stay at the hostel, any fire or evacuation drill is practiced.

ARTICLE 21.- POWERS OF THE HOSTEL

The total or partial non-observance of any of the rules of this regulation authorizes the hostel to execute, at its sole discretion, any of the following procedures:

Invite the offender to modify his conduct or habit.

Require due respect and compliance with the rules of behavior, etiquette and dress.

Insist on compliance with the provisions of these regulations.

- Apply specific sanctions to the offender, such as a warning, suspension of the use of all or part of the facilities and/or services provided by the Inn or exclusion from the hotel establishment.

- The Inn reserves the right to exercise its right of admission and stay and in exercise of the same may deny entry to those persons who have previously violated these Rules and Regulations and/or those who do not comply with the requirements listed above.

- Communicate and notify the competent public authorities so that they may carry out the necessary intervention.

The Management of the Hostel will apply the sanctions taking into account the following criteria: the seriousness and nature of the infraction and the circumstances of the fact; the repetition of behaviors of the offending subject; his or her background; and the application of previous sanctions to the offender.

The Inn reserves the exclusive right to apply or not the sanctions provided for in this Regulation. In no case, the lack of application of a sanction to the offender may be considered by the latter

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/she commits.

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

In any case, the offender shall hold the Inn harmless from any damage for any claim or claim that any third party may bring against the hotel establishment as a result of its failure to comply with the provisions of these Regulations or the legislation in force.

The rules contained in these Regulations may in no way be interpreted as discrimination of any kind of ethnicity, nationality, gender, religion, race, age or political ideology of the recipients, but a suitable means of guaranteeing to all its customers the excellence and quality of services of the Inn.

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 same and that the power of the Inn to dictate any other standards or rules (that complement, expand, modify or replace the rules set forth 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 these Regulations or other possible addressees must behave, conduct themselves and present themselves in any sector or facility of the establishment) is proper to its right of ownership and/or its responsibility for its operation with respect to the rights of its guests or clients. This power is proper to the responsibility of the company operating the Hostel, which must ensure the proper functioning of the services, with respect to the rights of its guests or customers.

In accordance with the above, the owner of the Hostel may prevent the stay of the customer and / or their companions in the establishment, and directly dispose of your room, without any legal proceedings, in case of:

- Total or partial non-payment of the invoice (see article 3 of this Regulation).
- 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 suite, or by more than three in a room contracted as a triple.
- Concurrence of any of the causes that prevent access or stay in the establishment, established by the same in the exercise of its right of admission.
- Refusal of the client or any of his companions to complete and sign the Passenger Entry Form.
- Non-compliance by the client and/or his/her companions of any other of the obligations established in these Regulations or in the applicable regulations in force.

In such cases, the client and/or his/her companions shall be obliged to leave the room, and the rest of the premises of the establishment, immediately after being requested to do so by the Management.

If the client refuses to leave or reacts in such a way that this constitutes a criminal offence, the Hotel may request the assistance of the police and/or the tourist inspection to proceed with the

eviction. All this without prejudice to the right of the Hotel to claim from the client the amounts that the client has left unpaid, as well as the damages that, if any, their behavior has caused.

The Ordinary Courts of the place where the Hotel is located shall be competent to hear and resolve any controversy or conflict between the addressees of these Regulations and the Hotel, with jurisdiction in civil matters, waiving any other jurisdiction that may correspond, without prejudice to the intervention of the Criminal Justice when appropriate.

V.- PRIVACY POLICY

ARTICLE 22.- DATA MANAGEMENT

The Hostal, in order to comply with legal obligations, carry out the provision of services offered to its customers, make an offer of personalized products and services, improve the business relationship and manage the requests made by our customers, will treat the personal data of its customers in an automated way and is committed to complying with current legislation on automated data processing.

The main purpose of the treatment is the management of the stay and the services requested. The legitimacy of the treatment is established by the execution of the contract of accommodation and services, and where appropriate by the express consent given. By phone +34 957 295 399 or email info@hgongora.com

VI.- ADMINISTRATIVE ORGANIZATION AND RESPONSIBLE PERSON

ARTICLE 23.-DOUBTS AND MISCELLANEOUS QUESTIONS

If you have any doubts or questions regarding the operation of the hostel, you may contact our reception staff, who will assist you and, if necessary, will contact the person authorized to resolve your question or doubt.

VII.- INFORMATION ON SERVICES PROVIDED BY THIRD PARTIES

ARTICLE 24.-SERVICES RENDERED BY THIRD PARTIES

You can inquire at reception about excursions, services and experiences provided by companies outside the hostel operator. This establishment is not responsible for the services provided by companies outside the hostel operator.

VIII.- INFORMING USERS OF THE FACILITIES OR SERVICES THAT POSE A RISK AND OF THE SAFETY MEASURES ADOPTED IN THIS REGARD.

ARTICLE 25.- SAFETY OF FACILITIES AND SERVICES

All the facilities or services of our Hostel are equipped with measures that favor or guarantee your safety at all times.

However, if you feel that the use of any facility or service may pose any risk to your health or physical integrity, we urge you to contact us so that we can inform you and dispel any questions you may have in this regard.

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

ARTICLE 26.- SAFETY STANDARDS

Self-protection Plan. The client has at his disposal indications of action in case of emergency, as well as signage of evacuation routes and means of fire prevention. In case of an emergency, the client must follow the additional indications given by the staff of the Hostel. The obstruction of emergency exits and fire fighting equipment (fire extinguishers, fire hydrants, push buttons...) as well as its improper use, may result in expulsion from the hostel.

Collaboration. If the client considers that the use of any facility or service may pose any risk to your health or physical integrity, we urge you to contact reception to inform you and dispel any questions that may have arisen at the time of your visit.

Artículo 27.- PROTOCOLS OF ACTION IN CASE OF EMERGENCIES OR HEALTH CRISES.

27.1.- In the event that the Authorities declare an emergency or health crisis situation that affects the normal operation of our Hostel, it will be announced on our website so that, as a Client, you are aware of the measures to be adopted and comply with them.

27.2.- The Client who in an emergency situation or health crisis declared by the Authorities fails to comply with the measures, mandatory or recommended, that have been adopted in this Establishment may cause the immediate termination of your accommodation contract; being canceled your stay without right to any refund, and with notice to the competent authority.