



**INTERNAL RULES OF PROCEDURE  
INVISA HOTELS**

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### **PRESENTATION**

For all our INVISA HOTELS establishments we have drawn up these “INTERNAL RULES OF PROCEDURE”, which contain the policies, rules and standards that will govern the relationship between our hotels and guests. The Rules of Procedure have been drawn up in accordance with Decree 19/2023, of 15 March, of the Governing Council, regulating the organisation of hotel establishments in the Community of Madrid; Decree 75/2020, 4 August, of Tourism in Catalonia; and Chapter II of Law 8/2012, of 19 July, of Tourism in the Balearic Islands, as these are the autonomous communities where our hotel establishments are located.

The Rules of Procedure will apply to all spaces and areas, whether they are for exclusive or shared use, without distinction, and they may be consulted in reception and on our website. Their compliance is mandatory for the users of our establishments.

The rules and prohibitions detailed in these Rules of Procedure and with which end users must comply will not exclude other similar behaviours not mentioned herein, but which are deduced from the purpose of these Rules of Procedure.

Our establishments reserve the right of admission and to cancel the booking, without the right to claim a refund, for any guests who breach these Rules of Procedure, as well as the rules of cohabitation and common sense, or who act without respect for our hotels' facilities or the people in them, whether they are staff or hotel guests.

#### **Applicable legislation**

The Internal Rules of Procedure are governed by Spanish law.

#### **Language**

These Rules of Procedure are available in English, French, German, Italian and Catalan, however, only the text in Spanish will be legally binding and will prevail over any differences in interpretation.

## I. CHECK-IN AND CHECK-OUT RULES

**ARTICLE 1. REGISTRATION OF CHECK-IN.** The necessary check-in and admission procedures will be carried out at reception in our hotels and it is here where the magnetic key cards used to access the accommodation will be stored.

Check-in will be available from 3 p.m. in our urban hotels, at 2:00 p.m. in our beach hotels and always until 8 p.m. on the day of the guest's arrival, while check-out must be completed before 12 p.m. on the day of departure.

If the guest needs to check-in for personal reasons after 8 p.m., they should inform the establishment at least 24 hours in advance of their arrival.

The hotel will not provide accommodation to minors who arrive alone, for which reason bookings for rooms or stays in said rooms by minors will not be permitted either.

### REGISTRATION OF CHECK-IN

The person or people who wish to make use of the accommodation units, communal facilities and, where applicable, the complementary services on offer at our establishments must present their identification documents in reception and provide the personal data required by the Ministry of the Interior, as outlined in Annex I <https://www.boe.es/buscar/act.php?id=BOE-A-2021-17461#aj> of Royal Decree 933/2021, of 26 October, setting out the documentation and information record obligations for the natural or legal persons who exercise hosting activity so they may be recorded and registered in the Traveller Registration Book at each hotel.

When guests comprise a previously hired group (group bookings are bookings of 5 or more rooms, or at our AC centres they are bookings of 10 or more rooms), their representative will provide lists together with the identification documents of the group's members (rooming list).

A passport or national identification card are considered valid forms of identification in Spain. If you are not from Spain, you may register at reception by presenting your passport or national identification document if you are from an EU country or any of the following countries:

- Andorra, Iceland, Switzerland, Norway, Malta, Monaco or San Marino.

You can also register with a Spanish residence card (in date) if you are a foreign national who resides in Spain.

This rule must be observed in line with Order INT 1922/2003, of 3 July, which sets out the recording in Traveller Registration Books and Records in hospitality establishments, as well as the provisions of article 25.1 of Law 4/2015, of 30 March, on the protection of public safety.

In compliance with these regulations, all guests, whether individuals or in groups, must have their own record sheet, which they must personally sign if they are over 14 years of age. The record sheet serves to accredit the tourist accommodation contract and will be valid for administrative purposes.

The original signed document will remain in the possession of the establishment, which will store it for the time stipulated by law and made available for any tourism inspection or the guests, if they so require it.

The accommodation is non-transferrable, meaning the establishment will refuse to accommodate any guests who do not comply with this registration requirement and it is authorised to demand, where it considers appropriate, identification of the requester and the people accompanying them during their stay. Furthermore, any person not registered in the Spanish Police Register is prohibited from staying at any of our hotels, unless expressly decided otherwise by Management.

The hotel's management is not liable for any false or incomplete information the guest may provide when filling in the registration cards, whose data must be covered entirely by the user or the hotel based on the data appearing on the identification documents provided by the client to this end.

In compliance with the regulations in force, the identification data supplied will be communicated to the authorities by the hotel.

**ARTICLE 2. ACCESS TO THE HOTELS AND THEIR SERVICES.** Users may freely access the hired establishment and stay at the same, in line with the limitations set out in legislation, these Rules of Procedure, and, in particular, they will:

- Receive sufficient, understandable, unequivocal information prior to procuring the accommodation period, as well as on the complete final price, including taxes.
- Obtain the documents certifying the terms of hire.
- Receive the services in the agreed conditions.
- Receive information on the facilities or services that entail a risk and the safety measures implemented.
- Receive an invoice or document accrediting the price paid for the services rendered.
- Have the option to file a claim or make a complaint, for which the user will have available the complaints forms issued by the competent authorities in the corresponding autonomous community:

<https://www.comunidad.madrid/servicios/consumo/hojas-reclamaciones-reclamaciones-turisticas>

[https://consum.gencat.cat/web/.content/50\\_RECOMANACIONS/nadal/doc\\_59629304\\_1.pdf](https://consum.gencat.cat/web/.content/50_RECOMANACIONS/nadal/doc_59629304_1.pdf)

[https://www.caib.es/sites/consumidor/es/full\\_de\\_reclamacions\\_i\\_cartell\\_informatiu/](https://www.caib.es/sites/consumidor/es/full_de_reclamacions_i_cartell_informatiu/)

These may be filled in by the guest and submitted at reception in the hotel. Filing a claim or making a complaint does not exempt the guest from the obligation to observe these Rules of Procedure and to pay for the services.

- Consult the terms in our privacy policy on how their data are processed; this policy is published on our website [www.invisahoteles.com](http://www.invisahoteles.com)
- They may not use the rooms or communal spaces at the hotel designed for uses other than accommodation and/or hired services.

**ARTICLE 3. PAYMENT.** The billing of accommodation rates will be calculated by days and in accordance with the number of overnight stays.

The minimum billing amount for accommodation will be the amount payable for ONE overnight stay or day, with this understood to end before 12 p.m. on the day after the date of check-in.

Payment methods accepted by the hotel are:

- Bank transfer paid in advance.
- Debit or credit card (VISA, MASTERCARD, AMERICAN EXPRESS and DINERS CLUB).
- Cash up to the quantitative limit in force at each given time, in accordance with the law.

If the guest is asked for their bank card details, they are hereby warned that their card will be used as a form of guarantee against any breach of contract or for an advance payment.

**ARTICLE 4. PERIOD OF OCCUPATION.** The rooms at any of our establishments must be used based on the number of nights booked.

Occupancy of the accommodation unit will start from 3 p.m. on the first day of the hired period and end before 12 p.m. on the day noted as the departure date.

If the guest fails to show up at the hotel before 8 p.m. (the hotel's local time) on the expected date of arrival without informing the hotel, the booking will be viewed as a “no-show” and will be fully cancelled automatically, with 100% of the amount payable for the booking or the amount pending payment being charged for non-refundable bookings, and the amount payable for the first night being charged for all others.

Extended occupancy on the last day of the stay beyond the time described will give rise to the obligation to pay the amount set for “late check-out” in the absence of any prior agreement.

Notwithstanding the foregoing, guests may not extend the hired days of their stay without first agreeing so with the hotel owing to the serious effect this could have on other guests with bookings, and hotel staff may request the assistance of the authorities to remove guests who fail to comply with the aforementioned.

When guests are absent for more than 72 hours without informing the establishment of this in advance, the establishment may suspend or terminate the accommodation contract, where applicable, and proceed to collect the guests' luggage.

**ARTICLE 5. MAXIMUM PEOPLE PER ACCOMMODATION UNIT.** In general, people staying in a room such that the number permitted pursuant to tourism regulations in force is exceeded will not be allowed.

Clients staying with babies aged between 0 and 2 years old may request a cot, free of charge, subject to availability.

A child over 2 years of age may stay in an extra bed. Installation of an extra bed may entail an additional cost, which the guest will be informed of. This service will only be possible in double rooms that permit it, subject to the client's request.

If it has not been requested in advance, the hotel reserves the right to make an extra booking if the extra bed requested is not available. This extra bed may only be occupied by one person, with this the maximum number of extra beds in the room.

**VISITS:** The hotel reserves the right of admission over occasional visits.

No person has the right to provide accommodation to another without the hotel's consent and if they access the room they must complete the corresponding registration procedures and be recorded in the Traveller Registration Book.

If this rule is breached, Hotel Management reserves the right to order the visitor to leave immediately.

## **II. SERVICE OPERATION RULES**

**ARTICLE 6. PROVISION OF THE HOTEL'S SERVICES.** Each of our hotels offers the services expected of its category, with these specified on the official website.

The people who represent the hotel's company or provide services inherent to hosting will, to this end, have free access to the rooms occupied by guests.

The furniture and utensils found in bedrooms, as well as all other rooms, form a part of the services provided and have been made available with the intention of making guests' stays as pleasant as possible, for which reason guests are asked to be respectful of them and use them accordingly.

In any case, they are the property of the establishment, for which reason, in the event of loss, removal or unjustified deterioration, the establishment reserves the right to demand their corresponding payment.

**ARTICLE 7. CLEANING SERVICE.** Rooms will be cleaned in accordance with the establishment's category and all applicable tourism regulations.

If the guest does not wish to be disturbed, then can hang the "do not disturb" sign on the outside of their room door, which will mean the room cleaning service will not be carried out.

When this sign has been hung for 48 continuous hours (the maximum tolerated limited in our establishments), a telephone call will be made to the room. If no response is received, the room will be opened so it may be cleaned and to check it is in good condition.

All of our establishments are committed to caring for and respecting the environment, and we require the collaboration of guests in order to achieve our targets. Consequently, sheets and towels will be changed at the frequency established in regulations according to the establishment's category, however, an extra change may be requested but this may NOT exceed that of one change per day under any circumstances. Any towels to be changed should be left on the bathroom floor.

**ARTICLE 8. LAUNDRY SERVICE.** For laundry, dry cleaning and ironing services, all prices, delivery times and item return can be consulted in reception at the establishment where the guest is staying.

The hotel will NOT be liable for any clothing that, given its condition or composition, shrinks, becomes discoloured or deteriorates.

**ARTICLE 9. PARKING SERVICE.** Some of our establishments have a parking service. This service will be subject to the availability of parking spaces.

Its use may be free or available for payment of a fee set by the particular establishment, where applicable.

A parked vehicle should only occupy one parking space.

For safety reasons, vehicles are not allowed to park in front of the hotel's main entrance.

The hotel is not liable for any thefts or damage caused to vehicles, including all objects or people inside them, even though they are parked in spaces allocated for parking by the hotel.

**ARTICLE 10. SAFE-DEPOSIT BOX SERVICE.** Each bedroom in our hotels is equipped with a safe-deposit box for storing valuables. This service may involve an additional cost; the specific terms and conditions should be consulted in reception at the establishment.

Guests should place their valuables and/or money in the safe-deposit box whenever their amount or collective value is less than €1,200.00. Liability will cover belongings up to this limit in the event of theft. If guests wish to store money and/or valuables worth more than this amount, they should deposit these for safekeeping, subject to delivery of receipt, in the establishment's general safe-deposit box, a service which can be requested in reception. In this case, our establishment will be liable for up to a maximum of €6,000.00 for the money or valuables stored in the event of theft.

The hotel will not be liable for any theft, stealing or loss of objects or sums of money NOT stored in said general safe-deposit box or reception.

**ARTICLE 11. SWIMMING POOL.** Our hotels that have swimming pool and beachside facilities will be governed by the following:

The use of swimming pools is not permitted for children under 12 years of age without adult supervision.

Children under 18 years of age may NOT bathe in adults-only swimming pools or use the sun terrace area.

Access to the swimming pool will only be permitted to guests staying at the establishment.

Pay special attention to the flags located in pool areas: if there is a green flag, bathing is permitted; if there is a red flag, bathing is not permitted.

Guests must shower before using the swimming pool at any of our establishments.

Street vendors and/or external masseuses may not enter the premises.

Taking glass objects or any sharp material to the pool area is not permitted. The use of inflatables and balls is not permitted, except for children's flotation devices.

The use of pool sun loungers is free. Our establishments have a “no sun lounge booking” policy in order to ensure all users have equal access to loungers.

Staff at the establishment may remove personal belongings from sun loungers that are not being used.

Food and drink may not be consumed by the swimming pool if it has not been purchased at a point of sale at the hotel establishment.

**ARTICLE 12. GYMNASIUM.** The establishments that have a gymnasium will follow these rules:

Opening times will depend on the establishment where the gymnasium is located and can be consulted in reception.



Use of the gymnasium will be limited to physical exercise. People who are not using this area will not be permitted in the room, nor will children under 16 years old.

Guests must use gym equipment while wearing sports clothing and footwear suitable for these kinds of facilities.

A personal towel must be used as a hygiene measure to prevent potential contagion, as well as deterioration of the machinery.

After using sports equipment, please return it to its original location. In this regard, please be careful with equipment to ensure it does not deteriorate prematurely.

Smoking and consuming food or alcoholic drinks in the room is prohibited.

**ARTICLE 13. SPA.** At our hotels with spa facilities, this service will be subject to the payment of rates based on the treatment selected. Reception at the establishment will inform guests of the services available and opening times.

**ARTICLE 14. SERVICES PROVIDED BY EXTERNAL COMPANIES.** Our establishments are NOT liable for the services provided by companies other than the hotel's operating company.

### III. COHABITATION AND HYGIENE RULES

**ARTICLE 15. SMOKERS.** Our hotels are “smoke-free spaces”, for which reason smoking is prohibited in all our establishments, with the smoke-free area extending to all rooms and communal spaces.

Smoking is only permitted outside the hotel subject to regulations in force. Remember that all rooms and communal areas are equipped with smoke detectors.

If a guest smokes in their room or in any other area of the hotel, they may be asked to leave, reported and/or be asked to pay for the damage.

The hotel reserves the right to apply a surcharge of €300.00 per day + VAT or equivalent tax, which will be paid at check-out as a penalty for having to clean and deodorise the room or area in question.

**ARTICLE 16. ADMISSION OF PETS.** Our chain's establishments do NOT admit pets, except guide dogs required due to blindness.

In any case, anyone who takes in an animal and/or their owner will be jointly liable for all wear and tear, damage or breakage they may cause to the objects, furniture and/or facilities at the hotel and to its users.

**ARTICLE 17. BOARD PLAN.** The times of the food and beverage services offered at our hotels will be displayed in reception at each establishment.

The board plan selected is personal and non-transferable for health reasons.

Food, meals and beverages may not be removed from the hotel's dining room.

Food and beverages (except for baby food) is not permitted in hotel rooms or public areas unless they have been purchased from our facilities; otherwise, the hotel reserves the right to demand said food or beverages be removed.

The hotel may prevent access to any takeaway food service run by an external company, even if its service has been requested by a guest staying at the hotel.

The hotel will not be liable for the goods that may be taken into the hotel contravening the provisions set out herein. Guests who consume alcoholic beverages should do so responsibly.

Our staff may refuse to serve alcoholic beverages to guests who do not consume alcohol responsibly.

**ARTICLE 18. DRESS AND APPEARANCE.** Guests must wear footwear and cover up with clothing based on the etiquette required for some services.

Guests will not be allowed to enter or stay at our hotels while wearing clothing or symbols that incite violence, racism and/or xenophobia.

Nor will visits to the hotel's facilities be permitted to people not wearing clothes or wearing inappropriate attire, including wearing bath robes or pyjamas to reception or moving around the hotel without a t-shirt on.

Guests may not access the restaurant, buffet or dining rooms of our establishments and all other communal areas while wearing bathing costumes, wet clothes, or not wearing t-shirts or footwear.

**ARTICLE 19. STAYS OF MINORS.** We care deeply about protecting children. To this end, we ask those responsible for their care to be alert in the areas where they meet, to the activities they develop and to their behaviour in the hotel's public areas for their safety and that of third parties.

Our establishments require **an authorisation or consent for children travelling in the company of people other than their parents or legal guardians.**

The parents or legal guardians will be responsible for the behaviour and supervision of children inside the hotel's facilities during their stay, for which reason they should ensure they make good use of the facilities and, above all, respect the communal areas.

Children under 12 years old may not use the lifts without an adult.

Any damage caused by children will be the sole and exclusive responsibility of their parents or legal guardians, with the hotel exempt from all liability.

Selling, serving, gifting or permitting the consumption of alcoholic drinks to children under 18 years old, as well as the sale of tobacco, are prohibited.

**ADULTS ONLY:** Children under 18 years old will NOT be allowed to enter or remain in the establishments or areas of our hotels classed as "ADULTS ONLY". The establishments and indicated areas will be expressly identified, both in the hotel's advertising materials and in the establishment itself, via information and signs.

**ARTICLE 20. LOST/ABANDONED PROPERTY.** All items found in rooms or other hotel areas once a guest's stay has ended or been suspended will be removed after they have been recorded and said record signed by two witnesses.

If the guest asks for the item to be sent to them, they will be responsible for managing the collection service and the cost of shipping (which will be collect on delivery) and any expenses that the storage of said item may generate for the hotel.

If personal identification documents (national identification cards, passports, etc.) are not claimed, they will be handed over to the police authorities.

If perishable goods are not claimed, they will be destroyed the day after being found.

All other lost property will remain at the hotel's offices in storage for a maximum of **60 days** after being found.

#### **ARTICLE 21. RULES OF USE.**

- **TOWELS:** Using towels and other room items outside is prohibited.
- **WASHING AND DRYING CLOTHES:** Clothes may not be washed in the rooms, nor hung from the windows, terrace railings or inside rooms, hung from cords, nor in the corridors.
- **SILENCE:** After 10 p.m. in our city establishments and after 11 p.m. in our beach hotels, guests must be quiet in the corridors and rooms to avoid disturbing all other hotel guests. Please adjust the volume of mobile phones, the television and verbal conversation.
- **MOBILE DEVICES:** Furthermore, if using mobile devices in any public area at the hotel, guests are asked to do so with minimal volume or on silent in order to respect all other guests or visitors.
- **COMPUTER EQUIPMENT:** While using the computer equipment and the internet connection located at the hotel, guests must proceed in accordance with legislation in force (especially intellectual property laws) and uphold the condition of all hardware and software.
- **SECURITY DEVICES:** In order to guarantee our users' safety, intimacy and comfort, our hotel establishments have technical devices with components, some of which record permanently, in corridors and other general or communal areas, whose images may be made available to the authorities when required by law.
- **EXTINGUISHERS:** A sufficient number of fire extinguishers and smoke detectors to be used in the event of an emergency have been installed in our hotels. In such circumstances, follow the instructions indicated on these pieces of equipment and inform reception at the hotel.

Guests are strictly prohibited from using the power supply and mechanical equipment installed in their room for purposes other than those for which they were designed.

With regard to the environmental policy and energy consumption, please do NOT switch on the air conditioning with the doors and windows open.

- **CAMERAS AND OTHER IMAGE RECORDING DEVICES:**

Taking photographs and/or videos in which other guests or hotel employees appear, particularly minors, is prohibited unless the guest or employee in question have granted their express consent.

Any UNAUTHORISED use of a guest's or employee's image may constitute a crime against their honour, privacy or image with sentences of up to FOUR YEARS, and, if they are publicly disclosed, of up to FIVE YEARS.

#### **IV. ADMISSION RULES**

**ARTICLE 22. RIGHT OF ADMISSION.** For all intents and purposes, our hotels are considered public establishments, although admission or stays may be denied to individuals in the following circumstances:

- Due to a lack of accommodation capacity or facilities.
- Due to a failure or refusal to comply with the admission requirements (check-in with identification document and registration sheet).
- Due to infringing normal social cohabitation at the establishment. Due to behaving in a way that could harm or disturb other people, whether they are users or not, or that hinders the normal development of activity, particularly if the individual has a violent attitude or behaves aggressively or causes altercations.
- When wearing clothing or symbols that incite violence, racism or xenophobia in the terms set out in legislation on the protection of public safety and the criminal code. Or carrying out, encouraging or incentivising acts that discriminate against any person, whether they are a guest, visitor or employee at the hotel.
- When causing situations of danger or disturbances to other guests, or not meeting personal hygiene conditions in accordance with the social uses that prevail in modern society and that, for this reason, may disturb other people.
- When the individual fails to pay for services that require payment.
- When the individual removes from the hotel objects or goods that pertain to the hotel, whether in the room or other areas, without the hotel's express consent.
- Due to damaging or impairing, either fully or partially, the facilities, accessories, goods, services or supplies of the hotel, or of any other recipient of these Rules of Procedure.
- When the individual proceeds to reveal or disclose confidential information about the hotel that they have accessed on the occasion of or as a result of their stay or visit to the hotel establishment.

The establishment will seek the assistance of the law enforcement authorities to remove those who fail to comply with these Internal Rules of Procedure; fail to comply with the usual rules of social cohabitation; or try to access or remain in our hotels for a purpose other than normal use of the service.

However, and in the aforementioned cases, the individual must pay the fees they have generated up to the moment their access or stay at the hotel is prohibited.

## **V. SAFETY SUGGESTIONS**

### **ARTICLE 23. SAFETY TIPS AND SUGGESTIONS.**

- Monitor and control your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room. Close your bedroom door when you leave it and try to open it again to ensure it is locked correctly, even when you are only leaving for a short period of time.
- Close your luggage when you are not using it. If your luggage has a lock, always use it.

- Never leave jewellery, money or valuables on display in your room.
- Immediately inform hotel management if you notice any abnormal activity, including: people acting suspiciously in the corridor, repeated telephone calls from people who do not identify themselves, knocks at your room door by people you do not know, or not finding anyone at the door when you open it.
- If you forget or lose your key, only staff at reception are authorised to provide you with a new one to open your room, subject to you identifying yourself.
- Please do not be offended if you are asked at reception to identify yourself when requesting a new key: it is for your own safety.
- When you establish social relations with strangers, we suggest you do not disclose the name of the hotel or your room number.
- Do not allow people to enter your room with deliveries you have not requested.
- If you discover any wear and tear or anomalies, please inform a member of staff.
- The electrical facility in your room runs on 220 volts.
- Respect the areas where rooms are located at night and during the hours of siesta and, in general, avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the furnishings and rooms at the hotel.
- We thank you in advance for your collaboration should you have to participate in any accident or evacuation drills during your stay.

## VI. HEALTH CRISES OR EMERGENCIES

**ARTICLE 24. ACTION PROTOCOLS IN EVENT OF HEALTH CRISES OR EMERGENCIES.** If the authorities declare an emergency or health crisis that affects the normal operation of our hotels, this will be announced on our website as soon as possible so guests may be made aware of the measures implemented and comply with them.

If a guest, in an emergency or health crisis declared by the authorities, fails to comply with the measures (whether mandatory or recommended) introduced at our establishments, this may lead to immediate termination of their accommodation contract, and their stay cancelled with no right to a refund. The competent authority will also be informed.

**ARTICLE 25. SELF-PROTECTION PLAN.** There are instructions for action in the event of an emergency available to guests, as well as signs indicating evacuation routes and fire-fighting equipment. In an emergency, follow the additional instructions given by hotel staff. Obstructing emergency exits and fire-fighting equipment (extinguishers, fire hydrants, emergency push buttons, etc.) as well as misuse of these elements may result in expulsion from the establishment.

## VII. DATA PROTECTION

**ARTICLE 26. PERSONAL DATA PROCESSING.** Our guests' personal data may be included in our files and, for purely management purposes, they may be communicated to any of our companies and affiliates. Data subjects may access their data at any time to rectify, amend or fully or partially cancel them simply by making a request via any means at the hotel establishment where they are staying. This data will only be transferred to the public institutions in compliance with legislation in force.

**ARTICLE 27. INCLUSION IN FILES WITH COMMERCIAL PURPOSES.** Our guests' personal data may be included in our files for purely commercial or promotional purposes. These data can be accessed at any time in order to rectify, amend or cancel them (whether fully or partially), simply by making the appropriate request via any means at the hotel establishment, based on the provisions set out in Law 3/2018, of 5 December, on personal data protection and guaranteeing digital rights.