

INTERNAL HOTEL RULES

INNSiDE Madrid Valdebebas & Conference Center

1. General Provisions

All persons accessing INNSiDE Madrid Valdebebas & Conference Centre are required to comply with these House Rules, provided that their content does not contravene applicable legislation. These Rules are issued in accordance with:

- Law 1/1999 of 12 March on Tourism Planning of the Community of Madrid;
- Decree 19/2023 of 15 March regulating hotel establishments in the Community of Madrid;
- Applicable regional and municipal regulations concerning health and safety, accessibility and consumer protection;
- Regulation (EU) 2016/679 (General Data Protection Regulation) and Organic Law 3/2018 on Personal Data Protection and the Guarantee of Digital Rights; and
- Any other legal provisions in force.

The purpose of these Rules is to ensure proper order, safety, comfort and the correct provision of hotel services, in line with the standards of the INNSiDE by Meliá brand.

2. Access, Admission and Stay

INNSiDE Madrid Valdebebas & Conference Centre is a public hotel establishment with free access, subject to the limitations established by law and by these House Rules.

Admission to, or continued stay within, the establishment may be refused or conditioned on any of the following grounds:

1. Lack of availability or capacity limitations.
2. Remaining in restricted areas outside authorised operating hours.
3. Failure to comply with minimum age requirements for certain facilities.
4. Failure to meet minimum hygiene or health standards.
5. Any breach of these House Rules.
6. Behaviour disrupting the peace, disturbing other guests, obstructing the normal operation of the hotel, or creating a risk to persons or property.
7. Wilful or grossly negligent damage to facilities, furniture or equipment.

8. Consumption, possession or trafficking of illegal drugs or controlled substances, or being under the influence of alcohol or drugs.
9. Any conduct involving harassment, intimidation, humiliation, serious disrespect or physical or verbal aggression towards staff or other guests.
10. Carrying weapons or objects capable of being used as such, except by authorised law-enforcement or security personnel.
11. Wearing clothing or symbols that incite hatred, violence or discrimination, particularly of a racist or xenophobic nature.

Hotel Management, or authorised staff, may require any person breaching these Rules to leave the premises, following settlement of any outstanding charges. The assistance of law-enforcement authorities may be sought where appropriate.

Access or stay shall **never** be denied on the basis of sex, disability, religion, belief or any other protected characteristic. Access for persons accompanied by guide dogs shall be guaranteed in accordance with law.

3. Check-in Registration and Admission Document

Any guest wishing to occupy accommodation units must present a valid official identity document for registration, in accordance with applicable legislation.

Upon completion of the registration process, the hotel shall issue an admission document indicating: the establishment's details, the guest's details, the allocated accommodation unit, number of occupants, dates of arrival and departure, and, where applicable, the board basis contracted.

Completion of registration constitutes express acceptance of these House Rules.

The establishment may request payment guarantees by credit card or any other legally accepted means for accommodation and ancillary services.

Ancillary services provided by the hotel, or by third parties, shall be charged in accordance with the conditions set out in the relevant information channels.

4. Rights and Obligations of Guests

Guests are entitled to:

- Receive accurate and sufficient information prior to contracting services.
- Enjoy services in conditions of safety, hygiene, privacy and tranquillity.
- Receive the services contracted under the agreed terms.
- Obtain an invoice for services contracted directly with the establishment.

- Submit complaints or claims using the official complaint forms available.

Guests are obliged to:

- Comply with these House Rules and with any instructions issued by Hotel Management concerning safety, hygiene and good order
- Treat the establishment's facilities, furniture and equipment with due care.
- Provide proof of guest status upon request.
- Pay for services contracted within the agreed terms.

Submission of a complaint does not exempt the guest from paying for services actually received.

5. Rights and Obligations of the Hotel

INNSIDE Madrid Valdebebas & Conference Centre reserves the right to request the assistance of law-enforcement authorities to remove individuals who breach these Rules, disturb peace and good order, damage property, or attempt to access or remain on the premises for purposes unrelated to hospitality services.

The establishment may require payment guarantees and may charge the cost of damages or losses caused by negligence, misuse or inappropriate conduct, including compensation to affected third parties.

The hotel reserves the right to amend opening hours or to restrict or suspend access to certain areas due to capacity limits, safety requirements, operational needs or reasons of good order.

The hotel reserves the right to enter rooms at least once per day for cleaning, maintenance, safety checks or to verify the condition of facilities.

6. Occupancy Periods

Accommodation units may be occupied from 15:00 on the day of arrival and must be vacated before 12:00 on the day of departure, unless otherwise agreed in writing.

Remaining in the room beyond the check-out time may incur a charge equivalent to one additional night or the applicable supplement.

Rooms may not be occupied by more persons than those declared in the admission document.

7. Prices, Billing and Information

Rates applicable to accommodation and ancillary services are publicly available and shall be applied in accordance with the contracted conditions.

The establishment may require advance or immediate payment for services rendered, whether related to accommodation or to ancillary services.

Invoices shall only be issued for services contracted directly with the establishment.

8. Use of Facilities and Services

All hotel facilities shall be used exclusively for their intended purposes and in accordance with the rules established by Management.

The establishment features an outdoor swimming pool and a rooftop solarium reserved exclusively for in-house guests, subject to posted opening hours, safety instructions and capacity limits.

Sun loungers may not be reserved by placing towels, clothing or personal belongings. Extended absence may result in such items being removed by hotel staff without liability.

The following is strictly prohibited:

- Holding parties or unauthorised gatherings in rooms or common areas.
- Playing music or creating noise disturbing other guests, particularly between 22:00 and 08:00.
- Bringing or consuming alcoholic beverages purchased outside the hotel in common areas.
- Smoking in any indoor area of the hotel, including rooms, in accordance with legislation, including the use of electronic cigarettes or similar devices.
- Interfering with fire detection systems, safety devices or technical installations.
- Circulating in common areas without appropriate clothing, including being shirtless, in swimwear or in wet garments.
- The consumption of food and beverages in the hotel's public areas, or outside the rented accommodation, is strictly prohibited, except for items purchased from the hotel's official points of sale and intended for consumption in designated areas.
- Taking photographs or recording videos in areas where privacy may be compromised, including the gym, swimming pool and solarium.

Guests must keep their personal belongings under supervision at all times. The hotel accepts no liability for loss, theft or damage to items not expressly deposited for safekeeping.

Failure to comply with these Rules may result in restricted access to facilities, expulsion from the establishment or early termination of the accommodation contract without entitlement to compensation.

The hotel reserves the right to seek compensation for any damages arising from improper, negligent or unlawful use of facilities or rooms.

9. Gym and Wellness Areas

Use of the gym is restricted to guests aged 16 or over. Minors must be accompanied and supervised by an adult.

The hotel accepts no liability for injuries or damages resulting from improper use of equipment or facilities.

10. Parking

Use of the car park is externally managed and restricted to in-house guests in designated spaces, subject to availability and payment of the corresponding fee.

The establishment accepts no liability for damage, theft or loss affecting vehicles or items left inside them.

11. Data Protection

Personal data shall be processed in accordance with Regulation (EU) 2016/679 and Organic Law 3/2018, solely for the purpose of managing the stay, providing services and complying with legal obligations.

The establishment operates CCTV systems in common areas for security purposes.

12. Final Provisions

Failure to comply with these House Rules may result in the early termination of the accommodation contract.

Hotel Management reserves the right to interpret and apply these Rules, which are available on the hotel website, at Reception and through the establishment's information channels.

Hotel Management