

INTERNAL HOTEL RULES

INNSiDE Madrid Gran Vía

1. General Provisions

All persons accessing INNSiDE Madrid Gran Vía shall be required to comply with these Internal Regulations, insofar as they do not contravene applicable legislation, and in particular:

- Law 1/1999 of 12 March on the Regulation of Tourism in the Community of Madrid.
- Decree 19/2023 of 15 March, regulating hotel establishments in the Community of Madrid.
- Applicable regional and municipal regulations regarding safety, health, accessibility and consumer protection.
- Regulation (EU) 2016/679, General Data Protection Regulation (GDPR), and Organic Law 3/2018 on Personal Data Protection and guarantee of digital rights.
- Any other applicable legal provisions.

The purpose of these Regulations is to ensure appropriate coexistence, safety, comfort and the proper provision of services within the establishment, in line with the standards of the INNSiDE by Meliá brand.

2. Access, Admission and Stay in the Establishment

INNSiDE Madrid Gran Vía is a public hotel establishment with open access, subject only to the limitations established by applicable regulations and these Internal Regulations.

Admission and continued stay in the establishment may be denied or subject to conditions for the following reasons:

- Lack of accommodation availability or capacity limits being reached.
- Exceeding the opening hours of certain areas or services.
- Failure to comply with minimum age requirements for specific areas of the hotel.
- Lack of minimum hygiene or health conditions.
- Breach of the rules set out in these Regulations.
- Behaviour that disrupts coexistence, causes disturbance to other guests, hinders the normal operation of the hotel, or may create risk situations.
- Intentional or grossly negligent damage to facilities, furniture or equipment.
- Consumption, possession or trafficking of drugs, narcotic or psychotropic substances, or evident states of intoxication.
- Any conduct involving harassment, intimidation, humiliation, serious disrespect or verbal or physical aggression towards hotel staff or other guests

shall constitute grounds for immediate expulsion, even if the individual is not in full possession of their mental faculties.

- Carrying weapons or objects that may be used as such, except for members of the Security Forces or authorised private security personnel in the performance of their duties.
- Wearing clothing or displaying symbols that incite violence, hatred or promote activities contrary to fundamental rights, particularly those encouraging racism, xenophobia or discrimination.

In any of the above cases, hotel Management or duly authorised staff may require the individual(s) concerned to leave the premises, subject to prior settlement of any outstanding amounts for services rendered. Where necessary, assistance from the Security Forces may be requested.

Under no circumstances shall access or stay be denied on grounds of sex, disability, religion, opinion or any other personal or social condition. Access for persons with disabilities accompanied by guide dogs shall be guaranteed in accordance with applicable legislation.

3. Registration and Admission Document

All persons wishing to use accommodation units must present a valid official identification document in accordance with applicable legislation for registration purposes.

Once registration has been completed, the hotel shall issue the corresponding admission document, which shall include at least: identification details of the establishment and the guest, the assigned accommodation unit, number of occupants, check-in and check-out dates, and, where applicable, the contracted board basis.

Completion of the admission process shall imply express acceptance of these Regulations.

The establishment may request payment guarantees by means of a bank card or other legally accepted methods, both for accommodation and additional services.

Additional services provided by the hotel or third parties are detailed in the Service Directory and through the relevant information channels, and shall be charged in accordance with the established conditions.

4. Rights and Obligations of Guests

Guests have the right to:

- Receive truthful, sufficient and prior information before contracting services.
- Enjoy services under conditions of safety, hygiene, privacy and tranquillity.
- Receive services in accordance with the agreed conditions.

- Receive an invoice in compliance with current regulations for services contracted directly.
- Submit complaints or claims, with official forms available for this purpose.

Guests are obliged to:

- Comply with these Regulations and with instructions issued by hotel Management regarding safety, coexistence and hygiene.
- Respect the facilities, furniture and equipment of the establishment.
- Provide proof of guest status when requested.
- Pay for contracted services within the established terms and deadlines.

The submission of a complaint shall not exempt the guest from payment for services duly provided.

5. Rights and Obligations of the Hotel

INNSiDE Madrid Gran Vía reserves the right to request assistance from the Security Forces to remove individuals who breach these Regulations, seriously disrupt coexistence, cause damage to facilities, or attempt to access or remain on the premises for purposes unrelated to hotel services.

The establishment may require payment guarantees and charge for damages, losses or harm caused by negligence, misuse or inappropriate behaviour, including compensation to third parties affected by such conduct.

The hotel reserves the right to modify service opening and closing times, and to limit or suspend access to certain areas when authorised capacity is exceeded or for safety, operational or coexistence reasons.

The hotel reserves the right to access accommodation units at least once daily for cleaning, maintenance, safety checks or verification of the condition of the facilities.

6. Occupancy Periods of Accommodation Units

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

Staying in the room beyond the check-out time may result in an additional night charge or applicable supplements in accordance with official hotel rates.

Occupancy of rooms by a number of persons exceeding or differing from that declared in the admission document shall not be permitted.

7. Prices, Billing and Information

Applicable rates for accommodation and additional services are available to guests and shall be applied in accordance with the contracted conditions.

The establishment may require advance or immediate payment for services rendered, including those other than accommodation.

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

8. Use and Enjoyment of Facilities, Equipment and Services

Hotel facilities must be used exclusively for their intended purposes and in accordance with the rules established by Management.

The hotel provides restaurant and rooftop areas, the use of which is subject to established schedules, safety regulations and capacity limits, duly indicated in each area.

The following are expressly prohibited:

- Holding parties, unauthorised meetings or private events in rooms or common areas.
- Producing noise, music or sounds that disturb other guests, particularly between 22:00 and 08:00.
- Bringing or consuming alcoholic beverages purchased outside the establishment in common areas.
- Smoking in any indoor area of the hotel, including rooms, in accordance with current legislation, as well as the use of similar electronic devices.
- Tampering with safety systems, fire detection systems or technical installations.
- Circulating in common areas (including lobby, corridors, lifts and dining areas) without appropriate clothing such as shirts or robes.
- Pets are allowed (maximum of two) subject to prior booking; however, they may not be left unattended in the room at any time and must always remain under the supervision of their owner or responsible person.
- Taking photographs, recording videos or using camera-enabled devices in areas such as the gym, bathrooms or other spaces where privacy may be compromised.
- Guests must supervise their luggage and personal belongings at all times and avoid leaving them unattended in common areas. The hotel shall not be liable for loss, theft or damage to items not expressly entrusted to the establishment for safekeeping.
- Consumption of food and beverages in common areas or outside the contracted accommodation space is prohibited, except for items purchased from official hotel outlets and intended for consumption in designated areas.

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

The hotel reserves the right to claim compensation for damages caused, as well as for any consequences arising from improper, negligent or non-compliant use of the facilities or room during the stay.

9. Gym and Wellness Areas

Use of the gym is restricted to persons over 16 years of age. Minors must be accompanied and supervised by an adult.

The hotel shall not be liable for damages resulting from improper use of sports facilities.

10. Personal Data Protection

Guests' personal data shall be processed in accordance with Regulation (EU) 2016/679 and Organic Law 3/2018, exclusively for the management of the stay, provision of services and compliance with legal obligations.

The establishment operates video surveillance systems in common areas for security purposes.

11. Final Provisions

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

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

Hotel Management