



## INTERNAL REGULATIONS-PORTAZGO APPARTMENTS

### TOURISM REGISTRATION: A-CO-000010

#### GENERAL PROVISIONS

In accordance with Article 7 of Decree 12/2017 of 26 January, the establishment owned by Attica 21 Hoteles, S.L.U. has the following Internal Regulations document, which is mandatory for all guests of the establishment.

#### Article 7. Internal Rules

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- 1. Apartments and tourist dwellings may have internal rules establishing mandatory regulations for users during their stay, which may in no case involve discrimination based on birth, race, sex, religion, opinion, or any other personal or social circumstance.*
- 2. Internal rules may determine admission conditions, rules of coexistence and operation, as well as any measures that allow and promote the normal enjoyment of the facilities, equipment, and services, provided they do not contravene current legislation.*
- 3. These rules will be available to users in a visible place in the establishment and in a format that is easily readable.*
- 4. The tourism entrepreneur may request approval of these rules from the tourism administration to ensure consistency with tourism regulations.*

This Internal Regulations document establishes the policies, standards, and rules that govern the relationship between the hotel and its guests. These regulations also apply to visitors, occasional companions, users of facilities open to the public, and individuals passing through the hotel.

The regulations apply to all areas of the establishment, whether exclusive or common use. They can be consulted at the hotel reception. Lack of knowledge of these rules does not exempt compliance, as they are based on current legislation.

These regulations will remain in force until modified or replaced. Violations may be corrected and sanctioned according to applicable laws, independently of other legal responsibilities.

We reserve the right of admission and the right to cancel reservations without refund for guests who violate these regulations or act disrespectfully toward the facilities or persons present in the hotel.

This establishment has Complaint Forms available to Customers or Consumers who request them.

We thank you for choosing to stay with us and kindly ask that you respect these regulations, which have been created for your benefit. If you need more information, please contact reception.

## **ACCESS POLICY**

To guarantee accommodation in our hotel, it is mandatory to present a physical ID card or passport and complete the documentation required by the authorities or any applicable regulations affecting the establishment. Photocopies or scanned documents will not be accepted.

Upon arrival, all guests will receive an ADMISSION DOCUMENT / CARDEX including personal data, meal plan, room number, check-in and check-out dates, among other information required by current regulations. These data will be treated confidentially and may be accessed, modified, or deleted by the guest in accordance with personal data protection legislation.

Access to the facilities is free, but authorized staff may request that anyone leave the premises if they fail to comply with regulations or attempt to use facilities improperly.

**Minors:** Minors are not admitted without an accompanying adult. Children under 16 must be accompanied by a parent or legal guardian. Guests aged between 16 and 18 may stay with written authorization from their legal representatives.

**Animals:** Pets are not allowed.

**Visitors:** For security reasons, all visitors must register at Reception and respect the visiting hours (10:00 to 22:00). The establishment reserves the right to apply a surcharge if the visit is prolonged.

Except in the case of a brief visit, the maximum occupancy contracted for each apartment may not be exceeded.

## **RULES OF COEXISTENCE AND OPERATION**

**Reservations:** Each reservation includes the dates of stay, type and number of rooms, meal plan, cancellation policy, additional services contracted, and the total price breakdown. Confirmation of the reservation constitutes a tourist accommodation contract, documented physically or electronically. The use of rooms is limited to the reservation holder.

Any request such as bed type or specific floor will always be subject to availability upon arrival.

**Rates:** Standard rates are available at reception, in rooms, and in areas where services are offered. Discounts and benefits from loyalty programs or promotional codes apply only to the reservation holder.

The hotel is subject to the tourist tax of the city of A Coruña. This tax is not included in the published price and will appear separately in the reservation conditions.

**Payment:** Regardless of agreements made at the time of admission or reservation confirmation, the company may require payment for services already provided upon presentation of the corresponding invoice.

Accepted forms of payment include cash, debit cards (Maestro), and credit cards (MasterCard, Visa, American Express).

Personal checks are not accepted, and cash payments must be made in euros. The hotel does not provide currency exchange services.

In accordance with current legislation, payments exceeding €1,000 cannot be made in cash.

**Guarantee:** Payment is guaranteed with a credit card, and the hotel may require a cash deposit or credit card guarantee according to tourism regulations and internal policies.

**Check-in and Check-out:** Check-in begins at 16:00, although it may be earlier if the apartment is available. Check-out must take place before 12:00. Late check-out may be possible subject to availability and additional charges.

The latest arrival time is 23:00. Arrivals after this time must contact Reception in advance.

**Cancellations:** The specific cancellation policy of each reservation will apply.

**Reception:** Reception staff are the central contact point for admissions, information, billing, payment, and assistance.

Reception hours are from 07:30 to 23:30. Outside these hours an emergency phone will be available for guests staying at the property.

If during your stay you lose your key outside reception hours and cannot access your apartment, you must call the emergency phone. You may be directed to a collaborating establishment where a replacement card will be provided. If in-person assistance is requested, a travel surcharge may apply.

Luggage storage is available if needed.

**Services, Facilities and Schedules:** Accommodation units detail available services, facilities, and schedules, which may vary depending on the season. Management reserves the right to modify them if necessary.

**Smoking:** Smoking is prohibited throughout the hotel. Failure to comply will result in a cleaning surcharge of €150 per day for smoking in the room (taxes not included).

**Noise:** Guests must keep television volume under control and avoid noisy activities that may disturb others. Silence is requested in corridors between 22:00 and 08:00.

**Behavior and Coexistence:** Guests are expected to maintain respectful and civil behavior. Any inappropriate conduct that disturbs other guests or staff or damages hotel property may lead to actions by Management, ranging from a warning to termination of the accommodation contract and notification of authorities. A charge of €150 plus costs of damages may also apply.

Apartment towels are for use within the apartment only.

For aesthetic reasons, hanging towels or clothing from windows is prohibited.

**Breakages:** The hotel reserves the right to take appropriate actions for damages caused to rooms or facilities during a guest's stay and may apply additional charges to compensate for damages.

**Cleaning and Maintenance:** Apartment cleaning is performed every 7 days before 15:00, except for the kitchen area, which is the guest's responsibility. Guests must keep personal items organized to allow proper cleaning service. For technical issues or additional cleaning, contact Reception.

The hotel reserves the right, through its staff, to enter each apartment at least once per day for maintenance or cleaning tasks and to ensure guests are safe.

**Theft:** Theft or intentional damage will be reported immediately.

The hotel is not responsible for theft of items not deposited in its custody. It assumes no legal responsibility for luggage stored in rooms or for bicycles or other vehicles parked on hotel property.

**Laundry:** Laundry service is available daily from 10:00 to 22:00. It is free and self-service. The hotel is not responsible for garments damaged, shrunk, discolored, or lost due to improper use or lack of supervision.

**Room Service:** All Room Service is provided by an external company responsible for its operation.

**Lost Property:** Items found in rooms or common areas will be stored for up to 6 months. After this period the establishment may take appropriate measures. Returning items by courier will incur additional charges payable by the guest.

**Parking:** The hotel has limited parking spaces available for guests. Spaces are assigned on a first-come, first-served basis from 16:00 and cannot be reserved in advance. The hotel is not responsible for damage, theft, or incidents unless directly attributable to the hotel.

**Games and Scooters:** Playing with balls or other objects and using scooters or similar devices inside the hotel is prohibited.

#### **Breakfast Service:**

Appropriate clothing is required in the breakfast room. Access with bare torso, swimwear, or pajamas is not allowed.

Consumption must be paid at reception after use unless credit has been arranged.

Information on allergens is available in accordance with current regulations. Due to the nature of the service, foods may contain traces of allergens. Please contact staff for assistance if needed.

Food or beverages may not be consumed outside the breakfast room area.

Smoking is prohibited in the breakfast room.

## **SAFETY**

### **Emergencies and health alerts:**

If authorities declare an emergency or health crisis affecting the hotel's operation, guests will be informed about suspended services and measures adopted. Guests who fail to comply with mandatory measures may have their accommodation contract terminated immediately without refund and authorities may be notified.

### **Video Surveillance:**

For security purposes and in accordance with Article 89 of the Spanish Data Protection Law, the establishment uses video surveillance systems with recording in access areas, corridors, and common spaces.

### **Security Recommendations:**

Always monitor your luggage and belongings.

Do not display jewelry, money, or valuables. Do not invite strangers to your room or reveal information about your stay.

Always close your room door properly when entering or leaving.

Report any unusual events immediately to Reception.

If you lose your key, only Reception staff are authorized to provide a replacement.

You may be asked to identify yourself when requesting a new key for security reasons.

**Personal Data Processing:**

Personal data provided will be processed by Attica21 Hoteles, S.L.U. to manage your stay, respond to requests, and fulfill contractual relations, as well as administrative, billing, and promotional purposes. You may exercise your rights of access, rectification, cancellation, limitation, portability, and objection by writing to Avenida Linares Rivas 4, 15005 A Coruña or by email at [rgpd@attica21hotels.com](mailto:rgpd@attica21hotels.com).

You may also request protection from the Spanish Data Protection Agency at [www.aepd.es](http://www.aepd.es).

For more information please consult our Privacy Policy: <https://www.attica21hotels.com/politica-de-privacidad/>