

## **Internal Regulations Cies Hotels & Suites**

### **1. Rules of cohabitation and respect:**

a) Customers must behave in a respectful and courteous manner towards Cies Homes staff and other customers.

b) Any type of violent, aggressive or discriminatory behavior in the facilities of Cies Homes is prohibited.

c) The right to rest of other guests must be respected, avoiding excessive noise in the rooms and common areas between 10:00 p.m. and 10:00 p.m. and 8:00 a.m.

d) Visits or overnight stays by people outside the reserve (guests identified in the reserve) are prohibited from 11:00 p.m. to 7:00 a.m.

e) Smoking is prohibited in rooms and closed areas of Cies Homes, in accordance with current legislation.

F) All kinds of parties or celebrations are prohibited in the Cies Homes. (Avoid discomfort to other customers due to possible noise)

### **2. Use of facilities:**

a) Customers must use the facilities of Cies Homes correctly, avoiding causing damage or intentional damage.

b) Children must be supervised by an adult at all times to avoid accidents and ensure their safety.

### **3. Security:**

a) Cies Homes is not responsible for the loss, theft or damage to valuables left in the rooms or common areas.

b) In the event of an emergency, you must follow the instructions of Cies Homes staff and use the corresponding evacuation exits.

c) Access by people outside the Suitel to the rooms or reserved areas without prior authorization is prohibited.

### **4. Reservations and payments:**

a) Reservations are considered confirmed once the corresponding payment has been made.

b) Cies Homes reserves the right to cancel a reservation in case of non-payment or for operational reasons.

c) The reservation cancellation and modification policies established by Cíes Homes must be respected.

#### **5. Pets:**

a) Pets are not allowed at Cíes Homes.

B) They may be admitted in exceptional cases such as guide dogs or criteria to be evaluated by Cíes Homes staff.

c) The owner of the animal will be responsible for its care and must keep it under control at all times.

#### **6. Additional Policies:**

a) Cíes Homes reserves the right of admission and may request the identification of guests at the time of check-in.

B) Considering the need to preserve public order in Cíes Homes and based on the legitimate exercise of the right of admission, even as a preventive measure, we do not admit groups, whether or not they are included in the same reserve. (You will be informed in a press release)

c) Cíes Homes reserves the right to admit and cancel the reservation, without the right to refund, of any client who violates this regulation, as well as the rules of coexistence and common sense, or acts disrespectfully towards the Cíes facilities The houses or the rest of the people who are there, whether staff or customers.

#### **• Applicable legislation:**

The regulation on the internal regime is governed by Spanish law, it also takes into account the regulations established in the corresponding autonomous community (Xunta de Galicia)

These regulations are available in several languages, but only the text in Spanish-Castilian is the only legally binding text, and it is the one that will prevail in the event of divergence of interpretation or of any other nature.

By making the reservation, customers undertake to comply with these rules and to respect the decisions of the staff of Cíes Homes.

**These house rules aim to ensure a safe and comfortable stay for all guests.**