

## **INTERNAL DIET REGULATION HOTEL LOS ANGELES.**

1. The hotel reserves the right of admission.
2. For the comfort of all our guests, pets are not allowed.
3. It is not allowed to enter the hotel firearms, explosive, flammable materials, narcotics or similar substances.
4. All damage or loss caused by the guest to property, property and equipment owned by the hotel must be paid in accordance with the value established by the company.
5. Check-in time is at 14:00 pm, and check-out is until 12:00 pm, with the management being empowered to require the guest to vacate the room.
6. The late checkout will be from 12 noon. and will give the right to stay in the room until 6 pm. Late checkout is subject to availability. The management reserves to offer the late check out service free of charge to certain clients or in different hotel promotions.
7. The administration declines all responsibility for the loss of jewelry, money, documents or other valuables of any kind kept in the rooms, included in the room safes. For your greater security, the reception has a safe where you can deposit all valuables or cash.
8. To register at the hotel, all adults must identify themselves with a valid ID or passport. The company will deny accommodation to the guest who does not comply with this requirement and is empowered to demand the identification of the applicant and the people accompanying him in the accommodation.
9. Once the key is delivered, it will be the customer's responsibility to use it, the hotel will not be responsible for the loss of the delivered key.
10. To clean the room, you must leave the room before 12 noon.
11. It is totally forbidden (without any exception) to remove towels from the room. For the solarium area, you can request towels at reception.
12. All visits to rooms occupied by guests are strictly prohibited, except those made with the authorization of management. The hotel reserves the right to request the

evacuation of any other person who is in the facilities without authorization.

Accommodation is non-transferable.

13. In no case, the number of people staying in each room may be greater than the capacity assigned by the hotel to each room. 14. It is the obligation of the guests to inform the hotel administration of contagious diseases or illnesses, deaths, infractions or crimes that occur in the establishment and are known to them, so that the company can, in turn, take the appropriate measures and report immediately to the authority when appropriate.

15. Reservations will be guaranteed by credit card.

16. When a client decides to cancel a reservation, he must compensate the owner of the establishment:

Reservations canceled 48 hours before arrival date are free. The amounts will be refunded in full.

Reservations canceled within 48 hours of the arrival date or later, will incur a charge of one night's accommodation plus taxes.

Cancellations later than 12 hours or less from the arrival date, or in case of no-arrival, will incur a 100% charge of the reservation.

Non-refundable reservations cannot be canceled, the hotel reserves the possibility of changing their dates.

17. The hosting contract may be terminated by the following:

For the duration of the agreed term.

For violation of the covenants and regulations that regulate it

For committing the guest's moral offense or making scandals that disturb other guests.

Due to the absence of the guest for more than seventy-two (72) hours without leaving notice or warning.

Due to non-payment in the agreed manner.

18. On floor 3 there is a gym for guests staying at the hotel; use is free and they are required to be of legal age. The management is not responsible for the improper use of

the machines and the consequences that they may cause. You must request the key at the hotel reception.

19. The Buffet Breakfast will have the following hours: 7:00 - 10:30.

20. All consumption made at an internal point of sale of the hotel is presumed to imply acceptance of the price and will be charged to your account, which you will pay at the time of checkout.

21. It is forbidden to access the common areas, restaurant or gym in a bathing suit or without a shirt.

22. Upon termination of the accommodation and / or event contract for any of the causes listed, if the guest refuses to vacate the room or leave the establishment, the hotel may require the assistance of the corresponding authorities to carry out the eviction without any additional procedure.

23. The guest will make their payments in cash, credit or debit card. The hotel reserves the right to accept or deny payment by personal or business account checks.

24. Food and beverages are not allowed into the hotel.

25. It is forbidden to hang clothes on the terraces. 26. The hotel is not responsible for the consumption of food and beverages outside our facilities, which have not been prepared by our staff.

27. The hotel is not responsible for objects forgotten during events (blankets, equipment and others).

28. In the event that the client forgets an object in the room, he / she can claim it from the hotel within a year and it will be sent by courier, postage paid at destination. After a year the hotel management will define the destination of said object.

29. The hotel is not responsible for the breach of the contract when the event cannot be held for reasons of force majeure such as: fires, earthquakes, strikes, popular riots and others.

30. Any reception or party in our restaurant areas or multipurpose room may not exceed 1:00 am. 31. Loud or loud music is not allowed in common areas or bedrooms.

32. Smoking is strictly prohibited in any interior area of the hotel. We do not have smoking rooms.

33. It is forbidden to use the electrical current and mechanical equipment installed in your room for purposes other than those for which they are intended.

34. The hotel is not responsible for the partial or total loss of property, valuables or vehicles in the parking areas.

35. The hotel is not responsible for damage caused by third parties to the vehicles.

36. People are not allowed to stay for a long time inside the vehicle and / or in the parking area.

37. All vehicles will be removed from the place by means of a crane, after 72 hours of which there is no information about the owner or person in charge, for which the presence of the respective authorities will be requested and will be taken to the facilities of said institution.

38. The luggage and effects of the guest respond preferentially to the hotelier for the amount of the accommodation and for that purpose they may be retained by him as long as he is not paid what the guest owes.

New protocols for action against epidemics are incorporated into this Regulation, some of which could modify the current points of the regulation for internal use of the establishment.   Reservations - Pre check in and online payment .. For all reservations, the hotel will send a link to a web page where the client will be able to identify all users of the contracted services, and secure access will be provided so that they can pay online thereof. Reception .. Customer service will be reduced to identification by presenting the DNI and signing the service contract. The information of the services offered by the establishment will be available to our clients through the pre check in link sent. Parking - The hotel has parking. The Client will be accompanied by our staff to help in the parking of the vehicle that will be driven by the client at all times. At the reception, in the restaurant, the cafeteria, pool area, bathrooms, and in general in all common areas disinfectant gel is available, we ask you to use it frequently as well

as the recommendation of frequent hand washing. Cleaning - All common areas are cleaned daily approximately every two hours with special disinfectant products, in any case we recommend that our clients, as far as possible, try not to touch surfaces such as railings, elevator buttons with their hands. . In any case, all of our non-automatic access doors will remain open during hours of use. Room - The hotel will deliver the rooms totally clean and disinfected. No hotel staff will be able to access the rooms once the clients have had access. Given that the disinfection process requires the absence of customers in the room and that all their personal products are perfectly stored and collected, the hotel will not redo the guest rooms. However, if the client wants the room to be cleaned and disinfected daily, it will have an extra cost that is not included in the price of the overnight stay. As you will not enter customer rooms, both towels and any other hygiene product you need should be requested at the reception. Decorative elements as well as information documents have been reduced to the maximum, for this you have all the information on the hotel's extranet, in any case the Reception will be able to provide you with all the information you need. The minibar in the room is empty, you can order any minibar product from room service. Ext. 180. In case of any breakdown in your room, you must notify us, the hotel can change rooms to customers if necessary. Restaurant –In our restaurant, breakfast and dinner service will be offered. The capacity has also been limited, therefore you must respect the hours assigned to you at the hotel reception. Breakfasts - Breakfast and dinner will be buffet style but served by our staff. You must respect the separation lines and request the food you want from the hotel staff. Spa- Currently closed. Gym - Currently closed.

