



HOTELS

REGULATIONS ON THE RIGHT TO ENTER AND STAY

1. INTRODUCTION

- In accordance with current regulations in the Valencian Community (Decree 10/21 dated 22 January and Law 15/2018 dated 7 June) and in Catalonia (Decree 75/2020 dated 4 August and Law 13/2002), ZT Hotels has established the present **Regulations on the Right to Enter and Stay** that must be respected by all the people who use the facilities, equipment and services of their respective hotels.
- Failure to comply with these rules may lead to the **cancellation of a reservation** and require the **immediate departure** from the establishment by any persons responsible for incorrect behaviour.

2. CONDITIONS FOR ENTERING AND STAYING

Guests making their reservation at the establishment assume the **obligation to comply with the rules** detailed below.

2.1 Entry:

The establishment reserves the right to **deny entry** to persons who:

- Do not have a corresponding **reservation**, or, if such is the case, they do not want to pay for services not previously reserved (superior category accommodation, other accommodation, food services, parking,...).
- **Bring animals**, except in the case of assistance dogs for people with functional diversity, duly accredited.
- Arrive when the **scheduled arrival time** has been exceeded, without giving prior notice or reaching prior agreement on the time.
- Show violent attitudes, behave aggressively and disrespectfully, cause a disturbance, create situations of danger or discomfort, or do not meet the hygienic-sanitary conditions that are required.
- Do not accept compliance with the **operating rules of the establishment**, such as the use of identification bracelets, handing over a credit card for extra payment, the assigning of times for the use of certain services, compliance with current health regulations..., among others.
- Show symptoms, signs or behaviour related to **drunkenness** or of having consumed **psycho-tropic substances**.
- **Minors who are not accompanied** by their mother, father or corresponding guardian.
- Do not provide the **documentation required** by current legislation for check-in registration.

2.2 Staying:

During a stay in the establishment, the following general rules of respect, good manners and social coexistence **will be mandatory**:

- **Make proper use of the facilities and equipment** in the different areas of the hotel (rooms, lounges, dining rooms, corridors, lifts...). In case of improper use, serious deterioration or theft of the same, the **hotel will require a corresponding payment**, either by charging the client's account or credit card, if said person has already left.
- Respect **established times** of the different services, as well as the established hours of silence and rest.
- Comply with the **limited number of persons** authorized for each accommodation unit, as well as the **prohibition of animals from entering**.
- Likewise, **persons who are not registered** are not allowed in the rooms. The hotel will charge a corresponding supplement where necessary, or if there are more than the authorized number of persons in a room these will be required to leave.
- **Do not use the different services of the hotel in an uncivil manner**, in such a way that it generates discomfort, noise and inconvenience to other users and/or hotel staff.
- **Do not consume food and drinks** outside the areas established for this.
- **Do not consume drugs or psychotropic substances** in any area of the establishment and especially not in the rooms.
- Avoid the use of clothing, ornaments or accessories of any kind, or display attitudes and behaviour that may be **offensive or discriminatory** towards other people who are in the hotel.
- Do not use facilities, equipment and services which are for the **exclusive use** of the establishment's personnel.
- **Show hotel staff the corresponding identification** (wristbands, customer cards...) for entry and/or use of services which may be required (restaurants, cafeterias, swimming pools...)
- **Do not smoke** inside the rooms or in the noble areas of the hotel, except in the approved areas.

3. TERMINATION OF THE ACCOMMODATION CONTRACT

In the case of non-compliance as described, the hotel management may require the person(s) in question to **leave the establishment**, being obliged to pay for expenses incurred up to that moment. And, if entry is denied, the amount paid will be refunded to the client by the same means used to make prepayment for the reservation.

Likewise, the holder of the reservation will be responsible for the behaviour of all the people who are covered by the reservation.

The hotel may request the help of **officials of authority** to evict users from the establishment if they fail to comply with its regulations, or of those who intend to access or remain in them for a purpose other than the normal use of the service.

Valid for all establishments belonging to the chain of ZT Hotels:

- ZT Hotel & Spa Peñíscola Plaza Suites
- ZT Apartamentos Turísticos Jardines del Plaza
- ZT Aparthotel Acuasol
- ZT Hotel & Spa Villa Olímpica Suites
- ZT The Golden Barcelona Hotel