



HOTEL REGULATIONS

MARIVAL DISTINCT



» **Article 1.** Any person staying in this establishment is obliged to register on the special cards or books that are intended for this purpose and carried by the owner or manager

» **Article 2.** The check-out time to leave the premises and vacate the room is set at 11:00 am each day. If a guest stays longer, he will be charged one more day.

» **Article 3.** No user has the right to give accommodation to another person, without the prior consent of the Management, making the corresponding arrangements for their registration and fee.

» **Article 4.** In case of a medical emergency, the guest must notify the Concierge department who will try to contact a medical specialist, with the understanding that this will be an independent service provider, so their fees and the quality of their service will be the responsibility of hotel.

» **Article 5.** The Hotel is not responsible for the losses that the guest could suffer in money or securities not deposited in the safe boxes available in each room.

» **Article 6.** It's not allowed any kind of pets. Only certified emotional support dogs and/or psychiatric service dogs are allowed.

» **Article 7.** It is the rights of the establishment as well as of the guests to denounce before the competent authority any wrong or fact that gives rise to responsibility for any of the parties in their persons and goods, as long as they occur within the Establishment.

» **Article 8.** The establishment must have at sight in the reception area the category and rates, and in each of the room the present Regulation authorized by the Secretary of Tourism. » **Article 9.** It is prohibited for this Hotel to charge for services not rendered or for access to common facilities that are available to users.

» **Article 10.** The hotel is obliged to respect the reservations duly confirmed and guaranteed to the guests.

» **Article 11.** The Management must immediately notify the competent authority in case it is discovered that there is danger of contagion or any unusual event.

» **Article 12.** The person in charge of the front desk must issue the proof or detailed invoice of the services provided and the amount covered by them.

» **Article 13.** The hosting service must be paid in advance or daily when the stay is less than 7 days. In case of a greater time, the guest will pay weekly in advance, otherwise, he will lose the right to his room.

» **Article 14.** The use of furniture, clothing and other objects of service will be rational and moderate taking care of them properly. Every guest when leaving his/ her room has the obligation to leave closed doors, windows, water exits, as well as return the keys of his/ her room to the Administration. **14.1.** In the event of damage to the property, furniture or other items within the residence that is not the product of normal and moderate use, the guest shall indemnify the Hotel for an amount equivalent to the repair or replacement of the damaged property.

» **Article 15.** The establishment has taken security measures, installing enough extinguishers, faucets and hoses to be used in the event of an accident. In such circumstances the guests must give notice to the Administration.

» **Article 16.** The guest must behave with decency and morality within the establishment, it is forbidden to disrupt normal order, make noises that disturb other guests, as well as use the room to perform any act or game prohibited by law.

» **Article 17.** In the provision of services by this Hotel, there will be no discrimination based on sex, political creed or religion, nationality or social status. But the establishment may refuse to provide its services, when the guest is presented, in a state of intoxication or under the influence of drugs or narcotics, or when their luggage contains animals or intends to use other than the service.

» **Article 18.** It is forbidden for the users to carry out during their stay acts that affect the morality, good customs or tranquility of the rest of the guests. The establishment can cancel the hosting services in these assumptions.

» **Article 19.** The use of the appliances installed in the room must be done correctly. No electric current is available for uses other than those assigned.

» **Article 20.** It is strictly forbidden for the guest to introduce, apply or consume any kind of illegal drugs.

» **Article 21.** The guest is not allowed to nail or place pictures, portraits or other objects on the walls, to have medicines or substances that, because of their strong odor or stench, make the room unpleasant. In case the guest violates this provision, the hotel will be liable to the hotel for any damage that may be generated within the hotel and must cover them before the date of departure. Also, they will be responsible for the expenses that are generated by cleaning the room.

» **Article 22.** When the guest makes use of the parking lot, he/she must park his car properly, the hotel is not responsible for partial or total theft of the vehicle or objects inside, as well as any damage to it.

» **Article 23.** The objects or values forgotten by a guest in any of the premises of the establishment, will remain in the custody of the Administration for up to three months, after that period, the Hotel will be able to dispose of those goods without any responsibility.

» **Article 24.** When the guest makes a scandal within the establishment or deliberately violates any of the articles of these Regulations, the Administrator with the assistance of Security (if necessary), will demand immediate vacancy of the room.

» **Article 25.** The Hotel is covered by the General Civil Liability Policy issued by an Insurance Company, legally authorized in compliance NOM_07_TUR_2002, which is available at the reception for consultation.

» **Article 26.** In cases not provided for in these Regulations, the provisions of the General Tourism Law and other applicable provisions of the matter shall be complied with.

» **Article 27.** It is prohibited to deposit dangerous substances, weapons, dangerous items or explosives in the Residences.

» **Article 28.** The hotel will not be responsible for the quality or safety of the activities and/or services (such as excursions, tours, activities, etc.) offered by its external service providers, nor for the statements made by some of its agents in any of these activities and/or services. In addition, the hotel shall not be liable for the failure of the service providers to perform due to a force majeure event or any cause beyond the reasonable control of the hotel or its service providers. The hotel shall not be liable in any way for any claim, loss, damage, cost or expense arising from personal injury, accident or death, nor for loss of or damage to the guest's property or any inconvenience, loss of enjoyment or disappointment that may arise from the guest's participation in such activities and/or services offered by the hotel's service providers.

Important note: The information contained in this document may change without notice.