

PROCEDURE OF INTERNAL RULES

A. APPLICABLE RULES FOR ACCOMMODATION SERVICES

1º The purpose of this document is to set out the **rules that must be complied with** by all clients during their stay and/or who access our establishment, in accordance with the **applicable regulations and the standards of the Ennismore group** (hereinafter, the "Client" or "Clients").

2º The Procedure of Internal Rules is available to Clients at all times at the reception desk of the establishment in **Spanish, English and Catalan**, as well as on the establishment's website.

3º Persons who behave in a violent manner or who may cause discomfort to the public or users or may alter the normal development of the activity, **may be expelled from the establishment without the right to reimbursement**. The establishment may request the **assistance of the State Security Forces and Corps to evict from the establishment those who violate these procedure of internal rules**, the usual rules of social coexistence or seek to access or remain in the same for a purpose other than the normal use of the service.

4º In accordance with and within the limits defined by the applicable legislation, the establishment reserves the **right of admission** under the terms set forth in this document.

The parties responsible for the establishment may **prevent access and stay in the same** of the users who do not comply or have previously failed to comply with any of the following duties:

- To respect the rules of coexistence and hygiene dictated for the proper use of the establishment.
- To respect the internal rules of procedure of the establishment.
- To respect the agreed date of departure from the establishment, leaving the occupied unit free.
- To pay for the contracted services at the time of the presentation of the invoice or within the agreed period, without the fact of presenting a claim implying exemption from payment.
- To respect the staff, facilities and equipment of the establishment.

5º All Clients staying at the establishment **are required to present their identification document** at the time of admission to the establishment.

6º In accordance with Spanish lodging regulations, **all persons entering the rooms of the establishment** must fill out an entry form for travellers, and those over 14 years of age are equally obliged to sign it.

7º The Client, in his capacity as user of the accommodation services, prior to his admission, will receive the entry form for travellers and the admission contract that must be signed by the same, and which contains the name, surname and other information necessary to carry out the registration of the client (hereinafter, the "**Admission Contract**"). The Admission Contract, once signed, shall be kept by the establishment for the legally established term for the purposes of compliance with the applicable regulations.

8º Upon signing the Admission Contract, you will be given the **card/key**. The key to your room is strictly personal, and you must take the necessary care and inform reception as soon as possible in case of **loss or misplacement** of said card/key. Please make sure that the room door is properly locked before leaving the room or going to sleep.

9º Check-in time is from 12:00 noon, depending on the establishment. On dates of maximum occupancy of the establishment, the availability of the accommodation unit to the user may be delayed for a period of time not exceeding three hours. Without prior agreement, no prolongation in its occupancy will be allowed for a period longer than the contracted time. If there is an agreement, the amount of a full day must be paid.

The latest check-out time is 12:00 noon (if you wish to leave later, please ask at reception for the applicable rates).

10º By policy of this establishment, the **payment of the stay is made at the time of check-in**, unless otherwise indicated in the conditions of sale, by any of the means of payment allowed by the establishment (except personal checks), and with a cash payment limit of **1,000 Euros**. Individuals who can prove that they do not have a tax domicile in Spain and who are not acting in their capacity as a businessman or professional, shall have a cash payment limit of 10,000 Euros or its equivalent in foreign currency. The establishment may request a deposit or credit or debit card number as a guarantee of payment for your accommodation, no-show, damages caused or extra services and use such guarantee accordingly, being able to charge the amount to the deposit or card in case of any of these circumstances. Any refund of payments made in cash will have a maximum amount of 200 Euros. Any excess over this amount, or the full amount at the request of the Client, will be refunded by bank transfer to the account designated by the Client.

11º The establishment offers the Client the electronic invoice service. To request this service, the Client must expressly authorize the establishment in the admission contract provided at check-in, as data controller, to issue an electronic invoice and send it to the Client to the provided email address. The Client may revoke his/her consent with the establishment or at the contact address indicated on the invoice.

12º The stay of two or more persons in a double room that has been contracted as a **single** room will not be allowed. In this case, the rate established for double or

triple use, if applicable, will be paid. Further, the establishment is not responsible for the actions that may be committed by persons introduced by the Client directly in their room and with the unawareness of the establishment.

13º Unless the establishment had informed of a different time before or at the time of booking, **when the reservation allows cancellation**, it must be cancelled, at the latest, **at the day of arrival before 18:00 hours** (local time of the establishment) online or by contacting the establishment directly. Failure to cancel and no-show will result in a charge for the first night.

14º The establishment has a demanding **environmental** policy, so we ask our Clients to cooperate with us as much as possible.

15º Keep your **belongings under surveillance in the common areas** of the establishment and in the **parking lot**, as they are **under your sole responsibility**. The establishment is **not responsible for goods or objects that are not deposited in the safe** or that have not been deposited for safekeeping, with the limits established in the **insurance policy**.

16º The rooms must be vacated at least once a day to allow access to room service, otherwise the establishment may not be held responsible. Do not use the **towels** in the room for anything other than personal hygiene.

17º The Client is obliged to maintain the furniture and elements in the room in the same condition in which they were found.

18º In accordance with the provisions of Law 42/2010 of December 30, 2010 on health measures against smoking, smoking **is prohibited in the establishment** except in areas designated for this purpose. In case of non-compliance with this measure, the establishment may request the non-compliant Client to pay the cost of cleaning the room.

19º The **objects forgotten** by the Clients in the establishment, will be kept for 3 (three) months from the date of check-out. After said period, the establishment is not responsible for them.

20º For safety reasons, **the use of gas or electric appliances** such as camping gas, coffee makers, etc. is strictly prohibited. The introduction of **harmful or prohibited substances** in the rooms or in any part of the establishment is prohibited.

21º The staff of the establishment **is not responsible for letters and/or packages sent to Clients** staying at the establishment. Clients must ensure that they receive their shipments personally.

22º The Client must consult the section "rules for stays in the establishment accompanied by pets" for the admission of pets.

23º The TV remote control can be picked up at the reception desk for a deposit, which will be returned upon departure once the deposit voucher and the remote control have been handed in at the reception desk.

24º **It is forbidden to bring food or beverages** into the establishment to be consumed inside the establishment, except for exceptions duly authorized by the establishment.

25º In case of **non-compliance** with any of these precepts, the establishment may require the Client to **leave the establishment immediately** without the **right to any compensation** in favour of the Client or **reimbursement of the amounts paid**.

B. APPLICABLE RULES FOR STAYS IN THE ESTABLISHMENT ACCOMPANIED BY PETS. (PLEASE CHECK AVAILABILITY ACCORDING TO THE ESTABLISHMENT)

1º. Without prejudice to the applicable regulations, the stay of a pet in the establishment must be **communicated at the time of booking**. The pets allowed during your stay are one **dog or cat per room**. For any other animals or exceptional cases, please consult with the establishment before booking. Please consult with the establishment regarding the requirements for the admission of pets.

2º. The stay in the establishment of pets may entail an **additional cost per night**. The Client should consult the applicable rates with the establishment.

3º. Clients declare that their pets have all the **mandatory vaccinations in the Spanish territory** and that it complies with the **requirements demanded by the applicable regulations in the territory where the establishment is located**, even if its place of origin is not Spain.

4º. Pets must **always be kept on a leash/chain and kept at a maximum of 2 (two) meters away from the owner** within all the facilities of the establishment. Potentially dangerous dogs must also be **muzzled and carry liability insurance**, which must be presented at check-in.

5º. **Pets are not allowed in the cafeteria or restaurant of the establishment**, with the exception of **assistance dogs**, which must wear a collar and be kept on a leash; **assistance dogs must also wear a harness**.

6º. The Client will be responsible for all **damages caused by the pet** to third parties, the furniture of the establishment, and/or **extra cleaning costs** that may occur during their stay in the establishment, so it is mandatory to provide a **credit card** on arrival to make a security deposit and a contact telephone number. In case of damages or expenses caused by the direct or indirect behaviour of your pet, the

guarantee will be executed for the amount corresponding to the situation generated by the same.

7º. **The establishment is exempt from any subsidiary liability** in relation to damage, harm and nuisance caused by the pet to people and property.

8º. The Client who comes with a pet is responsible for **keeping it in proper hygienic and sanitary conditions and to ensure that they do not disturb the tranquillity of other guests.**

9º. **It is strictly forbidden to leave pets alone in the room or inside the vehicle parked in the parking lot of the establishment, to leave food in the pets' bowls at check-out, to bathe pets in the bathroom of the room and to use the bath towels to dry them and to let them use or sleep on the bed, on the armchairs or on any element of the furniture of the room.**

10º. Pets must be leashed in case the staff of the establishment enters the room.

11º. In case of non-compliance with any of the above rules, the management of the establishment reserves the **right to cancel the reservation and cancel the stay in the establishment.**

C. APPLICABLE RULES FOR THE USE OF THE PARKING LOT (FREE SERVICE)

1º. When parking your vehicle, the Client will have to occupy **only one parking space.**

2º. The use of the **handicapped** parking area must be justified by showing the required card inside the vehicle.

3º. The parking is **free of charge exclusively for guests staying at the establishment**, coinciding with their period of accommodation, and ending at the time of check-out. Subject to availability.

4º. The establishment is **not responsible for any damage caused to or received by vehicles using the garage service, nor for the objects deposited in them, as well as for the theft of the vehicle itself.**

D. APPLICABLE RULES FOR THE USE OF PAID PARKING

1º. When parking your vehicle, the Client will have to occupy **only one parking space**.

2º. The use of the **handicapped** parking area must be justified by showing the required card inside the vehicle.

3º. Please consult with the establishment for parking **rates**.

4º The parking service is a **service linked to the lodging service**. For non-hosted users, please check availability, conditions and rates with the establishment.

5º. The establishment is not responsible for damages caused to the vehicle beyond the provisions of Law 40/2002, of November 14, 2002, regulating the vehicle parking contract.

6º. **The Client shall be liable to the establishment and other Clients for any damages caused to them for breach of their duties or carelessness in driving the vehicle within the parking lot. The Client accepts that the establishment may charge the amount of damages caused to the establishment to the card deposited as a guarantee of the stay.**

E. APPLICABLE STANDARDS FOR THE USE OF RESTAURANT SERVICES

1º. Clients must respect the **opening and closing hours** of the restaurant premises.

2º. Clients are not allowed to take food outside of the buffet restaurant.

3º. Access to the restaurant premises must be made with **appropriate clothing and cleanliness**. Clients wearing bathing clothes, barefoot, shirtless or similar will not be allowed access.

4º. Check room service schedule at the front desk.

F. APPLICABLE RULES FOR THE USE OF SWIMMING POOL SERVICES

1º. The Client must respect the pool schedule at all times. Swimming outside these hours is prohibited.

2º. Access to the pool will only be allowed to Clients staying at the establishment, and to those who have paid the entrance fee if it is fixed. Access to the pool is subject to availability respecting the capacity.

3º. Clients using the pool are required to wear appropriate clothing in accordance with the customs and habits of the country. For hygienic reasons, it is forbidden to bathe with clothes on.

4º. It is mandatory to use the shower and footbath before swimming in the pool.

5º. The use of the sun loungers in the swimming pool is free of charge, and they cannot be reserved. The staff of the establishment may remove the loungers that are not used for at least 30 consecutive minutes, provided that there are other users waiting to occupy them and move the personal belongings that were in it to the Reception of the establishment.

6º. The use of towels from the room for the pool or beach, if applicable, is prohibited. Please ask at reception if the establishment has a towel service available for exclusive use of the pool and/or beach and the applicable conditions.

7º. It is forbidden to bring glasses or other glass objects into the pool area.

8º. Clients using the pool may not bring floats or inflatables into the pool, except for minors or disabled people who need them for swimming.

10º. It is forbidden to consume drinks in the pool, if they have not been purchased at the Pool Bar, or at any other point of sale of the establishment.

G. GENERAL INFORMATION APPLICABLE TO ALL SERVICES

1º. For any kind of doubts or questions regarding the operation of the establishment, Clients may contact our reception staff, who will assist you and, if necessary, will contact the person authorized to resolve your doubt or question, being the Director the person in charge of the establishment.

2º. The establishment, as data controller, processes the personal data provided by you upon your arrival at the establishment or during your stay for booking management purposes, for compliance with legal obligations and, based on legitimate interest, for security issues and marketing activities (including direct marketing campaigns) and for the improvement of the quality of your stays, including satisfaction surveys. The data will be transferred to Ennismore Interational Management Limited, to other Ennismore legal entities and to all service providers of the establishments and legal entities. In particular, data relating to your stays, preferences, satisfaction and, where applicable, your loyalty program, are shared between establishments operated under one of Ennismore's hotel brands in order to improve the quality of your stays in each of these establishments. You may at any time object to the sharing of this data between Ennismore hotel brand establishments by writing to data@ennismore.com. Data may be transferred to countries that may not ensure an adequate level of protection. Therefore, appropriate and adequate

security measures are provided and you may request a copy of these measures. You have the right to request from the data controller, the right of access, rectification, cancellation, opposition, deletion and right to data portability. You also have the right to lodge a complaint with a supervisory authority. The data will be stored for as long as there is any legal or contractual liability related to the purposes mentioned above. For more information on Ennismore's processing of your personal data please visit our personal data section at <https://thehoxton.com/privacy-policy/>. You can request a detailed copy of Ennismore's Privacy Policy.

3º. All the facilities and services offered by the establishment comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

4º. For **security** reasons, please notify the front desk immediately of any unusual occurrences such as suspicious persons in the hallway, repeated telephone calls to your room from unidentified persons, knocks at your room door from persons unknown to you.

H. INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

1º. Information on excursions, services and experiences provided by companies other than the operator can be obtained at the reception desk.

2º. This establishment is not responsible for the services provided by companies other than the operator of the establishment.