

Internal Regulations

Sevilla DosTorres



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PRESENTATION

The Accommodation has these "INTERNAL REGULATIONS" which contain the policy, rules and regulations that will govern the relationship between the Accommodation and its customers.

This Regulation will also be applicable and mandatory for:

- Visitors and/or occasional companions of the Accommodation's clients.
- Users of the services and facilities of the accommodation open to the public.
- Any person who, even occasionally, visits or wanders inside the accommodation.
- Contractors and staff are involved in other activities of the accommodation.

The Regulations will apply to all spaces and areas of the establishment, whether for exclusive or common use, without distinction of any kind. These Regulations are available to customers at the reception of the accommodation and can be consulted by them whenever they wish. Ignorance of these Regulations does not exempt from compliance with them, since these Regulations are based on the rules and legislation in force. The Regulations shall be in force uninterruptedly and continuously until they are modified or replaced by another. In case of doubt, it shall be deemed to be fully subsisting in all its norms and rules. The rules and prohibitions contained in these Regulations, and which must be complied with by their addressees shall not be understood as excluding other analogous or similar conduct not set forth therein, but which clearly arise from the spirit and intention of these Regulations. Contraventions of these Regulations, as far as possible, may be corrected immediately, and, where appropriate, may be sanctioned in accordance with the labor, civil or criminal regulations in force, regardless of other responsibilities that the offender may incur and the timely exercise of the legal actions that may be appropriate.

The Accommodation reserves the right to refuse admission and cancel the reservation, without the right to a refund, of any customer who contravenes these Regulations, as well as the rules of coexistence and common sense, or in any way acts disrespectfully towards the facilities of the Accommodation or the rest of the people who are in it, be it staff, or a customer of the Accommodation.

We appreciate your preference to stay with us, as well as to strictly observe our Regulations drawn up for your own benefit. In any case, if you need additional information, do not hesitate to contact Reception. To this end, we remind you that the director of the Accommodation, together with the reception staff and, where appropriate, the concierge, are responsible for our centers of relations with the inmates of the hotel establishment and of information and advice for them.

Applicable legislation

The Internal Regulations are governed by Spanish law.

Language

These Regulations are available in several languages, but only the text in the Spanish language is the only legally binding text, and it is the one that will prevail in the face of any difference of interpretation or of any other nature.

I. REGISTRATION AND ENTRY RULES

ARTICLE 1.- PART OF PASSENGERS

The necessary procedures for registration and admission will be carried out at the reception.

Our reception hours are from 8:00 to 20:00, if the client arrives after reception hours, it is mandatory to check-in online. Check-out is until 11.00 a.m. on the day of departure.

If the guest arrives before the check-in time and the accommodation has rooms available, it can be entered even from 8:00 a.m. The Accommodation will refrain from giving accommodation to minors who come alone, so room reservations by minors are not admitted.

CHECK-IN (TRAVELLERS' REPORT)

The person or persons who wishes to make use of the accommodation units, the common facilities and, where appropriate, the services complementary documents offered at the Accommodation must present their documents of identification for the purpose of their registration and inscription in the Travelers' Register Book of the establishment.

Passport, ID and Driving License are considered valid identification in Spain. If you are a foreigner, you can register by presenting a Passport or Identity Card if you come from an EU country or from any of the following countries:

- Andorra, Iceland, Switzerland, Norway, Malta, Monaco and San Marino.

You can also register with a valid Spanish Residence Permit if you are a foreigner residing in Spain. This regulation is mandatory based on the Order of the Ministry of the Interior of the Government of Spain 1922/2.003 of 3 July, which establishes the registration in Books and Parts of the entry of Travelers in Hospitality Establishments, Royal Decree 933/2021 of 26 October and under the provisions of article 12.1 of Organic Law 1/1992, of 21 February, on the Protection of Public Safety.

In compliance with this, all guests, both individual and group, must have an individual registration sheet. The registration form must be personally signed by all passengers.

The accommodation is non-transferable so the Accommodation will deny accommodation to the guest who does not comply with this registration requirement and is entitled to demand, if it deems it appropriate, the identification of the applicant and the people who accompany him in the accommodation. Likewise, it is forbidden to enter the Accommodation by any person not

registered in the Police Register, unless expressly decided by the Management. The Administration of the Accommodation is not responsible for any false or incomplete data that the guest may provide at the time of filling in the traveler's report whose data must be covered by the user in its entirety or by the Accommodation based on the data that appears in the identification documents provided for this purpose by the client. In compliance with current regulations, the identification data provided will be communicated to the Authorities by the Accommodation.

ARTICLE 2.- ACCESS TO THE ACCOMMODATION AND ITS SERVICES

Users may freely access the establishment and remain in it, subject to the limitations contained in the legislation and in these Regulations. Users have the right to receive truthful, complete information prior to contracting the services offered.

Likewise, they have the right to have their security, privacy, and tranquility guaranteed for a stay without disturbances, to have them correspond to the agreed conditions, to be given an invoice with the regulatory formalities for the services contracted directly to the Accommodation, to confidentiality in the processing of their information in accordance with Data Protection regulations and that, if they wish to make a complaint, claim or denunciation, they will be given the complaint forms established by the Competent Authorities of the corresponding Autonomous Community, which can be completed by the client and delivered to the Accommodation Reception. The submission of any claim or complaint does not exempt from compliance with these Regulations and payment for services.

The hotel establishment is not responsible for the price, nor for the use of tools, equipment and other services provided outside the premises of the hotel establishment, nor for the behavior of staff outside the same, unless expressly stated in its conditions and rates.

In any case, the Accommodation can offer its customers, at no additional cost, extra services such as tourist information, luggage storage and storage or Taxi call service.

The rooms or common spaces of the accommodation may not be used for uses other than the accommodation and/or contracted services, either by the client or their companions, or by third parties. Consequently, these rooms and/or common spaces may not be used for activities such as interviews, filming, taking images for promotional activities, photo shoots, etc., unless prior and express authorization from the Management of the establishment and always complying with the rest of the Internal Regulations, the conditions set by said Management and the regulations that

are applicable to the activity in question.

Animals are not allowed, except for duly accredited guide or assistance dogs

ARTICLE 3.- INVOICING AND PAYMENT

The billing of accommodation rates will be calculated by days and according to the number of overnight stays. The minimum turnover for accommodation will be the amount of an overnight stay or day, which will be understood to end at 11:00 a.m. on the day following the date of entry.

The means of payment accepted by the Accommodation are:

- Cash, Debit Cards (Maestro) and Credit Cards (MasterCard, Visa, Amez, American Express, Dinners).
- Personal checks are not accepted.

When you intend to pay in cash, it must be done in Euros. The payment may not exceed the amount of 1,000 euros and, given that the rights must be exercised in accordance with the requirements of good faith, the tickets must be used in accordance with the amount to be paid, so that the Accommodation may refuse to accept high denomination tickets if the amount to be paid is much lower.

Users are obliged to pay the amount of the contracted services at the time of presentation of the invoice or according to the agreed conditions.

The early departure of the client before the end of the contracted stay will not exempt said client from the payment of the total number of days booked and the contracted services.

In the event of the client's intention to leave the establishment leaving his/her invoice unpaid, totally or partially, the Accommodation will be empowered to request the assistance of the agents of the authority.

ARTICLE 4.- PRIOR GUARANTEE OF PAYMENT

The Accommodation may request a prior guarantee of payment by credit card for the contracted services, in accordance with the applicable legislation both for the entire reservation including taxes and tourist tax that may be applicable, as well as for the extras. This guarantee may be

requested to be extended for damage or imperfection that occurs in the facilities, furniture and elements of the establishment due to negligence or the use of these. For this purpose, the Accommodation may ask the client at the entrance, or at the time of making their reservation, a credit card number where, in case of non-payment of the invoice, they can charge the amount of the invoice.

The Accommodation reserves the right, in the event of any type of damage, deterioration or theft caused in the room or any other facility of the Accommodation by the client, to demand payment for the damage caused and charge the amount through the payment method provided by the client. The Accommodation may also make a charge or a pre-authorization for the amount of the first night contracted to the card number indicated by the client, even days before the client's arrival, and in order to check the validity of the same.

ARTICLE 5.- PERIOD OF OCCUPATION OF THE ACCOMMODATION UNITS

The rooms of the Accommodation must be used based on the number of nights reserved. The occupancy of the accommodation unit begins at 2:00 p.m. on the first day of the contracted period and ends at 11:00 a.m. on the day designated as the departure date.

However, the availability of the accommodation unit may be delayed, in the event of exceptional circumstances that prevent, for reasons beyond the control of the Accommodation, having the room that corresponds to each client at the time set for the start of occupancy in accordance with the occupancy rules.

We ask that the client communicate their arrival time and their travel plan to have a forecast from the Accommodation and must also take into account that if they do not arrive at the Accommodation before 20:00 hours (local time of the accommodation) on the scheduled day of arrival, without prior communication from the client, the Accommodation will consider the reservation as a "no show" and it will be automatically cancelled in full, charging 100% or the amount pending payment of the reservation. Notwithstanding the above, the reservation will be maintained as long as the client has communicated it before the time limit. For possible changes, both for occupancy and for the extension of the indicated time, please consult at reception, considering that the Accommodation staff must be informed immediately, in case you wish to extend your stay and always before 11.00 a.m. on the date of departure.

The Accommodation will attend to your request whenever availability allows it, duly informing the client who has requested it and in case of agreement between the parties, a different regime of occupancy of the accommodation units may be agreed.

The extension of the occupation for a longer period than that described, without prior agreement, will cause the obligation to pay one more day.

Without prejudice to the above, the client may not extend, without agreement with the Accommodation, the contracted days of stay, due to the serious damage that this may cause to other clients with a reservation, and the staff of the Accommodation may request the assistance of the agents of the authority to evict the clients who fail to comply with the above.

If the client leaves the room on the day of departure, before the time established for Check-Out, no refund of the total amount of the stay will be made. If the client reduces the number of guests in the reservation in whole or in part, it is the Accommodation's decision whether or not to apply refunds, although if the room is marked as non-refundable or similar, a charge will be made of the entire amount of the reservation.

When guests are absent for more than forty-eight hours without prior notice, the Accommodation may suspend or terminate the lodging contract and proceed to collect the luggage, which will be kept in our facilities for up to 30 days. If during this period, the customer does not claim their belongings, they will be handed over to the relevant authorities.

II. RULES OF OPERATION OF THE SERVICES PROVIDED BY THE ACCOMMODATION

ARTICLE 6.- PROVISION OF THE ACCOMMODATION'S SERVICES

The price of the accommodation unit will include the supply of water, electricity, heating, cooling, use of bed and bath linen and cleaning of the accommodation. The people who represent the Accommodation company or provide the services inherent to the accommodation, will have free access to the rooms occupied by the customers.

This establishment, in the provision of its services, will comply with the requirements established by Civil Liability contemplated in the Accommodation's insurance, being exonerated from any liability in case of personal accidents due to negligence or recklessness of the guests or their companions. In the event of technical deficiencies beyond the control of the Accommodation, the Accommodation undertakes to manage their solution causing the least inconvenience to the client.

The furniture and utensils of the rooms, as well as the rest of the rooms, are part of the services provided and have been arranged with the intention of making the stay of the clients as pleasant as possible, so appropriate and respectful use of them is requested. In any case, they are the property of the establishment, so in the event of loss, theft or unjustified deterioration of the same, the establishment reserves the right to demand their corresponding payment.

Without prejudice to the right of admission, the Accommodation's customers may, in general, access the services and equipment offered by the establishment, unless access limitations are established, which will be fully justified and in no case will be contrary to constitutional rights and principles.

ARTICLE 7.- CLEANING SERVICE

The rooms are cleaned daily. Room cleaning hours are generally from 11:00 a.m. to 2:00 p.m. Guests who do not make their rooms available during these hours will not be able to have their rooms cleaned.

If you want your room fixed, hang the *"Clean Up Room"* sign on the outside of your bedroom door. If you want to be undisturbed, hang the *"Do Not Disturb"* sign on the outside of your bedroom door. When the notice exceeds 24 uninterrupted hours, the maximum tolerance limit allowed by the accommodation, the client will be called by phone or at the door of the room. If no response is obtained, the room will be entered to clean it and verify its condition in perfect condition.

Towels and sheets are changed every 2 days. In case you need towels, change of sheets or cleaning of the room at a specific time within the cleaning hours, you must contact reception.

ARTICLE 8.- MEDICAL ASSISTANCE AND FIRST AID

If your physical abilities are limited or you suffer from contagious ailments or diseases, please let the reception staff know upon arrival as soon as possible so that the Accommodation can in turn take the appropriate measures that may be necessary. This establishment has a fixed first aid kit duly signposted and conveniently equipped at the disposal of our customers who may need it.

If any guest falls ill, the reception of the Accommodation will contact the public emergency services at the express request of the guest who requires it so that they can be attended to or, where appropriate, transferred to the appropriate place, the cost being borne by the guest himself.

If the client who becomes ill is not able to act for himself or there is no person who can act for him, the Accommodation will take care of the necessary arrangements so that he can receive medical help. The Accommodation may require the client or, failing that, the family members or the paying party, to pay the expenses incurred that the accommodation has had to assume.

If the client suffers (or is likely to suffer) from an infectious process or other disease or is in such conditions that it is (or may be) dangerous for the people staying in the Accommodation, the Accommodation is entitled to terminate the contract with immediate effect and oblige the client to leave the Accommodation immediately.

The Accommodation is not responsible for any type of accident and/or occurrence that the guest suffers within the facilities of the Accommodation such as falls, blows, animal bites, among others. The expenses that this accident or event causes will be borne by the guest, exempting the Accommodation from any legal responsibility.

In the event of the client's death, the Accommodation may require the Accommodation's relatives, heirs or the Paying Party, in addition to the payment of the invoice for the services pending payment, compensation for the expenses incurred by the Accommodation due to or related to the death. The expenses that the accommodation can claim include cleaning expenses, in addition to those of normal cleaning, incurred by the accommodation due to illness, death or any other type of event or occurrence that the guest suffers in the facilities of the establishment.

III. RULES OF COEXISTENCE AND HYGIENE

ARTICLE 9.- SMOKERS

This Accommodation is a "Smoke Free Space" so smoking is prohibited throughout the establishment, extending the Smoke Free area to all rooms. Smoking is only allowed outside the Accommodation so please extinguish your cigarette before entering.

Remember that all rooms and common areas are equipped with fire detectors. If a guest smokes in the room or in any other area of the Accommodation, he/she may be prevented from staying, reported and/or repercussion damages.

In any case, your account will be charged a fee of 150 euros that will be paid at the time of check-out for cleaning and deodorizing the room or area in question. Cleaning and smoke removal charge may be subject to change.

ARTICLE 10.- LOST AND/OR ABANDONED OBJECTS

The objects found in the rooms or other areas of the Accommodation, once the period of accommodation of a client has ended or, where appropriate, suspended, will be removed after their inventory has been carried out. The customer will be informed by phone or email, and the objects will be available to the customer who has lost and/or abandoned them, and can be collected at the Accommodation, from 8:00 a.m. to 2:00 p.m. from Monday to Friday.

If the client requests that the object be sent to him, he must pay the price of the transport which will be freight due and must also pay the expenses that the deposit of the same may generate to the Accommodation.

Personal identification documents (ID cards, passports, etc.), if not claimed, will be handed over to the police authorities. Perishable goods, if not claimed, will be destroyed the day after they are found. The rest of the objects found will remain in the Accommodation Offices in deposit for a maximum period of 30 (thirty) days. If there is no address for the purposes indicated above or it is unknown to whom the object may belong, the period will begin to run from the time it was found.

The same will be done in the event of abandonment of belongings in the event of eviction and/or expulsion from the establishment due to non-payment, non-compliance with the rules contained in

these Regulations or any other reason.

After this period of 30 days, the establishment may freely dispose of the unclaimed belongings, as it deems most convenient.

ARTICLE 11.- RULES OF USE

TOWELS: It is forbidden to use the towels and other garments in the room for outdoor use. The use of shower and hand towels is not allowed, for the cleaning of makeup or other objects, for that purpose each room has cotton face towels and cloth. The Accommodation reserves the right to charge the amount for the total value of the towel, if it is damaged.

WASHING AND DRYING CLOTHES: It is not allowed to wash clothes in the rooms or hang clothes in the windows, on the railings of the terraces or inside them, hanging from ropes or in the corridors.

SILENCE: From 10 p.m. it is mandatory to maintain due silence in the corridors and accommodations in order not to disturb the rest of the other customers of the Accommodation. Moderate the volume of the TV, and voice.

MOBILE DEVICES: Likewise, it is especially requested in case of using mobile devices in any public area of this Accommodation, whether it is done in minimum volume or in silent mode to respect the rest of the guests or visitors.

COMPUTER DEVICES: During the use of the computer devices and internet connection located in the Accommodation, the Client must proceed in accordance with current legislation (especially intellectual property laws) and maintain the condition of the hardware and software devices.

SECURITY DEVICES: In order to guarantee the security, privacy and tranquility of users, this hotel establishment has technical devices with elements, some of them permanent recording, in corridors and other general or common areas, whose images may be made available to the authorities in the cases provided for by law.

FIRE EXTINGUISHERS: A sufficient number of fire extinguishers and smoke detectors have been installed in the Accommodation to be used in an eventual incident. In such circumstances, the

instructions set out in them must be followed and guests must notify the Accommodation Reception.

ELECTRIC CURRENT: The electrical installation in your room is 220 volts. It is strictly forbidden for guests to use the electrical current and mechanical equipment installed in their room for purposes other than those for which they are intended. The Accommodation's security measures strictly prohibit the use of hair straighteners, curling irons and other electric, gas or other appliances that may cause a fire anywhere in the Accommodation and in the rooms. To help save energy, you should turn on the air conditioner with the doors and windows closed.

CAMERAS AND OTHER IMAGING DEVICES:

- It is forbidden to take photographs-videos in which other guests or employees of the accommodation appear, and much less if minors appear, or other people who have special characteristics, such as mobility difficulties, Down syndrome or other characteristics, for example, those that could indicate beliefs.
- It is forbidden to take photographs-videos of the staff of the establishment in the exercise of their duties, unless the employee himself has given his consent.
- The photos-videos taken by guests in which other guests or an employee of the accommodation can be identified, would only be allowed to be used in the family home, and their publication in any physical medium (documents, articles, brochures...), electronic (example: email), Internet (Web, social networks, blog, rating pages of establishments such as Tripadvisor or similar) is totally prohibited.
- Any unauthorized use of the image of a guest or an employee may result in a crime against honor, privacy, and one's own image, with penalties of up to FOUR YEARS, and, in the case of public dissemination, up to FIVE YEARS.

IV. RULES OF PERMANENCE

ARTICLE 12.- RIGHT OF PERMANENCE OF PERSONS.

The Accommodation is for public use and free access, with no restrictions other than those established in current regulations, the rules of these Regulations, and, in any case, the rules of good coexistence and hygiene.

The establishment is not responsible for the behavior of guests, nor for objects, substances or materials that they may bring into the room, since it is not authorized to check luggage.

Those who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show obvious signs or behavior of being intoxicated, will be prevented from staying in the establishment. Likewise, when the person lacks due respect to employees of the accommodation or other customers.

The owner of the Accommodation may prevent the stay of the client and/or their companions in the establishment, and directly dispose of their room, without the need for any legal procedure, in the event of:

- When it adopts measures or attitudes against the health and cleanliness of the establishment.
- When the rules for the prevention of contagion are not complied with (use of masks, safety distance, etc.), due to diseases declared by the authorities as health crises or pandemics.
- When the normal social coexistence of the establishment is violated or any act is carried out that may affect the tranquility and privacy of the guests.
- When he executes, promotes or encourages discriminatory acts against other customers, visitors or employees of the Accommodation, and even his own companions act rudely or aggressively against any of them.
- When it does not pay for the services or benefits when required to pay.
- When removing objects or goods belonging to the Accommodation, either from the room or other sectors without the express consent of the Accommodation.
- When it damages or deteriorates the facilities, accessories, goods, services and supplies of the Accommodation, or of any other guest.
- Lack of agreement regarding the extension of the client's stay.

- Use by more than one person of the room contracted as a single, for more than two people in a superior double or double room.
- Concurrence of any of the causes that prevent access or permanence in the establishment, established by the same in the exercise of its right of admission.
- Refusal by the client or any of his companions to complete and sign the Traveler's Entry Report.
- Failure by the client and/or their companions to comply with any other of the obligations established in these Regulations or in the regulations in force that is applicable.

In such cases, the client and/or their companions will be obliged to leave the room, and the rest of the premises of the establishment, immediately after being required to do so by the Management.

If the client refuses to abandon the property or reacts in such a way that it constitutes a criminal offence, the Accommodation may request the assistance of the security forces and/or the tourist inspectorate to proceed with the eviction. All this without prejudice to the right of the Accommodation to claim from the client the amounts that the latter has left unpaid, as well as the damages that, if any, his behavior has caused.

When the aforementioned circumstances occur or people incur in one or more of the restrictions listed above, the staff responsible for the establishment may require them to leave the establishment, after payment, where appropriate, of the accounts they have outstanding for the provision of services and consumption.

Free access to the facilities, services and accommodation of this hotel establishment will not be restricted due to any type of discrimination included in Spanish law (gender, sexual, functional, religious, racial, origin).

The Accommodation may request the assistance of the security forces to evict from its premises users who do not comply with these regulations, who intend to access or remain in them for a purpose other than the normal use of the hotel service.

ARTICLE 13.- OBLIGATION TO PAY IN THE EVENT OF A PROHIBITION OF ACCESS OR EVICTION.

However, and in the cases described above, the person is obliged to pay the expenses that have been generated up to the time of the prohibition of access or stay in the Accommodation.

ARTICLE 14.- CIRCULATION AND STAY IN THE ACCOMMODATION.

Circulation and stay within the Accommodation will be in the places reserved for customers, without them being able to access in any case the rooms or reserved or private spaces, excluding spaces and rooms whose access is limited to those who hire them.

Reserved or restricted areas will be considered those for the exclusive use of the staff of the establishment, warehouses, office or facilities room.

ARTICLE 15.- SAFETY RECOMMENDATIONS.

The management of the establishment recommends:

- Monitor and control your luggage and personal belongings in public areas, in order to avoid loss and/or eventual theft. Do not leave it unattended.
- Close your bedroom door when you leave it and try to open it again to make sure it is properly closed, even if only for a short time.
- Keep the door closed when you are in the room.
- Lock your luggage when not in use and place it in your closet. If the luggage has a lock, always use it.
- Protect the key to your room access system.
- Immediately notify the Management of any abnormal event you notice, such as people in a suspicious attitude in the hallway, repeated phone calls from people who do not identify themselves, knocks on the door of your room from people unknown to you, or not finding anyone at the door when you go to open it.
- Please do not bother if you are asked at the reception to identify yourself, as it is for your safety.
- Do not display jewelry, money, or valuables in your room.

- Do not invite strangers into your room or tell them the number of your room.
- Do not allow repair staff to enter your room without being requested or authorized by the Accommodation Management.
- Do not allow people into your room, with deliveries that have not been requested.
- When socializing with strangers, do not reveal your accommodation name or room number.
- Do not discuss specific plans for future excursions, outings, etc., in public with strangers.
- Do not show your room key in public places.
- If you discover any type of deterioration or anomaly, please contact reception.
- Please respect the areas where the rooms are located during night and nap hours and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture.
- We appreciate your participation, during your stay at the Accommodation, in case of any fire drill or evacuation is practiced.

ARTICLE 16.- POWERS OF THE ACCOMMODATION

The Management of the Accommodation will apply the sanctions considering the following criteria: the seriousness and nature of the infraction and the circumstances of the fact; the reiteration of behaviors of the offending subject; their background; and the application of previous sanctions to the offender.

The Accommodation reserves the exclusive power to apply or not the sanctions provided for in these Regulations. In no case may the failure to apply a sanction to the offender be considered by the offender or by other customers or visitors, as a right not to be sanctioned in the future for similar causes or for other infractions that he commits. If any recipient fails to comply totally or partially with the rules or regulations of these Regulations, in addition to being able to be sanctioned, the offender will be obliged to compensate for the damages caused.

In any case, the offender must hold the Accommodation harmless from any damage for any claim or claim that any third party may direct against the hotel establishment as a result of its failure to comply with the provisions of these Regulations or current legislation.

The rules contained in these Regulations may in no way be interpreted as discrimination against any type of ethnicity, nationality, gender, religion, race, age or political ideology of the recipients, but as an ideal means of guaranteeing all its customers the excellence and quality of the

Accommodation's services.

In no case may these Regulations be interpreted as limiting or restricting the individual rights of those who voluntarily enter the establishment, aware of the characteristics of the establishment and of the power that the Accommodation has to dictate any other rules or regulations (that complement, expand, modify or replace the rules established herein, or establish new rules to regulate the use or utilization of specific sectors of the establishment or the way in which the To be aware of the rights of its guests or customers. This power is the responsibility of the operating company of the Accommodation, which must ensure the proper functioning of the services, with respect for the rights of its guests or customers.

The Ordinary Courts of Seville, with jurisdiction in civil matters waiving any other jurisdiction and/or jurisdiction that may correspond, without prejudice to the intervention of the Criminal Justice when appropriate, will be competent to understand and resolve any controversy or conflict between the addresses of these Regulations and the Accommodation.

V. PRIVACY POLICY

ARTICLE 17.- DATA MANAGEMENT

The Accommodation, in order to comply with legal obligations, carry out the provision of the services offered to its customers, make an offer of personalized products and services, improve the commercial relationship and manage the requests made by our customers, will process the personal data of its customers in an automated way and undertakes to comply with current legislation on automated data processing.

The main purpose of the processing is to manage the stay and the services requested. The legitimacy of the processing is established by the execution of the accommodation and services contract, and where appropriate by the express consent granted. The recipients of the data are those established by the laws in force.

Additional information: you can consult, and we encourage you to do so, the complete and detailed information on legal notices <https://sevilladostorres.com/aviso-legal/> and protection of personal data in <https://sevilladostorres.com/politica-de-privacidad/> which is available in several languages, with Spanish prevailing in the event of a discrepancy, as it is the only legally binding language.

You may exercise your rights of access, rectification, and deletion before the controller, in addition to other rights specified in the "additional information".

Phone: +34 682783068

Contact Email: **customer.service@sevilladostorres.com**

To exercise these rights, the interested party must make a communication to the address indicated, indicating the right they wish to exercise and attaching a copy of a document that reliably identifies them, DNI, passport or another equivalent valid document.

VI.-ADMINISTRATIVE ORGANIZATION AND RESPONSIBLE PERSON

ARTICLE 18.- DOUBTS AND MISCELLANEOUS QUESTIONS

For any type of doubt or question related to the operation of the accommodation, you can contact our reception staff, who will assist you and, if necessary, will contact you with the person authorized to resolve your doubt or question.

VII.- INFORMATION ON SERVICES PROVIDED BY THIRD PARTIES

ARTICLE 19 SERVICES PROVIDED BY THIRD PARTIES

This establishment is not responsible for the services provided by companies outside the accommodation operator.

VIII.- INFORMATION TO USERS ABOUT THE FACILITIES OR SERVICES THAT POSE SOME RISK AND SECURITY MEASURES ADOPTED IN THIS REGARD.

ARTICLE 20.- SECURITY OF FACILITIES AND SERVICES

All the facilities or services of our Accommodation are equipped with measures that always favor or guarantee your safety. However, if you believe that the use of any facility or service may pose any risk to your health or physical integrity, please contact us so that we can inform you and dispel any questions you may have in this regard.

In any case, if you feel doubts that the use of any facility or service may pose a risk to your health or physical integrity, opt for another service or facility.

ARTICLE 21.- SAFETY REGULATIONS

Self-Protection Plan. The customer has at their disposal indications of action in case of emergency, as well as signage of evacuation routes and firefighting means. In case of an emergency, you must follow the additional instructions given by the Accommodation staff. The obstruction of emergency exits and firefighting means (fire extinguishers, buttons, etc.) as well as their improper use, may result in expulsion from the accommodation.

Collaboration. If the customer considers that the use of any installation or service may pose any risk to their health or physical integrity, we strongly ask them to contact our Customer Service so that they can inform them and dispel any questions that may have arisen in this regard.

ARTICLE 22.- PROTOCOLS FOR ACTION IN CASES OF EMERGENCIES OR HEALTH CRISES.

If the Authorities declare an emergency or health crisis that affects the normal development of our Accommodation, the client will be notified by phone or email so that they are aware of the measures adopted and comply with them.

Any Client who, in an emergency or health crisis situation declared by the Authorities, fails to comply with the measures, mandatory or recommended, adopted in this Establishment may immediately terminate their accommodation contract; their stay will be cancelled without the right to any refund, and with notice to the competent Authority.