

# RULES & RE GULA TIONS



1. The contractual relationship entered into for the lodging services shall be governed by the applicable civil, commercial and any other applicable regulations.
2. All guests shall be required to identify themselves and register personally. In the case of groups, the registration shall be made by a representative of such group.
3. The guest shall validate the length of their stay on the registration card.
4. The charge per room shall be generated as of the time it is delivered or made available to the guest, so the consideration agreed and accepted by the guest shall be charged as of that time.

5. The room check-in time is 3 p.m. and the check-out time is 12 p.m. Guests shall have a grace period of 60 minutes to vacate the room.
6. Should the guest not vacate the room before 1 p.m. of the day on which they are required to do so, they shall be required to pay for the lodging corresponding to the following day. In the case of lack of payment, the hotel has the power to request the use of public force and even withhold the guest's luggage as guarantee of payment.
7. The first day of lodging is fulfilled when the room is made available to or occupied by the guest before 5 p.m.
8. All guests that do not have luggage must pay in advance.
9. The hotel does not accept as a form of payment any others than cash, credit card, certified check or interbank deposit or wire transfer previously verified in the account being credited.

10. The guest is required to pay the amount of the account generated for the services used. The hotel may ask the guest to pay the consideration in advance or the guest may guarantee the payment by signing a voucher, providing a credit card accepted by the hotel, or providing a guarantee in cash.
11. The luggage and other goods brought into the hotel by the guest are considered property of the person who registered, so such goods may be used to cover all the amounts owed for lodging, supplementary services and any other items consumed. The hotel has the power to withhold these goods as collateral if the guest or customer does not cover the amount owed.
12. It is strictly prohibited:
  - a) Any act that disturbs or inconveniences the other guests (annoying noises, provoking altercations, bringing in musicians, etcetera).
  - b) Bringing animals of any species into the rooms or public areas.
  - c) Using hair flat-irons, curling irons, driers or other electronic devices, as well as electronics that do not form part of the

- standard outfitting of the room, since they may cause a fire or physical damage to the guest or to the hotel's facilities.
- d) Damaging the furniture, decoration, equipment or other parts of the property by using them for a purpose other than that they were intended for or inappropriately.
  - e) Taking any object property of the hotel, such as the radio alarm clock, hair drier, remote control, towels, etcetera.
13. In no case may the guest bring people who are not registered into their room.
14. The guest is responsible for informing management of contagious illnesses, deaths, violations or crimes that occur in the establishment.
15. The hotel agrees to comply with the terms of the nature of the lodging agreed with the guest in due time and form.
16. The hotel shall not be responsible for the theft or loss of objects and valuables not deposited at reception or in the safe deposit boxes in the rooms.

17. Should the guest be absent for more than 24 hours without giving prior notice, the hotel has the power to terminate their stay, and hold onto their luggage as a payment guarantee.
18. People delivering fast food do not have access to the inside of the hotel's facilities or the rooms. We are pleased to receive our guests' orders and inform them from reception that they have been delivered.
19. In our facilities, including rooms and consumption centers, the hotel reserves to refuse access if the guest is not wearing the appropriate clothing or is behaving inappropriately. Guests may not access our restaurants and bars if they are wet, in a bathing suit or underwear, barefoot, in an undershirt or not wearing a shirt.
20. The guest is responsible for previously consulting the prices, rates and conditions of the services provided by the hotel and that are displayed in the directory and in each of the areas where the services are provided.

21. Minors are not allowed access to the hotel's bars.
22. Should the guest's companions be minors, they must be supervised by an adult while they use or are at any facility or recreational area of the hotel, including the pool, restaurant, gym, parking lot, elevators, etc.
23. Since engaging in any physical or recreational activity implies a risk of accident and/or injury, the guest shall be solely and exclusively responsible for deciding to and engaging in any physical or recreational activity in the hotel's facilities, as well as for allowing the minors accompanying them to do so, and thus assumes any risk related to such activities and that result in personal or third-party injuries or damage to the hotel's facilities. In view of the above, the guest (including their companions or family members) absolves and releases the hotel, as well as the operating companies and owners thereof, controlling companies, affiliates, franchisees or owners of the related trademarks, directors, shareholders, employees, contracting parties, partners,

agents, affiliates, from responsibility for any damage, personal injury, accidental death or any other situation that may arise as a result of the referred activities.

24. Should the guest (including their companions or family members) require first aid or emergency medical attention, the hotel personnel who are duly trained shall be authorized to provide first aid and to request the medical assistance necessary (including paramedics and ambulances) at the guest's expense, unless the guest or the family members or companions thereof expressly indicate otherwise, and the hotel shall therefore be released from any responsibility in terms of clause 23 above.

25. The guest (including their companions or family members) is required to use the hotel's facilities exercising good judgment, acting prudently and responsibly, respecting at all times the internal regulations of the gym, Jacuzzi, parking lot, pool and any other signage or regulations (which are displayed in the corresponding areas), as well as any verbal warnings.

26. The hotel's facilities are not designed for people who are overweight or morbidly obese or those looking to receive a medical or surgical treatment, or for those who are in rehabilitation or recovery after being subject to a medical or surgical treatment. Guests who have any of these medical conditions at the time of their stay at the hotel are responsible for assuming any risk related to the use and stay at the hotel's facilities that may result in person or third-party injury or damage to the hotel's facilities. In view of the above, the guest (including their companions or family members) absolves and releases the hotel, as well as the operating companies and owners thereof, controlling companies, affiliates, franchisees or owners of the related trademarks, directors, shareholders, employees, contracting parties, partners, agents, affiliates, from responsibility for any damage, personal injury, accidental death or any other situation that may arise as a result of their stay at or use of the hotel's facilities.

27. The hotel does not provide the following services to guests: medical, taxi, car rental, travel agency, tourist transport,

airport transport, tours, childcare, tennis classes; these services are provided directly by third parties not related to the hotel, so these services shall be engaged and paid for directly and independently by the guest, under their strict responsibility. The hotel assumes no responsibility for the provision of such services, or for their quality and price.

28. The guest shall be responsible for consulting the prices and directly paying the suppliers of the external services not provided by the hotel; however, should the guest want the hotel to make the payment for the service with a charge to their account, the hotel can make an extra charge, but shall have no responsibility for the service received.

29. The hotel offers its registered guests civil liability insurance in accordance with official Mexican standard NOM-07-TUR-2002, which shall apply throughout their stay at the hotel.

30. The term “reservation” is understood to be a preliminary agreement on the contract between the customer and the hotel. Reservations require an advance

deposit of the amount equal to the total cost of the first night of lodging. Should the deposit be made through a bank or any other form of remittance and should there not be any written confirmation from us, the hotel reserves the right to confirm the reservation at the time it receives the corresponding documents from the guest.

31. Those who request cancellation of an individual reservation shall have the right to request the refund of the amount when they inform the hotel of the cancellation 48 hours prior to the agreed date. Should the requesting person not cancel their reservation within this period and not occupy the room on the day of their reservation, they shall lose the amount of the deposit.

32. The guest and that hotel agree that failure to comply with any of the obligations corresponding to them stipulated in these regulations shall be cause for rescission, so the affected party may rescind the lodging agreement and claim payment of any losses or damages caused following the course and form

established in the applicable legislation and with the corresponding authorities of Mexico City.

33. Based on the General Tobacco Control Law, the hotel's facilities are 100% free from tobacco smoke, so guests must refrain from smoking in the facilities, including the rooms not intended for such.
34. Should the guest violate the preceding clause, they shall be subject to the penalty established in the registration card, which shall be reflected in their final account.
35. These regulations were prepared based on the Federal Tourism Law and the Official Mexican Standards related to tourism, and are therefore obligatory for both the hotel and the guest.