



### **1. Reservation Policy:**

- Reservations: Reservations can be made through our website, by phone, in person, or through any platform with which the hotel has an agreement.
- Payment: Payment for the reservation is required for confirmation. We accept all major credit cards.
- Cancellations: Cancellations must be made at least 72 hours in advance to avoid charges. Rates are non-refundable in the event of no-shows or last-minute cancellations.

### **2. Check-In and Check-Out:**

- Check-in: Registration is available from 3:00 PM.
- Check-out: Departure must be completed before 12:00 PM. If requesting a late check-out or early check-out, an additional fee of \$60 USD applies for the first 3 hours; beyond that, half a day's rent will be charged (subject to availability).
- Documentation: An official identification (ID or passport) is required at the time of registration.

### **3. Security Policy:**

- Safes: Rooms are equipped with safes. The hotel is not responsible for valuables not stored in them.
- Emergencies: In case of emergency, follow the evacuation signs and proceed to the nearest exit.
- Visitors: Only registered visitors are allowed in the rooms.

### **4. Facility Use:**

- Common Areas: The gym is available 24 hours. Respectful behavior is expected in these areas.
- Food and Beverages: The consumption of food and beverages is not allowed in the gym or spa.

### **5. Pet Policy:**

- Pets: Pets weighing no more than 20 kilograms are welcome at the hotel. An additional charge of \$100 USD per night will apply; after the third night, the rate will be \$35 USD.
- Requirements: Owners must present a vaccination certificate at the time of registration as indicated by the Pet Friendly policies.

### **6. Behavior Policy:**

- Noise: All guests are requested to maintain a low noise level to avoid disturbing others.
- Conduct: The hotel reserves the right to evict any guest who does not comply with the conduct rules.

### **7. Privacy Policy:**

- Data Protection: Guests' personal information will be treated confidentially and will not be shared with third parties without their consent.
- Information Use: The information will only be used for reservation management and hotel services.

### **8. Liability Policy:**

- Lost Items: The hotel is not responsible for loss, theft, or damage to personal belongings during the stay.
- Insurance: Guests are advised to purchase travel insurance to cover any eventuality.

### **9. Additional Services Policy:**

- Cleaning Service: Cleaning service is provided daily between 9:00 AM and 5:00 PM.
- Night Courtesy: This is conducted from 7:00 PM to 8:00 PM.
- Laundry: Laundry service is available upon request, with rates provided at the time of requesting the service through an external company.

**10. Complaints and Suggestions Policy:**

- Complaints: To submit complaints or suggestions, you can approach the reception, send a message via WhatsApp for prompt follow-up, or email directly to the general management (luisa@hotelrodona.com (mailto:luisa@hotelrodona.com)).

**11. Do Not Disturb Sign:**

- If you require privacy in your room, it is important to place your Do Not Disturb sign on your door.

Guest Signature: \_\_\_\_

Date: \_\_\_\_