

# HOTEL KUMA REGULATIONS

Updated May 21, 2020

## 1) GENERAL INFORMATION

These regulations are an integral part of the "HOTEL KUMA" accommodation - Strada Statale Romea No. 60, 44020 Comacchio (FE). These rules are adopted to ensure a uniform, orderly, serene, and peaceful use of the hotel by everyone. They have a contractual nature between "HOTEL KUMA" and the Guest and therefore imply the total acceptance of these Regulations. For anything not explicitly mentioned, reference is made to the current regulations, good taste, and common sense of each person in the interest of all.

The Management and Staff of "HOTEL KUMA" would like to inform you of the hotel's rules and therefore ask you to read carefully the regulations and behavioral norms that each guest must follow so as not to disturb or cause harm to others and the environment.

Failure to comply with one or more articles of these regulations and the rules contained therein may lead to the termination of the stay contract with related economic and legal consequences. The hotel management reserves the right to modify these regulations for reasons of service operation and convenience by posting the changes at the hotel reception and publishing them on the hotel's website.

### ***Below are the points of the general indications:***

1. All guests are required to comply with the articles of the Internal Regulations of the Accommodation Facility, available for consultation at the Hotel reception and in full on the website [www.hotelkuma.it](http://www.hotelkuma.it).
2. Non-compliance with the Regulations and further directives of the Management may lead to the removal of the offender from the facility and the related reporting of the incident to all national and international tourist organizations, as well as reporting to Public Authorities in cases where non-compliance may suggest the commission of a crime.
3. All specific instructions listed on signs located in the area owned and/or related to the Hotel must also be respected.
4. Parents (or those who legally exercise authority) are jointly responsible for the acts committed by their minor children within the Hotel and are required to supervise them and ensure they maintain polite and respectful behavior towards others under their direct responsibility. In particular, they must ensure compliance with the obligation of silence, the proper use of bathrooms, which cannot be considered as places for playing or meeting, and the equipment made available by the Facility to its Guests. Any activity that may disturb other Guests is prohibited. All the rules of these contract regulations must be respected in general.
5. The conduct held by both adults and minors is considered contractually relevant, and therefore, any violation of the rules of these regulations and the common rules of civil coexistence and the smooth operation of the Hotel will result in, according to the judgment entrusted contractually and irreversibly to the Management, the immediate termination of the contract due to the Guest's actions and removal from the Hotel within 5 hours from the contestation of the facts. In this case, the Hotel Management is entitled to retain the amounts already paid and to demand the remaining amounts, even as compensation for damages, without prejudice to the right to compensation for greater damage assessed.

6. The Management, as provided by the laws of the Italian Republic, has the right to expel without notice anyone who does not comply with the Regulations or behaves in a way that causes harm or disturbance.
7. Staff appointed by the Management are required to enforce the Regulations with respect to anyone. Each Client, by accepting hospitality in the Hotel, also contractually agrees to submit to the Authority of this staff, who in turn are always obliged to respect the Laws of the Italian Republic and the principles commonly accepted by our culture of courtesy and good manners. According to the Hotel's policy, all guests enjoy the right to respectful and dignified treatment, and as responsible accommodation structures, we have an obligation to protect guests from inappropriate behavior. If a guest's actions are deemed inappropriate by a staff member, or if inappropriate behavior is reported, the Hotel reserves the right to take action against the guest after verifying such a situation. Depending on the severity of the guests' actions, the Hotel may, at its discretion, request law enforcement intervention or remove guests from the premises.

*Specifically, this regulation provides:*

- **Art. 2 PERSONAL DATA**
- **Art. 3 RESERVATION**
- **Art. 4 CHANGES TO RESERVATION, CANCELLATION**
- **Art. 5 PENALTIES**
- **Art. 6 BALANCE AND STAY**
- **Art. 7 ARRIVAL - DEPARTURE**
- **Art. 8 RULES OF CONDUCT DURING THE STAY**
- **Art. 9 ANIMALS**
- **Art. 10 INTERNET POINT, WI-FI, LAN**
- **Art. 11 ENVIRONMENT**
- **Art. 12 INTERRUPTION OF ELECTRICITY AND WATER**
- **Art. 13 ELECTRICAL EQUIPMENT**
- **Art. 14 CONDUCT, DAMAGES**
- **Art. 15 SMOKING, FIRES, AND OPEN FLAMES**
- **Art. 16 MEALS, HYGIENE, AND SAFETY**
- **Art. 17 DOCTOR, INFECTIOUS DISEASES**
- **Art. 18 CLEANING**
- **Art. 19 VALUABLES**
- **Art. 20 LIABILITY**
- **Art. 21 COVID-19 DOCUMENT**

## **2) PERSONAL DATA**

**a.** Pursuant to Article 13 of Legislative Decree no. 196 of 30.06.2003, all personal data of our clients will be processed both by computer systems and manually to fulfill tax obligations (issuing invoices, recording data, etc.) and to provide the requested service.

**b.** Upon arrival, clients will be required to present identification for the purpose of reporting their presence to the competent police authorities.

**c.** Filling out the appropriate form and/or providing data for the Newsletter will allow us to keep our database updated and keep you informed about our promotions in real-time.

### **3) RESERVATION**

- a.** Reservations can be made by sending a written request to the email address [info@hotelkuma.it](mailto:info@hotelkuma.it) or by using electronic/telephone reservation systems.
- b.** The reservation request must include the number and type of rooms requested, first name, last name, arrival date, departure date, phone/fax number, and email for communications. Please also indicate your estimated time of arrival.
- c.** To confirm the reservation, unless otherwise specified, a credit card is required as a guarantee, which will be verified by the Hotel with pre-authorization for the entire stay.
- d.** The reservation is considered valid even with a deposit (previously agreed upon), provided that it specifies the period and duration of the accommodation, the sender's address and telephone number, the arrangement (type of pension), and the accommodation type (double room, single room, etc.).
- e.** The payment method is agreed upon between the parties depending on the length of the stay (bank transfer, credit card, or other payment methods).
- f.** The length of stay is considered within the agreed dates. Therefore, please specify the arrival and departure dates.
- g.** Confirmation of the reservation will be communicated only after receiving the reservation request with the possible deposit or valid credit card details.
- h.** The stay price includes morning cleaning (at predetermined times).
- i.** The stay price does NOT include any extra cleaning, bar and restaurant consumption not included in the offer, rental and use of equipment unless explicitly stated in the offer, damages to people or property, and anything not expressly stated in the offer.
- j.** CHILDREN 0 - 3 YEARS: The Hotel, if expressly requested in the reservation, PROVIDES CRIBS (for a fee) AND HIGH CHAIRS for young guests.

### **4) CHANGES TO RESERVATION, CANCELLATIONS**

- a.** In the event that the client is unable to occupy the accommodations during the reserved period due to transportation difficulties, errors, or other personal reasons, no refund will be provided.
- b.** We kindly ask our guests to understand that the reserved period will be charged in full, even in the event of early departure.
- c.** Clients who depart early are required to pay for the room for the remaining days of the reservation in accordance with Articles 1385 - 1386 of the Italian Civil Code.
- d.** In case of misunderstandings at the time of booking, the management undertakes to provide alternative accommodation within the limits of availability in equivalent or superior rooms or facilities.

### **5) PENALTIES**

Unless otherwise specified in the offer and in the case of offers with special rates and conditions, the following penalties will apply in case of cancellation:

- In case of cancellation 48 hours before the arrival date at 18:00, full payment of the booked room amount will be charged to the provided credit card.

## 6) BALANCE AND STAY

**a.** The balance of the stay is due upon arrival. Any guarantee provided by credit card does not exempt the client from payment. The pre-authorization requested will remain valid and serve as a guarantee for the entire duration of the stay. It will be canceled upon departure after verifying the room, the regularity of the stay, and the balance of extras and the main conditions of the regulation, with possible charges for damages, documented and disputed extras, and/or early departure.

**b. PRE-AUTHORIZATION, CHARGE on CREDIT CARD:** The management reserves the right to pre-authorize €300 up to 24 hours after the overnight stay as a guarantee. For conditions on unfreezing the pre-authorization, please contact your bank; the Hotel is not responsible for any delays in unfreezing the amount by the competent Credit Institutions. A regular receipt of the described operation will be issued to the client upon request.

**c. PRE-BILL and VERIFICATION:** Before settling the account, it is possible to request to view the account and charges for verification. Any errors or omissions must be reported before the issuance of the account.

**d. INVOICE:** If you require an invoice, please notify us promptly (at least 1 day before departure), providing us with the billing information and any other necessary details. Otherwise, we will issue a simple receipt, and it will not be possible to cancel it later.

**e. ROOM PAYMENT:** The room balance must be paid upon arrival. Payment can be made in cash for a maximum amount of €999.00 (subject to changes in cash payment laws) or by credit card. Please note that travel cheques and personal or bank drafts are not accepted.

**f. PAYMENT AT DEPARTURE:** In case of an agreement for payment upon departure, the balance of the amount due (consumed or used during the stay) must be paid no later than the day before check-out or with certain days' notice before the day of arrival, depending on the periods and conditions of reservation and stay.

**g. MINIBAR and EXTRA CONSUMPTION:** At the time of settlement, any use of the minibar and other extras not yet detected by the Hotel staff must be communicated. The stay rate includes breakfast to be consumed in the designated areas indicated by the Hotel Management.

**h. UNDISCLOSED GUESTS REPORT:** Any guests of clients staying in the facility, even temporarily, must be agreed upon and reported to the reception and present themselves with identification. Their presence within the facility must be authorized by management, having exclusive access to the bar and other designated common areas, and no other areas of the facility. Any people hosted in the same room but not declared at the time of booking or arrival will be charged to the reservation holder with a 40% surcharge on the daily price, with the management and ownership having the right to report all unauthorized persons found within the resort to the police authorities.

**j. KEY RETURN:** On the day of departure, rooms must be vacated by 11:00 AM, and the keys must be returned to the reception staff, who will check the items provided for use (to avoid discussions, please report any breakages, etc.).

**k. DOCUMENTS COLLECTION and ITEM RETURN:** Upon departure, please verify that you have collected your documents and returned the keys and any cards or other equipment provided by the hotel (electric adapters, bottle warmers, bathrobes, hair dryers, chargers...).

**l. STAY AFTER CHECK-OUT:** Guests may use the hotel's services up to the maximum room release time, i.e., by 11:00 AM on the day of departure. At the sole discretion of management, guests may be granted full or partial use of the hotel's services even after 11:00 AM on the day of departure. In the event of obtaining the aforementioned concession, guests are required to observe the provisions of these regulations and applicable laws until departure.

## **7) ARRIVAL (Check-in) - DEPARTURE (Check-out)**

**a.** The rooms will NOT be available for check-in before 3:00 PM (GMT+1) and will be guaranteed until 11:00 PM (GMT+1), unless otherwise agreed. Please confirm your estimated arrival time when making your reservation.

**b. ARRIVAL TIME:** Check-in is from 3:00 PM to 11:00 PM. Any arrivals after this time must be reported to the Reception when booking and agreed upon for acceptance. If, due to force majeure, it is not possible to arrive within the specified times, it is essential to inform the Hotel. If room availability is requested before the established times, the previous night will be considered as the first overnight stay.

**c. IDENTITY DOCUMENTS:** Upon arrival, guests are required to present valid identification documents, including minors.

**d. MINORS' ACCEPTANCE:** Minimum age to rent a room: 18 years. Minors not accompanied by adults will only be accepted if they have a waiver signed by their parents (or legal guardians), including their contact telephone number and a copy of their document.

**e. PUBLIC SAFETY REGISTRATION:** Upon arrival, guests, including minors, must hand over their documents to the reception and fill out the form that will be registered for Public Safety purposes. Failure to comply with this obligation constitutes a violation of the Penal Code's provisions concerning Public Safety Authorities. In case of non-delivery, we are obliged to report the omission to the competent authorities.

**f. LEGAL REQUIREMENTS TO BE MET UPON ARRIVAL:** In addition to the voucher, the guest must provide, by national requirement, a suitable document proving their identity, such as an identity card or passport, for all occupants; otherwise, the operator must refuse hospitality (Art. 109 Law P.S., as amended by Art. 7, point 2, of Law 203/95). The operator will also present each arriving guest with a general declaration form to be filled out and signed (Law P.S., as amended by Art. 7, point 4, of Law 203/95).

**g. DATA PROCESSING:** Our guests' data is processed in accordance with current privacy legislation.

**h. NUMBER OF GUESTS ACCOMMODATED:** In no case is accommodation allowed for people exceeding the number fixed in the reservation unless previously agreed. We reserve the right to refuse entry to the accommodation if this condition is not observed. Guests may not receive visits from relatives, friends, etc., unless agreed upon with the Management.

**i. KEY DELIVERY:** Keys will be handed over at the reception from the check-in time (from 3:00 PM). Keys will be delivered upon arrival when the guest presents the voucher and completes the P.S. registration operations and account settlement.

**j. ROOM DELIVERY:** If the room is ready before the check-in time, it will be assigned immediately; otherwise, you can leave your luggage with us.

**k. ROOM OCCUPANTS:** Each accommodation can only be occupied by the number of people indicated for that specific unit, unless the customer requests to add another bed, even on the suggestion of the reception staff. All occupants' names must be provided to the reception.

**l. SAFEGUARDING BELONGINGS:** Guests should take care of the items given to them or found in the room (e.g., room key, phone, radio, TV, coffee machine, hairdryer, and all room furnishings) with due diligence and use them only for their intended purpose (Art. 1804 c.c.), returning them at the time of releasing the accommodation (Art. 1809 c.c.).

**-EXPULSION AND REMOVAL:** The Management, as provided by the current laws of the Italian Republic, has the right to expel without notice anyone who does not comply with the regulations or behaves in a way that causes harm or disturbance.

**-RETURN OF ROOMS:** Rooms MUST be vacated by 11:00 AM (GMT+1) unless otherwise agreed. Please confirm your expected departure time when making your reservation. Unauthorized extensions beyond this time will be considered an extension of stay and charged accordingly:

- **PENALTY FOR LATE DEPARTURE:** If the room is not vacated by 12:00 PM (allowing time for room rearrangement), the full cost of the room for one day will be charged to the guest.
- Guests must return the room in the same condition they received it, as per Art. 1590 c.c.

**-EARLY DEPARTURE:** In case of early departure from the reserved period, the guest must pay the full amount agreed upon at the time of booking. If you plan to depart before 8:00 AM on the departure day (check-out), please kindly notify us the day before.

## **8) RULES OF CONDUCT DURING THE STAY**

The guest is entitled to have the room from 3:00 PM on the agreed day of arrival. During the stay, the room will be available to guests, except for 30 minutes between 9:00 AM and 4:00 PM to allow for daily cleaning. If the guest does not want the room to be made up during the specified time, they will forfeit the right to daily room service. Bed linen and towels are changed daily upon the guest's request, up to a maximum of every four days.

**a. UNREGISTERED EXTERNAL GUESTS:**

For public safety reasons, guests are not allowed to have other people access the accommodations at any time. Visits from family members or friends must be authorized by Management. Additionally, visitors are required to leave an identity document with Management, which they can retrieve upon departure. It is **STRICTLY FORBIDDEN TO HAVE UNREGISTERED PERSONS SPEND THE NIGHT IN THE ROOM** without being registered by authorized personnel.

**b. STAFF ACCESS TO OCCUPIED ROOMS:**

If, beyond the regular access for cleaning, hotel staff need to enter an occupied room for maintenance or other reasons, or if there are significant changes to the cleaning schedule and services, the hotel commits to informing guests of any necessary staff entry into an occupied room.

**c. LINEN CHANGE:**

Linen change is scheduled every three days. For standard bookings, if expressly requested by the guest, it can be done daily. Other changes are possible but will be considered as an additional charge.

**d. USE OF ROOMS AND BATHROOMS:**

The rooms are furnished simply. Although not of great value, these furnishings are "family heirlooms" and deserve all possible respect:

- Any damage to furniture, furnishings, or equipment will be adequately assessed with the establishment owners for appropriate reimbursement.
- Inside the bedroom or bathroom, you will find everything you need: blankets, pillows, towels, personal hygiene products, etc. It is forbidden to take anything found in the rooms, bathrooms, or any internal areas of the apartment outside (e.g., towels, shower towels, etc.).
- The linen change (which you find clean at the beginning of your stay) takes place twice a week for sheets (or at each guest change) and three times for towels. If expressly requested by the guest, a daily change can also be made.
- During your stay, bedrooms and bathrooms are cleaned daily from 9:00 AM to 3:30 PM; therefore, we kindly ask our guests to vacate the rooms during this time. Otherwise, if occupied during this time, cleaning will be carried out the following day.
- Keep all areas clean and tidy.
- Please remember to turn off the room lights, air conditioners, and televisions when you are outside the room/accommodation.
- **WE ARE NOT IN ANY WAY RESPONSIBLE FOR YOUR BELONGINGS LEFT UNATTENDED IN THE ROOMS;** therefore, please do not leave valuables unattended inside them. A safe is installed in the room for your use.
- Do not flush anything down the toilet other than what it is designed for. Do not clog the toilet with diapers, paper, or other bulky materials. Use the appropriate bins. Any unclogging costs will be charged to the guest.
- The use of electric and/or electronic musical instruments other than those provided is prohibited in hotel rooms.

**e. NOTICES, RULES, AND PROHIBITIONS: SILENCE, ORDER, AND BEHAVIOR WITHIN THE HOTEL:**

- **Smoking and Drugs:** Smoking and the use of illegal substances are prohibited within the premises.

- **Noise:** Speaking loudly, shouting, slamming doors or windows, and allowing children to wander around the hotel is not permitted.
- **Electrical Appliances:** Connecting any personal electrical appliance to the hotel's electrical system is forbidden, except for using electric razors in bathroom sockets.
- **Signs:** All specific instructions on signs posted in areas owned by and/or pertaining to the hotel must be respected.
- **Throwing Objects:** It is prohibited to throw objects from room or apartment balconies.
- **Games and Sports:** Playing games or sports is only allowed in designated areas and times.
- **Music and Radio:** Listening to the radio in public and/or open spaces is not allowed unless through headphones.
- **Noise Disturbances:** The use of clogs, loud radios, and any other items that may cause disturbances is prohibited.
- **Dress Code:** Guests are required to wear appropriate attire that respects the sensibilities and modesty of others within the hotel.
- **Littering:** Throwing paper and waste outside the designated bins is not allowed.
- **Weapons and Dangerous Items:** Entering the hotel with weapons, knives, sticks, or items considered dangerous is prohibited.
- **Quiet Hours:** After 10:00 PM, noise levels must be kept moderate in all rooms. Guests are asked to maintain silence in the corridors and stairways as well.

## 9) ANIMALS

a. The Hotel accepts small pets upon request and confirmation. Due to hygiene reasons and potential allergies of other guests, pets are only allowed in specific rooms and certain areas.

b. Dogs and other animals must always be kept on a leash. All pet owners are required to clean up after their pets and are responsible for any damage caused by them.

c. Internal Rules for Our Animal Friends, guests with pets are kindly asked to follow some basic rules:

1. The daily charge per room for each animal covers the time spent cleaning the room; no food or bedding will be provided.
2. Large animals: €15.00 per day.
3. Small animals: €10.00 per day.
4. Please do not leave your pet unattended in the room to avoid damage and whining that may disturb other guests.
5. Any damage to doors, windows, furniture, or linens will be charged.
6. Dogs must be kept on a leash and under strict control of the owner to prevent scaring or attacking other guests.
7. Be mindful of the presence of other animals.
8. Do not allow dogs to relieve themselves in the playground area.
9. Pets must comply with the vaccinations required by national and regional laws and with mandatory identification (tags, tattoos, chips, etc.).

## 10) INTERNET POINT, WI-FI, LAN

a. Common areas are covered by Wi-Fi service, and the access code will be provided at the reception upon presentation of personal identification or room number.

b. Rooms with internet service will be enabled upon the client's request.



c. The RECEPTION is not required to know the technical details of clients' electronic devices or how to use and set them up.

## **11) ENVIRONMENT**

a. During your stay, please help preserve the natural environment by using water and electricity sparingly: avoid leaving taps running or air conditioners and lights on when not needed or when you leave your rooms.

b. Water is a precious resource for every community, even more so for those living or staying on an island. It is strictly forbidden to use water for improper purposes. Use is allowed only for primary purposes (personal hygiene, irrigation, etc.). Guests of the facility should avoid any form of waste.

## **12) INTERRUPTION OF ELECTRICITY AND WATER**

In the event of a power outage caused by Enel or a water supply interruption caused by the water company, or other force majeure causes, the Management disclaims any responsibility and is not required to issue any refunds.

## **13) ELECTRICAL APPLIANCES**

a. The hotel uses alternating current at 220 volts; please ensure your appliances are compatible with this voltage.

b. Electrical outlets are of the Italian type. Please obtain adapters if your appliances have a different plug system.

c. The hotel is not responsible for any damage to appliances caused by force majeure (sudden blackouts, voltage fluctuations, etc.).

## **14) BEHAVIOR, DAMAGES**

a. Guests are responsible for and will be required to compensate for damages caused by them or by persons or animals under their responsibility. Anyone causing damage to the building, movable property, equipment, etc., is legally responsible according to current regulations. Theft and intentional damage will be reported immediately. At checkout, the hotel staff will inspect the rooms, and the costs for replacing any damages or lost keys will be charged and must be settled at the time of checkout (art. 1587 and 1588 of the Italian Civil Code).

b. The Management disclaims any responsibility for injuries to minors, who must be accompanied by their parents and/or guardians.

c. Please adhere to the posted hours for using services.

d. Please respect the quiet hours for afternoon rest and nighttime.

e. Loss or damage of a key will incur a minimum charge of €10.00.

f. Guests are committed to respecting the premises and the items contained within. Any damage caused intentionally or due to carelessness or distraction will be charged at the cost of restoration.

g. In case of missing linen, the cost will be charged to the guest's account.

## **15) SMOKING, FIRES, AND OPEN FLAMES**

a. Smoking is prohibited in all indoor areas of the facility, including the rooms.

b. Smoking is not allowed in the rooms.

c. Smoking, burning, or lighting candles in the rooms and corridors is not permitted.

d. During certain periods of the year (especially summer), lighting fires or using candles and open flames is prohibited even in outdoor areas due to the severe risk of fire.

e. It is mandatory to familiarize yourself with and be aware of fire safety regulations, equipment, and behaviors to follow in case of a fire.

f. It is absolutely forbidden to light any private stove inside the rooms. For any needs, please contact the reception; we will be happy to assist you.

g. The hotel does not have designated smoking rooms; therefore, smoking is strictly prohibited throughout the hotel, including in the rooms.

h. Grills and open flames are not permitted.

i. The use of any flame-based appliances, regardless of the fuel used (stoves, heaters, lamps, etc.), is prohibited throughout the facility, including in the rooms.

j. Preparing meals in the room and using irons or any other equipment not provided by the hotel in the rooms is prohibited.

## **16) MEALS, HYGIENE, AND SAFETY**

a. For hygiene and safety reasons, it is NOT PERMITTED to prepare meals in the rooms, including hot meals or drinks.

b. Introducing pre-packaged foods or meals (e.g., pizza, rotisserie foods) from outside the hotel is prohibited. Naturally, snacks and pastries are excluded from this rule.

c. Breakfast is served in the breakfast room, located near the reception.

d. Hotel guests are not allowed to bring food and beverages intended for breakfast to areas other than the designated service rooms (in-room or outside the facility).

e. For hygiene and food safety reasons, guests are prohibited from bringing unauthorized food or beverages into the rooms.

## **17) MEDICAL EMERGENCIES, INFECTIOUS DISEASES**

a. The phone numbers for the medical guard and emergency services are listed in the useful numbers directory found in the room folder and can also be requested at the Reception.

b. Any infectious disease must be reported to the Management.

## **18) CLEANING**

Trash must be collected in the designated bags located in the rooms and bathrooms. It is not permitted to leave waste or other items in the common areas.

## **19) VALUABLES**

**a.** For your safety, please do not leave valuables and personal items unattended; instead, store them in the safes provided in the rooms.

**b.** Please notify the reception and hand over any found or lost items.

**c.** Every time you leave your room, please ensure the door is locked and check that the windows are securely closed to prevent any theft from the rooms.

**d.** THE MANAGEMENT DISCLAIMS ANY RESPONSIBILITY FOR ITEMS NOT SECURED IN THE SAFE DEPOSIT BOXES. A DEPOSIT SERVICE IS AVAILABLE AT THE RECEPTION.

## **20) RESPONSIBILITIES**

**a.** The hotel management is not liable for any loss of guests' belongings or valuables (each guest is responsible for the care of their own property), damage resulting from force majeure events and the nature of the object (e.g., weather conditions, natural disasters, epidemics, illnesses, falling trees or branches, wind gusts, sea accidents, car damage or theft in the parking area or within the facility). No discounts will be granted at checkout for any possible or alleged inconveniences resulting from the aforementioned events.

**b.** The hotel provides a secured luggage storage area.

## **21) COVID-19 DOCUMENT**

In accordance with the health protection measures and considering the ministerial decree of April 26, 2020, related to the ongoing severe health emergency, the hotel will integrate the Risk Assessment Document (DVR) with a note concerning Covid-19 risk. Therefore, to complete the Coronavirus protocol, please refer to the Covid-19 Document (Appendix 1).