



HOTEL YBARRA SEVILLA

INTERNAL HOUSE RULES

1. General Description

Pursuant to Article 25 of Decree 13/2020 of 18 May, the establishment has the following Internal House Rules, which shall be mandatory for all guests of the establishment.

Article 25 of Decree 13/2020 provides:

1. Hotel establishments must have internal house rules establishing mandatory standards of conduct for users during their stay, which may not contravene the provisions of Law 13/2011 of 23 December or this Chapter.
2. The internal house rules shall always be available to users and shall be displayed, at least in Spanish and English, in a visible and easily accessible place within the establishment. These rules must also be published on the establishment's own website, where applicable.
3. Operating companies of hotel establishments may seek the assistance of Law Enforcement Authorities to evict persons who breach the internal house rules,

violate customary rules of social coexistence, or attempt to access or remain in the establishment for purposes other than the normal use of the service, in accordance with Article 36.4 of Law 13/2011 of 23 December.

These Internal House Rules establish the standards and provisions governing the relationship between Hotel Ybarra Seville and its guests, clients, visitors, and occasional companions, with the aim of ensuring proper coexistence, correct service provision, and full enjoyment of the establishment's facilities.

All guests, without distinction based on nationality, ethnic or racial origin, religion, sex, or any other personal or social condition, as well as their occasional companions and habitual or temporary visitors, must comply with and ensure compliance with these Internal House Rules.

These Rules are available in several languages; however, only the Spanish version is legally binding, and it shall prevail in the event of any discrepancy in interpretation or otherwise.

2. Scope of Application

These Internal House Rules apply compulsorily to all exclusive-use or common-use areas belonging to or located within Hotel Ybarra Seville, without exception.

They apply in particular to guest rooms, corridors, general facilities, service areas, gym, restaurant, lobby bar, swimming pool, halls, restrooms, elevators, and all other areas of the establishment, this list being merely illustrative.

3. Definitions

For the purposes of these Rules, the following terms shall have the meanings assigned below:

- a) Hotel Ybarra Seville: the hotel establishment located at Avenida Cardenal Bueno Monreal 50, corner of Avenida de la Palmera, Seville, operated under the corporate name Ybarra y Cía S.A., with registered address at Avenida Menéndez Pelayo No. 4, 3rd Floor.
- b) Occasional companion: any natural person who enters the Hotel together with a guest, at the guest's request, invitation, and/or consent.
- c) Addressees of the Rules: all natural persons referred to in section 9 of these Rules.
- d) Hotel facilities: all areas of the hotel building, whether intended for guest use or for the provision of general services.
- e) Restricted areas: areas exclusively reserved for hotel staff, including administrative corridors, kitchens, storage rooms, staff changing areas, and other service areas.
- f) Guest / Client: any natural person staying temporarily or permanently at the Hotel who has completed and signed the corresponding registration form.
- g) Rules: these Internal House Rules applicable to guests, restaurant and bar clients, and visitors of Hotel Ybarra Seville, including any future amendments or annexes.

4. Admission and Reservation Conditions

Access to the establishment and guest status requires a prior confirmed reservation and express acceptance of these Internal House Rules.

All reservations shall specify the dates of stay, number and type of rooms, board basis, cancellation policy, any additional services contracted, and the total and itemized price, unless offered as a global package.

Upon making the reservation, the guest shall be informed—by the same means used to make it or another chosen method—of their rights and obligations, including cancellation policies applicable to the specific reservation.

If a reservation is confirmed without requiring a deposit, it shall be held until the agreed time, or until 6:00 p.m. on the arrival date if no time has been specified. If a deposit has been paid, the reservation shall be made without time limit for the number of days covered by the deposit, unless otherwise agreed.

To use a hotel room, guests must complete the admission document upon arrival and present valid official identification, in compliance with applicable regulations.

All people over 14 years of age must complete a registration form and provide valid identification.

The Hotel reserves the right of admission and stays under legally established terms, always ensuring respect for fundamental rights and non-discrimination.

Occupancy beyond the contracted number of people or accommodation of minors without fulfilling legal requirements is not permitted.

5. Deposits and Payment for Services

Guests must pay for contracted services upon arrival or in accordance with the conditions agreed in their reservation.

The Hotel may require a payment guarantee by legally accepted means.

In accordance with applicable regulations, the Hotel may request advance payment as a deposit, which shall be deducted from the final bill. Failure to cancel within agreed deadlines may result in forfeiture of the deposit.

Filing a complaint does not exempt the guest from payment obligations.

By providing credit card details, the guest authorizes the Hotel to charge the card for expenses incurred during the stay or as advance payment guaranteeing contract compliance.

Accepted cards: VISA, MASTERCARD, AMERICAN EXPRESS.

6. Occupancy Period

Rooms are available from 2:00 p.m. on the arrival date until 12:00 noon on the departure date.

Late check-out beyond the agreed time may incur additional charges or the full daily rate, subject to availability.

Occupancy exceeding the room's contracted capacity is strictly prohibited.

7. Housekeeping Service

Daily housekeeping service is provided from 9:00 a.m. to 5:00 p.m. Guests wishing not to be disturbed must display the "Do Not Disturb" sign on the door.

8. Validity of the Rules

These Rules shall remain fully valid until expressly amended or replaced.

9. Apply to

These Rules apply to:

- Hotel guests
- Occasional or temporary companions
- Users of bar, restaurant, buffet, and terrace services
- Any person visiting or remaining within the Hotel
- Participants, organizers, and staff of events held at the Hotel

10. General Conduct and Security

Guests must maintain respectful conduct consistent with the Hotel's category and standards.

Safe deposit boxes are provided in rooms at no extra charge. The Hotel is not liable for valuables not deposited.

The Hotel is not responsible for luggage left in common areas unless officially stored.

11. Prohibitions

During their stay, presence, or transit within Hotel Ybarra Seville, all persons subject to these House Rules are expressly prohibited from:

- Disturbing the peace, rest, or privacy of other guests through disorderly conduct, disturbances, excessive noise, or hostile behavior.
- Smoking anywhere within the Hotel, except in designated smoking areas.

- Acting in a rude, aggressive, intimidating, or harassing manner toward other guests, visitors, or Hotel staff.
- Damaging, misusing, or improperly handling the Hotel's facilities, property, services, or supplies.
- Using paid services without settling the corresponding charges.
- Bringing in, consuming, or possessing substances prohibited by law within the Hotel, including tobacco products or alcoholic beverages where restricted by applicable regulations.
- Carrying weapons, explosives, or dangerous objects without proper authorization.
- Entering guest rooms with companions under 18 years of age without the legally required authorization or the Hotel's consent.
- Engaging in or promoting discriminatory, exclusionary, or unequal treatment toward guests, visitors, or employees.
- Disclosing confidential or sensitive Hotel information obtained during the stay or while on the premises.
- Behaving in any manner that may compromise safety, harmonious coexistence, or the image and reputation of the Hotel.
- Failing to comply with applicable dress codes, etiquette, or behavioral standards required in specific Hotel areas or during special events.

12. Dress Code

To ensure a comfortable and pleasant environment for all guests, appropriate dress and footwear are required when circulating or remaining within Hotel Ybarra Seville, in keeping with the style and standards of the establishment.

Suitable attire includes well-maintained formal or smart-casual clothing, such as long trousers or dresses, shirts, blouses or T-shirts, together with appropriate footwear for public areas.

For safety and hygiene reasons, walking barefoot inside the Hotel is not permitted. Sandals or similar footwear may be worn during the summer season or when culturally customary for the guest.

Guests may not circulate in public areas with bare torsos, in sleeveless shirts, or in swimwear, except in designated areas such as the swimming pool and gym, where appropriate attire is required. Please note that specific dress codes or etiquette requirements may apply in certain areas of the Hotel or during special events.

13. Use of the Facilities

The facilities of Hotel Ybarra Seville must be used properly, in accordance with their intended purpose and the applicable operating rules.

Access is limited to authorized areas only. Entry into restricted areas or spaces reserved for third parties or Hotel staff is strictly prohibited.

Access to a specific area or facility of the Hotel may be restricted or denied in the following cases:

- a) When the maximum authorized capacity has been reached and no availability remains.
- b) When the designated closing time of the area or facility has passed.
- c) When the minimum age requirement established by applicable regulations has not been met.
- d) When violent behavior, aggressive conduct, or disturbances are displayed or caused.
- e) When the person creates hazardous situations, causes discomfort to other users, or fails to meet basic hygiene standards.
- f) In particular, access or continued presence shall be denied to persons consuming drugs, narcotics, or psychotropic substances, showing signs of having consumed them, or displaying clear signs of intoxication.
- g) When wearing clothing or symbols that incite violence, racism, or xenophobia, or when failing to comply with the dress code required for the specific area or facility.

14. Bringing Food

The entry of food items in quantities exceeding those reasonably necessary for the personal consumption of the guest and/or their companions is not permitted, unless expressly authorized by the Hotel.

15. Pets or Animals

1. Pets or animals are not permitted on the premises without the Hotel's prior and express authorization.
2. In exceptional cases where admission is authorized, the owner shall be solely responsible for any damage or disturbance caused.
3. Assistance dogs shall be always permitted, in accordance with applicable legal provisions.

16. Services Provided by Third Parties

Certain complementary services offered at the Hotel may be provided by companies other than the Hotel operator, such as leisure, wellness, event, or external activity services.

In such cases, guests will be duly informed of the identity of the company responsible, which shall assume direct responsibility for the provision of the service.

17. Information on Risks and Safety Measures

Some Hotel facilities or services may involve inherent risks associated with their use (such as the swimming pool, gym, or other areas).

The Hotel has the legally required safety measures in place. Guests must comply with posted signage, specific rules, and staff instructions, and shall use such facilities at their own responsibility where applicable.

18. Hotel Enforcement Rights

Failure to comply with these House Rules entitles the Hotel to:

- Request that the offending party modify their behavior.
- Require compliance with applicable dress code and etiquette standards.
- Impose measures such as warnings, suspension of services, or exclusion from the establishment.
- Exercise the right of admission and continued stay.
- Notify the competent authorities where appropriate.

The application of any measures or sanctions shall not constitute precedent nor create acquired rights for the offending party.

19. Liability

Any person in breach of these House Rules shall be solely liable for any damage or loss caused and shall hold the Hotel harmless against any third-party claims arising therefrom.

20. Applicability to Co-owners

These House Rules shall also apply, where relevant, to co-owners, people authorized by them, and visitors to units located within the Hotel building.

21. Hotel Ybarra Seville Reservation of Rights

These House Rules are non-discriminatory in nature and are intended to ensure the quality, safety, and proper operation of the Hotel.

The Hotel reserves the right to modify, supplement, or issue new rules governing the use of its facilities and the conduct of its users.

22. Jurisdiction

Any dispute arising from these House Rules shall be submitted to the competent Ordinary Courts of the city of Seville, Spain, with express waiver of any other jurisdiction, without prejudice to criminal jurisdiction where applicable.

INFORMATION ON OTHER SERVICES PROVIDED DIRECTLY

Services Provided by the Hotel:

This Hotel offers the following services to Guests: Parking; Laundry–Dry Cleaning; Restaurant; Lobby Bar; Swimming Pool; Terrace; and Gym.

The rules for using each service are as follows:

LAUNDRY – DRY CLEANING

1. In your room, via the QR code, you will find information regarding the conditions of these services, prices, and garment delivery and return schedules.
2. The Establishment shall not be held responsible for garments that, due to their condition or fabric composition, may shrink, fade, or become damaged.

PARKING

1. The hotel has parking facilities. Their use is subject to the hotel's established fee and availability. This service is limited exclusively to Hotel Guests; access by the general public is not permitted.
2. When parking a vehicle, only one parking space may be occupied. Parking across two spaces will require payment for two spaces.
3. Use of parking spaces reserved for disabled persons must be justified by displaying the corresponding official permit inside the vehicle.

4. For safety reasons, vehicles are not permitted to park at the Hotel's main entrance. This area may only be used temporarily for loading and unloading luggage.
5. The hotel accepts no responsibility for any damage to vehicles or for objects left inside them.

RESTAURANT / BAR

Please consult Reception or the Hotel's QR code for restaurant and bar opening hours. The indicated schedules may be modified due to occupancy levels or operational requirements. The following is not permitted:

- Removing food from the buffet restaurant.
- Access to the Restaurant or Bar wearing only swimwear.

SWIMMING POOL

1. Pool opening hours during summer are from 10:00 a.m. to 9:00 p.m. Pool hours may vary due to weather conditions, maintenance requirements, or event use.
2. Children under 16 years of age are not permitted to use the pool or solarium area unless accompanied by their parents.
3. Access to the swimming pool is restricted exclusively to Guests staying at the Establishment.
4. Showering before entering the pool is mandatory.
5. Balls, inflatable mattresses, or similar items are not permitted in the pool, except for children's floats.
6. Use of pool sun loungers is free of charge. The Establishment operates a "**No Sunbed Reservation**" policy to ensure fair access for all users. Staff may remove personal belongings from sun loungers not used for at least 30 consecutive minutes when other guests are waiting to use them. In such cases, belongings will be taken to and deposited at Reception.
7. Use of in-room towels at the pool is strictly prohibited. The hotel provides towels for exclusive pool use free of charge.
8. Consumption of food and beverages in the pool area is prohibited.

GYM

The gym is open 24 hours a day, 365 days a year.

1. Presence in the gym is limited strictly to performing physical exercise.
2. Access is not permitted to people who are not using the facilities, nor to minors under sixteen years of age.

3. Gym equipment must be used with appropriate sportswear and footwear suitable for this type of facility.
4. Use of a hotel or personal towel is mandatory for hygiene reasons, to avoid possible contagion and damage to equipment.
5. Smoking and the consumption of food or alcoholic beverages are strictly prohibited in the gym.
6. The maximum capacity of the gym is 8 people.
7. For the benefit of all users, please return all sports equipment to its designated place after use and handle it with care to prevent premature deterioration.
8. In case of any doubts or equipment malfunctions, please report them as soon as possible to Reception or Customer Service.