

INTERNAL REGULATIONS of Hotel- Balneario Ledesma

To ensure a pleasant stay at the Ledesma-Balneario, we have an **INTERNAL REGULATION** that contains the policy, norms and rules that will govern the relationship between the Residential and its customers. All the people who stay, during their stay, will be subject to these RI Regulations, considered by their nature an adhesion contract that must be fulfilled. This Regulation will also be applicable and mandatory for:

- Visitors and/or occasional companions of the customers of the Hotel-Balneario de Ledesma and its facilities in general
- Users of the services and facilities of the Hotel-Balneario de Ledesma, open to the general public.
- Any person who, even occasionally, visits or wanders inside the Ledesma Hotel-Balneario and its facilities in general.
- Attendees at events held at the Hotel-Balneario de Ledesma and its facilities in general.
- Contractors, organizers and personnel involved in the organization and development of events held at the Hotel-Balneario de Ledesma and its facilities in general.

Otherwise, the Management reserves the Right of Admission and Permanence.

1. Customers/users have the obligation to pay the amount of the services enjoyed at the time of presentation of the invoice, according to the agreed conditions.
2. The Balneario may request a prior guarantee of payment by credit card, deposit or advance, for the contracted services, in accordance with the applicable legislation.
3. There are current price lists, in a visible place, at the reception and cafe, in addition to having them on our website www.balnearioledesma.com
4. The accommodation reservation begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day indicated as the departure date. For possible changes, please ask at reception. Prolonged occupancy for a time greater than that described, without prior agreement, will result in the obligation to pay one or more days, depending on the length of time.
5. The stay of two people in a room that had been contracted for one will not be allowed. In this case, the fixed rate for double use will be paid.
6. Unaccompanied children from their family, teachers or others are prevented from staying/accessing the Hotel/Balneario without the written permission of their parents/guardians.

7. It is not possible to use any of the services offered by the Balneario without prior reservation at the reception of the bathrooms or at the hotel reception.
8. To use the balneotherapy services for more than 4 nights, it is necessary to go through the consultation, so that our medical team can prescribe the best treatment.
9. To use the balneotherapy services for 1, 2, 3 or 4 days, the mandatory questionnaire must be completed to rule out contraindications.
10. The use of the Balneario in general is not indicated for children under 4 years old and in particular, the stove area, for children under 6 years of age.
11. Access to the treatment, relaxation, jacuzzi and dynamic thermal pool areas will not be allowed with street shoes. The use of flip flops is recommended. The gym area can also be accessed with sports shoes.
12. The bathrobe deposited in your room is for single use for the entire stay.
13. The white towel that is given to you at the entrance of the balneotherapy services is for single use for all days of treatment.
14. For the "Parafango" treatment, ask the corresponding assistant for the blue towel.
15. The hotel reception hours are continuous 24 hours from Monday to Sunday. The one at the Balneario varies depending on the tickets. You can check it at the hotel reception.
16. The room cleaning hours are from 08:45 to 15:45.
17. Smoking is not allowed in all common areas, in the balneario and in the hotel rooms and apartments.
18. It is forbidden to bring food or drinks into the Hotel Balneario to be consumed inside the establishment.
19. It is not allowed to take food or drinks out of the Hotel dining room.
20. The access of people accompanied by animals is prohibited, with the exception of those who go with an assistance dog, in accordance with the following classification of the Law of Access to the Environment of Assistance Dog Users of the JCYL:
 - Guide dog: dog trained to guide a person with a visual disability, either totally or partially, or with an added hearing disability.
 - Service dog: dog trained to promote the personal autonomy of a person with a physical disability, through help and assistance in activities of daily living, both in the private and external environment.



- Sound signaling dog: dog trained to notify people with hearing disabilities of the emission of sounds and their origin.
- Warning dog: dog trained to give a medical alert to people suffering from diabetes, epilepsy or another disease that is recognized in accordance with the provisions of number 2 of the second final provision of this law.
- Dog for people with autism spectrum disorder: a dog trained to promote the personal autonomy of these users through help and assistance in activities of daily living, both in the private and external environment.
- Dog trained for new support needs for people with disabilities that may arise, in accordance with the provisions of number one of the second final provision of this law.

The Law will establish the requirements and conditions for recognition of the status of assistance dog and user, as well as the obligations for users, owners and dog trainers and educators. In addition, the obligation for Community assistance dog training entities to be registered in the Register of Entities, Centers and Services of a Social nature, as providers of the service for the promotion of personal autonomy, is included. The Registry of assistance dogs and bonding units is also created, which depends on the Ministry of Family and Equal Opportunities.

21. The access and permanence of people in the balneario hotel will be prevented in the following cases:

- When the established capacity has been completed with the users who are inside the enclosure or establishment.
- When the closing time of the establishment has been exceeded.
- When the minimum age established to access the premises is not reached, according to current regulations.
- When the person who intends to access has not paid for the ticket or location in cases where this is required.
- When the person manifests violent attitudes, especially when they behave aggressively or provoke altercations, cause situations of danger or inconvenience to other attendees, or do not meet hygiene conditions.
- When the person carries weapons and objects that can be used as such, unless, in accordance with the provisions at any given time by the specific applicable regulations, they are members of the Security Forces and Bodies or private bodyguards integrated into private companies, and access the establishment in the exercise of their functions.
- When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed, and those who show obvious signs or behaviors of being intoxicated.
- When it causes noise that disturbs the normal development of the establishment.



- When he does not adopt the hygienic-sanitary measures recommended by the establishment or maintains attitudes that do not conform to the health and cleanliness of the establishment.
- When it violates the normal social coexistence of the establishment.

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

22. The passage and stay inside the balneario hotel will be in the places reserved for customers, without them being able to access in any case to the premises or reserved or private balneario.

23. Access to the restaurant-buffet or the cafe of the establishment in swimwear is not allowed.

24. The Hotel Balneario is not responsible for theft or loss of objects that have not been previously deposited at the reception.

25. Safety regulations prohibit the use of irons in hotel rooms and apartments. The complex offers its customers a laundry service, with the price list available in their rooms.

26. Upon entering the Hotel, you are given the accommodation contract, which accredits you as a guest of the Ledesma Balneario. It is recommended that you always carry it with you, within the facilities, in case your identification is requested.

27. In case you want your room to be made up, hang the notice "please make up the room" on the outside of the access door to your room. If you wish not to be disturbed, hang the "Please Do Not Disturb" sign in the same place.

28. It is forbidden to use the towels and other clothes in the room for use outside the establishment. The Ledesma Balneario makes towels for the outdoor pool available to its customers, for exclusive use by rental, upon request at the pool ticket office and their subsequent delivery in the same place. In case of loss or deterioration of the towel, the client will pay the amount of it.

29. The furniture and utensils of the rooms, as well as the rest of the Balneario rooms, are part of the services provided and have been arranged with the intention of making the stay of the customers as pleasant as possible, for which a appropriate and respectful use of them. The Ledesma Balneario reserves the right, in the event of any type of damage, deterioration or theft caused in the room or any other facility of the balneario hotel by the client, to claim the corresponding compensation from the latter.

30. The use of the sun loungers in the outdoor pool is made upon payment of a rental, in strict order of arrival, and cannot be reserved.



31. For the use of the outdoor pool, we recommend that you carefully read the regulations for use that are found in it for this purpose. The regulations for pools for collective use are attached as an annex.

32. The electrical installation in your room is 220 volts.

33. Television, Internet, Wi-fi services are provided subject to the technical conditions of the provider, and the establishment is not responsible for any interruptions that may occur, nor for the quality of the signal.

34. If you discover any deterioration or anomaly, contact reception. Please use the facilities properly.

35. Respect the areas where the facilities are located during night hours. In general, avoid making unnecessary noise, especially overnight.

36. The hours of all the Hotel facilities, marked at the entrance, must be respected. Some hours may change depending on the time of year.

37. The customer car park is located in the area of the solar panels, close to the river. In all the other spaces distributed throughout the complex you can circulate, but NOT park, except for loading and unloading for 5 minutes. Failure to respect these rules, in the areas indicated above, will entail the charge of an amount equivalent to one day's stay in the paid garage or if you violate the NO PARK rule for more than one day, you will be charged for a day daily said amount until the end of the offender's stay.

Remember that the sidewalks are for pedestrian use.

38. The management of the establishment recommends:

- Watch and control your luggage. Don't leave it unattended.
- Close your bedroom door when you leave it and try opening it again to make sure it's locked properly, even if it's only for a short time.
- Keep the door closed when you are in the room.
- Close your luggage when you are not using it. If the luggage has a lock, always use it.
- Protect your room key. Do not just leave the key at the reception desk. Always return your key, in hand, when you leave the hotel.
- Immediately notify the Management of any abnormal event that you notice, such as: people in a suspicious attitude in the corridor, repeated phone calls from people who do not identify themselves, knocks on the door of your room from people unknown to you...
- Don't be upset if they ask you to identify yourself at the reception.
- Do not display jewelry, money, or valuables in your room.
- Do not invite strangers into your room.
- Do not allow repair personnel to enter your room without having been requested or authorized by the Hotel Management.
- Do not allow people into your room with unsolicited deliveries.
- When socializing with strangers, do not reveal your hotel name or room number.



- Do not discuss specific plans for future excursions, outings, etc. in public or with strangers.
- Do not show your room key in public places.
- We appreciate your participation in the event that, during your stay at the Hotel, any accident or evacuation drill is carried out.

RULES FOR OUTDOOR POOLS FOR COLLECTIVE USE GENERAL CONSIDERATIONS

- Read the pool regulations before using its spaces and services.
- The use of the pool by any user will be carried out in strict compliance with the measures of the Internal Regulations and the indications of the lifeguard and the facility staff for their safety and the well-being of all users. The disobedience of the rules of use of the pool, or the orders of the staff, by the user, will mean their immediate expulsion from the establishment.
- Drink frequently and sunbathe in moderation, to avoid dehydration and heat stroke. It is advisable to wear a cap and a t-shirt, especially for children.
- Dangerous games and practices, running, violently diving, throwing objects,... and in general all those acts that hinder, hinder or prevent the proper use of swimming pools are prohibited.
- It is forbidden to throw any type of waste, paper and the like on the ground. If there is a repeated practice, the management may withdraw the ticket or the voucher without the right to a refund of its amount.
- Prohibited access to the premises with symptoms of drunkenness.
- The Management reserves the right to use any space in the facility at any time for activities such as swimming courses, children's activities, sports activities, leisure time and similar. No user outside the activity may use these spaces.
- The Management reserves the right to modify the bathing hours at any time to solve any problem associated with the enclosure, seeking the benefit of all users and due to adverse weather conditions.
- The Management reserves the right to apply any other measure it deems appropriate for the benefit of the good use, safety and sustainability of the facilities.

Access control

- It is mandatory to present the ticket and identification each time you access the pool.
- It is forbidden to use the documents accrediting the entry or identification of third parties, impersonating them. Said action may lead to expulsion from the facility for the entire season.
- It is recommended not to enter with valuables.

Clothing and equipment for the bathroom

- It is forbidden to access or remain wearing shoes and/or street or inappropriate clothing in the pool beach areas.
- Mandatory to wear specific bathing shoes such as flip flops, water sandals or booties in showers and wet areas.
- To prevent foot infections, use rubber slippers, both in the pool area and in the changing rooms and showers.

Shower

- Mandatory to shower before and after bathing.

Use of changing rooms

- The practice of any other activity other than the specific change of clothes and hygiene associated with the use of the pool will not be allowed inside the locker room building.
- Children under 8 years old, regardless of their sex, may access the locker room of the sex of the adult companion who exercises parental authority, guardianship or others, in order to perform cleaning and dressing functions.
- No shaving or waxing in the changing rooms.

Pets

- It is forbidden to introduce dogs or other animals (except guide dogs, according to current regulations).

Bathing area

- It is forbidden to throw or push people into the pool.
- It is advisable to collect the hair and the use of bathing caps.
- It is not allowed to access with clothing or footwear that is not exclusive for bathing.
- No smoking, eating or drinking is permitted in the bathing compound.
- Access to the bathing area with glasses, containers or glass or crystal utensils is prohibited.
- Check the different depths of the pool before use in order to avoid accidents.
- In the splash pools, the use of t-shirts in the bathroom by the children will be allowed for their sun protection.

Adults may use this garment within the pool facilities, but not for bathing.

- The use of diapers is not allowed, they are only allowed in the case of babies and they must be suitable for use in the water.
- It is not allowed to introduce devices for underwater swimming such as masks, fins or blunt objects or objects that may bother other users, except in expressly approved directed activities.
- It is not allowed to introduce elements that suppose a risk or danger to users into the pool vessels, including: diving goggles, fins, floats, balls, etc. The use of floats, mats, balloons, balls and the like is prohibited.
- Mandatory to leave the glass of the pool in case of storms, the water attracts the electromagnetic current.
- It is forbidden to jump into the pool from any area, with the exception of the springboards.
- It is not allowed to jump into the water or do stunts of any kind. The Management is not responsible for any accident due to the negligence of the users.
- No running around the pool.

Use of the venue



- The orders and recommendations of the pool staff and the lifeguard must be scrupulously followed. His disobedience will imply the eviction of the user.
- You should not be distracted or hinder the lifeguard's work.
- Prohibited to take photographs or video sequences of other users without their express consent.
- Prohibited from carrying out acts that disturb, annoy or endanger other users, (running in wet areas, violently diving, using audio devices at an annoying volume, throwing rubbish,...), hinder, hinder or prevent the development of activities directed, suppose material damage to the facilities or affect general hygiene.
- It is forbidden to introduce glass objects (glasses, jars, mirrors, bottles...) in the pool area and flammable, dangerous or harmful substances throughout the premises.
- It is forbidden to use the sports spaces for the practice of activities or sports modalities other than the intended use, unless expressly authorized.
- Outside bathing hours, the facility will remain inaccessible to users.

DATA PROTECTION:

In accordance with the provisions of current regulations on personal data protection, Regulation (EU) 2016/679 of April 27, 2016 (GDPR) and Organic Law (ES) 15/1999 of December 13 (LOPD), We inform you that the personal data and email address, collected from the interested party or from public sources, will be processed under the responsibility of BALNEARIO DE LEDESMA, S.L.U. for sending communications about our products and services and will be kept as long as there is a mutual interest for it. The data will not be communicated to third parties, except legal obligation. We inform you that you can exercise the rights of access, rectification, portability and deletion of your data and those of limitation and opposition to its treatment by contacting the parent company of **Grupo Montepío-Balneario de Ledesma at PLAZA PRIMO DE RIVERA, 2- 1ªPLANTA 33001 OVIEDO (ASTURIAS)** or sending a message to the email: montepio@montepio.es

If you consider that the treatment does not comply with current regulations, you can file a claim with the control authority at www.agpd.es

THE MANAGEMENT RESERVES THE RIGHT TO MODIFY, RECTIFY AND/OR CANCEL PART, ONE OR MORE ARTICLES OF THIS REGULATION WITHOUT PRIOR NOTIFICATION, TAKING INTO ACCOUNT, AT ALL TIMES, THE LEGITIMATE INTERESTS OF CUSTOMERS.

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