

Hostal Mar de Boca gives you the warmest of welcomes. In order to make your stay at the establishment as pleasant as possible, you will be asked to comply with the following rules

## **Hostal Mar de boca., Reserves the right of admission.**

- The guest has the obligation to register upon arrival, and in the case of groups, the representative must provide the names of all the guests to be housed and hired in advance, providing an original or certified copy of a valid identity document.
- The company will deny accommodation to the guest who does not meet these requirements and will be empowered to demand, if it deems it appropriate, the identification of the applicant and the persons accompanying him.
- For the comfort of all our guests, pets are not allowed.
- It is not allowed to enter the hostel firearms, flammable explosive materials, narcotics or similar substances.
- Any damage or loss caused by the guest to the property, property and equipment owned by the hostel, must be paid in accordance with the value established by the company.
- Smoking is not allowed in our facilities. According to law N ° 19,419 article 10 of environments free of tobacco smoke.
- When a room is improperly used, understood as improper use of tobacco (with the corresponding smell), the use of food and drinks (with the corresponding stains) and anything that involves dirt or odor that exceeds that caused by use normal for a hostel room. The cost charged to the invoice will be that corresponding to the cost of cleaning the curtains and bedding, as well as the thorough cleaning that must be carried out as a consequence of the detailed misuse.
- Check-in time is from 3:00 pm to 11:00 pm, while check-out is until 12:00 pm, with the management being empowered to require the guest to vacate the room.
- If any guest stays longer than the stipulated here, they will be charged one more day.
- All visits to rooms occupied by guests are strictly prohibited, except those made with the authorization of the management.
- The hostel reserves the right to request the evacuation of any other person who is in the facilities without authorization.
- No person has the right to accommodate another without the prior consent of management.
- The guest can make their payments in cash or electronic transfer
- Loud or loud music is not allowed in the premises or rooms.
- It is forbidden for guests to alter the order, cause inconvenience to other users within the **establecimiento o usar la**

electrical current and mechanical equipment installed in the rooms for other than those for which they are intended.

- Guests are prohibited from driving nails or hanging images and objects on the walls, lighting fires in inappropriate places, having substances that, due to their stench or easy decomposition, disturb other users of the establishment.
- The balance due for the reservation must be paid upon arrival.
- Eventual additional expenses are borne by the guest and are canceled at the time of departure from the hostel.

**The hosting contract may be terminated by the following:**

- At the end of the reservation period (Check out time on the day of check out).
- For violation of the covenants and regulations that regulate it.
- For committing the guest moral offenses or making scandals that disturb the other guests.
- Due to the absence of the guest for more than forty-eight (48) hours without leaving notice or warning.
- For lack of payment in the agreed manner.
- The rights of the establishment as well as those of the guests to report to the competent authorities the facts that constitute a crime or that give rise to responsibility for any of the parties in their persons and property, as long as they occur within the facilities or bedrooms.
- Any complaint, suggestion or congratulation of the guest, can be delivered to our suggestion book that is at the reception or directly to the receptionist or manager.
- Objects and values forgotten by a guest will remain in the custody of the administration for a term of 30 days, once this term has concluded and as there is no claim, it will be considered that the guest does not require the forgotten object and values.

**Deposit, guarantee and / or cancellation policy.**

- Any reservation request is subject to availability by the hostel.
- To avoid discrepancies, make sure the reservations department has received the requested changes.
- All reservations must be guaranteed by some form of payment, either by cash deposit and / or transfer.
- In the event that the reservation is not canceled with the required notice or if the client does not show up, the hostel will charge 100% of the amount corresponding to the first night for the concept of no show.
- No refunds will be made for confirmed reservations.