

 <p><b>HOSTEL LA CAZIHITA</b> RNT 19612 - NIT 0900310243-08</p>	NTS-TS 002	FECHA	19/01/2019
	<b>HOSTEL GUEST REGULATIONS</b>	VERSION	1
	Responsable Encargado de Implementación	CODIGO	3.9

## HOSTEL REGULATIONS

### 1. STAY IN THE HOSTEL

- Check-in starts at 2:00 p.m., new guests cannot be admitted after 11 p.m. Check-out time is 12:00. After this time the hostel will charge per hour proportional to the cost of the lodging.
- You have the right to use all the services that the house offers apart from the assigned room; this includes the living room, dining room, kitchen, parking lot, green areas, laundry room and clothing court.
- The guest must comply with the instructions published throughout the hostel.

### 2. OBLIGATION OF INFORMATION.

- It is the guest's obligation to show their current identification (citizenship card or passport) and provide the necessary information for registration and check-in.
- It is the obligation of the guests to inform the administration of *the Hostel* about situations, infractions or crimes that take place in the establishment so that the *Hostel* can take the appropriate measures and inform the competent authority.

### 3. SILENCE AND RESPECT

- If you return late at night or leave early in the morning, please try to be as quiet as possible for the comfort of other guests.
- From 10 pm, the volume of the voice and noise should be moderated to respect the silence in the corridors and common areas.
- Any annoying actions that may affect the guests of the Hostel and those who work in it should be avoided.

### 4. PROHIBITIONS

- Smoking is prohibited in the rooms and outside the permitted areas.
- Illegal consumption of narcotic drugs or psychotropic substances is prohibited. Regulated by National **Decree 3788 of 1986**.
- The Hostel warns the guest that the exploitation, abuse and sexual tourism of minors in the country are criminally and civilly punished according to the legal provisions in force. Regulated by **Art. 17 of Law 679, 2001**.
- The entry of pets into the rooms is prohibited.
- It is forbidden to execute any act that causes damage or injury to the Hostel or to the other guests.
- It is forbidden to hold celebrations or parties in the Hostel without prior authorization from the administration.
- It is forbidden to accommodate people other than registered guests and in any case advance notice will be given of any variation in the number or identification of the people who were originally registered. Neither will they be able to enjoy all the services of the Hostel, other than those registered.
- Hostel LA CAZIHITA cannot be used to carry out commercial transactions without prior authorization from the administration.

### 5. LOSS OF KEYS AND DAMAGE

- In case of loss of keys and general damages caused by the guest, the cost will be charged to the account.

### 6. USE OF SERVICES

- The services provided by the Hostel must be used in accordance with the rules of good faith, without including waste or disproportionate use of the same.

### 7. ROOM CLEANING

- The room cleaning service will be carried out in the morning from 9 a.m. to 12 a.m. Guests who do not make their rooms available during this time will not be cleaning the room.

### 8. SECURITY MEASURES

- The *Hostel* is not responsible for the loss of valuables that have not been handed over to the administration for safekeeping.

### 9. ADDITIONAL REGULATIONS

- The cleaning staff of the hostel will have access to the rooms occupied by the guests only at the established time and with the purpose of carrying out their work.
- The guest is also obliged to pay for all the days of accommodation fixed in the reservation.

### 10. NON-COMPLIANCE WITH THE HOSTEL'S REGULATIONS

- In case of infringement of one or more of the regulations mentioned above, the *Hostel* has the right to cancel the contracted service without any consideration.

We appreciate your suggestions for improving our service.