

## WELCOME TO SLOW SUITES MADRID

First of all we would like to thank you for choosing **SLOW SUITES** Apartments for your upcoming stay. We will utmost strive to meet your needs and expectations.

Please read carefully the document below and call our **SLOW SUITES** (herein after, "the company") - Reservations Department in case of any doubts. Make sure that everything is clear. Full consent and your total agreement with the below will be expressed and understood, the moment any Guest within the party, registers online and/or digitally at the automated Check-In Kiosk/tablet on-site. **Keep a copy of this HOUSE RULES Doc**, for your records. Apartment registration/check-in, implies the Full Acceptance of all House Policy Terms & Conditions and the Primary Guest (as confirmed in room reservation) is fully responsible for the compliance for all Rules, paying all applicable fines/penalties if applicable for him/herself and on behalf of all accompanying Guests,

### Virtual Reception / Telephone Assistance

From Monday to Sunday 08:00 am to 23:59 pm, +(34) 91 411 10 10

### Check-In Hour

Starting at 3:00 pm (no early Check-In / NO luggage facilities available)

### Check-Out Hour

Before 11:00 am, the latest. Checking-Out afterwards, will incur in Late Check-Out Fees

### Trash disposal hours

Only between 16:00 pm - 19:00 pm

**Emergency telephone number** (police, firemen, health care...) 112

### Locksmith 24h service (at guest's expense)

+(34) 915 18 60 56 | +(34) 602 22 52 99

## APARTMENT RULES

- We are providing a Fully Equipped Apartment, in good condition and state of repair. If anything should be missing, please let us know immediately. Thus **we kindly ask you to respect and appropriately use** the facilities, décor and furnishings of the common areas which you have at your disposal. At the end of your stay, the apartment which you have rented, fully equipped and furnished, **must be left in the same conditions** in which it was found. In case of any damage caused to the apartment or any of its facilities, the company will charge on the credit card provided as reservation guarantee, the full cost of repair and/or replacement of such damages. The total amount billed as **Damage-Fees**, will be based on the actual cost of such repairs and/or replacements.
- During your stay **Guest will be responsible for the Apartment and/or Parking keys**. If you lose the keys, an amount of **50 EUR each, per key-set** (apartment/parking), will be charged to your credit card for the new set of keys (copies)
- As restricted by Law, we kindly ask that you to follow the **Quiet Hours**, and keep **noise levels down between Midnight and 8am**. In consideration of other guests, we deeply appreciate it in advance.
- Please always close the door with a key when leaving the apartment. In case of robbery or loss of personal items, **SLOW SUITES** cannot be held responsible for any loss of monetary or sentimental value. **All Apartments have a safety-deposit box for your convenience and valuables' safety**. Please use it, following the instructions manual there available. If in doubt, please give us a call.
- **Smoking is NOT permitted** on the premises. Smoking or tampering with smoke detectors will result in a **fine of: 100€** on your card.
- **Parties /Get-Togethers are NOT permitted** in our Apartments. Max number of Guests at one time cannot exceed 10% of the maximum Apt capacity. The **fine for NON-Compliance is 250€** on your card.
- **Animals/Pets are NOT permitted** in our Apts nor premises. The **fine for NON-Compliance is 100€** on your card, for Extra Cleaning.
- **Hanging clothes on windows or balconies is prohibited** by Law. The applicable legal **Fine may reach up to 750€** payable by the Guest, through credit card charge.
- Any **forgotten items** inside the apartment, will be kept for a maximum of 15 days, from Check-out date. Afterwards, these will be discarded, and **SLOW SUITES**, will not be responsible to replace or repay them.

We kindly ask that you contact our **SLOW SUITES'** staff in case of any doubts, needs or suggestions that you may have during your stay.

By accepting these House Rules at the time of Registration/Check-In (both online and at our Automated Check-In Kiosk onsite), the Guest accepts in full, and acquires a commitment with Slow Suites, of responsibility to comply: for yourself, and on behalf of your accompanying party. This commitment also includes the accuracy and truthfulness of personal and payment and guarantee credit card information provided during the whole booking/stay process. Any penalty or fee, will be automatically charged, if applicable.

Once again, Thank you for choosing **SLOW SUITES**, and we truly hope you enjoy your stay!