



HOUSE GUIDELINES

Guest Policies and Property Guidelines

Version 1.0

Last Updated: July 2026

Welcome

Welcome to **The Palace Hotel, Madrid**.

Our commitment is to provide every guest with a safe, comfortable and memorable stay while delivering the exceptional standards of hospitality, service and elegance that define **The Luxury Collection**.

These House Rules outline the policies governing the use of the Hotel's facilities and services. Their purpose is to ensure the comfort, safety, privacy and wellbeing of all guests, visitors and associates while preserving the quality of the experience throughout the property.

By entering or remaining on the Hotel premises and using its facilities or services, guests acknowledge and agree to comply with these House Rules, without prejudice to any rights granted under applicable legislation.

1. Purpose

These House Rules establish the policies governing the use of the facilities, services and common areas of **The Palace Hotel, Madrid**, as well as the conditions applicable to all guests and visitors during their stay.

Their purpose is to promote a safe, respectful and welcoming environment while protecting both the Hotel's facilities and the comfort of everyone on the property.

These policies apply to all guests, visitors, contractors and any other person accessing the Hotel.

2. Applicable Regulations

These House Rules have been prepared in accordance with the legislation governing hotel establishments in the Community of Madrid, including, where applicable:

- Law 1/1999 of 12 March on Tourism of the Community of Madrid.
- Royal Decree 933/2021 regarding guest registration requirements.
- Decree 19/2023 regulating hotel establishments in the Community of Madrid.
- Any other legislation applicable during the validity of these House Rules.

Should applicable legislation be amended, these House Rules shall be deemed automatically adapted where required.

3. Availability of these House Rules

These House Rules are always available for consultation by guests and visitors.

They may be accessed:

- At the Hotel Front Desk.
- On the official website of **The Palace Hotel, Madrid**.
- Through any additional communication channel designated by the Hotel.

The latest published version shall always prevail.

4. Guest Identification and Registration

4.1 Identification

In accordance with Spanish legislation, all guests must present a valid original government-issued identification document upon arrival.

The Hotel reserves the right to refuse accommodation where guest identity cannot be verified as required by law.

4.2 Accepted Identification

Accepted forms of identification include those recognised under Spanish legislation, such as:

- National Identity Card (where applicable).
- Valid Passport.
- Spanish Residence Permit.
- National Identity Card issued by a Member State of the European Union or by any country whose documentation is legally recognised in Spain.

The Hotel may request any additional documentation required by the competent authorities.

4.3 Guest Registration

Guests aged fourteen (14) years or older are required to complete and sign the official guest registration form upon arrival.

The Hotel may request the personal information required by applicable legislation, including but not limited to:

- Full name.
- Identification document details.
- Nationality.
- Date of birth.
- Permanent address.
- Contact details.
- Number of guests included in the reservation.

- Relationship between accompanying guests where minors are involved.

Personal data will be processed in accordance with applicable data protection legislation and Marriott International's Privacy Policy.

4.4 Minors

Minors must remain under the supervision and responsibility of their parents, legal guardians or accompanying adults at all times.

Unless expressly stated otherwise, the Hotel does not provide childcare or supervision services.

Parents or legal guardians shall remain fully responsible for the conduct and safety of any minors under their care throughout their stay.

5. Guest Rooms and Occupancy

5.1 Check-in and Check-out

Unless otherwise agreed, guest rooms are available from **3:00 p.m.** on the day of arrival and must be vacated by **12:00 noon** on the day of departure.

Requests for **Early Check-in** and **Late Check-out** are subject to availability and may incur additional charges.

5.2 Stay Extensions

Requests to extend a stay are subject to room availability and the applicable rate at the time of the request.

Guests remaining in their room beyond the agreed departure time without prior authorisation may be subject to additional charges.

5.3 Maximum Occupancy

Each guest room may only be occupied by the maximum number of guests permitted for the reserved room category.

Guests may not accommodate additional persons or transfer occupancy of the room without prior authorisation from the Hotel.

5.4 Visitors

For security reasons, any visitor wishing to access a guest room must first register with the Front Desk.

The Hotel may request valid identification and reserves the right to authorise or deny access in accordance with these House Rules and applicable legislation.

5.5 Room Keys and Access Cards

Room keys and access cards remain the property of the Hotel and are intended solely for the registered guest's personal use during the authorised stay.

Any loss or damage should be reported immediately to the Front Desk so that the card may be deactivated and replaced.

6. Right to Deny Access and Refuse Service

At **The Palace Hotel, Madrid**, we are committed to providing a safe, peaceful and respectful environment for all guests, visitors and associates.

In accordance with applicable legislation, Hotel Management reserves the right to deny access to or require any person to leave the property if their behaviour compromises the safety, comfort or wellbeing of others, or disrupts the normal operation of the Hotel.

Access to, or continued presence on, the property may be refused, including but not limited to, in the following circumstances:

- Failure to provide valid identification as required by applicable law.
- Failure to comply with these House Rules.
- Aggressive, abusive, threatening or inappropriate behaviour towards guests, visitors or associates.
- Behaviour influenced by alcohol or illegal substances that may disturb other guests or compromise safety.
- Damage to Hotel facilities, furnishings or equipment.
- Repeated disturbance of the peace and comfort of other guests.
- Engagement in unlawful or disruptive activities.
- Failure to settle outstanding charges relating to accommodation or Hotel services.

Where necessary, the Hotel may take any reasonable measures required to protect guests, visitors, associates and Hotel property, without prejudice to any legal remedies available.

7. Guest Conduct

The Palace Hotel, Madrid is dedicated to providing an atmosphere of comfort, courtesy and mutual respect.

Guests are kindly requested to behave in a manner that contributes to the enjoyment of all those staying at or visiting the Hotel.

Accordingly, guests are expected to:

- Respect fellow guests, visitors and Hotel associates at all times.
- Follow any reasonable instructions provided by Hotel associates relating to safety or the proper use of the facilities.
- Avoid excessive noise or disruptive behaviour, particularly during evening and overnight hours.
- Use all Hotel facilities, furnishings and equipment responsibly.

- Respect the privacy and comfort of other guests throughout the property.

Any guest responsible for damage to Hotel property, whether intentional or resulting from negligence, may be charged for the cost of repair, replacement or specialised cleaning where applicable.

8. Smoke-Free Policy

To promote the comfort, health and wellbeing of all guests and associates, **The Palace Hotel, Madrid** is a **100% smoke-free property**.

Smoking, vaping and the use of electronic cigarettes or similar devices are strictly prohibited throughout all indoor areas of the Hotel, including but not limited to:

- Guest rooms and suites.
- Corridors and hallways.
- Lobby and public areas.
- Restaurants and bars.
- Meeting and event spaces.
- Fitness Center.
- Elevators.
- Restrooms.
- Any other enclosed area within the Hotel.

Smoking is permitted only in designated outdoor smoking areas, where available.

Guests who smoke or vape inside the Hotel may be charged for any specialised cleaning, deodorisation, repairs or loss of revenue resulting from the room being temporarily unavailable for sale.

9. Pet Policy

The Palace Hotel, Madrid welcomes dogs and cats in accordance with the Hotel's current Pet Policy.

Pet acceptance is subject to the conditions published by the Hotel at the time of booking.

9.1 General Conditions

Pets must remain under the care and supervision of their owner or responsible adult at all times.

For the comfort and safety of all guests:

- Pets may not be left unattended in guest rooms.
- Pets must be kept on a leash or transported in an appropriate carrier while moving through public areas.
- Owners are responsible for ensuring that their pets do not disturb other guests.

9.2 Restricted Areas

Except legally recognised service animals, pets are not permitted in:

- Restaurants.
- Bars.
- Event and meeting spaces.
- Food preparation or service areas.
- Fitness Center.
- Any other area identified by Hotel signage.

9.3 Owner Responsibility

Pet owners are fully responsible for any damage, excessive cleaning or disturbance caused by their pet.

Where necessary, the Hotel reserves the right to recover the costs associated with repair, replacement or additional cleaning.

9.4 Right to Refuse

Hotel Management reserves the right to refuse admission to, or request the immediate removal of, any pet whose behaviour compromises the comfort, hygiene or safety of guests, visitors, associates or Hotel facilities.

10. Hazardous Items and Lithium Batteries

The safety of our guests, visitors and associates is of paramount importance.

For this reason, guests may not bring onto the Hotel premises any item that could reasonably present a fire, explosion or other safety risk.

The following are strictly prohibited:

- Damaged, defective or modified lithium batteries.
- Charging electric bicycles, electric scooters or other personal mobility devices anywhere within the Hotel, including guest rooms.
- High-capacity lithium batteries intended for industrial or commercial use.
- Flammable, explosive or otherwise hazardous materials not authorised by applicable legislation.

Hotel Management reserves the right to require the immediate removal of any prohibited item and to take any reasonable action necessary to protect the safety of guests, associates and the Hotel.

11. Responsibility for Damage

Guests are expected to treat all Hotel facilities, furnishings, equipment and decorative items with due care and respect.

Any damage resulting from negligence, misuse or intentional acts may be charged to the responsible guest following an assessment of the repair, replacement or cleaning costs incurred.

12. Safe Deposit Boxes

For the convenience and security of our guests, every guest room is equipped with an in-room safe.

Guests are encouraged to store valuables securely whenever they are not in their possession.

Subject to availability, the Hotel may also provide a central safe deposit service through the Front Desk for items of exceptional value.

The Hotel's liability for deposited valuables shall be governed by the applicable legislation and the procedures established for the safekeeping of such items.

13. Parking Facilities

The Hotel offers on-site parking facilities, subject to availability and the applicable parking fees.

By using this service, guests agree to the following conditions:

- Each parking space may be used only for one vehicle.
- Vehicle maintenance, repairs or washing are not permitted within the parking facilities.
- Animals may not be left unattended inside parked vehicles.
- Guests are advised not to leave valuables visible inside their vehicles.

The Hotel shall not be liable for the loss of or damage to personal belongings left inside vehicles, except where required by applicable law.

Vehicle owners remain responsible for any damage caused to third parties or Hotel property while using the parking facilities.

14. Fitness Center

The Fitness Center is available exclusively to registered guests and any other persons specifically authorised by Hotel Management.

To ensure a safe and enjoyable environment, guests are kindly requested to:

- Wear appropriate athletic clothing and footwear.
- Use all equipment in accordance with the manufacturer's instructions.
- Use a towel while exercising.
- Clean equipment after use using the products provided.
- Respect the maximum occupancy established for the facility.

Guests with any medical condition that may affect their ability to exercise are encouraged to seek appropriate medical advice before using the Fitness Center.

Unless otherwise specified by the Hotel, guests under the age of sixteen (16) must be accompanied and supervised by a responsible adult.

15. Lost & Found

Items found within the Hotel will be held for the period required under applicable legislation.

Where possible, the Hotel will make reasonable efforts to contact the owner using the information provided during the stay.

Shipping costs associated with the return of lost property shall be the responsibility of the owner unless otherwise agreed by the Hotel.

Items not claimed within the applicable retention period will be handled in accordance with the relevant legal requirements.

16. Restaurants & Bars

The Hotel's restaurants and bars operate according to their published opening hours, which may be obtained from the Front Desk or the official Hotel website.

To preserve the atmosphere and guest experience expected within a luxury hotel, a **Smart Casual** dress code is recommended during dinner service and whenever indicated.

Guests may not enter restaurants or bars wearing:

- Swimwear.
- Bathrobes.
- Hotel slippers.
- Clothing considered excessively casual.
- Any attire deemed inappropriate for the venue by Hotel Management.

Hotel Management reserves the right to refuse entry to any food and beverage outlet where these guidelines are not observed.

17. Photography, Filming and Privacy

To protect the privacy of our guests, visitors and associates, professional, commercial or promotional photography and filming are not permitted without prior written authorisation from Hotel Management.

Guests are expected to respect the privacy of others and to refrain from recording or publishing images or videos that may infringe upon another person's rights.

For security purposes, certain public areas of the Hotel may be monitored by closed-circuit television (CCTV) in accordance with applicable legislation.

18. Guest Comfort and Quiet Hours

The Palace Hotel, Madrid is committed to providing a peaceful and relaxing environment for every guest.

Guests are kindly requested to maintain an appropriate noise level at all times, particularly during evening and overnight hours.

Parties, gatherings or activities likely to disturb other guests are not permitted unless expressly authorised by Hotel Management.

Where repeated disturbances occur, the Hotel reserves the right to take any reasonable action necessary to restore the comfort and wellbeing of other guests.

19. Final Provisions

These House Rules may be amended by **The Palace Hotel, Madrid** whenever necessary to reflect changes in legislation, operational procedures or Hotel policies.

The latest version shall always be available on the Hotel's official website and at the Front Desk.

By entering the Hotel, using its facilities or remaining on the property, guests acknowledge and accept these House Rules.

APPENDIX

Applicable Legislation

These House Rules are governed by the legislation applicable to hotel establishments in Spain and, in particular, by the following regulations:

- Law 1/1999 of 12 March on Tourism of the Community of Madrid.
- Decree 19/2023 regulating hotel establishments in the Community of Madrid.
- Royal Decree 933/2021 governing guest registration requirements.
- Organic Law 4/2015 on the Protection of Public Safety, where applicable.
- Law 28/2005 and Law 42/2010 regarding smoke-free environments.
- Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR).
- Any other legislation applicable during the validity of these House Rules.