

HOTEL REGULATIONS

The guest

The registered guest is the individual in whose name the reservation is originally made, as provided by or on behalf of said individual.

The reservation may not be transferred to a third party.

All persons staying in the Quinta GYO must register at the time of check-in.

A registered guest may not offer lodging to a third party without the prior consent of the hotel. The registered guest must make proper arrangements for registration and payment on the third party's behalf. Failure to do so may result in the refusal of services to the registered guest.

Only with the consent of hotel management may a third party use the services of the hotel, and, in such case, the registered guest accepts responsibility for the conduct of said person.

Guestrooms have a maximum occupancy of two persons.

The guest may not introduce animals of any kind, including pets, into the guestroom or premises of the hotel.

Quinta GYO reserves the right to deny admission at its own discretion.

Payment

The guest must pay for the rental of the guestroom and for any reserved services, including taxes and fees, in advance of the stay.

At the time of check-in, the guest must guarantee the payment for any additional services they may request during the stay, including food, beverages, and services, and for any damages or loss for which they are deemed responsible.

Check-in and Check-out

Check-in time is between 3:00 p.m. and 10:00 p.m.

Check-out time is 12:00 noon, before which time the guest must vacate the guestroom.

A guest wishing to remain at the hotel beyond the check-out time on the day of departure must notify the hotel management in advance, who will advise the guest of whether or not it is possible to accept their request. Failure to notify the hotel management will result in a charge to the guest's account for an additional night's lodging at the regular room rate.

To extend the stay, the guest must notify the hotel management. The extension will be subject to availability.

Possession of guestroom

Hotel employees shall respect the guest's privacy and the possession of their guestroom for the period of the contracted occupancy. The guestroom will be accessed only for the purpose of housekeeping, in case of emergency within or concerning the guestroom, in the event that the security of the guest or another person is threatened, or upon the guest's request.

The guest is responsible for the keys of the guestroom. A lost key will result in a replacement fee of three hundred Mexican pesos, charged to the guest's account.

Loss and Damage

The guest shall be liable for any damage to the property of the hotel, including buildings, furnishings, and facilities.

The guest must close all windows, exterior doors, and water outlets when not in the guestroom.

The hotel and its guests have the right to report to the appropriate authorities any event in which a person is liable for damage to persons or property occurring on the premises of the hotel.

The removal of any property of the hotel from the premises is strictly forbidden. Any article missing from the guestroom at check-out will be charged to the guest's account.

The guest shall not hold the hotel responsible for the loss of valuables left in the in-room safe, in the guestroom, or in common areas.

The guest shall not hold the hotel responsible for the theft of or damage to their vehicle, parked within the premises of the hotel, or the articles left inside it.

Conduct

The guest must not behave in a manner that is morally objectionable, disruptive, or inconvenient to other guests while on the premises of the hotel.

The guest must treat with respect all fellow guests and hotel staff.

Smoking is strictly forbidden in the guestroom, the breakfast area, and any enclosed space on the hotel premises.

The preparation of food inside the guestroom or use the electricity for any purpose other than lighting, small portable electronic devices (such as mobile phones and laptops), and personal care accessories (such as electric razors and hairdryers) is strictly forbidden.

The use of loudspeakers and the activation of the jets of the spa bath in the guestroom between 11:00 p.m. and 09:00 a.m. is strictly forbidden.

The guest may not have any substance (including medications) in the guestroom whose strong or unpleasant odor would create a disagreeable atmosphere within the room or disturb other guests.

Consumption of food or beverage not provided by the hotel is prohibited at the pools, garden, and other common areas of the premises of the hotel.

The guest may not use audio devices without earphones in common areas.

Quinta GYO promotes an ambiance of relaxation and tranquility. All guests must respect this ambiance, particularly during, but not limited to, nighttime hours. If a guest creates a disturbance within the hotel, the hotel management with the help of the proper authorities (if necessary) shall have them immediately removed from the guestroom and the premises with no reimbursement or other compensation.

Illegal activities

The guest must not use the guestroom for any action or undertaking that is forbidden by law.

The guest must not introduce, apply, or consume any type of illegal drug or narcotics in the guestroom or within the premises of the hotel.

The hotel and its guests have the right to report to the appropriate authorities any illegal activity occurring on the premises of the hotel.

Any illegal activity will be grounds for immediate ejection from the premises of the hotel with no reimbursement or other compensation.

Illness and Emergency

If a guest becomes ill, the management of the hotel shall contact a medical professional to attend the guest in their room at the guest's expense.

If the illness is grave or contagious, the guest will be transferred to an appropriate facility at the guest's expense.

The hotel shall immediately notify the proper authorities in the event that a risk of a contagious illness is discovered or suspected, in conformity with the provisions of these regulations.

In the case of fire, the guest must notify the hotel management immediately.

The hotel has taken the legally required security measures, including the installation of the required number of fire extinguishers.

Swimming pools

The guests use the swimming pools of the hotel at their own risk. No lifeguard is on duty.

Entering the pools wearing a shirt or underwear is forbidden.

Jumping or diving at the pools is forbidden.

Bottles, glass containers, and other breakable objects, are forbidden in the pool areas.

The hotel provides pool towel service. Removing bath towels from the guestroom is forbidden.

The swimming pool is available for the guest's use according to the schedule determined by the hotel.

Spa Services

The guest must inform the therapist of any past or present illness, injury, or medical condition.

The guest releases Quinta GYO and the therapist from all civil and legal liability relating to any spa service.

The guest accepts responsibility for payment of any confirmed spa services that they request.

Clubhouse bar

The clubhouse bar of the hotel is available exclusively to guests according to the schedule determined by the hotel.

The guest in the clubhouse bar must observe the same rules of conduct detailed in these regulations.

The hotel offers poolside bar service during the hours of operation of the swimming pool.

The hotel reserves the right to refuse bar service to any guest at its discretion.

The guest accepts responsibility for payment of items that they request from the bar.

Parking

The hotel provides free on-site parking to the guest.

The guest is entitled to one parking space per guestroom rented during the period of the guest's contracted stay.

When using the hotel parking area, the guest must park their vehicle within the bounds of a single parking space in a way in which it does not impede full access to other parking spaces.

Breakfast

The hotel offers the guest a complete breakfast, at no additional cost to the guest, the morning after each night of their contracted stay. The choices of breakfast are at the discretion of the hotel.

Breakfast shall be served according to the schedule determined by the hotel.

The guest will receive no compensation for any breakfast that they do not consume.

Non-discrimination

The hotel does not discriminate on the grounds of sexual orientation, creed or religion, nationality, or social status.

Policies

The policies of Quinta GYO are found on its website, www.quintagyo.com.

Further issues

Willful violation of any of the articles of these regulations will result in the immediate removal of the guest from the guestroom and the hotel premises by the hotel management with the help of the authorities (if required) with no reimbursement or other compensation.

Cases not covered in these regulations shall be treated in accordance with the provisions of the Federal Tourism Law, the current regulations of lodging establishments, and other applicable provisions on the matter.