

GUEST CONDUCT AND RESPONSIBILITY RULES

To ensure the safety, comfort and peaceful enjoyment of all our guests, we kindly ask that the following rules be observed throughout your stay:

1. Respect and consideration for others

Guests are expected to behave respectfully towards other guests, hotel employees and service providers. Threats, aggression, abusive language, harassment or any behaviour that seriously disrupts the peaceful enjoyment of the hotel will not be tolerated.

2. Rest and noise

Guests must avoid making any noise that may disturb others, particularly between 11:00 p.m. and 8:00 a.m. The use of loudspeakers, parties and noisy gatherings are not permitted in guest rooms, corridors or on terraces.

3. Prohibition of nitrous oxide or "laughing gas"

The possession, storage or consumption of nitrous oxide, commonly known as "laughing gas", is strictly prohibited in guest rooms and in all other areas of the hotel.

4. Breaches

If bottles, canisters or containers of nitrous oxide are found in a guest room, a charge of €100 per item will apply, in accordance with the charges previously communicated to and accepted by the guest. This is without prejudice to any additional charges for damage, extraordinary cleaning or other costs that may have been incurred.

5. No smoking or vaping

Smoking and vaping are prohibited in guest rooms and all other indoor areas of the hotel. This prohibition includes cigarettes, vaping devices, shisha pipes and any other similar devices.

6. Care of hotel property

Guests will be held responsible for any damage caused intentionally or as a result of negligent use of guest rooms, furniture, equipment or hotel facilities.

7. Extraordinary cleaning

Where the condition of a guest room requires extraordinary cleaning due to vomit, stains, waste, food, smoke, excessive dirt or any other circumstances attributable to the guest, the corresponding cleaning costs may be charged.



CONTACT

mail@hotelpuchet.com



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8. Hotel property

Guests are not permitted to remove towels, bed linen, pillows, remote controls, hairdryers, hangers, decorative items or any other property belonging to the hotel from guest rooms or communal areas.

9. Room occupancy and visitors

Only registered guests may stay in the room. External visitors must identify themselves at Reception and comply with the hotel's access conditions. Guests must not allow unauthorised persons to enter the hotel or guest rooms.

10. Safety and security

Tampering with smoke detectors, fire extinguishers, alarms, cameras, locks, electrical installations or any other safety or security equipment is strictly prohibited. Emergency exits must not be obstructed or blocked.

11. Illegal substances and activities

The possession or use of illegal substances, as well as any activity contrary to the law, is strictly prohibited within the hotel premises.

12. Swimming pool and communal areas

Guests must comply with opening hours, staff instructions and any specific rules displayed in the swimming pool and other communal areas. Children must remain under the supervision of a responsible adult at all times.

13. Dress Code

Please wear appropriate clothing to cover up in the hotel's indoor areas. Guests are not permitted to enter or move around these areas barefoot, wet, wearing swimwear, bare-chested or without a top, or dressed in underwear or sleep wear.

14. Pets

Pets are not permitted unless expressly authorised by the hotel or where they are recognised assistance dogs in accordance with applicable legislation.

15. Serious or repeated breaches

The hotel may require the immediate cessation of any behaviour that contravenes these rules. Serious or repeated breaches may result in the termination of the guest's stay, without prejudice to the payment of any services already provided and any duly substantiated costs or damages incurred.



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RATES

Item	Amount
Presence of nitrous oxide canisters or "laughing gas" in the room	€100 per canister
Extra room cleaning	From €100, depending on the work required
Loss of or damage to the room key card	€10
Bath towel not returned or rendered unusable	€25 per item
Pool towel not returned or rendered unusable	€25 per item
Bed sheet not returned or rendered unusable	€30 per item
Pillow not returned or rendered unusable	€35 per item
Remote control not returned or damaged	€50
Tampering with or disabling safety devices	Replacement, repair and technical intervention costs
Damage to furniture, equipment or facilities	Verified cost of repair or replacement
Other items removed or damaged	Verified replacement cost

VAT included

HOTEL PUCHET IBIZA Management team



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