

**THE PRESENT GENERAL CONDITIONS WILL APPLY BY DEFECT, ACORDING TO THE  
LAW (LEY DE CONDICIONES GENERALES DE CONTRATACION)**

**FIRST.- Object**

The present conditions apply to the service of accommodation, provided at the establishment SUITES VIENA PLAZA DE ESPAÑA, ran by the Company Suites Viena SL with address in Madrid, Calle Juan Álvarez Mendizábal, 17 and C.I.F. (VAT number) B85096618, from now on SUITES VIENA.

The terms "You" and "User" used on this text refer to all the individuals and/or entities that, for any reason, access [www.suitesvienna.com](http://www.suitesvienna.com) or use its services.

The use of these services implies the acceptance of each and every of the present General Conditions, which are considered to be automatically added to the contract that you suscribe with SUITES VIENA, not being necessary a written transcription on that contract.

**SECOND.- Pricing, invoicing and payment**

2.1. Price check

Online Price checking is merely informative. The purpose of this service is to offer the user the chance of checking immediate availability of a room and its price.

2.2. Booking service

It´s the service whose purpose is to book a room at Suites Viena.

- a. Contracting procedure: You will receive an email confirming your reservation at SUITES VIENA once you have provided the payment details. This email can be used as a supporting document.
- b. Guarantee: your reservation must be guaranteed and/or payed with a Bank card. SUITES VIENA reserves the right of checking the validity of the Bank cards prior to your arrival, blocking, to that effect, an amount equivalent to that of the first night of accommodation.
- c. Termination of the contract or booking cancelation: you are hereby informed that in the case of non show on the date of arrival, and also if you cancel your reservation whitin the 24 horus prior to that day, SUITES VIENA will charge to your Bank card an amount equivalent to that of the

first night of accommodation. However, if you choose any offer with other conditions, you will be ruled by its particular payment/cancellation conditions.

- d. Rates per room and night: rates are shown on [www.suitesviena.com](http://www.suitesviena.com). Both availability and price are subject to variation if the client postpones the confirmation of the query at a later time. The VAT applied in your reservation may be modified without prior notice if required by Spanish regulations. In this sense, the applicable VAT will be the one in force at the time of invoicing.

### **THIRD.- Obligations of the User and restrictions of Use**

The user obliges himself to use the services in accordance with the Law, morals, good customs and public order, as well as the provisions of these General Terms and / or Contract Conditions. Consequently, it is obliged not to use the services for purposes or effects that are unlawful and / or contrary to what is established in these General Contract Conditions, harmful to the rights and / or interests of third parties or that, in any way, may damage the services, may damage SUITES VIENA and / or its image.

ENTRY AND DEPARTURE TO/OFF THE ESTABLISHMENT: Entry into the establishment may be made by the user after 2:00 p.m. The departure time must occur no later than 12:00 hours. In case you exceed the deadline without delivering the access key to your room, SUITES VIENA may charge an extra day on the bank card you have provided.

AUDIOVISUAL RECORDINGS: It is not allowed, unless expressly authorized in writing, to make audiovisual recordings inside the establishment or in its rooms or in its meeting rooms. If you need to make a recording, please inform the establishment address first.

SMOKING: Smoking is not allowed inside the establishment or in its rooms or in its meeting rooms. This is required by Law 42/2010, December 30, which modifies Law 28/2005, of December 26, on sanitary measures against smoking. In case of non-compliance, Suites Viena will notify the Public Administration, which will impose the consequent economic sanction on the offender. In addition, you must pay SUITES VIENA, at a minimum, the amount of € 100 for cleaning costs, as well as any other extraordinary expenses resulting from breach of this prohibition (upholstery odors, etc.). You must also pay, in addition, the current rate for each night in which the room may not be available for use by other customers.

PETS: It is not allowed to access rooms with pets of any kind unless they are necessary for user accessibility (dogs - guide).

**SAFE IN THE ROOM:** Suites Viena offers you as a free service the availability of a safe in your room to house small objects or some cash of little value. It is well understood that these safes provide very limited security, so you should not include in them, valuables or significant sums of money. **Suites Viena cannot be held responsible for the goods you include in the boxes, even in case of theft.**

**POLICY OF FORGOTTEN, ABANDONED AND / OR LOSS OBJECTS:** In the event that when you leave the establishment you have forgotten, abandoned and / or lost any property inside your room or in the common areas, the establishment will NOT communicate with you. The objects will be stored for a maximum of seven (7) calendar days, after which time they will be deemed abandoned and will be destroyed or reused. If you notice that you have forgotten some good, please contact reception as soon as possible to agree on the way to return it.

#### **FOURTH.- Protection of users' personal data by Suites Viena**

Please consult our data protection policy at [www.suitesviena.com](http://www.suitesviena.com) that will be applicable to these conditions and they are here reproduced to avoid unnecessary repetitions.

#### **FIFTH.- Right to modify the general contracting conditions**

SUITES VIENA reserves the right to modify these General Terms and / or Conditions of Contract, informing users of the changes made through [www.suitesviena.com](http://www.suitesviena.com)

SUITES VIENA may, for greater agility and for the benefit of the users, unilaterally modify, at any time and without prior notice, the services provided or the technical operating conditions and use of the services. In the same way, users, in order to improve the service and establish an optimum level of quality, the ultimate goal of SUITES VIENA, may suggest any modifications they deem useful by contacting those responsible for the page through the email address electronic: [reservas@suitesviena.es](mailto:reservas@suitesviena.es)

#### **SIXTH.- Exclusion of guarantees and liability**

SUITES VIENA excludes any responsibility for lack of availability through its website, although it will try to provide, to the extent possible, technical assistance to the affected person, as well as attempt to immediately restore the service, making it available, in the measure of their possibilities, alternative means. If, despite acting with due foresight and due diligence, there is an impossibility of providing the services under the agreed conditions, SUITES VIENA will offer the user the possibility of staying in another establishment of similar characteristics in terms of category or quality and without additional cost to the user or, if he does not agree, the possibility of opting for the total refund of the subscriber.

**SEVENTH.- Safeguard of the general terms and / or conditions of contracting**

If any of the provisions of these General Contracting Conditions is declared void or inoperative, the rest of the General Conditions will be maintained in the agreed terms. No provision in this contract will in any way affect the mandatory provisions regarding consumers.

**EIGHTH.- Applicable law and competent jurisdiction**

These General Contract Conditions are governed by Spanish Law. SUITES VIENA and the users, for the resolution of any dispute that may arise, with respect to its validity, execution, compliance or resolution, total or partial, are submitted, expressly waiving their own jurisdiction or any other that, where appropriate, may correspond to the jurisdiction of the Courts and Tribunals of Madrid capital.