

GROUP RULES

- Check-in is available **BETWEEN 3:00 P.M. AND 10:00 p.m.** During the registration process:
 - The guest responsible for check-in must provide official identification and pay a security deposit for damages and compliance with regulations. This deposit will be refunded within 36 hours of check-out if no damage was found. Payment can be made in cash or by bank transfer.
 - The guest responsible for registration will indicate the exact number of people who will use the facilities, since the guest of “Cabañas Ecológicas Las Bellotas” is considered solely and exclusively the person or persons indicated as such on the corresponding registration sheet and no other person may be inside the complex.
 - No additional guests or visitors are allowed in any of the cabins, so please respect the maximum occupancy limit. Everyone one year of age and older counts as a guest. We do not have cribs available.
 - **EACHGUEST MUST PARKTHEIR VEHICLEINTHE DESIGNATED AREA PROVIDEDBY MANAGEMENT.** Access to their assigned cabin is permitted for a maximum of 30 minutes, which is for unloading items and/or food during their stay. Guests may re-enter the cabin upon departure to reload items and/or food.
- Check-out is available between **8:00 am and 3:00 pm.** During the check-out process:
 - You must notify the office upon departure and hand over all cabin keys.
 - After the entire group has left, a detailed inspection of all facilities will be carried out.
 - By way of example, and not limitation, it is indicated that the guest will be responsible for covering the cost of special cleaning or even the cost of replacing sheets, towels, bedspreads or any other item in the room that is stained with blood, ink, shoe polish, hair dye, etc. The amount to be paid is entirely at the hotel's discretion.
 - Please ensure you maintain a good level of cleanliness during your stay.
 - If the guest does not leave the room at the time indicated in this section, without having notified the request for an extension of stay, management will have the right to remove the guest and their belongings from the room they occupy.
- **Because it is a place exclusively for rest:**
 - **From 10:00 p.m. onwards, entry and exit to the facilities are suspended, with the gate becoming operational at 8:00 a.m. The gate is always closed, as only people with reservations are allowed entry; this is for security and to maintain a peaceful environment for our guests.**
 - Quiet hours between 10:00 p.m. and 8:00 a.m. must be respected, during which time it will not be possible to use loud voices, instruments, use any item that disturbs the peace of the guests or carry out activities that produce noise.
 - **At no time during your stay is it permitted to play music or use speakers as it disturbs the peace and quiet of the complex.**
 - Guests must keep their voices down at all times so as not to disturb the rest of others.
 - We do not allow events such as weddings, school groups, or any noisy gatherings. Our venue is not equipped or adapted to host large events.
- **Motorcycles, quad bikes, ATVs or any similar vehicles are not allowed on the premises, as they disturb the peace and quiet of the guests.**
- **It is strictly forbidden:**
 - **To enter to the complex with animals of any species, including pets, is prohibited due to complex policy related to hygiene and sanitation.** Registration and/or entry to the facilities will be denied to anyone who violates this rule, and they will be asked to vacate the complex. No refund of the security deposit or payment made will be issued, and the guest will be responsible for paying for their stay until the end of their reservation, if applicable.
 - **Removing furniture from inside a cabin or common areas, as it may be damaged. Doing so will void the security deposit.**
 - Smoking is prohibited anywhere inside any building. If this rule is violated, the security deposit will be forfeited. **Smoking is only permitted in designated barbecue areas.** Lighting candles in containers that are not fire- safe or on wooden surfaces.
 - Leaving campfires, grills, fireplaces, or wood-burning stoves unattended. (continued on next page...)

- **STRICTLY PROHIBITED:**

- **Lighting campfires in areas not designated for that purpose is prohibited (please inquire at reception). Burning plastic and trash in fireplaces, fire pits, grills, etc., is also prohibited.**
- To put up tents in the cabin area.
- **Carrying out hunting activities within the facilities and in their vicinity, as well as the entire Villa Encinos area.**
- Causing any kind of damage to nature. This includes cutting branches/trees for campfires or barbecues.
- **Inappropriate behavior and/or excessive alcohol consumption leading to intoxication at any time during your stay is prohibited. Security cameras are located inside and outside the premises (inside the lobby). All footage obtained will be made available to the authorities if necessary.**

- **Inside the LOBBY (common area):**

- **Food and drinks are not allowed upstairs, in the game room.**
- Children under 15 years of age must be supervised by an adult.
- Do not bring in personal speakers or play music on any device.
- **Take care of board games.** After using them, they should be stored in their boxes and returned to their original place.
- It is not permitted to remove furniture, objects, board games...
- The pool table is only for use by those over 15 years of age.
- Do not climb on the pool tables or ping-pong tables.
- Take care of the games in the game room and make sure to leave them in good condition for the use of other guests.
- Please maintain an appropriate noise level, and refrain from shouting and running.

- **DE GROOTESTUW (La Gran Sala)**

This space is intended solely for private meetings in a quiet atmosphere, such as:

- Training and workshops.
- Retreats and work meetings.
- Company meetings.
- Meals and get-togethers.
- Other meetings previously authorized by Cabañas Ecológicas Las Bellotas.

- **GROOTESTUW (continued...)**

- **Activities NOT permitted:**

- Weddings or similar noisy celebrations.
- Quinceañeras.
- Parties or celebrations with the character of an event.
- Events with amplified music, DJs, speakers or any sound equipment that may affect the tranquility of the complex.
- Dances or activities that generate excessive noise.
- Any activity that, by its nature, number of attendees or noise level, may affect other guests
- The authorization of a meeting is at the discretion of Cabañas Ecológicas and may be reviewed individually.

- **Kitchen and furniture:**

- The use of the kitchen, equipment, utensils, tables, chairs and other facilities must be done responsibly.
- All furniture and equipment must remain inside De Grootestuw and be left in proper condition at the end of use.
- It is not permitted to remove furniture, utensils or equipment without authorization.

- We do not offer cleaning service during your stay.
- **Please leave the cabins and common areas in good condition when you leave, such as not leaving dishes with food scraps.**
- Adults must ensure the proper behavior of the children in their care, as well as their safety. There are sloped and slippery areas, and due to the conditions of the area, there are wild animals such as snakes, skunks, among others.
- All trash must be placed in the designated dark green bins on the premises. There are wild animals on the property that may be attracted to the trash.
- The administration is not responsible for damage to or loss of guests' possessions, as well as for accidents that occur within the premises.
- Items left behind by guests will be held by management for 30 days. If no claim is made within this period, providing the necessary means for their return, the items will be donated or recycled. There is no courier service for returning lost items; therefore, claimants must take the necessary steps to retrieve their belongings.

Upon confirmation of the reservation, the guest acknowledges and accepts the policies and rules stated above, proceeding only to sign the document upon arrival at the facilities.