

## INGLÉS

### 1. Information Law 34/2002 on Information Society Services (LSSICE)

Topo, S.A holder of Tax ID (CIF) A45039286, in compliance with the provisions of article 10 of the LSSICE informs you that the trade company is registered in the Mercantile Registry of Valencia, with registered office in C/ General Moscardo, 2 45001 - Toledo, (hereinafter, the Alfonso VI).

You can contact us by calling 925226663 and through the e-mail address [info@sercotel.com](mailto:info@sercotel.com)

The aforementioned trade company is owner of the domain name [hotelalfonsovi.com](http://hotelalfonsovi.com) and the Internet site that is accessed through this domain: [hotelalfonsovi.com](http://hotelalfonsovi.com)

### 2. Conditions of use

The terms 'You' and 'User' are used here to refer to all individuals and/or entities who, for any reason, access this website.

Alfonso VI places at your disposal, through [hotelalfonsovi.com](http://hotelalfonsovi.com), information and services related to our hotels such as on-line room bookings, pre-booking service, hotel locator, rate locator, pre-booking of meeting rooms and conferences, customer service and job opportunities. (Hereinafter, 'the services?').

The use of the page and/or its services will imply the full and unreserved acceptance, and validity, of all General Conditions contained in the latest updated version of these rules of use. Therefore, the user should be aware of the importance of reading them each time they visit our website. The access and/or use of certain services offered to users (hereinafter, the user) on [hotelalfonsovi.com](http://hotelalfonsovi.com) may be subject to certain conditions that, depending on the cases, replace, amend and/or complete these rules of use, therefore, the user, prior to accessing and/or using these services and content, must read and accept these conditions.

2.1 The user undertakes to use the website [hotelalfonsovi.com](http://hotelalfonsovi.com), and the services made available through it, in accordance with the law, morality, good customs and public order, as well as the provisions of these rules of use. As a result, they are not obliged to use the website [hotelalfonsovi.com](http://hotelalfonsovi.com) or its services for purposes or effects that are illicit and/or contrary to that established in these rules of use, harmful to the rights and/or interests of third parties or that in any way may damage the website [hotelalfonsovi.com](http://hotelalfonsovi.com) and/or its image, impede its normal use, or the services accessible through it, for all other users.

2.2 Alfonso VI may, for greater flexibility in the operation of [hotelalfonsovi.com](http://hotelalfonsovi.com) and for the benefit of users, unilaterally amend, at any time and with no prior notice, the services provided or any substantial aspect of this website, or the operative, technical and usage conditions for the services of [hotelalfonsovi.com](http://hotelalfonsovi.com). Similarly, the users, in order to improve the service and establish an optimum level of quality, which is the ultimate goal of Alfonso VI, may

suggest any amendments that they deem useful by contacting the persons responsible for the page through the e-mail address [info@sercotel.com](mailto:info@sercotel.com)

2.3 The users of [hotelalfonsovi.com](http://hotelalfonsovi.com) must observe any instruction that, through the e-mail, [hotelalfonsovi.com](http://hotelalfonsovi.com), is sent by Alfonso VI or its duly authorised staff.

### 3. Electronic Commercial Communications

At Alfonso VI, we follow a permission marketing policy, therefore we ask for your consent with regard to the Commercial Communications that we may send to you by e-mail. We inform you, in accordance with that established in articles 20 and 21 of the LSSICE, that the data you provide to us will be used to send these commercial communications about our services that may be of interest to you, for which you provide your consent for the electronic commercial communications to be sent (e-mail, SMS, etc.) about all the products and services we offer, as well as others related to the hotel, travel, gastronomy and leisure sectors. We also inform you that the personal data you supply to us may be transferred to companies from the Sercotel Group to which we are associated for the aforementioned purposes.

All companies from the Sercotel Group and associates are referenced in the following link.

All of this does not effect your right to revoke, at any time, the consent provided to receive commercial communications, by writing to the address mentioned above or to the following e-mail address: [info@sercotel.com](mailto:info@sercotel.com)

### 4. Grounds for exclusion

Alfonso VI reserves the right to exclude, temporarily or definitively, users in any of the following cases: due to a breach of any of the General Conditions of Use established in this document, due a breach of the laws, morality or public order. Furthermore, it is not permitted to use the website or our services in such a way that includes (i) material that violates unduly authorised copyrights, or that violates any other Intellectual or Industrial Property right, (ii) material that is offensive or violates public security and national defence, (iii) material that advocates terrorism, racism, or other discriminatory behaviour based on race, gender, religion, opinion, nationality, disability or any other personal or social circumstance, (iv) material that violates young people and children, in particular that of a pornographic nature, especially if it violates minors, (v) material that is threatening, defamatory or incites violence.

In accordance with that established in the LSSI, Alfonso VI will proceed to interrupt the service if it becomes effectively aware that any illicit activity is taking place or any third party property or rights have been harmed.

The exclusion of the user does not mean that Alfonso VI will not take the corresponding legal actions or indemnities that correspond to it by law.

#### 5. Right to amend the rules of use

Alfonso VI reserves the right to amend, unilaterally and without prior notice, any of the terms and conditions of these Rules of Use, under the terms and conditions it deems appropriate, informing users of the amendments made through [hotelalfonsovi.com](http://hotelalfonsovi.com)

#### 6. Intellectual Property and Copyrights

All information contained on [hotelalfonsovi.com](http://hotelalfonsovi.com), its graphic design and the code in HTML, JAVA, JAVA Script or Active X language is protected by copyrights or other intellectual property protection rights. These rights belong exclusively to Alfonso VI or its licensors. The Internet users who access this website may view the information contained therein and make private downloads or copies on to their computer system, provided that the elements copied are not then transferred to third parties or installed on to a server that is connected to the Internet or a local network. Without prejudice to that contained in these Rules of Use, it is not permitted to distribute, amend, transfer, publicly communicate, copy or perform any other act on part or all of the information published on [hotelalfonsovi.com](http://hotelalfonsovi.com), without the prior authorisation of Alfonso VI.

The user must use the content and information contained on [hotelalfonsovi.com](http://hotelalfonsovi.com) in a diligent, correct and lawful manner, and specifically, only for personal use and not commercial, provided that they do not delete or amend the content or any mention of sources, copyrights and other information that identifies the rights of Alfonso VI or of third parties, that is, respecting its original form. Any reproduction or copy, distribution or publication, of any kind, of the content of the information published on [hotelalfonsovi.com](http://hotelalfonsovi.com) is prohibited without the prior and written authorisation of Alfonso VI. Authorisation for reproduction may be requested to the e-mail address [info@sercotel.com](mailto:info@sercotel.com)

In the event that any user or third party believes that any of the content existing on [hotelalfonsovi.com](http://hotelalfonsovi.com) has been accessed in order to violate copyrights or other intellectual property protection rights, we ask that they notify Alfonso VI of this circumstance by sending a notification to the e-mail address [info@sercotel.com](mailto:info@sercotel.com). This must include at least the following information: a) Name, address, telephone number and e-mail address of the claimant, b) Details of the holder of the copyrights or other intellectual property protection rights that could have been violated, c) Indication of the violated content and its location on the website [hotelalfonsovi.com](http://hotelalfonsovi.com), d) Declaration that the content has been accessed without the express authorisation of the owner of the copyrights or other intellectual property protection rights. Without compromising that outlined in the above paragraphs, Alfonso VI reserves the right to defend itself against complaints based on its current regulations on advertising and copyrights, or other intellectual property protection rights.

## 7. Hyperlinks

7.1 In the event that hotelalfonsovi.com includes links to advertising or websites or third parties, Alfonso VI is not obligated to control and does not previously control, approve or endorse the services, content, data, files, products and any type of material existing on the website(s) of third parties. Therefore, Alfonso VI will not be liable, under any circumstance, for the legality of the content of the website(s), and it will be the sole responsibility of third parties to, including but not limited to, respect the legality, morality, good customs and public order of the content, as well as ensure that they do not harm any rights of third parties. The existence of a hyperlink does not presuppose a relationship of any kind between Alfonso VI and the owner of the website on which it is established.

7.2 Users or third parties who intend to establish a hyperlink with the website hotelalfonsovi.com must ensure that the hyperlink only allows access to the pages or services of the website hotelalfonsovi.com, but does not offer, including but not limited to, the reproduction of content, deep-links, browsers, or inaccurate or incorrect statements about the contents or the website hotelalfonsovi.com. With the exception of the signs forming part of the hyperlink, the user will ensure that the website on which the hyperlink is established does not contain trademarks, trade names, shop signs, denominations, logos, slogans or any other type of distinctive sign that belongs to Alfonso VI.

## 8. Exclusion of guarantees and liability

8.1 Alfonso VI does not guarantee the reliability, availability or continuity of the operation of its website or the products or services made available to the user, for which it excludes itself from any liability for damages and/or losses of any nature that may derive from the lack of availability, reliability or continuity of its website or services. It will, however, intend to provide, to the extent of its possibilities, technical assistance to the person affected.

Alfonso VI will not be liable for the interruption of the service, suspension, temporary loss of the server or termination of information or services, nor for any possible omissions, losses of information, data, settings, improper accesses or breach of confidentiality that are caused by technical problems, communication problems or human errors due to third parties or that are not attributable to Alfonso VI.

8.2 Alfonso VI is not obligated to control and does not previously control the absence of viruses or elements in the content that may cause changes to the software or hardware of users or persons who visit the website. Therefore, it will not be liable for damages and losses of any nature that may derive from this.

8.3 Alfonso VI is not obligated to control and does not previously control, approve or endorse the services, content, data, files, products and any type of material existing on the website(s) of third parties. Therefore, Alfonso VI will not be liable, under any circumstance, for the

legality of the content of the website(s), and it will be the sole responsibility of third parties to, including but not limited to, respect the legality, morality, good customs and public order of the content, as well as ensure that they do not harm any rights of third parties. In accordance with the LSSICE, Alfonso VI will not be liable for the information that we may send if we are not effectively aware that the activity or information we send is illicit or damages the property or rights of third parties. It will be understood that it was "effectively aware", in accordance with the LSSICE, when a competent body has declared the illegality of the data, ordering its withdrawal or the access thereto is impossible, or it has declared the existence of the damage and Alfonso VI was aware of the corresponding resolution.

8.4 Alfonso VI is not obligated to control and does not control, nor does it guarantee the reliability, availability or continuity of the operation of the products or services made available to the user by third parties housed outside of hotelalfonsovi.com, for which it excludes itself from any liability for damages and/or losses of any nature that may derive from the lack of availability, reliability or continuity of its website or services. The user will be liable for damages and/or losses of any nature that Alfonso VI may suffer as a result of the user breaching the law or any of the general conditions contained in this agreement.

## 9. Safeguarding the Rules of Use

If one of the stipulations of these Rules of Use is declared null or inoperative, all other Conditions will be maintained under the agreed terms. Alfonso VI undertakes to replace the stipulation affected by the nullity and keep it as close as possible to the intention initially perceived by the parties.

## 10. Personal Data Protection Policy

Alfonso VI has defined its data protection policy in accordance with that established in EU Regulation 2016/679 (General Data Protection Regulation), with regard to the data you freely and voluntarily provide through our website.

## 11. Applicable law and jurisdiction

11.1 The Spanish law will be the applicable law in case of dispute or misinterpretation of the terms that shape these Terms of Use, as well as any other conflict regarding Sercotel's services.

11.2 For the resolution of any controversy that may arise from the use of the website and / or its services, the people involved agree to submit to the jurisdiction of judges and courts established within the regulations on procedural matters and / or consumers and users for the assumption of being a consumer. If there is no such consideration, submission to the Judges and Tribunals of the city of Barcelona is agreed.

## 12. Complaints and claims

For any complaint or claim related to the use of the website and / or its services, as well as the services offered by Alfonso VI, you can contact us using the contact data provided on the top of the page.

You can also write an ordinary mail addressed to: SAGATU ASOCIADOS COMERCIAL HOTELERA S.L., C/ Paris nº120, Barcelona (C.P.08036)

For your claim, you can use the form attached to these general conditions or write the document you deem appropriate using as many sheets as considered necessary. Download.

Maximum delivery term for your claim will be 30 days counted from the day after the claim was filled. After this period, if the claim has not been solved yet, the same will be deemed dismissed to all appropriate effects. All this, in accordance with what is agreed in the Royal Legislative Decree 1/2007, November 16th, which approves the revised text of the General Law for the Defense of Consumers and Users and other complementary laws.

## 13. Warranty deposit's Clause

Upon check-in, the reception staff will require the client to present a credit card of his/her ownership, just as a warranty for any possible incidents that may take place during the stay at the chosen hotel.

Any use of these data is regulated by the protection indicated in the [Privacy Policy](#) section present on the website throughout all the hotels within the Sercotel group.

In a subsidiary way, and for those customers who are not able or do not wish to present a credit card of their ownership, a deposit can be made for the equivalent amount of night booked. This deposit will be fully cashed back upon check-out once the absence of any kind of incident has been verified.

## 14. List of companies associated to Alfonso VI, members of the SERCOTEL GROUP:

Inversiones Naron 2003, S.L.

Sagatu Asociados Comercial Hotelera, S.L.