

SECURITY POLICIES AND REGULATIONS



*Central*HOTELES

Safety Recommendations



Please take a look at the evacuation plan, located in the back of your room door. Locate emergency doors, emergency exits and extinguishers closest to an emergency exit. Count the doors that are between your room and closest emergency exit. Look through windows, notice the height and the surrounding areas.

If a fire takes place in your room

Report the fire alarm immediately, leave your room and close the door to avoid the smoke from getting into the corridors.

If the fire is not in your room

- Feel the door with your hand to check the door temperature. If the door or the door knob are too hot, do not open it, please remain in your room and call for help. Cover any slit with wet towels to prevent smoke from entering into your room. Wait for assistance.
- If the door is not hot, open it slowly and, if possible, close it when you leave the room.
- Walk to the closest emergency exit and try to exit to the street. If the way to the street is not safe go back to your room and contact front desk for assistance.
- If the hallway is full of smoke kneel down closest to the floor, in order to be able to breathe better.

Safety Recommendations



- Do not open the door without verifying the identity of the person, if someone claims to be an employee and they are unexpected, contact front desk to verify.
- When returning to the hotel late at night, use the hotel main entrance.
- Secure the room door when closing and use all locking devices provided.
- Do not display room keys in public areas and do not leave them carelessly over the table at restaurants or other places where they could be easily stolen.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers to your room.
- Place all valuable items in the safe deposit boxes.
- Do not leave valuable items in your room.
- Check that any sliding glass doors or windows and any connecting rooms doors are locked.
- If you detect any suspicious activity, please report it to Manager.

Payment Policy



CASH DEPOSITS

We accept cash deposits in pesos, american dollars and euros. If you choose to pay in cash, it is necessary to settle your whole stay and you should pay directly your extra consumptions.

You may open an account with a credit card, in order to charge any additional expenses. At the end of your stay, you will be able to cover your charges using any form of payment accepted by the hotel.

PAYMENTS POLICIES

When you check in, it is necessary to establish your form of payment, cash or credit card. Credit Cards (Visa, Master Card, American Express) and traveler checks are welcomed.

LIABILITY INSURANCE

We have a liability insurance that fully covers all the normative elements that are indicated in NOM-07-TUR-2002 published on February 26th, 2003.

INTERNAL REGULATIONS

Any guest by recruiting the services of this hotel accepts the rules regarding it as a service contract.

Internal Regulations

ARTICLE 1 LEGAL REGULATIONS

The act of offering and rendering a service by the establishment (the hotel), and acceptance by the client to the civil mercantile city and federal laws. These laws are considered obligatory, known and accepted by both the guest and hotel (NOM-010_TUR2001).

ARTICLE 2 REGISTRATION AND THE GUEST

The guests have the obligation to reveal their identities by filling in the hotel register and supplying corresponding identification if requested by the hotel. If a guest is accompanied by other person or persons, the hotel may request the corresponding identification of the other people. The group leader or tour guide responsible for the group that will be lodged in the hotel must fill in the hotel register for their group or have a corresponding list of the members of the group. The hotel will deny lodging to any guest or group that does not fulfill with these requirements.

ARTICLE 3 DURATION OF LODGING

Check in time is 15:00 hrs, check out time is 12:00 hrs, The guest or group leader, in agreement with the hotel, has the obligation to specify in the hotel register the number of days lodging at the hotel. When a guest does not specify the number of days of his lodging, it is automatically taken for granted that the guest or group will stay one day and the hotel may end the lodging without notifying the guest. Check in time is 15:00 hours, and check out time is at 12:00 hours. "After 12: 00hrs. In accordance with standard NOM-010-TUR-2001 the client is granted 60 minutes of tolerance in courtesy".

ARTICLE 4 OBLIGATIONS OF GUESTS AND PAYMENT OF RATE

The hotel will notify guests about payment options offered in terms of signing a promissory note, opening a credit card voucher or pre-paying in cash the agreed upon price for the day or days expressed by the guest on the hotel register. Failure to exit the hotel at the already established check out time of 12:00 hours requires the payment of additional fees. The lack of payment by the guest when requested will cause the rescission of the lodging services, the confiscation of baggage (article 2669 civil code Mexico DF.), with the inventory of guest`s properties together with the signed testimony of four of the hotel`s employees; and, if necessary, the use of public force to compel the guest to pay the hotel bill. The guest who has made use of services is subject to Article 230 and 321, clause IV of the penal code (México DF) and its correlative in the States of the Republic. "After 12: 00hrs. In accordance with standard NOM-010-TUR-2001 the client is granted 60 minutes of tolerance in courtesy".

Internal Regulations

ARTICLE 5 OTHER OBLIGATIONS

It is strictly prohibited:

- a) To bother or provoke other guest by making excessive noise, playing music too loud, allowing any animal into the room, or committing any act will upset or inconvenience other guests.
- b) To use rooms for gambling prohibited by law or to have a meeting intended to alter the peace or disobey the laws and regulation in force.
- c) To use electric current and mechanical equipment installed in the rooms or other services for objectives contrary to which they were designated. The safety rules of the hotel strictly prohibit the use of electrical devices that could cause fire.
- d) Deteriorate the furniture, the decoration or give improper use to hotel property.
- e) Carry out any acts that will cause damage to the hotel or the others guests, or engage in indecent behavior. The hotel has the right to rescind lodging and services and duty notifying the corresponding authorities if there is any violation of the rules by the guest. The guest is not eligible to receive any refunds for services that are rescinded. Guests are responsible to pay for any damages they commit against the hotel.

ARTICLE 6

The guest must leave the standard hotel key with the front desk clerk. The guest will be responsible for a key-card issued to him by the hotel. The guest may not bring to the room additional persons that have not been previously accounted for in the hotel register.

ARTICLE 7

It is the obligation of the guest to inform the hotel of any anomaly such as a sickness, contagious diseases, a death, a misdemeanor or crime that takes place within the hotel, so that the hotel can perform its duty of advising the appropriate authorities.

ARTICLE 8 OBLIGATIONS OF THE HOTEL

The hotel is forced to comply with the given nature of what is considered the rendering of hotel services. Also, more specifically, the hotel is subject to the establishment laws which regulate commerce and the hotel industry.

Internal Regulations

ARTICLE 9 RESPONSABILITIES OF THE HOTEL MANAGEMENT

The hotel management provides the opportunity for guests to deposit money, jewels or objects of value with authorized personnel who must issue a receipt for any items left in their care deposited in the hotel safe, or the hotel's safety deposit boxes. The hotel is not responsible for articles or valuables not deposited in the hotel safe, the hotel's safety deposit boxes, or given to its authorized personnel who must issue a receipt which acts as a guarantee for the return of the above mentioned items to the same guest.

ARTICLE 10

In accordance with the official norm NOM-07-TUR-2002, the hotel has civil responsibility insurance that covers liability of guest's person and belongings.

ARTICLE 11

The hotel reserves the rights to exclude the entrance of non guests to rooms occupied by registered guest. Authorized hotel personnel have free access to enter a room occupied by guest so as to fulfill work related tasks. A visit or an inspection of an occupied room by an authority will be carried out in strict accordance to the guest's personal rights as guaranteed by the Mexican constitution. Children must be accompanied by an adult all the time. Recreational areas are only allowed to be used by guests only under the rules and conditions specified by the hotel. When guests park their car on the hotel's parking lot, it is necessary that the guest does it orderly in order to respect the entrance exit and parking of the other cars owners. When required by the hotel, guests must leave their car keys in reception with authorized personnel.

The hotel is not responsible for services rendered by third parties such as taxi, medical service, tour guides and, in general services provided by persons who are not on the hotel's payroll. When a guest is absent for more than 72 hours without notifying the hotel previously, the hotel may rescind the lodging agreement and take possession of the guest's baggage and belongings. If a guest is absent for 24 hours and the guest baggage does not guarantee the pending payment, the lodging agreement may be rescinded and the baggage and belongings removed from the room.

Internal Regulations

ARTICLE 12

The baggage and belongings brought into the hotel room by the guest are considered the guest's property. If this property is confiscated because of the guest's failure to pay the hotel bill, the hotel may sell the baggage and belongings through an authorized broker 30 days after the bill should have been paid (article IV).

Additional considerations regarding reservations

The reservation of a room constitutes a pre-arrangement to the lodging agreement.

The pre-arrangement becomes valid when the prospective guest and the hotel mutually agree on the terms to hold the room for a future date. The hotel may confirm the prospective guest's request in writing or by supplying a confirmation number. The prospective guests confirm their intentions making a deposit in the hotel's bank account, by sending a cashier's check, or by providing a credit card number.

The hotel reserves the right to accept or reject a prospective guest's personal check or cancel a reservation if the credit card information is not valid to use or incorrect. A room reserved by a prospective guest who has not forwarded a monetary guarantee for the reservation will be held by the hotel until 18:00 hours, after this deadline the room reverts back to the hotel for its own use.

Cancelations

Prospective guests who cancel their reservation 48 hours before their planned arrivals are entitled to the refund of their prepayment or the elimination of any charges against their credit card if it was offered as a guarantee for the reservation. Guests who cancel their reservation after the specified deadline run the risk of partial or total loss of the payment according to the criterion exercised by the hotel in deciding the amount of the refund or its forfeiture.

In addition, guests will lose the total amount of their refund by not notifying the hotel 24 hours

before their intended arrival of their no-show. The reservation of five or more rooms requires a

different type of contact which must be agreed upon by the group sponsor and the hotel to cover special

considerations as well as time tables and amounts for deposit and cancellations.