

HOUSE RULES

Welcome to our establishment. We want you to feel at home from the very first moment, which is why we have put together these simple rules that help us live together and care for this very special setting.

1. Arrival and registration

On arrival, we only need your identity document to complete the compulsory traveller registration. It is a quick formality and helps us comply with tourism regulations.

The establishment may refuse admission to, or expel, guests who breach the rules on good conduct, hygiene or safety, as permitted by tourism regulations, in order to avoid disturbing other users.

2. Times

- Check-in: from 17:00.
- Check-out: until 12:00. If you need a different time, just ask us; we will do our best to accommodate you.
- Quiet hours: from 23:00 to 8:00. We want everyone to be able to sleep peacefully.

3. Catering services

- Breakfast hours: from 8:00 to 10:30.
- Dinner hours: from 20:30 to 22:30. If you are going to dine at the accommodation, we will need you to let us know on the morning of the same day, so that we can look after you as well as possible.
- Picnic service: we offer guests a picnic service, which we can prepare and hand over to you in the morning, provided you let us know the day before.

4. Use of the facilities

You are free to enjoy all the common areas, always with care and respect. If you are travelling with children, please remember to accompany them at all times.

5. Cleaning

Rooms:

Daily cleaning is carried out in the morning. If you would prefer us not to enter your room, just let us know.

Apartment:

The apartment includes a change of bath linen every 4 days and a change of bed linen every week.

If you need cleaning service, please ask us and we will inform you of the prices.

If you notice any damage, please tell us so that we can put it right as soon as possible. Please bear in mind that any damage caused by improper use may be charged to the guest.

6. Things that are not allowed

To maintain a safe and pleasant environment:

- Smoking is not permitted inside the building (national law).
- Lighting candles, camping stoves or other items that could cause a fire is not permitted.
- Please avoid noisy or disruptive activities.
- The maximum capacity of each room must not be exceeded.

7. Pets

If you are travelling with your pet, that's great. We only ask that it be kept under control, that it does not cause a nuisance and that we all keep the place clean together. Any damage must be borne by the owner. We will provide you with a pet stay policy so that the rules on living together are clear to you.

8. Safety

Please follow the safety instructions and the evacuation routes.

Please do not tamper with fire extinguishers, alarms or emergency equipment unless genuinely necessary.

9. Personal belongings

We provide you with a safe or safekeeping at reception. We cannot take responsibility for items not deposited there.

10. Bookings, payments and cancellations

The terms are always explained before the booking is confirmed. In some cases we may ask for a card or deposit as a guarantee.

11. Living together and respect

We are in a beautiful natural setting. Help us look after it: respect the paths, avoid leaving litter and behave kindly towards other guests and the staff.

12. Complaints

If at any point you need to make a complaint, we have official complaint forms of the Principality of Asturias. You can also tell us anything directly; we are here to help you.

13. Data protection

Your data is used solely to manage your stay, always in accordance with current regulations.

14. Acceptance

Staying with us implies acceptance of these rules, designed so that we may all enjoy a calm and pleasant stay. Failure to comply may lead to expulsion from the establishment with no right to a refund, in accordance with the applicable tourism regulations.

This is a courtesy translation. The Spanish version is the only legally binding text.