

**REGULATIONS FOR GUESTS, CONSUMERS OF THE FOOD AND BEVERAGE SERVICE,  
AND/OR LESSEES OF FUNCTION ROOMS, AND VISITORS  
TO THE ALVEAR PALACE HOTEL**

**1. General Description.**

These Regulations contains standards and rules that govern the relationship between the Alvear Palace Hotel and its guests, clients, visitors and their occasional companions.

All guests, regardless of any distinction, be it gender, nationality, ethnic, racial, or religious origin, or any other characteristic or condition, as well as their occasional companions, habitual or irregular visitors to the Alvear Palace Hotel, must comply and encourage compliance with the rules contained in these Regulations.

**2. The establishment's mission and function**

The Alvear Palace Hotel was built with unique architectural features, and is covered by the historical protection and preservation standards of the City of Buenos Aires. It is recognised for the highest quality of hotel services it offers, and as such it requires maximum commitment to the preservation if its interior and the environmental quality demanded by clients who are offered the assurance of maximum intimacy, comfort and security in its harmonious setting, filled with first-class details. Consequently, the use of its installations must be aligned with these requirements, which necessitate corresponding requisites for access, presentation, conduct, and use as established in these Regulations.

**3. Places of application**

These Regulations will be applied, and must be complied with, in all sectors of exclusive or common use within the Alvear Palace Hotel, without exception, especially in rooms, corridors, general installations, service areas, multiple use rooms, *Spa, Business Center*, lounges, bars and restaurants, pool, lobbies, restrooms, and elevators. It is understood that this list is given to illustrate the point and does not exclude other areas of the hotel establishment that are not specifically mentioned.

#### **4. Period of enforcement**

These Regulations will apply continuously and without interruption from their date of issue until their amendment or substitution by another regulatory instrument.

In case of doubt, all its standards and rules will be considered wholly valid.

#### **5. Recipients**

This Regulation is especially directed to the following persons:

- a) Guests who register for accommodation and use of Alvear Palace Hotel installations;
- b) Occasional or temporary companions of guests, whatever their bond, or reason for their presence;
- c) Users of the bar and tea room services, the *L'Orangerie*, *Alvear Grill*, *Alvear Roof Bar* and the other hotel installations open to the general public;
- d) Anyone who, even by chance, visits or wanders through the Alvear Palace Hotel, without consuming or using any specific service of the hotel establishment, is also considered a visitor.
- e) Attendees of events organised at the APH, their contractors, organisers and personnel in charge of sound, decoration and/or entertainment, as well as others involved in the organisation and development of the event.

#### **6. Definitions**

The following definitions will apply as regards these Regulations:

- a) APH is the Alvear Palace Hotel, a hotel establishment located at 1891 Alvear Avenue, City of Buenos Aires, Republic of Argentina, a property owned by Alvear Palace Hotel S.A.I.
- b) Occasional companion refers to any person, of any sex, nationality, race, ethnic group, or religion, who enters the APH together with, at the behest and/or invitation of a guest, and/or with the consent of a guest.
- c) This Regulation is addressed to all persons indicated in point 5) of this Regulation.
- d) APH installations are all areas of the Hotel within the APH building, whether they are meant for client use or for general services.
- e) Restricted areas: are exclusive access sectors for hotel staff, access corridors to administration offices, kitchens, depots, staff changing rooms and other service areas.
- f) Guest, client or passenger is any person, of any sex, nationality, race, ethnic or religious group, living temporarily or permanently at the APH, who has signed the Registry Card at the hotel establishment.

- g) Regulations for Guests, consumers of food and beverage service, and/or lessees of function rooms, and visitors of the Alvear Palace Hotel refers to these Regulations, its amendments, and any appendices that might be added in the future.

## **7. General commitment**

The recipients of these Regulations recognize the public and well-known prestige of this first class Hotel, and that necessary and appropriate guidelines leading to its maintenance have been established, such as these Regulations, which are available to all who enter the APH. They declare full knowledge and acceptance of them as reflected in these Regulations, and agree to adjust their behaviour, conduct, manners, apparel and etiquette to the standards and prestige symbolized by the APH.

The recipients accept that their possible misconduct or acts contrary to these Regulations might provoke complaints from clients and/or damage the image and prestige enjoyed by APH, as a first class hotel establishment within the Republic of Argentina with international recognition among the best deluxe hotels.

The prohibitions or rules of these Regulations to be complied with by recipients must not be understood to exclude other analogous misconducts not specifically listed, but which clearly arise from the spirit and intention of these Regulations.

## **8. Prohibitions**

During their stay or visit to the APH, the recipients of these Regulations are especially forbidden from:

- a) Causing any type of disorder, vandalism, hostile behaviour, disturbance, notorious misconduct, breach of peace, or any act that might alter the calm, quiet, rest and privacy that guests expect to enjoy during their stay at the APH.
- b) Behaving without restraint, shouting or raising their voices for any length of time.
- c) Being rude or aggressive towards other guest, companions, visitors of the APH, APH staff, whether management or not, and even towards their own companions.
- d) Carrying out acts of violence, psychic or moral intimidation, any sort of abuse, making threats whether justified or not, and spark any act, exclamation or expression that may affect the honour, prestige and psychic integrity of any recipient of these Regulations or of any APH employee.
- e) Damaging or deteriorating, in whole or in part, the APH installations, assets, services and supplies, or those of any other recipient of these Regulations.
- f) Using APH services or provisions with additional costs, which have not been paid for in advance or will not be paid for upon request.

- g) Bringing to the APH, or consuming within the APH, cigarettes, cigars, alcoholic beverages or substances prohibited by national or local legislation.
- h) Bringing firearms, or other arms, or any type of explosives of any sort to the APH without express permission, or omitting to report them or having possession of them, without exception.
- i) Causing extremely loud sounds that might bother other guests or disturb the peace and quiet that should reign at the APH.
- j) Entering rooms with occasional companions under the age of 18 (eighteen).
- k) Executing, promoting or encouraging acts of discrimination against other guests, visitors or employees of the APH.
- l) Revealing or publishing APH data of a confidential nature obtained during their stay or visit to the hotel establishment.

#### **Smoke-free policy.**

Alvear Palace Hotel has adopted a smoke-free policy in both public areas and all rooms. This policy allows us not only to comply with current regulations but also to create a comfortable environment for our guests. Those who fail to observe this policy and smoke in unlicensed areas will be charged to the credit card a fee for cleaning and smoke removal (during the stay or after checking out). Guests or members of the public who breach the policy will be asked to stop smoking, and if this attitude persists, they will be urged to leave the premises.

Although smoking is not permitted within the building, smokers may do so in the designated areas outside the Hotel. For more information, please consult the Concierge.

#### **9. General dress code**

Recipients must adjust their apparel and footwear to minimum and adequate standards of presentation in society while at the APH, considering its style and prestige, as well as that of its clients, guests and occasional visitors.

Adequate apparel is considered to be formal or elegant sports clothes in good condition, that include: trousers or dress, long or short-sleeved T-shirt, shirt or blouse; trainers or shoes, or any other closed footwear, or similar dress used in public places in their countries of origin.

Walking barefoot is strictly forbidden at the APH. Sandals, flip-flops or similar footwear may be used in summer only or in cases where the nationality or characteristic of the guest or his companions make this type of footwear customary.

Bare-chested circulation is banned at the APH, as are sleeveless T-shirts, and bathing suits, except within the specific areas where they are adequate, such as the pool area or *Spa*.

Use of any but the appropriate apparel in the pool area and Spa is banned, as is lack of any clothing at all.

Recipients of these Regulations must respect the rules of etiquette, clothing and presentation that are demanded, especially in certain areas of the APH, such as the *Lobby Bar*, *Alvear Grill* or the *Business Center*, or as indicated for special occasions or events to be held within the APH.

#### **10. Use of the Installations**

The use of all APH installations must be adequate and convenient according to the type of service offered and its specific rules, if any.

This use will be limited to access to rooms and/or function rooms and the corridors and Lobby of the Hotel. The function rooms that have been hired and the guests determined by the organisers of the event are expressly excluded. Access is banned to the areas restricted to the exclusive use of the establishment's staff.

#### **11. Entering with edibles**

No edible products may be brought into the APH in quantities that exceed the normal consumption of one or two meals for the guest and/or his companions.

#### **12. Pets**

No pets, domestic animals, birds of any kind are allowed at the APH, without prior communication, and proven authorization by the APH, in order to adjust the standards of coexistence or use of installations as may be necessary, because of having an animal within the APH.

In any event, the guest who introduces an animal and/or its owner will be responsible for any and all damages, breakages and deterioration that the animal may cause to the APH installations and assets and/or guests and/or visitors of the APH.

#### **13. Authority of the APH**

Total or partial non-compliance with any of the rules of this Regulation authorises the APH to execute, at its sole discretion, any of the following procedures:

- a) Invite the offender to change his behaviour or habit
- b) Require from him due respect and compliance with rules of etiquette and dress
- c) Insist on compliance with these Regulations
- d) Apply specific measures to the offender, such as an admonishment, suspend his use of all or part of the installations and/or services offered by the APH, or exclude him from the hotel establishment.

- e) The Hotel reserves the right of admission and may bar entry of those people who have violated these Regulations previously and/or those who do not comply with the above mentioned requisites.
- f) Communicate and report to competent public authority for relevant action to be taken.

The APH will apply sanctions according to the following criteria: gravity and nature of the offence and circumstances of the offence; repeat misconduct of the offender; previous record; and application of previous sanctions.

The APH reserves the exclusive right to apply (or not) the sanctions foreseen in these Regulations, or to moderate the consequences of non-compliance with the rules by offenders.

In no case should the absence of the application of consequences to the offender, be taken by him or other passengers or visitors as the right to not be sanctioned subsequently for similar or other misconduct they may incur.

#### **14. Responsibility of the Recipients of the Regulations**

Should any recipient fail wholly or partially to comply with the standards or rules of these Regulations, aside from being subject to the sanctions foreseen in point 12) above, the offender will be liable in the corresponding complaint for damages and will be the only, exclusive person responsible for any court or out of court claim of any sort initiated by any third party, guest of the APH or not, against the APH as a consequence of his action or omission.

In any event, the offender must hold the APH harmless from any damages claimed or expected by any third party as a consequence of his non-compliance of the rules of these Regulations or of current legislation.

#### **15. Application to co-proprietors**

In the event of the use of installations that are the exclusive property of the APH, the rules covered by these Regulations are applicable as well to co-proprietors and/or persons authorized by them or visitors to the apartments located within the APH building.

#### **16. APH Reserve**

The rules contained in these Regulations may not in any way be interpreted as a discrimination of any type of ethnic group, nationality, gender, religion, race, age or the political ideology of the recipients, but rather as a suitable means of guaranteeing the excellence and quality of the APH services to all its clients, which in no case may be interpreted as limiting or restricting the individual rights of those who enter the establishment voluntarily, aware of its characteristics, of the authority of the APH to dictate whatever other

standards or rules that may complement, broaden, amend or substitute the rules here established, or establish new rules to regulate the use of specific areas of the APH or the way in which the recipients of these Regulations or other possible recipients should behave and present themselves in any area or installation of the APH, are befitting to its right of property and its responsibility for the operation as regards to the rights of its guests or clients.

**17. Jurisdiction and authority**

The competent authority to settle any controversy or conflict between the recipients of these Regulations and the APH, will be the National Ordinary Court in Business Affairs, in the Federal Capital, renouncing any other jurisdiction that may correspond, without precluding the intervention of the Criminal Justice, if warranted.