RULES OF USE CONFERENCE ROOM

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Conference Room

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1.General Rules

The purpose of these Regulations is to set out the operating and usage rules of the Multipurpose Room of the Vallparadís Hostel, the municipal youth hostel of Terrassa (hereinafter, the Hostel), for all authorized activities carried out therein, and to ensure that these rules are clearly and directly understood by all users during the development of their activity.

All individuals and/or entities that carry out any authorized activity in the Hostel are required to comply with these Regulations.

The rules contained in these Regulations must be observed and respected at all times within the allocated spaces and for the entire duration of the activity, both during any preparatory actions, where applicable, and throughout the development and conclusion of the activity.

The main activity of the Hostel is to provide accommodation, overnight stay, and dining services for the guests staying there. Authorized activities in the Conference room will always be subject to the proper functioning of this main activity and may not interfere with or hinder its normal provision.

2. Users

The following are considered users of the Conference room:

- Individual persons
- Groups of people
- Associations
- Companies
- School groups
- And, by extension, any entity, group, or other type of organization that has made the corresponding reservation and has had it confirmed and authorized for the relevant dates and spaces.

3. Reservation Schedule

The usual timetable of the Conference room for the purpose of making a reservation is:

from Tuesday to Saturday	– mornings from 10 a.m. to 1 p.m. – afternoons from 3 p.m. to 7 p.m.

Outside these hours, reservation requests may be handled depending on staff availability and the hostel's own activities.

4. Fees

The applicable fees for the use of the Conference room are published on the hostel's website https://albergvallparadis.cat/en/conference-room/ and the prices shown there shall be considered valid.

Basic reservations are established for activities lasting no more than 3 hours.

If an event or activity lasting longer is requested, the corresponding additional hourly fee will apply. In such cases, the terms set out in the corresponding space-use authorization and the prepared budget will always apply.

When the event or activity requires, by its nature, an extraordinary cleaning service, the fee for the use of the space will be increased according to the corresponding item indicated in the fee table.

All quoted prices include the applicable VAT.

5. Services Included in the Reservation Price

- Room cleaning
- Reception / customer service
- Restroom / accessible restroom for people with reduced mobility
- Room furniture (tables and chairs)
- Free Wi-Fi service
- Laptop computer
- Projector

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- Laptop computer
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6. Services Not Included in the Reservation Price

- Coffee break service
- Accommodation and overnight stay
- Meals without overnight stay

7. Availability and Reservations

To request information or consult any aspect related to the use and allocation of the Conference room, the following communication channels are available:

- Email: info@albergvallparadis.cat
- Contact form on the website (link in original text)
- In person or by phone, during user service hours.

When you have all the necessary information and wish to reserve the space, you must:

1/ Submit a space request through the web form found in the Conference room section: https://albergvallparadis.cat/en/conference-room/

2/ Wait for confirmation of the conference room's availability for the requested date and time slot.

3/ Upon confirmation of availability, you will receive an email to formalize payment for the reservation (total budget amount) via an online banking platform.

4/ The reservation is considered final once the payment of the provided budget has been verified.

Payment of the fee must always be made at least 10 days prior to the scheduled activity, except in those cases where the request could not be made within that period due to justified urgent and exceptional reasons, and the reservation is authorized through the hostel's confirmation email.

The space request must include all material needs or logistical aspects to be considered for the development of the activity, so that an informed response and assessment can be made according to the technical and execution requirements specific to each request.

If any aspect needs to be handled personally due to the needs of your activity, we will contact you to make the necessary arrangements.

Reservations made further in advance will be given priority. In the event that two or more reservations coincide in date and time, priority will be given to the reservation for which payment is made first.

8. Authorization of Use

It is mandatory to have authorization from the Hostel's reservation management staff to use the Conference room, through the request process described in the previous section. Authorization is always required in all cases.

The authorization will specify the terms and specific conditions under which the activity must be carried out, in accordance with the rules contained in these Regulations. It will also address the specific aspects of each request and will duly justify any refusal when the proposed activity cannot be carried out.

The capacity indicated in the authorization for use must be respected always; it cannot be increased without notifying the hostel's management staff beforehand, and explicit authorization will always be required in the event of a request to increase capacity.

9. Cancellation of Reservations

Individuals or entities that have submitted a reservation request may cancel the reservation at no cost up to 10 business days (days when the Hostel is open) prior to the start date of the activity. If cancellation is made before this deadline, the full amount paid will be refunded. If cancellation is made within the 10 business days immediately preceding the activity, 50% of the amount paid for the reservation will be refunded. If the cancellation is made on the same day the activity is scheduled to begin, the full approved budget must be paid.

To cancel a reservation, an email must be sent to info@albergvallparadis.cat. If no email communicating the cancellation is received, no refund of the reservation payment will be made.

10. Rules of Use and Conduct

As a general framework for coexistence, a civic and respectful attitude must be maintained toward the Hostel staff, its facilities, and other users, and in all cases the provisions of these Regulations must be respected.

Specifically:

- Users must follow at all times the instructions given by the Hostel's responsible staff.
- Equitable use of shared common spaces must be guaranteed when such spaces are shared during the reservation.Eating and drinking are only permitted in the Dining Room. Eating or drinking is not allowed in any other area of the facilities.
- It is forbidden to cook inside the Room or to use any utensils or equipment for food preparation, as well as any other items not relevant to the intended purpose of the Room, which is the development of the authorized activity.
- Access to the kitchen area is prohibited; only Hostel staff, service personnel, and other authorized individuals may enter.
- Dining room schedules must be respected, and common dining room areas may not be used for other purposes during these times.
- Smoking is not permitted in any part of the Hostel, whether indoors or outdoors. Running, shouting, or any behavior that may disturb other individuals or groups staying in the facilities is prohibited.
- All hostel spaces are shared unless a space has been specifically reserved for activities, in which case it will be allocated according to the authorization.
- Painting, drawing, or marking any interior or exterior element of the facilities is prohibited
- Possession, consumption, or any activity related to the direct or indirect use of toxic substances, narcotics, or similar substances is prohibited in all areas of the facilities, including entrances and exits. Staff becoming aware of such activities will report them to the relevant authorities and may expel those involved.
- Minors are not allowed to possess or consume alcoholic beverages.
- Opening the building's windows is prohibited without prior authorization from Hostel staff; sitting or leaning on window frames or sills is also prohibited.
- Entrance doors must be properly closed during nighttime hours, especially from 9 p.m. to 8 a.m., for the safety of all guests and the facilities.
- Users must sort waste according to its type and place it in the appropriate recycling containers located throughout the Hostel.

- Restrooms must be used appropriately and according to their intended purpose, following posted signs and the instructions of Hostel staff.
- The condition of the Hostel facilities (building, rooms, common areas, bunk beds, lockers, bathrooms, etc.) must be respected, and no fixed or movable element may be damaged. Non-compliance may result in a charge for the assessed value of the damage.
- Spaces used during the reservation must be kept clean and orderly.
- Access to areas reserved exclusively for staff or collaborators is prohibited; these areas are properly marked.
- Pets are not allowed, except guide dogs.
- Visitors are not allowed during space reservations, except those who have been properly communicated and authorized by Hostel staff. Failure to comply may result in applicable charges and, if necessary, communication to authorities.
- A complaints form is available at the reception desk for users to exercise their right to file a complaint.
- Hostel staff will not administer medication, provide care items, or perform any form of care. Any medical needs will be the sole responsibility of the users, their parents or guardians in the case of minors, or the group leader in the case of organized groups.

11. Cleaning

Regular cleaning resulting from authorized activities in the Room is included in the space-use fee.

Users of the Conference room are responsible for transporting, assembling, disassembling, and removing any items that are not part of the facility and that they brought in for the authorized activity.

Hostel staff will handle cleaning of bathrooms and the Conference room according to the Cleaning Plan developed and approved by the responsible authorities, in compliance with legally established sanitary regulations.

An additional cleaning fee may be applied if failure to follow the maintenance rules set out in these regulations results in the need for extraordinary cleaning by Hostel staff.

12. Internet / Wi-Fi Service

The Vallparadís Hostel provides wi-fi service throughout the facility. The access code must be requested from the responsible staff.

Wi-fi service will be available during the Hostel's opening hours and is strictly limited to users, collaborators, and staff.

Wi-fi users agree to use their hardware (laptop, smartphone, PDA, or other Wi-Fi devices) and the service in accordance with the law, avoiding any behavior contrary to public order or morality.

Wi-fi users will not use their equipment or the service for illegal, illicit, or prohibited activities during their stay at the Hostel.

Users are responsible for ensuring their hardware, software, web browser, etc., are suitable for using the service.

13. Violations of Conduct Rules

Violations of conduct include any acts or omissions that undermine, disrupt, or hinder the normal development of activities and the general rules of coexistence of the Hostel.

The following are considered violations of the conduct rules:

- Failure to comply with internal rules and instructions for using the facilities.
- Disrespectful and/or uncivil behavior toward other users, Hostel staff, or anyone present in the facilities or participating in activities within the Hostel.
- Aggressive (verbal or physical), offensive, or reckless behavior toward people or any part of the Hostel's facilities.
- Any other behavior that constitutes a serious or repeated minor breach of the rules set out in these regulations.

The responsible Hostel staff will warn the persons responsible for such behaviors about the consequences of their actions, in accordance with the nature of the violation committed.

If, after being warned, the person or persons responsible for the violation do not immediately cease their behavior, they will be expelled from the facilities and, where applicable, the competent municipal authorities will be notified depending on the nature of the incident.

Likewise, if the person(s) responsible for the violation, even after ceasing their behavior, have caused material damage to any element of the Hostel, they will be required to compensate for the assessed value of the damage caused.

14. Shared Sustainability Commitment

To uphold the Hostel's commitment to environmental care and sustainable management, both in indoor activities and in outdoor activities in which we participate, we will strive to follow these recommendations as much as possible:

- Use the waste bins and recycling stations located throughout the facility.
- Promote energy savings by turning off lights, using them only when truly necessary, and prioritizing natural light whenever possible.
- Promote energy savings by helping to conserve water, regulating its use to only what is strictly necessary.

15. Safety and Liability

The managing entity of the Vallparadís Hostel has contracted the insurance policies required by current legislation.

However, it will not be held responsible for theft, loss, or damage that may occur within the facilities. It will not be responsible for personal belongings or clothing left in the Conference room, or any additional spaces granted in the authorization for a specific activity.

Hostel staff will keep lost items found during supervision and cleaning tasks in a designated storage area, as well as any objects reported by other users. If items are not claimed within 2 months from the reservation's departure date, they may be donated for charitable and social purposes, in collaboration with local organizations that can distribute them to individuals in vulnerable situations or in need.

The managing entity of the Vallparadís Hostel is not responsible for accidents that may occur due to improper use of the facilities or services, especially behaviors that do not comply with these Regulations.

The user of the Conference room, by being inside the facilities, does not alter their individual responsibility toward third parties. In the case of minors, teachers, group leaders, monitors, or legal guardians will be responsible for these users during their stay and use of the Conference room, any authorized additional spaces, and the surrounding area.

Users must use the authorized facilities, services, and surroundings according to their physical abilities. In the case of minors, teachers, group leaders, monitors, or legal guardians will ensure that the use is appropriate to their physical capabilities.

Persons using the Conference room will be responsible for any damage caused by improper use of furniture, equipment, facilities, or the building, and must pay the cost generated by their repair or replacement. The Hostel's responsible staff will assess the damage, with technical advice if necessary, and will issue an invoice detailing the costs.

The Hostel is not responsible for users' belongings during the activity.

Group leaders assume full legal and financial responsibility for the behavior of the group and its members.

16. Right of Admission

The Hostel reserves the right of admission and may expel individuals who do not respect other users or Hostel staff, and especially those who discriminate or act based on physical, psychological, social, racial, sexual, cultural, or religious grounds.

Likewise, individuals who do not comply with the operating rules or do not respect the facilities may be expelled.

In the event of expulsion, the Hostel will not refund any amounts paid by the expelled individuals.

17. Protection and Processing of Personal Data

Whenever users give their explicit consent, their personal data will be incorporated into an automated file of the Vallparadís Hostel for the sole purpose of keeping them informed about activities, services, or special offers. Vallparadís Hostel guarantees that this data is confidential and used exclusively by the Hostel. Users may access, rectify, object to, or request deletion of their data at any time by sending an email to info@albergvallparadis.cat