

1. GENERAL RULES

- 1.1. The requester agrees to comply with the Usage Regulations of the municipal spaces, as well as the current legal regulations regarding capacity, safety, hygiene and sanitary regulations, copyright and how many others may be affected by the celebration of the planned event.
- 1.2. The installation must remain in the same conditions in which it was found. Charges for reparations or the replacement of damaged or non-existent materials are to be covered by the organiser or organising body, as well as any exceptional cleaning that may be required.
- 1.3. The organiser or organising body agrees to respect the Palace's guidelines regarding environment and waste management.
- 1.4. Reservations will be managed at least 10 days in advance.
- 1.5. Cancellations of reservations will be made in writing. If made at least 5 days in advance, they will be subject to the payment of 25% of the hire of the room or reserved space.
- 1.6. Should the whole Palace be reserved for congressional events or those of special tourist interest, the application of a special global rate will be considered which may imply a maximum discount of 50%.
- 1.7. The Mirador, the lobbies and areas surrounding the Europa Palace Conference Centre, the ogival area and areas surrounding the Villa Suso Palace will not be subject to a fee when they are destined for the following uses: coffee and lunch services, or similar. The Europa Palace lobbies and landings, the ogival area and areas surrounding the Villa Suso Palace will not be subject to a fee either when they are used as an accreditation space.

2. TIMETABLES, STAFF AND AUDIOVISUAL TECHNICAL EQUIPMENT

- 2.1. The staff for opening the Palaces during daytime hours are included in the current rates (from 08:00 am to 10:00 pm in the Europa Palace Conference Centre). For the Villa Suso Palace, this is true for working days from Monday to Friday, but not for weekends and national holidays.
- 2.2. The current rates include the audiovisual technical equipment which is available in each room, as well as support from a member of the technical team of said audiovisual media during daytime hours (from 08:00 am to 10:00 pm in the Europa Palace Conference Centre). At the Villa Suso Palace, this is true for working days from Monday to Friday, but not for weekends and national holidays.
- 2.3. The use of the space after 10:00 pm or before 08:00 am is not included in the current rates.
- 2.4. The Villa Suso Palace is opened on weekends, national holidays and at night for special events and the cost of contracting staff for opening the premises (two people) and technical staff for audiovisual media is to be covered by the person or body who made the request. Said recruitment will be carried out by the palace with companies contracted via tender.
- 2.5. Special nocturnal reservations between 22:00 pm and 08:00 am will be taxed at a special hourly nocturnal rate of 300.00 euros/HOUR in the Europa Palace Conference Centre and 110.00 euros/HOUR/ROOM in the Villa Suso Palace, except in the case of special conciliation for the Palace's organisational requirements for assembling and dismantling.
- 2.6. If, for reasons specific to the event, it is necessary to complement the existing service with other staff and other compliments, these will always be charged to the requester, who will pay the companies contracted by the Europa Palace Conference Centre and the Villa Suso Palace directly.
- 2.7. Half-day sessions are from 08:00 am - 02:00 pm, or from 04:00 - 10:00 pm.
- 2.8. Should the activity be eligible for any of the partial bonuses outlined in the ordinance or be awarded total exemption of the fee, the person or organising body must bear the costs of a support person to ensure access to the premises and a support person for audiovisual media, if so required by the Palace. In Europa Palace, this support is contemplated when one of the following rooms is to be used: Fco. de Vitoria Auditorium, María de Maeztu Auditorium, (for these, one support person will be required for access to each of the three floors that are in use at that moment), Green Capital Room, Olárizu or Estíbaliz Room. This service will be provided by the contracted companies of said service for the Palace, in accordance with the established prices in each case in the tender procedure.

3. AUDIO-VISUAL TECHNICAL SECRETARIAT

- 3.1. The event organisation will provide the audio-visual technical secretariat with the outline and materials for the presentations with sufficient notice.
- 3.2. The María de Maeztu auxiliary room is the established office for the audio-visual technical secretariat for this auditoria, and the Angulema room for the rooms in the northern section of the building.
- 3.3. The organisation will upload the presentations to the computers in these rooms and is responsible for them being ready for the beginning of the event.
- 3.4. The Conference Centre will set up a direct communication system between the stage in the auditoriums and the audio-visual media cabin to transmit any eventuality that may occur during the event.

4. ASSEMBLY AND DISASSEMBLY, DECORATION, SIGNAGE AND ROOMS

- 4.1. The reserve for assembly and disassembly comprises the spaces in use as well as those for which use is rendered impossible for another event.
- 4.2. The organiser or organising body agrees to supervise all assembly and respect the timetable and conditions agreed in each case. For assembling stands, stages and similar, the organiser or organising body guarantees the adequate protection of the floors, prior to the assembly of elements.
- 4.3. If the room disposes of permanent or semi-permanent furniture, it should be requested 15 days in advance, the organiser or organising body being charged a specific cost for altering the layout.
- 4.4. The complete modification of the habitual decoration of the Palace will carry an additional fee of 25 percent of the fee for renting the reserved space.
- 4.5. The first day of assembly and disassembly of the rooms or spaces in use requested by the organiser or organising body will have a reduction of 25 percent on the rate to be applied.
- 4.6. The installation of decorative elements, signs, stands, catering services, (or any other element) in the lobbies and surrounding areas will be subject to the express consent of the Palace and respect for the natural transit of people who require access to the different activities that are taking place at the time in the Palaces.
- 4.7. Signage is to be done on clear surfaces, and nothing is to be attached to walls, doors, windows or furniture.
- 4.8. The person or body who made the request agrees not to attach anything (sign, banner, etc.) to the tables, lecterns, columns, walls or doors of the different rooms; not to allow smoking inside the Palaces; to inform the Palace of the companies and services arranged for the development of the event (banners, catering, flowers...).

5. CATERING SERVICE

- 5.1. Food and drink can only be consumed inside the venue, following consultation, when provided by a registered catering company, or by vending machines in the spaces established for the purpose.
- 5.2. The catering company for the congress must guarantee the protection of the floors when any activity that may damage them is underway: the assembly of beer taps, temporary bars, etc.
- 5.3. The catering company must carry out basic cleaning of the space used as a dining room, coffee space, sampling, etc. They are especially in charge of removing all rubbish resulting from the catering activity. Additionally, they must clean the space used as an auxiliary room or office.
- 5.4. The catering companies agree to respect the Palace's guidelines regarding environment and waste management.