

Section A

A) The following norms for using our hostels are mainly of an organizational nature and are intended to specify the services offered by the public network of hostels of the Xunta of Galicia.

1.- GENERAL RULES

1.- Objective:

These norms for the use of our hostels are aimed at establishing the general framework for the coexistence, organization, operational details, safety and internal rules which regulate the stay of pilgrims in the public network of hostels which depend on the Xunta of Galicia.

Spending the night in the hostel automatically presupposes acceptance of these norms.

2.- Eligibility:

a) All those who can prove that they are actively in the process of going on pilgrimage to Santiago de Compostela.

b) Beds will be assigned according to the order of arrival of the pilgrims at the hostels.

c) The order of precedence for occupying the available beds is as follows:

- Pilgrims with physical limitations.
- Pilgrims on foot.
- Pilgrims on horseback.
- Pilgrims on bikes
- Pilgrims making use of support cars.
- Pilgrims who are starting their pilgrimage in the hostel concerned.

d) Each pilgrim's stay is limited to one night only. In cases of justified health problems or unforeseen circumstances, this stay can be extended to a total maximum of three nights.

3.- Rules regarding reservations:

Reservations are not allowed, except for people with disabilities, in accordance with the following conditions:

a) Pilgrims with a documented disability of more than 60% (or, 30% in the case of those who are younger than sixteen) can make a reservation, whether they are travelling alone or with a group. They can reserve for themselves and one helper, bearing in mind the infrastructure of the hostel concerned.

b) On the day of their stay they must arrive before 8.00 p.m. If by this time the person in question, or another member of the group delegated by her/him) has still not arrived, then the reserved bed can be occupied by another disabled pilgrim who is waiting for a place.

c) Beds cannot be reserved more than one month in advance.

II.- RULES CONCERNING PAYMENT

The price per person per night is 8 Euros and must be paid by the pilgrim at the moment of registration, when he/she will receive a special ticket, specifying the price paid and which should be retained by the pilgrim until leaving the following morning.

III.- OFFICIAL NORMS REGARDING THE PILGRIM'S STAY AND GENERAL ORGANIZATION

- a) The hostels will be open all year round, from 1.00 p.m. until 10.00 p.m.
- b) The doors will close for the night at 10.00 p.m.
- c) In order to respect other people's right to sleep, lights out in general will be at 10.30 p.m., with the exception of those necessary for people looking for the bathroom etc. during the night.
- d) Animals are not permitted in our hostels, except officially documented working guide dogs.
- e) Preparation and eating of food is allowed only in the kitchen and dining room or in other specially designated places.
- f) Care must be taken not to waste water or electricity.
- g) The hostels will offer a basic first aid kit, as well as a semi-automatic external defibrillator (SAED).

IV.- RIGHTS AND OBLIGATIONS OF PILGRIMS MAKING USE OF THE HOSTEL

1.- Rights:

- a) The use of the various facilities of the hostels.
- b) A bed with a disposable bottom sheet and pillow case.
- c) Use of the kitchen (excluding utensils)
- d) Internet access.
- e) Use of automatic washers and dryers (after paying the tariff).
- f) A book will be available for pilgrims to write their suggestions and complaints, on the condition of adding to their comments their name, surname and address. These comments will be answered, in writing, and as soon as possible, by the S.A. de Gestión del Plan Xacobeo.

2.- Obligations:

- a) Pilgrims must leave the hostels before 8.00 a.m.
- b) Those using the various facilities of the hostel must do so with all due care, leaving everything in good order, clean, without forgetting to collect and leave their rubbish in the corresponding containers.
- c) The pilgrims must take care of their own property. Neither the S.A. de Gestión del Plan Xacobeo nor the people in direct charge of each hostel will accept any responsibility for possible thefts or disappearance of pilgrims' belongings.

3.- Failure to comply with the obligations of those using the hostel:

Failure to comply with the obligations mentioned immediately above, as well as any other form of behaviour which may be viewed as interfering with the correct functioning of the hostel, will authorize those in charge to oblige such people to leave the hostel immediately, while at the same time reserving the right to inform the authorities of the problem and even leading to forbidding those in question access to any other hostel belonging to the network.