



CoE C-IED LODGING

“ALMIRANTE GONZÁLEZ-HUIX FERNÁNDEZ”

(Counter-Improvised Explosive Devices - Centre of Excellence)



INFORMATION AND INTERNAL RULES

Carretera M-618, km. 14
28240 – HOYO DE MANZANARES
MADRID (SPAIN)

billeting@ciedcoe.org



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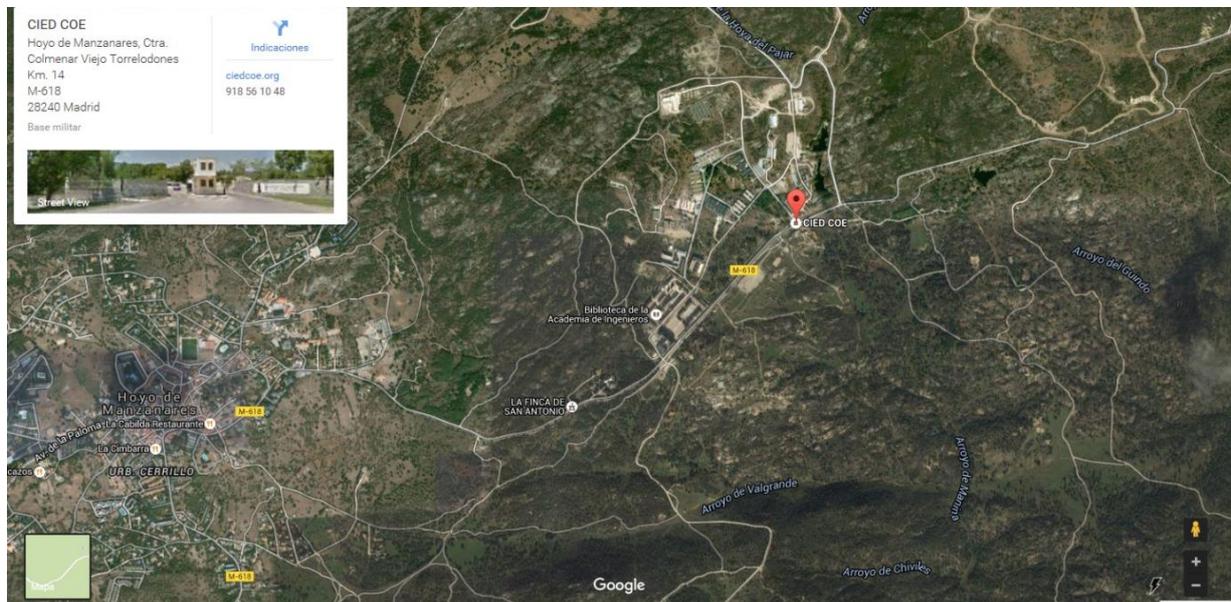
1. LOCATION

1.1 GEOGRAPHIC LOCATION

C-IED CoE Lodging is located within the Army Engineers Academy facilities (ACING), 1.5 kilometres far from CoE main building. It belongs to the municipality of Hoyo de Manzanares (35 km from Madrid), located in the Regional Park of Cuenca Alta del Manzanares, area known for its great environmental value.

GPS coordinates: 40° 37' 18" N ; 3° 54' 33" O

**C-IED CoE – Lodging “Almirante González-Huix Fernández”
Carretera Colmenar Viejo – Torrelodones (M-618), km. 14
28240 HOYO DE MANZANARES (MADRID)**





Location inside the Engineers Academy (ACING)





3.2 HOW TO GET HERE

BY CAR

From Madrid, take the A-6 highway (direction A Coruña) and exit at junction 29 (Torrelodones – Hoyo de Manzanares). Continue along the service road until you get to the exit to Torrelodones – Hoyo de Manzanares. At the roundabout, take the exit to Hoyo de Manzanares. Continue on the M-618 road for 7 kilometres. Once you arrive at Hoyo de Manzanares, cross the village without leaving the main road and drive for 3 kilometres. On your left, you will see the Army Engineers Academy (sign announcing the “Academia de Ingenieros del Ejército”).

BY SUBURBAN TRAIN (CERCANÍAS RENFE):

You can take C-3 (purple in the map), C-8 (dark green) and C-10 (light green) lines to get to our facilities. Train timetables can be found at: <https://www.renfe.com/es/en/suburban/suburban-madrid/timetables>



Once you arrive at **LAS MATAS** station, take any bus that stops at the Army Engineers Academy (“Academia Militar” in Spanish). You can check bus numbers and timetables at the “By bus” section on page 16 of this document.



INFORMATION AND INTERNAL RULES

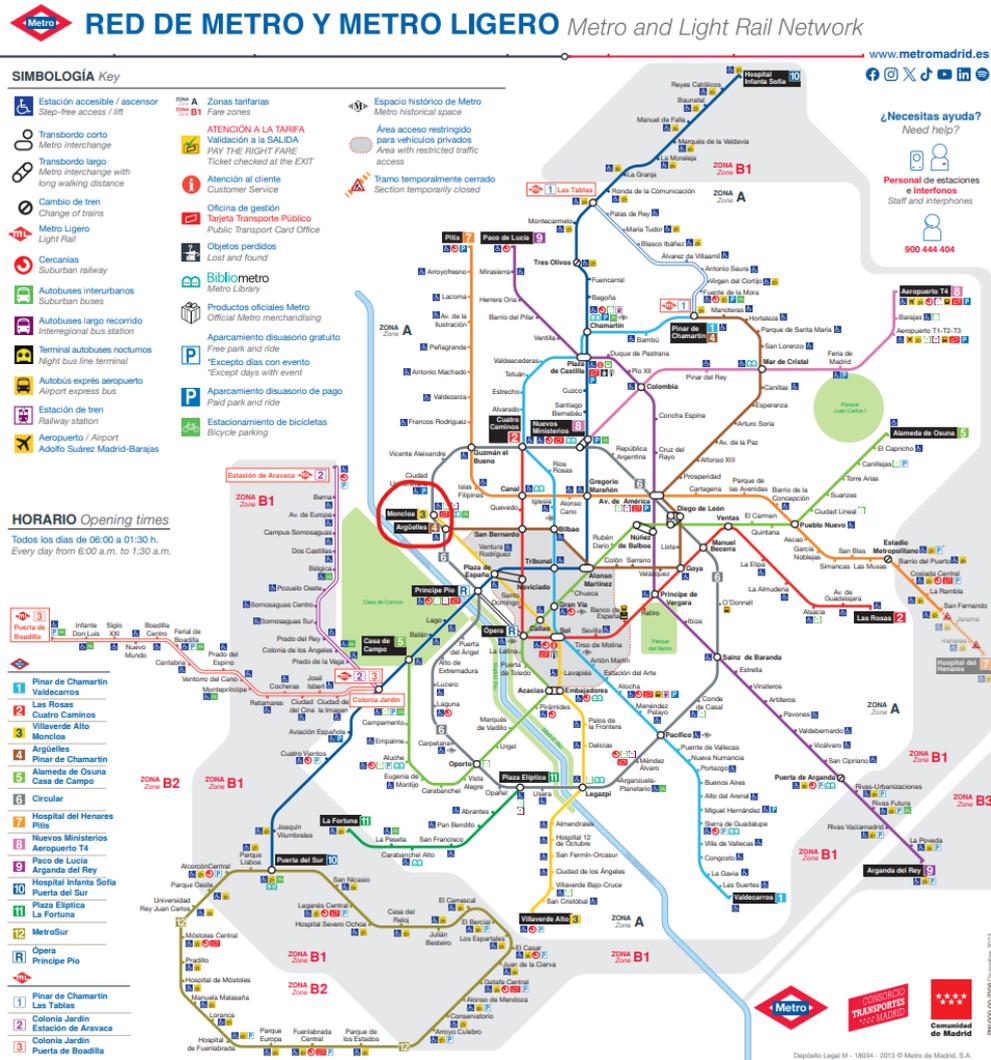


CoE C-IED LODGING – “ALMIRANTE GONZÁLEZ-HUIX FERNÁNDEZ”

BY UNDERGROUND (METRO)

Both lines 3 (yellow) and 6 (grey) take you to Moncloa interchange station. Once you arrive there, you can take a bus to the ACING (lines specified in the “By bus” section on page 16 of this document).

You can also take the underground to any suburban train station and take a train as specified in the previous section.



More information on timetables and lines at: <https://www.metromadrid.es/en>



CoE C-IED LODGING – “ALMIRANTE GONZÁLEZ-HUIX FERNÁNDEZ”

BY BUS

At the Moncloa interchange station you can take buses 611 and 611A. They both stop at the ACING entrance.



Horarios de salida de Hoyo de Manzanares (Academia Militar)
290322

(Vigente de 1 de septiembre a 31 de julio)

6:	7:	8:	9:	10:	11:	12:	13:	14:	15:	16:	17:	18:	19:	20:	21:	22:
10	00	15	10	20	20	20	20	20	15	15	10	10	10	15	20	20
30	15	30	20	50	50	50	45	50	45	45	40	40	45	50	50	45
45	30	50	50													
45																
50																

(Vigente agosto)

6:	7:	8:	9:	10:	11:	12:	13:	14:	15:	16:	17:	18:	19:	20:	21:	22:
10	15	15	10	20	20	20	20	20	20	20	20	10	10	15	50	45
45	45	50	50	50	50	50	50	50	50	50	40	40	45	50	00	45

(Vigente todo el año)

7:	8:	9:	10:	11:	12:	13:	14:	15:	16:	17:	18:	19:	21:	22:	23:
15 ^c	15 ^c	15 ^c	50 ^c	50	50	50 ^c	50 ^c	50 ^c	50	45 ^c	45 ^c	40	00	00	55 ^c
50 ^c	50	50													

Noches de viernes, sábados y vísperas de festivos^c

(Vigente de 1 de septiembre a 31 de julio)
A 23:10 ^x 1:00 ^x 2:30 ^x 4:15 ^x
(Vigente agosto)
A 2:30 ^x 4:15 ^x



Horarios de salida de Hoyo de Manzanares (Academia Militar)
110121

(Vigente de 1 de septiembre a 31 de julio)

A 6:30 7:00 7:15 7:30 7:45
De 8:00 a 10:00 cada 30 minutos
De 10:40 a 14:30 entre 25 - 30 minutos
A 15:30 16:00 16:35 17:35 18:30
19:30 20:30 21:30

(Vigente agosto)

A 6:30 7:00 7:30 8:30 9:00 9:30
10:40 11:10 11:35 12:30 13:00 13:30
De 14:30 a 15:30 16:00 16:35 17:35
18:30 a 21:30 cada hora

Please note that not all 611 buses stop at the Academy. Make sure you plan your trip in advance and check more detailed information and timetables at:

https://www.crtm.es/tu-transporte-publico/autobuses-interurbanos/lineas/8_611_?lang=en

https://www.crtm.es/tu-transporte-publico/autobuses-interurbanos/lineas/8_611_A_?lang=en



2. FACILITIES AND SERVICES

2.1 ROOM DESCRIPTION

C-IED CoE Lodging has 60 rooms of different types, one of them accessible to persons with disabilities.

ROOM TYPES

DOUBLE:

- Rooms with two 90 X 200 cm beds.

DOUBLE FOR SINGLE USE:

- Rooms with two 90 x 200 cm beds, which can be turned into one 180 x 200 cm bed for single use.

SINGLE:

- Rooms with one 135 x 200 cm bed.
- 4 VIP rooms with one 150 x 200 cm bed.

ROOM EQUIPMENT

The equipment of our rooms include:

- Bed (1 or 2 beds depending on the room type, as explained above)



- Bedside table
- Double built-in closet, with drawers and 10 hangers
- Safe-deposit box
- 32-43” TV with satellite connection
- Desk
- Chair
- Armchair
- Minibar
- Internal telephone network
- Reading lamp
- Fan
- Laundry basket
- Bin



All bedrooms have windows and a private bathroom with shower.

Textile and linen provided:

- Mattress cover and pillow
- Fitted sheet
- Flat sheet
- Pillowcase
- Quilt or duvet
- Blanket
- Hand towel
- Shower towel
- Bath mat
- Welcome amenities:
 - Shampoo
 - Body liquid soap
 - Soap bar
 - Comb
 - Shaving razor
 - Toothbrush



All bedrooms have several 220V sockets.



COMMON AREAS EQUIPMENT

Common areas are thought for leisure and rest. There is one large room, divided in two parts: a relaxing area and a dining area.

Furniture included:

- 4 three-seater sofas
- 4 side tables
- 2 end tables
- 65" TV with Wi-Fi and satellite connection
- Food and drinks vending machines
- Cold and hot water dispenser
- 6 dining tables
- 36 dining chairs





There are also two kitchen areas with fridges, microwaves, Nexpresso coffee machines, toaster, air fryer, sink, kitchen utensils and tableware.

C-IED CoE staff who use the lodging as ALANM have their own kitchen.

There is no restaurant nor cafeteria in the lodging, but you can purchase food and drinks at the vending machines or bring your own food and store it in the kitchen's common fridges.

Plastic boxes with your room number will be provided, so that your food can be stored individually in these fridges.

Cooking is not allowed.

It is forbidden to store or eat any perishable food in the rooms.

Outdoor areas are also available, equipped with tables, chairs and benches.





On the first floor, there is a study / conference room, available for guests.

If you need to use the projector, please ask the administration staff for the access code.

LAUNDRY SERVICE

The laundry room is in the basement. Guests can make use of its appliances as needed (please note that some of them have an additional cost).

Equipment available:

- 1 washing machine (additional fee)
- 1 tumble dryer (additional fee)
- Irons
- Ironing boards
- Drying racks
- Brooms, dustpans, mops, buckets





WI-FI CONNECTION

Please read the following instructions carefully:

- In the e-mail you will receive from the Administration staff regarding your room assignment, you will get a password to connect to the Lodging’s Wi-Fi network.
- While connecting to our Wi-Fi, if you access illegal websites, if you commit any crime or administrative offence, if you violate security regulations of the C-IED CoE Lodging or Spain’s national security, the CIS team (Communications and Information Systems) will track your connections and hand the information over to the administrative and judicial authorities that may require them, in order to carry out the relevant investigations.
- The information about your Wi-Fi usage will be stored for 5 years. After this period, it will be discarded.
- The NATO C-IED CoE Director is responsible for the data processing.
- The rights of verification, access, rectification, transference, processing limitation and deletion of personal data may be exercised before the person responsible for its processing at director@ciedcoe.org.

NATO C-IED CoE Director

Ctra. M-618 (Colmenar Viejo-Torrelodones) km. 14 – 28240 HOYO DE MANZANARES
(MADRID - SPAIN)

The foregoing is established respecting the European Union Regulation on the processing of personal data and on the free movement of such data (Regulation EU 2016/679) and the Spanish Organic Law 2018/3 on the protection of personal data and the compliance with digital rights.



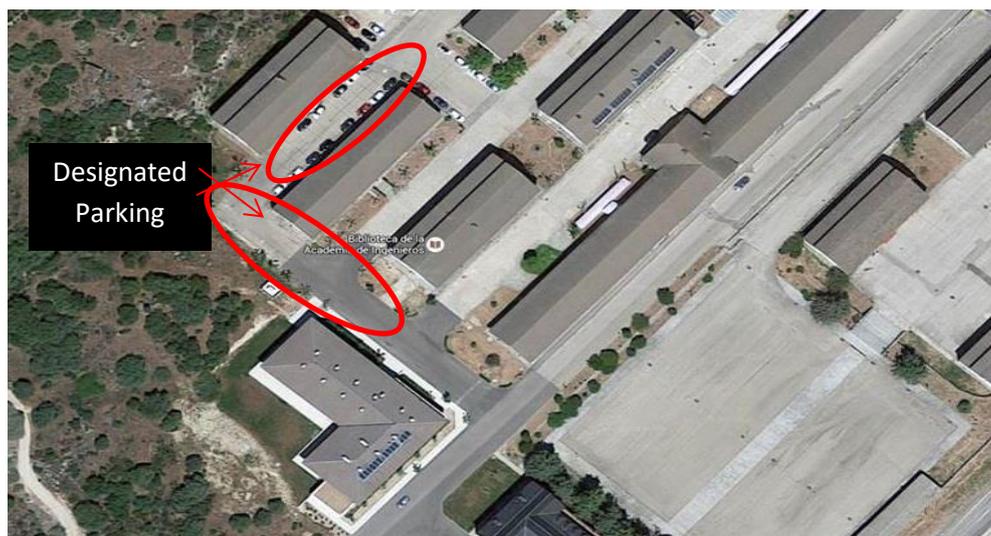
2.2 OTHER SERVICES INCLUDED

- Reception from Monday to Friday, from 07:30am to 1:30pm.
- 32” TV in each room with satellite connection and a 65” Smart TV in the common areas with internet connection.
- Study room on the first floor.
- Vending machines in the common areas.
- Kitchen appliances in the cafeteria area.
- Wi-Fi
- 2 defibrillators.
- Auto-service laundry with washing machine, tumble dryer and ironing kit.
- Sheets are replaced every two weeks and towels every week.
- Room and private bathroom are cleaned once a week.

2.3 PARKING AREA

Guests have to park their cars in the areas marked in the map below. The ACING Security Unit will be notified if this rule is not respected.

Lodging parking area





2.4 OTHER SERVICES AVAILABLE AT THE ACING FACILITIES

PHYSICAL ACTIVITIES:

In the sports complex at the ACING you will find the following:

- Weight room
- Multi-purpose court for:
 - Indoor football
 - Handball
 - Volleyball
 - Basketball
- Squash court
- Tatami room

Other facilities:

- Paddle tennis court
- Tennis court

TIMETABLES

	Monday to Thursday	Friday	Saturday and Sunday
Morning	08:00 – 14:30	08:00 – 13:30	11:00 – 13:30
Afternoon	17:00 – 20:30	17:00 – 20:30	17:00 – 20:30

RESTAURANT SERVICE:

Inside the Engineers Academy there is a restaurant and a cafeteria. Please check the opening hours, which vary depending on the time of the year.



2.5 GUEST SERVICE

Reception will be open from Monday to Friday, from 07:30 to 13:30h.

Feedback and complaints forms will be available for guests in each bedroom and at the reception. If needed, you can hand them over to the reception staff or deliver them in the designated mail boxes.

Damage reports are also available. If you detect a breakdown or failure in your room or in the Lodging facilities, please notify it to the staff, so that it can be fixed as soon as possible.



3. CHECK-IN AND PAYMENT INSTRUCTIONS

3.1 BOOKING REQUEST

If you wish to stay at the Lodging, please fill in the booking request form that can be found in Annex III and send it by e-mail to: billeting@ciedcoe.org, with abravol@oc.mde.es in cc.

Please take into consideration that requests will only be admitted two months prior to your arrival date.

All personal details requested have to be provided, in order to establish the priorities, applicable fees and invoicing details. **Booking requests won't be accepted until all necessary details are provided.**

If you are attending a course at the ACING, you have to include the letter of acceptance at the course, as well as a letter confirming there are no rooms available at their own lodging, that you don't receive any allowance, etc.

Once your request is received, you will receive a safe-receipt confirmation from the administration staff.

Although there are different room types, a single room will be assigned by default if there is one petitioner and a double room if there are two.

3.2 BOOKING CONFIRMATION

The administration staff will check your request and verify if you are eligible to stay at the lodging. Considering the priorities aforementioned, they will verify the room availability for the requested dates.

Regardless of the means you used to apply for accommodation as ALANM and RLANM, you will receive a reply no later than 10 days after receiving your request.



For RLM requests, you will receive a reply no later than 15 days before your arrival date. If no reply is received, your request can be considered dismissed.

If there is no room available for the dates requested, your application will be sent to a waiting list. This list will follow a first-come, first-served basis, as well as the priorities criteria.

If there is a room available for the dates requested, you will receive a pre-confirmation e-mail, always following criteria established at 1.3. This means that, if there is a petitioner who requests a room later than you, but he/she has a higher priority, your pre-confirmation will be cancelled. If this was the case, you would be informed as soon as possible.

If you must leave your room for a higher-priority user, you will be informed at least 15 days in advance.

3.3 CHECK-IN INSTRUCTIONS

Before your check-in date you will receive an e-mail with payment instructions and with indications to access your room.

In the entrance hall there are electronic lockers containing the keys. Upon arrival, please go to the locker with your course name and follow the instructions received by e-mail. PLEASE MAKE SURE YOU FOLLOW THE INSTRUCTIONS CAREFULLY, AS THERE MAY NOT BE STAFF AVAILABLE TO ASSIST YOU IF YOU ARRIVE AFTER OFFICE HOURS, which go from 07:30 to 13:30, from Monday to Friday.

Guests are responsible for properly locking their bedroom's door when leaving. The Lodging management will not be liable for any lost valuables.

In case of emergency, a copy of the key is available in the adjacent locker. In order to open it, please follow the instructions provided by the Lodging staff in the instructions e-mail.

You are kindly requested not to leave the lodging's premises with the keys. Losing the key carries a €250 fine.



If you are not participating in any activity at the C-IED CoE, we won't apply for your access to the ACING base. You will have to request it through your Point of Contact.

3.4 PAYMENT INSTRUCTIONS

Please follow the indications you will receive in the INSTRUCTIONS e-mail.

As a general rule, only bank transfers or bank deposits will be accepted as payment methods. Payment in cash or any other payment method will not be accepted.

Once the payment is received, an invoice sent to the e-mail address provided by the guest.



4. INTERNAL RULES

4.1 LODGING INTERNAL INFORMATION

All guests must follow the Lodging’s rules, instructions established by the Director and all internal rules and regulations specified in this booklet.

- There are rules to follow in case of fire. You will find evacuation diagrams in each room’s door and fire suppression systems in place (fire extinguishers, emergency buttons, fire hydrants, etc).
- The Lodging administration will keep a record of the guests’ arrivals and departures. Booking an accommodation means you accept your data to be processed, according to the Data Protection Regulation.
- Upon arrival, guests will check the room’s inventory and will make sure everything is found in perfect conditions. If any damage is detected, it will have to be notified to the staff, so it can be fixed as soon as possible. You will find a damage report in each room for this purpose.
- The Lodging management will not be liable for any valuable left in the room. Guests must make sure that the room is locked before leaving.
- Before checking out, please make sure you close all water taps and you turn all lights off.
- Changing furniture from the bedrooms and common areas is not allowed.
- On the basement, there is a self-service laundry room with washing machine, tumble dryer and ironing kit.



- Housekeeping will start at 8 am. In the corridor, in front of the toilets, you will find an information board with the dates assigned to clean each room.

External guests are not allowed in the Lodging, unless they have been previously authorized.

4.2 LODGING RULES AND REGULATIONS FOR GUESTS

- The use of psychotropic, inflammable and explosive substances is forbidden. Same applies to the use and abuse of alcohol.
- The fundamental rules of coexistence should be respected in order to avoid disturbing the other guests. Good personal hygiene and dressing habits are expected.
- Refrain from engaging in any activity that could compromise the security of the Lodging, its staff and the rest of the guests.
- Entrance and exit through non-authorized areas or emergency exits are forbidden.
- Animals are not allowed.
- The use of small electrical appliances (such as microwaves, coffee machines, heaters, etc.) is not allowed in the rooms.
- Food and drinks can only be kept in the rooms if they are hermetically sealed. Not following this rule could potentially lead to fire hazard, bad odours, damage to the facilities and presence of insects and rodents.

All food stored in the common fridges should be removed before departure.

- Use or storage of gas bottles is forbidden in the rooms.



- Inappropriate noises that could bother other guests should be avoided, specially between 10 pm and 7 am. These include loud voices, high noises, thumps, high TV or radio volume and furniture shifting.
- External guests are not allowed in the lodging, unless they have been previously authorized by the C-IED CoE Director.
- Smoking is not permitted inside the building. It is only allowed in the gardens, access door and terraces. For this purpose, ashtrays have been placed in the access door and the back garden.
- Changing, adding or removing furniture or accessories from the rooms is not allowed and neither is making holes on the walls.
- Making copies of the keys is forbidden.
- You are kindly requested not to leave the Lodging's premises with the keys. Before your departure, please place the keys in the electronic key storage. Losing the key carries a €250 fine.

4.3 WARNING FOR GUESTS AND USERS

Failure to comply with the regulation described in this internal rules' booklet, with the operating rules and with other indications by the Lodging's Director could lead to the immediate expulsion from the Lodging.

4.4 APPEALS

According to Spanish Law 39/2015 (Article 112) regarding the Common Administrative Procedure of Public Administrations, all appeals filed against the C-IED CoE Director's resolutions will be addressed to his immediate superior, the Chief of Defence.



5. QUALITY ASSURANCE

5.1 INCIDENT MANAGEMENT

There is an incident management system in place, whose aim is to keep track of the existing incidents and to keep the guests informed about their resolution.

Damage reports are available in the bedrooms, at the reception and electronically. If you detect a breakdown or failure in your room or in the Lodging facilities, please fill in this form and hand it over to the staff or place it in the mailboxes provided for this purpose.

Once the incident has been dealt with, the guest will be informed, so that it can be considered “solved” in the tracking system.

5.2 QUALITY CONTROL

A satisfaction survey is available for guests to answer, so that we can gather some feedback about our guests’ satisfaction with the services provided.

Apart from assessing the services and facilities, ideas to help us improve are always welcome.

Your name can be included in the survey or it can be filled in anonymously.



6. WHAT TO DO IN CASE OF FIRE

6.1 SYSTEMS IN PLACE

There is an audible fire alarm next to the Reception.

Smoke detectors and fire alarms can also be found in the bedrooms and the common areas.

IN CASE OF FIRE:

If you suspect there is a fire, please keep calm and follow these indications:

- If you detect smoke, contact the Lodging administration immediately (dial the emergency phone number if it happens out of office hours).
- If the room's door is hot, don't open it.
- If there is smoke in the corridor, step back and close the room's door. Stuff the cracks around the door with damp towels.
- Open the window and signal for help by shaking clothes.
- If your clothes catch fire, don't run. Drop to the ground immediately and roll backwards and forwards.
- Bend down or lie down if there is smoke in the area.

IN CASE OF EVACUATION:

In case of emergency, please evacuate the building following the instructions below until you arrive at the meeting point outside the building's main entrance.



- **Evacuation procedure**

Follow the instructions you will find in the evacuation diagrams hanging from your bedroom’s door. Locate your closest emergency exits and walk towards them. They will be marked with illuminated exit signs.

- Identify the evacuation routes.
- Don’t use the elevators.
- Walk close to the wall.
- Don’t go back to get personal belongings.
- Help other people, if possible.
- Don’t stop at the Lodging’s entrance.
- Go to the meeting point.



7. IMPORTANT PHONE NUMBERS AND ADDRESSES

7.1 MEDICAL CENTRES

- **Hoyo de Manzanares Medical Centre**
C/ Cervantes, s/n
HOYO DE MANZANARES (MADRID)
Phone nr.: 0034 918567677
Attention from Monday to Friday, from 8:30am to 8:30pm

7.2 IMPORTANT PHONE NUMBERS

- EMERGENCY: 112
- COMMUNITY OF MADRID CITIZEN ASSISTANCE: 012
- FIRE BRIGADE: 085
- EMERGENCY PHARMACY: 089
- MEDICAL EMERGENCY: 061
- HOYO DE MANZANARES CIVIL GUARD: 918566138
- HOYO DE MANZANARES LOCAL POLICE: 629810212
- RED CROSS EMERGENCY: 901 222 222
- SPANISH NATIONAL TOXICOLOGY INSTITUTE: 91 562 04 20
- STATE TRAFFIC OFFICE (DGT in Spanish): 900 123 505 <https://www.dgt.es>
- NATIONAL CITIZEN ASSISTANCE: 060 <https://www.060.es/>
- CIVIL PROTECTION: 1006



7.3 HOYO DE MANZANARES LOCAL OFFICES

- **HOYO DE MANZANARES Town Hall**
Plaza Mayor s/n
Phone numbers: 918566046 / 6130 / 6004
- **Magistrate’s Court and Civil Registry Office**
C/ San Sebastián, 4 – Bajo
Phone nr.: 912795310
- **Local sports centre**
C/ Las Heras, s/n
Phone numbers: 912795321 / 22 or 663978802 / 03
- **Tourist Information Office**
Plaza Mayor, 1
Phone nr.: 663978793

7.4 OTHER RELEVANT PHONE NUMBERS

- **POST OFFICE**
C/ San Sebastián, 4
Phone nr.: 918567654
- **HOYO DE MANZANARES TAXI SERVICE**
Taxi C5 –Plaza Mayor, 7
Phone nr.: 676453753



7.5 LODGING PHONE NUMBERS

- **DURING OFFICE HOURS**

Telf.: 91 856 10 31 (819 50 91) – Móvil: 669 45 15 14
abravol@oc.mde.es – billeting@ciedcoe.org

- **EMERGENCY OUT OF OFFICE HOURS**

(0034) 616684761

- **ACING GUARDHOUSE**

In case of emergency: 5331



ANNEX I:

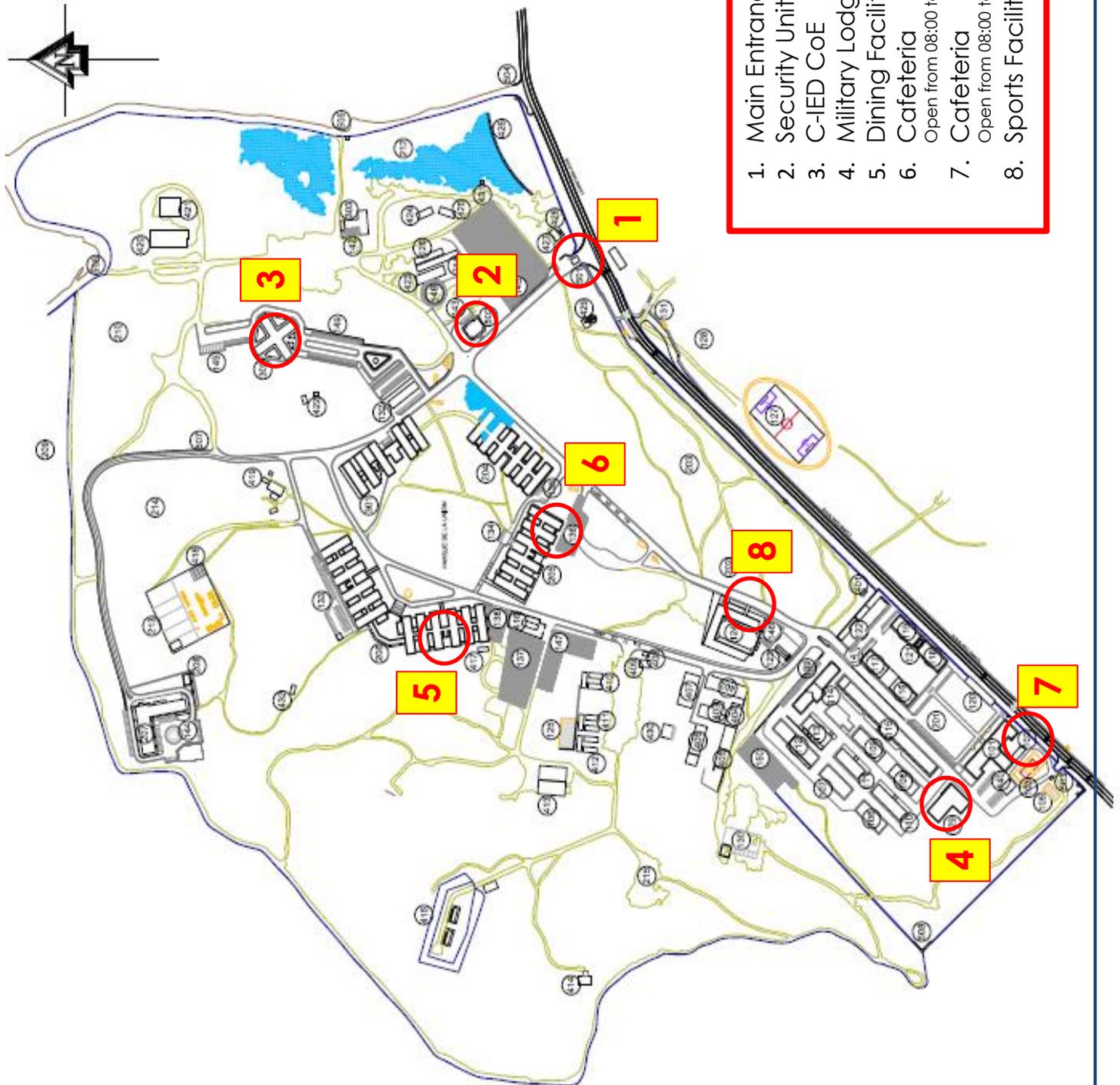
Engineers Academy Map



INFORMATION AND INTERNAL RULES



CoE C-IED LODGING – “ALMIRANTE GONZÁLEZ-HUIX FERNÁNDEZ”





ANNEX II:

Accommodation fees



As SUPPORT LOGISTIC ACCOMMODATION AS HOST NATION

Free of charge

As SUPPPORT LOGISTIC LODGING AS HOST NATION AND MILITARY LODGING-CATEGORY D

Room type	Fee 2009 basis	CPI increase Nov 2009 Nov 2022	Fee 2023	% Deduction by military rank	Fee by military rank	VAT 10%	VAT included	Deduction Category D 20%	VAT included
Double room to share	20,00€	25,40%	25,08 €	0%	25,08 €	2,51 €	27,59 €	5,52 €	22,07 €
Officer Double room to share	20,00 €	25,40%	25,08 €	20%	20,06 €	2,01 €	22,07 €	4,41 €	17,66 €
OR7 – OR9 Double room to share	20,00 €	25,40%	25,08 €	40%	15,05 €	1,50 €	16,55 €	3,31 €	13,24 €
OR2 – OR6									
Double room for single use	16,00 €	25,40%	20,06 €	0%	20,06 €	2,01 €	22,07 €	4,41 €	17,66 €
Officer Double room for single use	16,00 €	25,40%	20,06 €	20%	16,05 €	1,61 €	17,66 €	3,53 €	14,13 €
OR7 – OR9 Double room for single use	16,00 €	25,40%	20,06 €	40%	12,04 €	1,20 €	13,24 €	2,65 €	10,59 €
OR2 – OR6									
Single room	14,00 €	25,40%	17,56 €	0%	17,56 €	1,76 €	19,31 €	3,86 €	15,45 €
Officer Single room	14,00 €	25,40%	17,56 €	20%	14,04 €	1,40 €	15,45 €	3,09 €	12,36 €
OR7 – OR9 Single room	14,00 €	25,40%	17,56 €	40%	10,53 €	1,05 €	11,59 €	2,32 €	9,27 €
OR2 – OR6									



ANNEX III:

Booking request form



ACCOMMODATION REQUEST FORM

ALMIRANTE GONZÁLEZ-HUIX LODGE

Please fill in the following form to book your accommodation at the C-IED CoE lodging “ALMIRANTE GONZÁLEZ-HUIX”. Then, send it to billeting@ciedcoe.org and add abravol@oc.mde.es in cc.

Please take into consideration that requests will only be admitted two months prior to your arrival date.

Personal information					
Name, First name					
Rank and allowance <small>(Mark the corresponding cell)</small>	OFFICER		CIVILIAN		
	OR7-OR9		Travel allowance	YES	
	OR2-OR6			NO	
Billing address					
ID number					
Current military unit or organization					
REASON FOR REQUEST <small>(Course enrolment, on assignment at the ACING, etc...)</small>					
Personal address <small>(If different from billing address)</small>					
Phone number		E-mail:			
ROOM TYPE <small>(single room will be assigned by default)</small>					
DOUBLE <small>(for single use)</small>	SINGLE			DOUBLE <small>(to share)</small>	

Schedule					
Arrival	Month/day/year		Departure	Month/day/year	
	Estimated hour			Estimated hour	

1. You will not be assisted upon arrival so, in order to have access to your room, you will receive an e-mail with the instructions to follow and a password to get your key. Please read these instructions carefully and don't forget your password.
2. If two days prior to your arrival you haven't received this instructions e-mail, please contact the lodge administration at billeting@ciedcoe.org and keep abravol@oc.mde.es on cc.

ACCOMMODATION FEES

Type of room and Rank	Fee (per room, per night)
Double room to share Officer	20.06 €
Double room to share OR7 – OR9	16.05 €
Double room to share OR2 – OR6	12.04 €
Double room for single use Officer	16.05 €
Double room for single use OR7 – OR9	12.85 €
Double room for single use OR2 – OR6	9.63 €
Single room Officer	14.05 €
Single room OR7 – OR9	11.24 €
Single room OR2 – OR6	8.43 €

LODGING RULES AND REGULATIONS FOR GUESTS

- The use of psychotropic, inflammable and explosive substances is forbidden. Same applies to the use and abuse of alcohol.
- The fundamental rules of coexistence should be respected in order to avoid disturbing the other guests. Good personal hygiene and dressing habits are expected.
- Refrain from engaging in any activity that could compromise the security of the lodging, its staff and the rest of the guests.
- Entrance and exit through non-authorized areas or emergency exits are forbidden.
- Animals are not allowed.
- The use of small electrical appliances (such as microwaves, coffee machines, heaters, etc.) is not allowed in the rooms. Same applies to the use or storage of gas bottles.
- Food and drinks can only be kept in the rooms if they are hermetically sealed. Not following this rule could potentially lead to fire hazard, bad odours, damage to the facilities and presence of insects and rodents.
- All food stored in the common fridges should be removed before departure.



- Inappropriate noises that could bother other guests should be avoided, specially between 10 pm and 7 am. These include loud voices, high noises, thumps, high TV or radio volume and furniture shifting.
- External guests are not allowed in the lodging if they have not been previously authorized by the C-IED CoE Director.
- Smoking is not permitted inside the building. It is only allowed in the gardens, access door and terraces. Ashtrays have been placed in the access door and the back garden for this purpose.
- Changing, adding or removing furniture or accessories from the rooms is not allowed and neither is making holes on the walls.
- Making copies of the keys is forbidden.
- You are kindly requested not to leave the lodging's premises with the keys. Before your departure, please place the keys in the electronic key storage. Losing the key carries a €250 fine.

Failure to comply with the regulation above could lead to the immediate expulsion from the lodging

PERSONAL DATA PROTECTION

In an effort to comply in full with the Regulation (EU) 2016/679 adopted by the European Parliament and Council, on 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and, following instructions and recommendations by the Spanish Data Protection Agency (A.E.P.D.), we inform all guests that:

- All personal details requested and provided by you will be included in a private file whose sole recipients and owners are the C-IED CoE and the Defence Staff.
- To provide the agreed services properly, only the strictly necessary details will be required.
- All the personal information will be strictly confidential and will be stored under the legally established security measures. Under no circumstances will it be transferred to third parties, natural or legal. If such transfer was essential for the provision of the aforementioned services, the guest will be previously asked for his/her consent.
- These personal details will be filed and stored for a period of five years after the guest's departure.
- Your personal information will be included in a file called Guests Record, in order to manage the accommodation service, invoices issuance, contact, etc.

SUBMITTING THIS FORM, YOU CONFIRM YOUR CONSENT AND YOU CONFIRM YOU HAVE BEEN INFORMED about the possibility to access, rectify, cancel and oppose to the use of your data. If you wish to do so, please send an e-mail to: billeting@ciedcoe.org



WI-FI CONNECTION

Please read the following instructions carefully:

- In the e-mail you will receive from the Administration staff regarding your room assignment, you will get a password to connect to the lodging's Wi-Fi network.
- While connecting to our Wi-Fi, if you access illegal websites, if you commit any crime or administrative offence, if you violate security regulations of the C-IED CoE lodging or Spain's national security, the CIS team (Communications and Information Systems) will track your connections and hand the information over to the administrative and judicial authorities that may require them, in order to carry out the relevant investigations.
- The information about your Wi-Fi usage will be stored for 5 years. After this period, it will be discarded.
- The NATO C-IED CoE Director is responsible for the data processing.
- The rights of verification, access, rectification, transference, processing limitation and deletion of personal data may be exercised before the person responsible for its processing at director@ciedcoe.org.

The foregoing is established respecting the European Union Regulation on the processing of personal data and on the free movement of such data (Regulation EU 2016/679) and the Spanish Organic Law 2018/3 on the protection of personal data and the compliance with digital rights.



C-IED CoE Contact information:

E-mail: billeting@ciedcoe.org / abravol@oc.mde.es

Phone number: (+34) 918561010

**Carretera M-618, km. 14
28240 – HOYO DE MANZANARES
MADRID (SPAIN)**



C-IED CoE LODGING “ALMIRANTE GONZÁLEZ-HUIX FERNÁNDEZ”



Carretera M-618, km. 14
28240 – HOYO DE MANZANARES
MADRID (SPAIN)

Phone number: (0034) 91 856 10 31 – Móvil: 669 45 15 14

EMERGENCY PHONE NUMBER: **616684761**

Contact e-mail: billeting@ciedcoe.org / abravol@oc.mde.es