

## REGULATION OF INTERNAL DIET VALENTIN SANCTI PETRI HOTEL SPA

RTA No: H / CA 7 01145

In accordance with Article 13 of Decree 47/2004, of February 10, on Hotel Establishments, BOJA No 42, of March 2, 2004, the establishment has the following Internal Regulations that will be mandatory for the establishment's clients.

Article 13 of Decree 47/2004 provides:

1. The hotel establishments may have internal regulations in which mandatory rules will be set for users during their stay.
2. The internal regulation regulations that, where appropriate, exist, will specify, as a minimum, the admission conditions, the rules of coexistence and operation, as well as everything that allows and favors the normal development of the enjoyment of the facilities, equipment and services.
3. The owners of the hotel establishments may seek the assistance of the Security Forces and Bodies to evict from them people who fail to comply with the usual rules of social coexistence, their internal regulations, or who intend to access or remain in the The same for a purpose other than the normal use of the service, in accordance with the provisions of Article 36.4 of the Tourism Law 13/2011

### INTERNAL REGIME REGULATION

1. Messrs. Clients are obliged to present identification document at the time of admission to the hotel establishment.
2. Every user of the hotel establishment, before their admission, will be given an admission document that must be signed by the client, and which contains the name, category and registration number of the establishment, number or identification of the accommodation unit, number of people who will occupy it, diet, arrival and departure dates, and the price of accommodation if the client has contracted directly with the hotel establishment. The admission document, once signed, will be kept by the establishment.
3. Upon signing the admission document, or accommodation contract, you will be given an identification card, (in those establishments where it is used for the provision of the contracted services), which is essential to present it if you wish to make use of it. from them.
4. Obligations of the users of tourist services: The owners of the establishments may prevent the access and permanence in them of the users who breach or have previously breached any of the following duties (art. 36.3 and 22 Law of Tourism 13/2011)

- Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments.
- Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
- Respect the agreed date of departure from the establishment leaving the occupied unit free
- Pay the contracted services at the time the invoice is presented or within the agreed term, without the fact of filing a claim implying exemption from payment
- Respect the establishments, facilities and equipment of tourist companies.
- Respect the environmental environment of the historical cultural heritage and the tourist resources of Andalusia

5. The hotel establishment may request a prior payment guarantee, indistinctly by any of these means: credit card, transfer, etc., for the contracted services, both for the entire reservation and for the extras.

6. The hotel shift begins at 12:00 noon on the first day of the contracted period and ends at 12:00 noon on the day indicated as the departure date. On dates of maximum occupancy of the establishment, the provision of the accommodation unit to the user may be delayed for a period of time not exceeding three hours. Without prior agreement, the extension of their occupation for a period longer than the contracted period will not be admitted. If there is an agreement, the amount of a full day must be paid.

7. The stay of two people will not be allowed in a double room that had been contracted as an individual. In that case, the rate set for double use will be paid.

8. The hotel establishment has a security safe for the custody of money and valuables, which may be deposited at Reception against receipt. The establishment is not responsible for the loss or theft of money or valuables that are not deposited in the aforementioned safe.

9. The hours for cleaning the rooms are from 08:30 to 15:00. Do not use the towels in the room other than for personal hygiene.

10. Smoking is prohibited in the establishment, except as allowed in Law 28/2005, and health measures against smoking, as well as law 42/2010, of December 30, which modifies it.

11. It is prohibited to introduce food or drinks into the hotel establishment to be consumed inside it.

12. Access by people accompanied by animals is prohibited without express authorization from the establishment, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, relative to the use in Andalusia of guide dogs by people with visual dysfunctions.

13. Beach towels may be collected at the reception or at the pool during the established hours, upon departure you must hand over the towel or card exchangeable for a towel at the reception, otherwise the charge of € 20 will be applied.

14. For those services of the establishment intended for both clients and the general public, the access and / or permanence of people will be prevented, in the following cases:

- a) When the established capacity has been completed with the users who are inside the enclosure or establishment.
- b) When the establishment's closing time has been exceeded.
- c) When the minimum age established to access the premises is lacking, according to current regulations.
- d) When the person who intends to access has not paid the ticket or locality in cases where it is required.
- e) When the person shows violent attitudes, especially when they behave aggressively or cause altercations, they create dangerous situations or inconvenience other attendees.
- f) When the person does not meet minimum hygiene conditions.
- g) When the person carries weapons, and objects that can be used as such, unless in accordance with the provisions of the specific applicable regulations at all times, they are members of the Security Forces and Bodies or private bodyguards integrated into private companies, and access the establishment in the exercise of their functions.
- h) When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious signs or behaviors of being intoxicated. Likewise, it will be cause for expulsion when they cause malicious damage to the facilities, scandal, noise, especially in the face of complaints from other users whose tranquility and privacy are disturbed.

15. In all these cases, the hotel establishment may resort to the assistance of the Agents of the competent Police Authority.

16. However, and in the cases described above, the person is obliged to pay the expenses that he has generated up to the moment of prohibition of access or stay in the establishment.

#### PARKING AND GARAGE

17. When parking your vehicle occupy only one parking space.

18. The use of the parking area for the disabled must be justified with the display inside the vehicle of the mandatory card.

19. Outdoor parking is free to use exclusively for residents of the hotel establishment, this right beginning with the signing of the accommodation contract and ending at the end of their stay.

20. The garage is a service for the residents of the establishment whose use is conditional on the payment of the rate stipulated therein, and the availability of places in it. The Establishment is not responsible for the damages produced or received in the vehicles that use the garage service or for the objects deposited within them, as well as for the theft of the vehicle itself.

## RESTAURANT BAR

21. The hours of the breakfast, lunch and dinner restaurant, of the à la carte restaurants and bars are indicated in the information document delivered to the reception during check-in.
22. It is not allowed to take food out of the buffet restaurant. If you wish to take food or drinks from the restaurant, please indicate it in the box for the corresponding subscription.
23. In the seasons that we offer the full board service, clients who have half board can change their dinner for lunch by communicating it at the hotel reception the day before before 21:00.
24. Access to the Restaurant is not allowed with clothing or sports shoes, or bathing shoes, or the Knights with tank tops. Gentlemen are also requested to wear long pants.
25. It is necessary to present your room card when required by our staff.
26. The hours of room service 10:30 to 22:30 a) Breakfast in rooms: from 08:30 to 10:30. In your room you will find the "Breakfast in Room" form. If you want this service, please fill in the aforementioned form and hang it on your door knob before 04:00. The Room Service will pick you up and have your breakfast in the room at the time that you indicate. Service with additional charge to your room.

## POOL

27. The hours of the pools are adapted according to the season, the hours are indicated at the entrances to them. Bathing outside of these hours is prohibited. Please comply with the safety regulations indicated in the pools and heed the indications of our team of lifeguards. Avoid swimming in the pool outside of these established hours, because these are treated with chemical products, these treatments are carried out between 22:00 and 08:00.
28. Access to the pool will only be allowed to customers staying at the establishment, and to those who have paid the ticket if it is fixed.
29. It is mandatory to use the shower before bathing in the pool.
30. The use of a swimming cap is mandatory in the heated pool.
31. The use of the pool loungers is free and cannot be reserved. The hotel establishment staff may remove the sun loungers that are not used for at least 30 consecutive minutes, provided that there are other users waiting to occupy them and transfer the personal belongings that were in it to the establishment's reception.
32. The use of room towels for the pool or beach is prohibited. The establishment makes free towels available to its clients for the exclusive use of the pool or beach. In case of loss or damage to the towel, a charge of € 20 per towel will be applied.
33. It is forbidden to introduce glasses or other glass objects in the pool area.
34. Make use of the bins.
35. Do not put floats or inflatable mats in the pool.

36. The consumption of beverages in the pool is prohibited, if they have not been purchased at the Pool-Bar, or at any other point of sale in the hotel establishment.

#### MINI CLUB / DAYCARE

The opening hours and are indicated in the information received on the day of your arrival and in the main access to the Mini Club.

#### CLUBS (AGES)

Mini Club from 4 to 6 years old Maxi Club from 7 to 9 years old

Junior Club from 10 to 12 years old

Nursery from 0 to 3 years

For the participation of children in the activities, they must be registered by their parents or guardians with the monitor corresponding to their age group.

#### SANITARY POLICY

The stay in the MINI CLUB will be limited to any child who presents:

- Symptoms of fever, 37.5 degrees or higher.
- Infectious-contagious disease: such as Conjunctivitis, Otitis
  - Eruptions and other alterations of the skin and mucous membranes secondary to infectious processes.
- Visualization of parasites.

In these cases, access to the mini club will be limited or parents or guardians will be called to pick up the child as soon as possible.

#### ADVICE AND SUGGESTIONS

- Watch and control your luggage. Don't leave it unattended.
- Keep the door closed when you are in your room.
- Close your bedroom door when you leave it, and try to open it again to make sure it is properly closed, even if your absence is only for a short time.

- Lock your luggage when not in use and put it in your closet. If the luggage has a lock, always use it.
- Never display jewelry, money, or valuables in your room.
- Immediately notify the Management of any abnormal fact that you notice such as: people in a suspicious attitude in the hallway, repeated phone calls from people who do not identify themselves, knocks on the door of your room from people unknown to you, or not finding anyone at the door when you go to open it.
- Protect your room key. Do not simply leave it at the reception desk, always return it in hand when you leave the hotel. Never show your room key in public places.
- If you forget or lose your key, only the reception staff are authorized to provide you with a new key to open your room.
- Our security measures require that you put out your cigarette before retiring to rest. Safety regulations prohibit the use of the iron or any other electrical appliance that could cause a fire in the rooms of the hotel establishment.
- Don't bother if they ask you to identify yourself at reception. It is for your safety.
- When establishing social relationships with strangers, do not reveal the name of the hotel or your room number.
- Never allow repair personnel to enter your room without being required or authorized by the management of the hotel establishment.
- Never allow people into your room with unsolicited deliveries.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
- If you wish to have your room fixed, hang the notice: "Please fix the room", on the outside of the pdoor of your room. If you wish not to be disturbed, hang up the notice: "Please do not disturb".
- Do not hang clothes over the terrace railing, or inside it hanging by ropes.
- If you discover any type of deterioration or anomaly, contact reception. The electrical installation of your room is 220 Volts.
  - Respect the areas where the rooms are located during the night and nap hours, and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and gardens of the hotel establishment.
- Please respect the schedules of all the facilities of the hotel establishment.
- We appreciate your participation in the event that during your stay in the hotel establishment, any simulation of accident and evacuation is practiced.
- Some hours may change depending on the time of year.

The personal details of our customers may be added to our files for purely commercial and promotional purposes, being able to access to them at any time to proceed with their rectification, modification or cancellation in whole or in part by simply requesting it by any means to the hotel establishment, based on the provisions of the Organic Law 15/1999, of 13 December, on the Protection of Personal Data