

INTERNAL REGULATIONS OF THE HOTEL ESTABLISHMENT

1.- RIGHT OF ADMISSION

In the exercise of the Right of Admission, which the owners of catering establishments have, regulated in Decree 86/2013 (articles 47 and 49), **at any time, may be expelled from the hotel establishment and access is expressly forbidden** to:

- a) a) Persons seeking access after the maximum authorised capacity has been exceeded or outside the opening hours of the establishment.
- b) b) Persons displaying violent attitudes or publicly inciting hatred, violence or discrimination on grounds of birth, race, sex, religion, opinion, disability, sexual orientation, gender identity or any other social or personal status or circumstance, and in particular those behaving in an aggressive manner or provoking disturbances outside or at the entrance and those carrying weapons or objects likely to be used as weapons.
- c) Persons showing symptoms of drunkenness or who are using or show signs of having used drugs or narcotic substances.
- d) Persons under the minimum age required, in accordance with current regulations, unless accompanied by their parents or legal guardian.
- e) Persons who require a service for their stay in the hotel that is not provided by the establishment.
- f) Persons who do not comply with the dress code required in each case by the hotel staff for each event or area of the hotel.
- g) Persons using the swimming pools outside the established timetable.
- h) Persons bringing animals into the hotel without the written permission of the management, except for persons with functional diversity.
- i) Persons who cause disturbances, noise, damage to the hotel facilities, attitudes contrary to the health and cleanliness of the establishment and, in general, persons who do not comply with the instructions of the hotel staff in terms of decorum, good neighbourliness and any other instructions.
- j) Users must leave the room when they do not pay or when the duration of the reservation is over, unless another agreement is reached with the hotel.
- k) Users who practice 'balconing'.

If any person is found in the establishment in the conditions described above, they may be expelled by the owner of the establishment or their representative at any time, and the assistance of the Security Forces and Bodies may be required.

2.- RULES DURING YOUR STAY IN THE ESTABLISHMENT

The circulation and stay inside the establishment will be in the places reserved for customers, without them being able to access in any case to the reserved or private rooms or spaces. The clothing or attire shall be the usual in each case.

Deberán respetarse las indicaciones expresas del personal del hotel en cuanto a comportamiento, vestimenta, decoro y cualesquiera otras instrucciones encaminadas a garantizar una estancia agradable a todos los huéspedes del hotel. Deberán respetarse las siguientes normas:

- a) Access to the bar/restaurant is not allowed while you are wet.
- b) Furniture may not be removed from inside the hotel to areas such as swimming pools, terraces or used for any other purpose than that for which it was originally intended.
- c) Drinks brought from outside the hotel are not allowed in the public areas of the hotel.
- d) Smoking is prohibited throughout the establishment, except in the outdoor areas provided by the

hotel.

- e) Sufficient caution should be exercised when using irons, electrical appliances or objects that cause heat, fire or sparks, in each accommodation, at the client's own risk.
- f) Cooperation in the access of persons who are not staying at the hotel establishment is prohibited. Such access must be expressly authorised in writing by the hotel staff.
- g) It is not allowed to reserve sun loungers in the swimming pool by leaving towels or personal belongings on them. The hotel staff will remove towels and personal belongings from them.
- h) Cash is not accepted at this establishment in the bars and restaurants. All guests staying at the hotel will be provided with a credit system, with all their purchases being charged directly to their room, which they can pay for at reception at any time they deem convenient. You can also, if you wish, pay by credit card at the time of purchase (cash payments can only be made at the hotel reception).
- i) In the event of detecting fraudulent operations or habits in the use of the credit service offered by the establishment to all its customers, you will be informed. Credit facilities may be modified or cancelled by decision of the hotel.
- j) The rooms are equipped with clotheslines, so it is not allowed to hang clothes on the banisters of the rooms.
- k) No food is allowed to be taken out of the hotel restaurants.
- l) Cooking is not allowed in the rooms using portable cookers.
- m) Pets are not allowed, except for exceptions expressly accepted in advance by the hotel management for each user (functional diversity).
- n) "Balconing" is prohibited. The hotel establishment shall not be liable for any bodily injury caused to itself by a guest engaging in "balconing". The hotel establishment shall not be liable to the "balconing" guest for any damages caused to the establishment (material damage or other expenses) that are a direct consequence of the "balconing". The carrying out of "balconing" by a client of the hotel may be punished with expulsion from the hotel establishment, without this giving rise to any right of refund or payment by the hotel to the client. If necessary, the assistance of the state security forces and bodies (police) will be called in. Any costs incurred by the hotel in assisting the client for "balconing" shall be borne by the client.

3.- SAFETY RECOMMENDATIONS DURING YOUR STAY

- a) Keep an eye on and control your luggage, do not leave it unattended.
- b) Close the door to your room when you leave and try to open it again to make sure it is locked.
- c) When you are in the room, keep the door properly closed, even if only for a short time.
- d) Lock your luggage when not in use and place it in your wardrobe. If your luggage has a lock, always use it.
- e) Do not keep the room key card with any document indicating the establishment or room number.
- f) Immediately notify the management of any unusual occurrences you notice such as: suspicious people in the corridors, repeated phone calls from people who do not identify themselves, knocking on your room door from people you do not know, or not finding anyone when you go to open it.
- g) Do not invite strangers into your room or tell them your room number.
- h) Do not allow repair personnel to enter your room without your request or without authorisation from the management.
- i) Safety deposit boxes are available in your room. Please check with reception for the terms and conditions for their correct use. The establishment will not be responsible for any damage to objects that are not in these safety deposit boxes.

The management

These regulations are available to guests on the website and at the reception of each hotel.