

RULES & REGULATIONS

ARTICLE [1] Every person staying at the hotel or visiting this establishment must check in at the front desk.

ARTICLE [2] The time to vacate the room and check out is set at 11:00 am with a one-hour tolerance. After this time, the room will be subject to an extra charge based on the additional time it remains in possession of the guest.

ARTICLE [3] No guest has the right to accommodate another person without obtaining the prior consent of Management and making the corresponding arrangements for their registration and fee.

ARTICLE [4] If any guest becomes ill, they may request medical service from the front desk or any other staff member. The staff member may call a medical service provider, and the guest may be treated in their room. The understanding is that the quality of the medical services and their fees are the direct responsibility of the medical service provider.

ARTICLE [5] The hotel is not responsible for losses suffered by the guest in terms of money or valuables not deposited in the safe available in each room or lost in public areas of the hotel. In the event of lost items, the guest must inform the hotel staff so they can search the lost and found.

ARTICLE [6] Guests are not allowed to have pets inside the rooms, facilities, or parking lot.

ARTICLE [7] The rights of both the establishment and the guests to report any unlawful actor or any matter that may give rise to liability on the part of either party, concerning their persons and property, are preserved as long as they occur within the establishment.

ARTICLE [8] The lodging service must be paid in advance, or daily if the stay is less than 7 days. If it is longer, the guest will pay weekly in advance; otherwise, they forfeit the right to their room. Confirmation of space is subject to availability if the stay is not paid in advance.

ARTICLE [9] The use of furniture, bedding, towels, and other items in the room and hotel facilities should be reasonable and moderate, while taking proper care of them. Upon leaving their room, every guest must close doors, windows, and water outlets, and return the room keys and bracelets to the front desk.

ARTICLE [10] In the event of damage to the property, furniture, mattress, bedding, or other items within the room or hotel facilities that are not a result of normal and moderate use, the customer must compensate the hotel for an amount equivalent to the repair or replacement of the damaged property.

ARTICLE [11] Safety measures have been taken at the establishment by installing a sufficient number of fire extinguishers, faucets, and hoses for use in the event of a disaster. In such circumstances, guests must notify the front desk. If this equipment is misused, the guest must compensate the hotel for an amount equivalent to the repair or replacement of the damaged property.

ARTICLE [12] Guests must refrain from behaviors or conduct that cause discomfort to other guests or staff and disrupt peaceful use of the hotel facilities.

ARTICLE [13] In the provision of services by this hotel, there will be no discrimination based on sex, political or religious beliefs, nationality, or social status. The establishment may refuse to provide its services when the guest arrives in a state of intoxication or under the influence of drugs.

or narcotics, or when their luggage contains animals, weapons, hazardous substances, chemicals, dangerous articles, or explosives.

ARTICLE [14] Guests are prohibited from engaging in actions that disrupt order and peaceful coexistence with other guests during their stay. In the event of actions that disrupt the order and coexistence of other users in public areas, the guest will be asked to abstain from them. If the behavior continues, the hotel may request that the guest leave the premises.

ARTICLE [15] Appliances installed in the room must be used correctly. Electrical current cannot be used for purposes other than those assigned.

ARTICLE [16] Guests are strictly prohibited from introducing, applying, or consuming any kind of narcotics within the hotel premises.

ARTICLE [17] Guests are prohibited from nailing or placing pictures, images, or other objects on the walls, as well as having medicines or substances that, due to their strong odor or foulness, make the room's environment unpleasant.

ARTICLE [18] When the guest uses the parking lot, they must park their car properly. The hotel is not responsible for partial or total theft of the vehicle or objects inside it, nor any damage to it.

ARTICLE [19] The hotel is not responsible for objects or valuables left behind by a guest in any of the facilities, including the room. If found, they will be held by the Administration for up to two months.

ARTICLE [20] If a guest causes a disturbance within the establishment, jeopardizes their own safety and/or that of other guests, or deliberately violates any of the articles of this Regulation, the Administrator, with the assistance of the Authorities if necessary, will require the guest to vacate the room immediately.

ARTICLE [21] Hanging any type of clothing or towels on balconies or terrace furniture is not allowed.

ARTICLE [22] The use of any type of personal sound equipment in hotel areas is prohibited.

ARTICLE [23] Beach and/or pool loungers cannot be reserved. Before 8:00 am, any items found on them will be collected and stored in the lost and found.

ARTICLE [24] For the sake of your health, your room is a 100% smoke-free space, free from cigarette or tobacco smoke, emissions, and vaping. Smoking, consuming, or having any tobacco or nicotine products lit inside the room will result in a special cleaning and deodorization charge of \$2,000 pesos.

ARTICLE [25] The hotel is covered by a General Liability insurance policy issued by an insurance company duly authorized in compliance with NOM-07- TUR-2002. It is available at the front desk for consultation.

ARTICLE [26] In cases not covered by this Regulation, the provisions of the Federal Tourism Law, the current Regulations for Lodging Establishments, and other applicable regulations shall apply.

ARTICLE [27] The hotel shall not be responsible for the quality or safety of activities and/or services offered by outside suppliers, such as car rental, transportation and taxi services,

shops, tour agencies, golf services, tennis lessons, photography services, pharmacy services, babysitting services, water sports services, floral arrangements, package delivery, cakes, internet, spa, beauty salon, medical services, and tours. Nor shall it be responsible for statements made by any of its agents in any of these activities and/or services. Additionally, the hotel shall not be responsible for the failure of service providers due to force majeure or any cause beyond the reasonable control of the hotel or its service providers. The hotel shall not in any way be responsible for any claim, loss, damage, cost, or expense arising from personal injury, accident, or death, nor for the loss or damage to the guest's property, or any inconvenience, loss of enjoyment, or disappointment that may arise from the guest's participation in such activities and/or services offered by the hotel's service providers.

ARTICLE [28] The hotel may, at its discretion, authorize the hiring of outside service providers at the request of guests. However, guests will be responsible for any damages or inconveniences that these providers may cause. Guests accept that hiring such outside service providers may generate additional charges for the supervision that must be provided to them.

ARTICLE [29] The introduction of dangerous or explosive substances, or firearms, into the establishment is strictly prohibited. Therefore, if the hotel detects the presence of such substances, it may request their removal from the premises or, if necessary, that guests vacate the rooms. The guest shall be responsible for any damage and injuries that may occur both in the hotel facilities and to third parties due to the use of such substances.

ARTICLE [30] Guests must adhere to the dress codes established in the hotel's dining areas and other facilities. Guests accept and acknowledge that access to these facilities may be restricted by hotel staff if they are found not complying with the allowed dress code.

ARTICLE [31] The introduction of bottles or glass items into the hotel's public areas is prohibited. If staff detects the presence of such items, they may request the guest to keep them inside their room or in their vehicle.

ARTICLE [32] Guests are prohibited from bringing alcoholic beverages into the hotel, including into rooms, bars and restaurants. Hotel staff may request that guests remove or dispose of them.

PRIVACY NOTICE: Operador Hotelero Emotions Resort & Suites, S. de R.L. de C.V., known commercially as "Marival® Emotions Resort & Suites," with its address at Paseo Cocoteros s/n, Hotel Marival Emotions Resort & Suites, Nuevo Vallarta, Bahía de Banderas, Nayarit, postal code 63735, telephone 322 226 8200, website: www.marivalemotions.com, is responsible for the management of your personal data, which will be used for the following primary purposes: I. For identification, verification, and contact. II. For your safety during your stay at Marival® Emotions Resort & Suites, we establish security and surveillance measures, including monitoring, video cameras, physical and logical access control, and surveillance. III. To assist you in the event of health or safety incidents. IV. The processing and management of hotel reservations. V. For the provision of hotel services and all those provided in conjunction with your stay,

such as restaurants, day or night passes, excursions, ground transportation, banquets, or social events. VI. Billing and collection of hotel fees, spa, restaurants, complementary services, and other charges resulting from your stay. VII. To provide spa, gym, and other complementary services that you hire with us. VIII. For customer service and any other data processing related to your status as a supplier, visitor, or user of our websites, such as billing, order processing, and the integration of administrative records, such as documentary or other support regarding the existing business relationship with you.

Additionally, they will be used for secondary purposes such as: (i) Marketing or advertising, (ii) Commercial prospecting, (iii) Quality control, (iv) Definition of consumer behaviors, and (v) Conducting feedback campaigns. If you do not wish your personal data to be used for these secondary purposes, please let us know by sending an email to privacidad@marivalgroup.com or by informing our staff when they request your personal data. For more information about the terms and conditions under which your personal data will be processed, such as the third parties with whom we share your personal information and how you can exercise your ARCO rights, please consult the comprehensive privacy notice at <https://www.marivalemotions.com/en/privacy-notice> or contact us at privacidad@marivalgroup.com.