

RULES AND REGULATIONS GOVERNING THE INTERNAL OPERATION OF THE HOTEL

1.- RIGHT OF ADMISSION

In the exercise of the right of admission, granted to the owners of hospitality establishments and regulated under Decree 86/2013 (Articles 47 and 49), **persons may be expelled from the hotel establishment at any time, and access is expressly prohibited to:**

- a) Persons who attempt to enter once the maximum authorized capacity has been reached or after the establishment's opening hours have ended.
 - b) Persons who display violent behavior or publicly incite hatred, violence, or discrimination based on birth, race, sex, religion, opinion, disability, sexual orientation, gender identity, or any other personal or social condition or circumstance; in particular, those who behave aggressively or cause disturbances outside or at the entrance, and those who carry weapons or objects that could be used as such.
 - c) Persons who show signs of intoxication or are consuming drugs or narcotic substances, or show signs of having consumed them.
 - d) Persons who do not meet the minimum age required according to current regulations, unless they are accompanied by their parents or legal guardian.
 - e) Persons who, for their stay at the hotel, require services not provided by the establishment.
 - f) Persons who do not comply with the dress code required by hotel staff for specific events or areas of the hotel.
 - g) Persons who use the swimming pools outside of the established hours.
 - h) Persons who bring animals into the hotel without written permission from hotel management, except for assistance dog users. The right of access also applies to individuals who train or educate assistance dogs under the same conditions as users. This includes training, retraining, transport, and adaptation phases with the user. It also extends to puppy raisers if they are accompanied by the dog in training.
 - i) Persons who cause disturbances, make noise, damage hotel facilities, act in ways contrary to health and cleanliness standards, or generally do not follow the instructions of hotel staff regarding decorum, good conduct, and any other guidance.
- Any guest who causes damage or harm to hotel facilities, to other guests, or to hotel staff will be held responsible for covering the cost of repair or compensation for the damage caused.
- j) Guests must vacate the room when payment is not made or when the reserved period ends, unless another agreement is reached with the hotel.
 - k) Guests who engage in "balconing."

If any person within the establishment falls under any of the aforementioned conditions, they may be expelled at any time by the owner of the establishment or their representative, and assistance from law enforcement authorities may be requested if necessary.

*** This prohibition shall not apply to guests who have booked a stay with a pet, provided that the establishment's policy allows it.



2.-RULES DURING THE STAY AT THE ESTABLISHMENT

Movement and presence within the establishment shall be limited to areas designated for guests, and under no circumstances may guests access reserved or private areas. Attire must be appropriate and consistent with the norms of each specific area or occasion.

The explicit instructions given by the hotel staff regarding behavior, attire, decorum, and any other matters aimed at ensuring a pleasant stay for all hotel guests must be strictly followed. The following rules must be observed:

- a) Access to the bar/restaurant while wet is not permitted.
- b) Furniture from inside the hotel may not be taken to areas such as pools or terraces, nor may such furniture be used for any purpose other than that for which it was originally intended.
- c) The consumption of beverages brought from outside is not allowed in the public areas of the hotel.
- d) Smoking is prohibited throughout the establishment, except in outdoor terraces.
- e) Adequate caution must be exercised when using irons, electrical appliances, or objects that generate heat, fire, or sparks in each accommodation, under the responsibility of the guest.
- f) Cooperation in granting access to persons not staying at the hotel is prohibited. Such access must be expressly authorized in writing by hotel staff.
- g) Guests on an "All-Inclusive" basis are strictly prohibited from sharing beverages with other guests.
- h) Reserving pool loungers by leaving towels or personal items on them is not allowed. Hotel staff will remove towels and belongings left on the loungers.
- i) This establishment does not accept cash payments in bars and restaurants. All guests will have a credit system linked to their room, and all consumption will be charged directly to the room account, which can be settled at Reception at any time. Alternatively, guests may pay by credit card at the time of purchase. (Cash payments can only be made at the Hotel Reception.)
- j) In case of detection of fraudulent activities or misuse of the credit service provided to all guests, the guest will be informed, and credit facilities may be modified or revoked at the discretion of the hotel.
- k) Rooms are equipped with drying racks; therefore, hanging clothes on balcony railings is not permitted.
- l) Removing food from the hotel restaurants is not allowed.
- m) Taking towels outside the hotel premises is prohibited. All hotel services are for exclusive use within the establishment.
- n) Cooking in rooms using portable stoves is not permitted.
- o) Pets or animals are not allowed, except in cases expressly approved in advance by hotel management for each guest.
- p) 'Balconing' is strictly forbidden. The hotel shall not be held responsible for bodily injuries a guest may inflict on themselves while engaging in 'balconing.' The hotel will hold the guest responsible for any damage or losses caused to the establishment (including material damage or other expenses) directly resulting from 'balconing.' Engaging in 'balconing' may result in immediate expulsion from the hotel, without any entitlement to refunds or compensation. If necessary, law enforcement authorities will be contacted. Any costs incurred by the hotel due to assistance required as a result of 'balconing' will be charged to the guest.

3.-SAFETY RECOMMENDATIONS DURING YOUR STAY

- a) Keep an eye on and control your luggage; do not leave it unattended.
- b) Always close your room door when leaving and try to open it again to ensure it is properly locked.
- c) When inside your room, keep the door securely closed, even if only for a short period of 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) Protect your room key. Do not leave the key unattended at the Reception desk. Always return the key in person when checking out.
- f) Do not store your room key card with any documents that indicate the hotel name or your room number.
- g) Immediately notify hotel management of any unusual incidents, such as suspicious individuals in the corridors, repeated phone calls from unidentified persons, door knocks by unknown individuals, or if you find no one when you answer the door.
- h) Do not invite strangers to your room or disclose your room number to them.
- i) Do not allow repair personnel to enter your room without prior request or authorization from hotel management.
- j) Safe deposit boxes are available in your room. Please consult Reception for proper use. The hotel is not responsible for any damage or loss of items not kept in the safe.

4.-RULES FOR THE ADMISSION OF MINORS TO TOURIST ACCOMMODATIONS

- a) Accommodation contracts may only be formalized by persons over 18 years of age; therefore, minors require the express or implied consent of their legal guardians.
- b) The hotel will document this consent in all cases (either written authorization or a reservation made by an adult).
- c) In the case of accommodation requests by minors under 18 staying with an adult, the establishment will comply with the mandatory registration requirements as follows:
 - Minors under 14 years traveling with family: The accompanying adult will provide and sign the access form, stating the relationship. The establishment will request the minor's identification document, and if unavailable, will register the minor's full name and other details, along with the identification data of the accompanying adult. It is recommended that all minors traveling carry valid identification documents.
 - Minors between 14 and 17 years: All minors must sign their access registration, providing their identification document, and in all cases, the details of the accompanying adult (parent/guardian) must be recorded. The establishment will always require AUTHORIZATION FROM THE PARENT/GUARDIAN, accompanied by a copy of the authorizing person's ID.
- d) Accommodation of minors from organized trips (educational, sports, etc.) with designated tutors or responsible adults will be registered under the names of those adults at check-in, and parental/guardian authorization must always be provided.

The Management

