

Internal Regulations

Magic

HOTEL GROUP

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Preamble

These **Internal Regulations of the Magic Hotel Group** constitute a set of rules of coexistence, safety and responsible use of the facilities, which are part of the accommodation contract accepted by each guest at the time of registration in any of our establishments.

Its purpose is to guarantee a safe, respectful and harmonious environment, where each person can fully enjoy their stay, while preserving the tranquility and well-being of all customers, as well as the proper conservation of the hotel's spaces and services.

The **main objectives** of this regulation are:

- **Ensure the safety** of our guests and workers, establishing clear rules of conduct and use of facilities.
- **To promote coexistence** between customers, based on mutual respect, equal treatment and tolerance.
- **Promote sustainability** through rational use of resources, reduction of food waste and protection of the environment.
- **Ensure legal compliance**, in line with current regulations on tourism, public health, citizen coexistence, equality and data protection.

The **function** of these regulations is to serve as a practical and binding guide to guide the behavior of guests during their stay. Compliance with it is mandatory and **ignorance does not exempt from responsibility**. The management of each hotel is empowered to apply proportionate sanctions in the event of non-compliance, ranging from warnings to immediate expulsion, as well as to exercise the right of admission when the conduct of a guest puts the coexistence, safety or reputation of the establishment at risk.

In short, these Internal Regulations have the mission of guaranteeing that each stay in the hotels that make up the **Magic Hotel Group** is lived with safety, respect and satisfaction, in an atmosphere of hospitality that reflects the values of our group: **excellence in service, care for the environment and an unforgettable holiday experience**.

1. Respect for staff and other guests

Rule:

At Magic Hotel Group we consider it essential to foster an environment of respect, courtesy and harmony between all guests and staff. For this reason, each client is required to behave appropriately and considerately, which favours coexistence and guarantees a pleasant experience for all guests. Therefore, any act of disrespect, verbal or physical aggression, intimidation, harassment or threatening behaviour towards hotel staff or other customers is strictly prohibited. Similarly, the use of inappropriate language, insults, threats or any type of conduct that may be intimidating or uncomfortable for those who share the hotel's common spaces is prohibited.

Legal basis:

- [Decree 75/2015 of the Consell, art. 21 – Tourist accommodation regulations of the Valencian Community.](#)
- [Law 14/2010 of the Valencian Community on Public Shows.](#)

Sanctioning regime:

Harassment, in any of its forms, whether physical, verbal, visual or psychological, will be grounds for immediate sanction, without prejudice to the legal actions that may arise. In these cases, the hotel management reserves the right of admission and permanence, and may proceed to expel the guest without the right to a refund.

2. Proper use of facilities

Rule:

The correct use of the facilities is essential to ensure both the well-being of the guests and the conservation of the common spaces. Guests must responsibly use all hotel facilities (swimming pools, restaurants, spa, lifts, common areas and rooms). Any misuse, damage due to negligence or vandalism will be the responsibility of the customer.

Legal basis:

- [Civil Code, arts. 1101 et seq. \(liability for damages\).](#)
- [Decree 75/2015 of the Consell.](#)

Sanctioning regime:

Cost of the damage caused plus a management surcharge between **15% and 20%**, depending on the hotel. In severe cases, immediate expulsion.

3. Extraordinary room cleanliness

Rule:

If a room is delivered in unusually dirty conditions that require deep cleaning, replacement of furniture or special treatment, an additional charge will apply.

Legal basis:

- [Civil Code, art. 1255](#) (autonomy of the will in contracts).
- [Law for the Protection of Consumers and Users.](#)

Sanctioning regime:

Additional charge for extraordinary cleaning with a range between **150 € and 250 €** according to the magnitude of the intervention.

4. Anti-smoking and anti-vaping policy

Rule:

In order to protect the health of all customers and workers, as well as to preserve the health and comfort of the common spaces, smoking or vaping is prohibited in all indoor areas of the establishment, including rooms, corridors, elevators, restaurant areas, play areas, reception and any other closed facility.

In particular, smoking is strictly prohibited inside the rooms. This behavior represents a serious offense, since in addition to generating inconvenience to the following guests, it can activate smoke detection systems or cause damage that is difficult to reverse. It is only allowed in outdoor areas enabled for such use.

Legal basis:

- [Law 28/2005 on health measures against smoking.](#)
- [Law 42/2010](#) amending the previous one.

Sanctioning regime:

Fine of **€1,000** and immediate expulsion from the establishment. If the fire alarm is activated immediately by smoke detection, the customer will also bear the cost of the service.

5. Prohibition of throwing objects from balconies or terraces

Rule:

It is strictly forbidden to throw objects, liquids or garbage from balconies, terraces or windows, due to risk to the safety of people and facilities.

Legal basis:

- [Municipal ordinances of citizen coexistence.](#)
- [Decree 75/2015 of the Consell.](#)

Sanctioning regime:

Financial penalty of up to **€2,500** and immediate expulsion.

6. Vandalism and material damage

Rule:

The hotel's furniture is available to guests for their enjoyment and comfort. An appropriate and respectful use of all the elements of decoration and equipment is therefore expected, both in the rooms and in the common areas, exterior or interior.

It is not allowed to alter, displace, force, write, paint or cause any damage to the furniture. Any deliberate or negligent damage caused to furniture, decoration, appliances or installations will be invoiced to the person responsible.

Legal basis:

- [Civil Code, arts. 1101 and 1902 \(civil liability\).](#)
- [Decree 75/2015 of the Consell.](#)

Sanctioning regime:

Reparation of damage + management surcharge (**15% – 20%**). Possible expulsion and complaint in cases of serious vandalism.

7. Food Waste – Buffet Policy

Rule:

Most Magic Hotel Group accommodations offer a varied, abundant and quality buffet service, designed to satisfy the tastes and needs of all our guests. To ensure the proper functioning of this service, as well as to avoid food waste, customers are reminded of the importance of acting responsibly when serving themselves. The "empty plate" policy will apply. The customer should only serve themselves the amount of food they are going to consume, avoiding overfilling the plates or serving themselves repeatedly without need. Food waste directly affects the sustainability of the service, increases costs and contradicts the principles of respect for the environment and the community.

Legal basis:

- [Law 7/2022, on waste and contaminated soil for a circular economy.](#)
- [Law 1/2025, on the prevention of food losses and waste.](#)

Penalty regime:

Solidarity surcharge of up to **€10 per dish not consumed** in the event of repeated waste.

8. Disruptive or dangerous behavior

Rule:

Any behavior that alters peaceful coexistence or represents a risk to the physical or emotional integrity of other guests or staff is prohibited: fights, threats, drug use, vandalism or serious disturbance of the order.

Legal basis:

- [Decree 75/2015 of the Consell, art. 21 \(Right of admission\).](#)

Sanctioning regime:

Immediate expulsion without the right to reimbursement and notification to the authorities.

9. Quiet and noise control hours

Rule:

The rest of our guests is an essential priority. To ensure this, clear rules are established regarding noise control, especially during hours considered to be rest times.

It is forbidden to generate annoying noise between **11:00 p.m. and 8:00 a.m.** and between **3:00 p.m. and 5:00 p.m.** . It is not allowed to shout, use loudspeakers or loud music in corridors, terraces, balconies or swimming pools. Also, during the day, moderation is requested in the use of televisions, portable speakers or musical instruments. The hotel reserves the right to intervene in the event of repeated complaints or behaviour that disturbs the tranquillity of the environment.

Legal basis:

- [Decree 75/2015 of the Consell.](#)
- [Municipal noise ordinances.](#)

Sanctioning regime:

Warning in first offense. Municipal fines of **€150 to €200** in cases of repeat offences. Expulsion in serious infractions.

10. Clothing in common areas

Rule:

In order to maintain the image of the hotel and respect among customers, all guests are required to dress appropriately in the common facilities. This standard contributes to maintaining an atmosphere of respect and decorum within the establishment.

Access to areas such as the restaurant, reception, interior rooms or elevators will not be allowed to people who appear barefoot, shirtless, in a bathing suit, wet or with inappropriate clothing. The buffet restaurant, in particular, requires full, dry, and footed clothing.

Legal basis:

- [Decree 75/2015 of the Consell, art. 21.](#)

Sanctioning regime:

Denial of access to the service or facility. Formal warning.

11. Visitation and access control

Rule:

The security and control of access to the hotel facilities is a shared responsibility between the management and the customers themselves. For this reason, a clear policy is established regarding external visits and the use of the venue by unregistered people.

Any visit must be previously authorised by the reception staff and, in the case of a daytime visit, the corresponding fee for temporary access must be paid through the Day Pass system. These persons shall have the right to use the facilities on an equal footing with the guests staying, and shall respect all the rules set forth in these regulations. The use of identification bracelets will be mandatory.

It is strictly forbidden for outsiders to enter the rooms without the express authorization of the management. Under no circumstances may unregistered persons remain in the facilities, whether in common or private areas, without due consent and control.

Legal basis:

- [Decree 75/2015 of the Consell, art. 21.](#)
- [Law 14/2010 on Public Shows.](#)

Sanctioning regime:

Immediate cancellation of the stay and proportional charge for services used.

12. Pet Policy

Rule:

Pet admission varies by hotel:

- Some establishments allow dogs or cats up to 7 kg or between **7 and 25 kg**, with insurance and a veterinary card. (On request)
- Other hotels do not allow pets, except for duly accredited assistance dogs.

Legal basis:

- [Law 7/2023 on the Protection of Animal Rights and Welfare.](#)
- [Regional and local regulations on pets.](#)

Sanctioning regime:

Fine between **€250 and €600** for minor non-compliance. Damage cost + handling surcharge (15–20%). Expulsion in serious cases or neglect.

13. Safety and handling of emergency equipment

Standard:

All hotel safety and emergency systems, such as fire extinguishers, alarms, evacuation exits and fire fighting devices, are intended exclusively for use in real dangerous situations.

Manipulating or acting without justification on these elements constitutes an extremely serious offense, as it can generate false alarms, interrupt the operation of the hotel and put the safety of other guests at risk.

It is forbidden to handle smoke detectors, fire extinguishers, emergency exits or alarm buttons. Elevators may not be used in the event of fire or emergency.

Legal basis:

- [Organic Law 3/1986 on public health measures.](#)
- [RD 88/2013 on elevator safety.](#)
- [RD 513/2017 on fire protection.](#)

Sanctioning regime:

Minimum cost of **€300** for improper manipulation or activation of the alarm. Immediate expulsion and reporting to the authorities in serious cases.

14. Alcohol consumption

Rule:

The consumption of alcoholic beverages in the hotel is only allowed for people of legal age, as long as it is done responsibly and within the spaces provided for it. It is recalled that the consumption of alcohol by minors is prohibited under any circumstances.

Adults should avoid drunken situations that may disturb the order, cause conflicts or pose a risk to themselves or other customers. In the event that the behavior of a drunk guest generates disturbances or represents a danger, the hotel reserves the right to suspend the service, limit their access to facilities and proceed with expulsion if necessary.

Legal basis:

- [Law 10/2014 on Health of the Valencian Community, art. 24.](#)

Sanctioning regime:

Immediate expulsion of offenders or the group responsible.

15. Hygienic-sanitary standards in swimming pools

Rule:

It is mandatory to shower before bathing. It is forbidden to enter with infectious symptoms or to consume food and drinks in the water. Children under 3 years old must wear special diapers and all minors must be under adult supervision. For safety and hygiene reasons, it is forbidden to bring glass glasses or food into the pool area.

Legal basis:

- [Decree 85/2018 on the sanitary quality of swimming pools for public use.](#)
- [Decree 75/2015 of the Consell \(appropriate use of tourist facilities\).](#)
- [Municipal safety and health ordinances.](#)

Sanctioning regime:

Denial of access and formal warning. Expulsion in cases of serious non-compliance.

16. Sustainability and changing clothes

Standard:

As part of our commitment to the environment and operational sustainability, Magic Hotel Group promotes a rational use of resources associated with room cleaning, linen change and towel supply. We invite our guests to collaborate in this policy through small daily practices that reduce the consumption of water, energy and chemicals, and at the same time reinforce our positive impact on the environment.

Customers are strongly encouraged to hang towels they wish to reuse – leaving only those they request to be changed on the floor – and to avoid requesting a daily change of sheets, unless necessary. These actions contribute to a more efficient management of resources and to reduce the environmental footprint of your stay.

In addition, the channel actively participates in the international project **The Gravity Wave**, an environmental initiative that fights against plastic pollution in seas and oceans. As part of this commitment, for each day in which a client decides not to request the cleaning of their room, we collaborate in the removal of a specific amount of plastic from the Mediterranean Sea. In this way, each guest has the opportunity to contribute directly to the preservation of the marine ecosystem through a simple gesture.

Legal basis:

- [Law 7/2022 on waste and circular economy.](#)

Sanctioning regime:

Unjustified additional changes may have an additional cost of between **€20 and €50**, depending on the hotel, due to inefficient or repeated use.

17. Digital conduct and data protection

Rule:

It is forbidden to use the hotel's Wi-Fi network for illicit purposes, install harmful programs or record guests or workers without consent.

Legal basis:

- [General Data Protection Regulation \(EU 2016/679\).](#)
- [Organic Law 3/2018 on the Protection of Personal Data.](#)

Sanctioning regime:

Formal warning and expulsion in serious cases.

18. Right of admission and expulsion

Rule:

The Hotel Management may immediately expel any person who seriously violates these regulations.

Legal basis:

- [Decree 75/2015 of the Consell, art. 21.](#)
- [Law 14/2010 on Public Shows.](#)

Sanctioning regime:

Immediate expulsion without refund. The guest will have **30 minutes** to leave the room.

19. Complaints and complaints channel

Standard:

Hotels provide customers with different channels to process complaints: official sheets, digital ethical channel and corporate email.

Legal basis:

- [Decree 77/1994 on complaint forms in tourist establishments.](#)
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20. Responsible use of children's facilities

Norm:

Children's play areas are reserved for the enjoyment of the little ones and must always be used under the supervision of an adult. Adults are not allowed to access these spaces, except in supervisory functions.

Each facility has age limits, capacity and specific rules, which must be respected. Misuse, lack of vigilance, or failure to comply with the rules may result in incidents that will be the responsibility of the parents or guardians.

Legal basis:

- [Decree 6/2015 on safety in children's areas.](#)
- [Decree 75/2015 of the Consell, art. 21.](#)

Sanctioning regime:

Denial of access and formal warning.

21. Prohibition of laser pointers

Rule:

The use of laser pointers is prohibited in the hotel premises. Their use can cause serious eye injuries and safety risks.

Legal basis:

- [Penal Code, arts. 147 and 385 \(injuries and risks to collective security\).](#)

Sanctioning regime:

Immediate expulsion from the hotel and possible complaint to the authorities.

22. Access to restricted staff areas

Rule:

For reasons of safety, operability and legal compliance, it is strictly forbidden for customers to access areas of the hotel intended exclusively for staff. These areas include warehouses, internal offices, kitchens, technical areas, maintenance facilities or any space marked as restricted.

Entering these areas is a serious violation of safety regulations and can put both the guest and the operations of the establishment at risk. Any attempt to gain access, tamper with equipment or force access will be treated with the utmost severity.

Legal basis:

- [Law 31/1995 on the Prevention of Occupational Risks.](#)
- [Decree 75/2015 of the Consell, art. 21.](#)

Sanctioning regime:

Formal warning in the first offense. In serious cases or recidivism, immediate expulsion.

23. Possession, consumption or distribution of prohibited substances

Rule:

The possession, consumption or distribution of drugs or prohibited substances is absolutely prohibited within the hotel premises. Any indication of possession or use of such substances will be treated with the utmost seriousness.

In these cases, the management may intervene immediately, contact the competent authorities and proceed to expel the guest without the possibility of reimbursement.

Legal basis:

- [Article 368 of the Criminal Code.](#)
- [Organic Law 4/2015 on Public Safety.](#)

Sanctioning regime: Immediate expulsion of the offender.

24. Prohibition of bathing without a lifeguard or outside pool hours

Rule:

Bathing in the pool outside official hours and without the presence of a lifeguard is prohibited.

Legal basis:

- [Decree 85/2018 on the sanitary quality of swimming pools for public use.](#)

Sanctioning regime:

Formal warning and expulsion in case of recidivism.

25. Lost and Found Policy

Rule:

Any object found in the facilities must be handed in at reception. The misappropriation of other people's objects is prohibited.

Legal basis:

- [Civil Code, art. 615 \(findings\).](#)
- [Penal Code, art. 253 \(misappropriation\).](#)

Sanctioning regime:

Expulsion and possible denunciation in case of misappropriation.

26. Updating of economic sanctions

Rule:

The financial sanctions established in these Internal Regulations are indicative in nature and may be reviewed periodically by the hotel management. The update of the amounts will respond to current regulations, the evolution of management costs and the rates applicable at all times.

Legal basis:

- [Civil Code, art. 1255 \(autonomy of the will in contracts\).](#)
- [General Law for the Defense of Consumers and Users.](#)

Sanctioning regime:

The final and updated amounts will be available at the hotel reception and on the official corporate communication channels. These will automatically replace those reflected herein, without the need for individual notification to the customer.

Internal Regulations – Block 2

1. Specific Jacuzzi and Room Cleanliness Rules

Rule: The use of the jacuzzi in the rooms must be done in accordance with the established rules. Improper use that requires an earlier water change will incur an additional cost.

Legal basis:

- [Civil Code, art. 1101 \(liability for damages\).](#)
- [Decree 75/2015 of the Consell.](#)

Sanctioning regime:

Additional cleaning charge and formal warning.

2. Minibar policy linked to recycling

Rule: Restocking of beverages in the minibar in the rooms is conditional upon recycling of cans in designated bins.

Legal basis:

- [Law 7/2022 on waste and circular economy.](#)

Sanctioning regime:

Non-replacement of drinks in case of non-compliance.

Annex to the Internal Regulations: Data Protection and Customer Rights

1. Processing of Personal Data

In accordance with [Regulation \(EU\) 2016/679 \(GDPR\)](#) and Organic [Law 3/2018 on the Protection of Personal Data and Guarantee of Digital Rights \(LOPDGDD\)](#), the accommodations of Magic Hotel Group (INDUSTRIAS HOTELERAS DEL MEDITERRÁNEO S.L. in the case of most hotels and resorts, with the exception of MAGIC TERRA NATURA S.L. in the case of Magic Natura and Magic Pirates Island and HOTELES MARINA D'OR S.L in the case of the accommodations in the province of Castellón) informs its customers that:

- The personal data collected during the check-in process, stay and use of the establishment's services will be processed in order to correctly provide the contracted services, as well as to guarantee security and compliance with legal obligations.
- The processing will always be carried out under the principles of lawfulness, loyalty, transparency and data minimisation.

2. Use of Image and Media Data

The customer may expressly authorize:

- The use of your **photographic image or captures taken at check-in** (by webcam or enabled devices) exclusively for identity verification during your stay.
- The use of photographs or videos in activities organised by the hotel, which may be published on social networks or corporate media, provided that there is no explicit non-conformity.

This authorisation is carried out in accordance with [Organic Law 1/1982, on Civil Protection of the Right to Honour, Personal and Family Privacy and One's Own Image](#).

3. Customer Data Rights

The customer has the right to exercise at any time:

- **Access** to your data.
- **Rectification** of inaccurate data.
- **Suppression (right to be forgotten).**
- **Restriction of processing** (Art. 18 GDPR).
- **Data portability** (Art. 20 GDPR).
- **Opposition** to treatment.

Rights may be exercised by sending a written request to:

Email: privacidad@hoteles-costablanca.com

Postal address:

Industrias Hoteleras del Mediterráneo SL
Avda de L'Aigüera S/N
Atrium Plaza Building, 3
03501 – Benidorm (Alicante)

4. Retention and Confidentiality

- The data will be kept only for the duration of the stay or for as long as strictly necessary to comply with legal obligations.
 - The hotel undertakes not **to transfer or communicate personal data to third parties**, except under legal obligation or express authorisation from the client.
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5. Complaints and Consumer Rights

In the event of an incident during the stay, the client must notify the hotel management in writing.

- This obligation is established in [Royal Legislative Decree 1/2007, of 16 November](#), which approves the revised text of the [General Law for the Defence of Consumers and Users](#).
- If no incident is reported, it will be understood that the customer expresses his agreement with the services received.

Likewise, the customer may submit complaints through the **official Complaint Forms** available in the establishment.

6. Acceptance

The signing of these regulations and its annexes implies the express consent of the client in relation to the rules of coexistence, the processing of their data and the rights recognised in current regulations.

Signature: