

General provisions:

Persons accessing this hotel establishment shall be required to comply with these Regulations, provided they do not contravene Law 13/2011, of December 23, on Tourism, or in Andalusia, Decree Law 13/2020, of May 18, on hotel establishments.

In Catalonia, Decree 75/2020 of August 4. In Aragon, Law 6/2009 of May 6. And other applicable regulations and provisions.

Users of tourist services are obliged to respect the rules of use and internal regulations of tourist establishments and the specific rules of the places visited and tourist activities. They must also respect the basic rules of social coexistence and respect for people and customs.

This hotel establishment has drawn up these Internal Regulations, which establish the rules that are mandatory for guests during their stay; hereinafter referred to as "Customers."

These Rules are available to you, the Customer, at all times, both in Spanish and in other languages. They can be consulted on the notice board located in the Reception area, as well as on our website.

CHAPTER I Conditions of admission**Article 1.- Conditions of admission**

1.1.- This Hotel is considered, for all purposes, to be an establishment for public use, although admission or permanence may be denied:

- a) Due to lack of accommodation capacity or facilities.
- b) For failing to meet the admission requirements (art. 2).
- c) By adopting behaviors that may cause danger or inconvenience to other people, whether users or not, or that hinder the normal development of the activity.
- d) Access to any establishment in the chain will be denied to those customers who have seriously breached the internal rules and those who have been expelled from any hotel in the chain.

1.1.1- Minors' Policy. Minors under 18 years of age must stay at the Hotel accompanied by their parents, guardians, or duly authorized adults. Hotel staff may request relevant documentation identifying the adults as their parents/guardians or authorized persons.

1.2.- When the circumstances indicated occur or when individuals incur one or more of the restrictions listed above, the establishment's staff may request that they leave, after payment, where applicable, of any outstanding bills for services and consumption. If necessary, security forces will be requested for assistance in accordance with Article 36 of the Tourism Law and Article 25 of the Hotel Regulation Decree-Law. It is expressly stated that free access to the facilities, services, and accommodations of this hotel establishment will not be denied or restricted to individuals who so desire, for reasons of sex, disability, with or without a guide dog, religion, opinion, or any other personal or social circumstance.

Article 2.- Admission requirements

2.1.- The person or persons who wish to use the accommodation units, the common facilities and, where applicable, the complementary services detailed in this Regulation, must present their identification documents for admission and registration in the establishment's registry.

Once the person or persons have been registered, this establishment will issue an admission document stating the name, category and registration number of the establishment, the number or identification of the assigned accommodation, the number of people who will be occupying it, the arrival and departure dates, the agreed-upon meal plan, and, when contracted directly, the price of the accommodation. This admission document, completed in duplicate, must be signed by the interested party to formalize their admission, after being informed of these Regulations and their rights and obligations. The original will be given to the user, and the copy will remain in the possession of the establishment.

Article 3.- Rights

The rights of the Client of this Establishment are:

- 1.- Receive tourist services and their quality in accordance with the category of the contracted company, service or establishment.
- 2.- Receive, before contracting, sufficient, truthful, understandable, effective, objective, unequivocal, and complete information about the price, conditions, and characteristics of the tourist services offered.
- 3.- Obtain all documents that prove the terms of the contract for tourist services and their payment receipts.
- 4.- Users are obliged to observe the rules contained in this regulation, which They expressly accept the signing of the admission document, and those dictated by the Management on safety, coexistence and hygiene, for proper use of the establishment.
- 5.- Make complaints and claims, and have access to the complaint forms that must be provided by the establishment.
- 6.- The presentation of any claim does not exempt you from the obligation to pay for services hired.
- 7.- Have your personal data protected under the terms established by the legal system.
- 8.- Consult the terms of the privacy policy published on our website.

Article 4.- Obligations

Your obligations as a Customer of this Establishment are:

- 1.- Respect the rules of use and internal regulations of this Establishment and the specific rules of the places you visit.
- 2.- Observe the rules of hygiene, education, social coexistence, and dress.
- 3.- Pay the price of the contracted service at the time of presentation of the invoice or, where applicable, at the place, time and manner agreed upon, without in any case the formulation of a complaint or claim exempting the person from the obligation to pay. (We remind you that "In compliance with Law 11/2021, of July 9, on measures to prevent and combat tax fraud, cash payments exceeding € 1,000 are not accepted.).
- 4.- Respect the environment.
- 5.- Respect the facilities and equipment of this Hotel.
- 6.- Comply with the reservation regime and respect the agreed departure date, leaving the occupied room free.
- 7.- Treat our STAFF with respect.
- 8.- Do not assign to third parties your right to use the contracted services. Failure to comply will result in the loss of the contracted regime, changing to "room only".
- 9.- Hotel clients who, through action or omission, cause damage to the establishment, if fault or negligence is involved, are obliged to repair the damage caused.

CHAPTER II - Rules of operation and coexistence

Article 5.- Reservation. Cancellation Policy

5.1.- All reservations must include the check-in and check-out dates, number of rooms, room type, and meal plan. 5.2.- The cancellation policy is published on the hotel's website and is mandatory.

5.3.- Our confirmation of your reservation will be considered a tourist accommodation contract; we will make a physical or electronic record available to you.

5.4.- In the event of early departure, the amount for the days not used may be refunded, provided official justification is provided and notice is given during the hotel stay. These are the cases:

5.4.1.- Serious illness requiring urgent transfer to your place of origin.

5.4.2.- Surgery.

5.4.3.- Court summons.

5.4.4.- Death of a first-degree relative.

Article 6.- Price

6.1.- Our advertising states that payment for services will be made prior to their provision.

Consequently, upon completion of the admission document upon arrival at the Hotel, you will be presented with the invoice for the contracted services so that you can proceed to pay it at that moment if you have not done so when making your reservation.

Filing a claim does not mean you will be exempt from paying or that you will be able to postpone payment.

In addition to the services contracted when making your reservation and paid for prior to their provision, you must pay for the services you contract and enjoy during your stay at the Hotel.

Filing a claim does not imply exemption from payment.

Pricing policy for minors: Babies will be considered those under two years of age; children, Children under 12 years old; children 13 and older are considered adults and the same rate as an adult customer applies.

Article 7.- Period of occupation

As a guest, you are entitled to room occupancy from 2:00 PM on the first day of the contracted period until 12:00 PM on the day designated as the departure date. During peak occupancy dates, availability of your room may be delayed for a period of no more than three hours. If your room is occupied beyond the contracted time, you will be required to pay the established "late check-out" fee.

Occupancy and stay of unregistered persons will not be permitted at the hotel.

Safety deposit box and room safe service. The establishments

They have a security safe service for the safekeeping of money and valuables.

The rooms are equipped with a safe. Our hotel is not responsible for the loss or theft of money or valuables not deposited in the safe.

Article 8.- Room cleaning service

Room cleaning service is daily, from 9:00 a.m. to 3:00 p.m.

Article 9.

Half board includes breakfast and dinner, as contracted.

The hotel may authorize, upon request given 24 hours in advance, the substitution of dinner for lunch. This change will be effective throughout the stay and is always subject to hotel availability.

- Drinks are not included in the price of the room (full board, full-board or full-cap), unless previously agreed upon.
- The TI plan does not include soft drinks in the breakfast service.

Article 10.- Prohibitions

1.- Two people will not be allowed to occupy and stay in a double room booked as a single room. In this case, the rate set for double occupancy will be charged.

2.- Smoking and vaping are prohibited throughout the establishment, except in designated areas. Smoking is expressly prohibited in the rooms, except on the terrace. The use of hookahs is prohibited throughout the hotel. This will be considered a very serious violation, and the establishment will have the right to terminate the accommodation contract with the guest and require them to vacate.

3.- Access to the common areas inside the hotel (restaurants, bars, games area, mini-club, lobby, etc.) is prohibited barefoot, shirtless, and wet.

4.- It is prohibited to bring food or drinks not purchased at our Hotel to be consumed in the common areas.

5.- Hanging towels or any other items of clothing on the railing of the room terraces is prohibited. A clothesline is provided on the terrace for this purpose.

6.- This Establishment does not allow animals, except guide dogs.

7.- Carry weapons or objects that can be used as such.

8.- Restrictions. Access to certain areas or facilities of the Hotel will be restricted:

When the established capacity has been reached or when the closing time of the area or facility has been exceeded.

- When you do not meet the minimum age established to access the area or facility according to current regulations. Likewise, to access and use the water parks, the rules of use must be scrupulously complied with, especially those referring to minimum and maximum age and height.
- When showing or manifesting violent attitudes, especially when behaving aggressively or causing disturbances
- When it causes dangerous situations or inconveniences to other users, or does not meet hygiene conditions
- People who are using drugs, narcotic or psychotropic substances, or show symptoms of having used them
- When wearing clothing or symbols that incite violence, racism or xenophobia, as well as when not wearing the required clothing according to the area or facility
- The assistance of law enforcement may be requested to evict those who violate any of the restrictions listed in the previous section, or any restrictions that are mandatory for external reasons. Guests will not be entitled to a refund of the remaining amount of their stay.

The Client is obligated to pay any expenses incurred up to the time of the prohibition of access to or stay in the Hotel area or facility.

Suggestions:

- Keep an eye on your luggage. Don't leave it unattended.
- Keep an eye on your belongings both at the beach and at the pool; don't leave them unattended.
- Close your bedroom door when you leave.
- Keep your valuables in the safe.
- Immediately report any abnormal event you notice to the hotel management.
- If you forget or lose your key, only Reception staff are authorized to provide you with a new key to open your room.
- If you would like your room cleaned, hang the sign "Please clean room" outside your door. If you wish not to be disturbed, hang the sign "Please do not disturb."
- If you experience any anomaly or damage to your room, please contact the reception staff so they can report the incident to the maintenance team.
- Please use the facilities appropriately, respecting the hotel's furniture and gardens.
- Please respect the opening hours of all hotel facilities.

CHAPTER III Information about the organization of the Hotel

1. Any incident or question regarding the hotel's operations should be directed to our reception staff. The hotel's management is the person with the highest responsibility.
2. Services provided by third parties. Our establishment offers excursions, various services, and experiences provided by companies other than the hotel's operator, which can be inquired about directly at reception. The hotel is not responsible for services provided by companies other than the hotel's operator.
3. Information on other services provided directly by the Hotel: The services that the Hotel offers directly to its clients, parking, swimming pools, water parks, activities, etc., will be subject to the rules of use of each of them, and the Hotel cannot be exempt from compliance with them, claiming to assume responsibility for the consequences.
4. Breakfast, lunch, and dinner hours, as well as bar and IT service hours, are posted at each establishment. These hours may vary depending on the season, so please check them.
5. The pool and water park hours are advertised at each hotel and may vary depending on the time of year. Please check the hours upon arrival at the hotel.
6. Use of the shower is mandatory before swimming in the pool. Use of the pool loungers is free. You can reserve a sun lounger starting at 7:00 a.m. Before this time, towels will be collected and brought to reception.
7. Gym. - Gym hours are posted at each hotel, so please check them upon arrival. You must wear appropriate athletic clothing and footwear to use the gym equipment. The use of a personal towel is mandatory as a hygiene measure to prevent possible contagion and damage to the equipment. Minors between 16 and 17 years of age must have permission from a parent or guardian to enter the gym. Ask the instructor for this permission. Smoking, food, and alcohol are strictly prohibited in the gym. For everyone's benefit, please return your sports equipment to its proper place after finishing your workout.
8. Personal data. Customers' personal data will be processed for the purposes of booking, providing, and collecting payment for hotel services, and, if they have given their express consent, for sending information about the hotel's offers and services. Customers may exercise their rights of access, rectification, deletion (forgetting), data portability, restriction of processing, and objection to processing by simply requesting this from the hotel establishment by any means, in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law (ES) 3/2018 (LOPDGDD).