

REGULATION OF INTERNAL REGIME OF THE ESTABLISHMENT

Pursuant to Article 13 of Decree 74/2004 of February 10, 2004, on Hotel Establishments, BOJA No. 42, of March 2, 2004, the establishment has the following Internal Regulations, which must be complied with by the establishment's clients.

1. Art. 13. Internal Regulations.

1)The hotel establishments will be able to have a regulation of internal regime in which rules of obligatory fulfillment will be fixed for the users during the stay.

2)The internal regulations, if any, shall specify, as a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favors the normal development of the enjoyment of the facilities, equipment and services.

3)The proprietors of the hotel establishments will be able to request the aid of the agents of the authority to evict from the same ones to the users that violate the regulation of internal regime or that try to accede or to remain in the same ones with a different purpose to the normal use of the service, in accordance with the established thing in Artº 33.2 of the Law of Tourism.

2. Users are obliged to pay the amount of the contracted services at the time of presentation of the invoice.

3. The establishment may request prior guarantee of payment by credit card for the contracted services, both for the total amount of the reservation and for the extras, in accordance with the applicable legislation.

4. Personal checks are not accepted as a form of payment.

5. The occupancy of the accommodation unit begins at 12:00 noon on the first day of the contracted period, except for periods of maximum occupancy in which the Establishment reserves the right to delay the availability to the user for a period of two hours, and ends at 12:00 noon on the day indicated as the date of departure. For possible changes, both for occupancy and for extension of the designated time, please consult at the reception desk. The prolongation in the occupation for longer than the contracted time will generate the obligation to pay the amount established "late check out", being able to stay more days. than those specified in the admission document, provided that there is prior agreement on the basis of availability, being understood as an extension of the first hiring.

6. The stay of more than 4 people in an apartment will not be allowed, unless the client gives notice in advance and the establishment grants conformity.

7. The cleaning schedule of the rooms is from 10:00 hours to 17:00 hours.

8. The cleaning of the rooms will be done daily for stays of less than 5 days, being for a longer stay the one that the client and the establishment establish by mutual agreement, being mandatory at least 1 every 5 days.

9. The garage is a service for the residents of the Establishment whose use is conditioned to the payment of the tariff that has stipulated the same one, beginning this right with the signature of the contract of lodging and finishing with the check out.

10. Smoking is prohibited both in the apartments and in the common areas of the establishment, including the pool area.

11. It is not allowed to take food, meals or drinks in the common areas of the establishment.

12. According to the decree 10/2003 Artº 5 and 7 by which the General Regulation of Admission of people in establishments of public spectacles and recreational activities is approved, the access and the permanence of people in the establishment will be prevented in the following suppositions:

(a) When the established capacity has been completed with the users who are inside the enclosure or establishment.

b) When the closing time of the establishment has been exceeded.

c) When the minimum age established for accessing the premises is not met, according to the regulations in force.

d) When the person who intends to access has not paid the entrance or locality in the cases in which this is required.

e) When the person manifests violent attitudes, especially when he/she behaves in an aggressive manner or provokes altercations, causes dangerous situations or disturbances to other attendees, or does not meet the conditions of hygiene.

f) When the person carries weapons, and objects susceptible to be used as such, unless, in accordance with the provisions of

g) When the person is using drugs, narcotic or psychotropic substances, or shows signs of having used them, and those who show signs or behavior evident of being intoxicated.

g) When the person is consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show evident signs or behavior of being intoxicated.

h) When causing noise that disturbs the normal development of the establishment.

i) When he/she does not adopt measures or attitudes against the sanitation and cleanliness of the establishment.

j) When the normal social coexistence of the establishment is disturbed.

13. However, and in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the establishment.

14. The circulation and stay within the establishment will be in the places reserved for customers, without these can access in any case to the rooms or spaces reserved or private. The clothing or clothing shall be those established for that purpose.

15. Access to the swimming pool outside the established schedule is not allowed, being necessary that minors are always accompanied by an adult at all times.

16. If you have been given an identification card at the reception desk, this accredits you as a guest of the establishment. Always carry it with you inside the facilities.

17: - The establishment is not responsible for the services provided by companies other than the operator of the same.

18. It is forbidden to use the towels and other garments in the room for external use.

19. The management of the establishment recommends:

- Watch and control your luggage. Do not leave it unattended.
- Close the door of your room when you leave it and try to open it again to make sure it is properly closed, even if it is only for a short time.
- Keep the door closed when you are in the room.
- Lock your luggage when not in use and place it in your closet. If your luggage has a lock, always use it.
- Immediately notify Management of any abnormal occurrence you notice such as: suspicious persons in the hallway, repeated telephone calls from unidentified persons, knocking on your room door from persons unknown to you, or finding no one at the door when you come to open it.
- Do not be upset if you are asked at the front desk to identify yourself.
- Do not display jewelry, money or valuables in your room.
- Do not invite strangers into your apartment or tell them your apartment number.
- Do not allow repair personnel to enter your apartment without being requested or authorized by the Facility Management.
- Do not allow people to enter your apartment with unsolicited deliveries.
- When socializing with strangers, do not reveal the name of your hotel or your apartment number.
- Do not discuss specific plans for future excursions, outings, etc. in public or with strangers.
- Do not communicate or report aloud the access code to your apartment. Do not hang clothes over the terrace railing or inside the terrace hanging from strings.
- If you discover any damage or anomaly, please contact reception.
- The electrical installation of your room is 220 Volts.
- Respect the areas in which the rooms are located during the night and napping hours and in general, avoid making unnecessary noise.

- Please use the facilities properly, respecting the furniture of the establishment.
- Please respect the opening hours of all the facilities of the establishment.
- We appreciate your participation in the event that during your stay in the Establishment, any fire or evacuation drill is practiced.
- Some schedules may change depending on the time of the year.