

Date and Version No.	Responsible party	Approval authority
25/06/2020 Version 3.3	Management	Board of Directors

INTERNAL POLICY



Chiclana - Cádiz - Spain

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INTRODUCTION

Respect for the Law is one of the fundamental principles for Gestora Las Dunas. As a result of the entry into force on 19/05/2020 of the Spanish Decree-Law 13/2020, of 18 May, establishing extraordinary and urgent measures for hotel establishments, alert coordination, digitization, the reactivation of the cultural sector and flexibility in various areas considering the situation generated by the coronavirus, the provisions of this document shall be of mandatory compliance for customers and users of this establishment.

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TITLE ONE. – OBJECT AND SCOPE OF APPLICATION

1. Purpose

To establish behavioural norms and obligations that must always be respected by all customers of this establishment in order to access and remain on our premises and use the services offered by Gestora las Dunas.

2. Legal Basis.

01. Law 13/2011 on Tourism in Andalusia.
02. Spanish Decree-Law 13/2020, of 18 May, which regulates the requirements of accessing and remaining on hotel premises.
03. Law 13/1999, of 15 December, on Public Performances and Recreational Activities in Andalusia and the Spanish General Regulation on Admission to Public Performance Establishments and Recreational Activities (Spanish Decree 10/2003, of 28 January).
04. This document does not replace any other specific regimen currently in place.

3. Connection with the Compliance Program.

This Internal Policy for Customers is one of the means through which any breach of the internal procedures and rules implemented for crime prevention and detection shall be sanctioned.

4. Target Public.

This Internal Policy applies to all guests and users of the Services offered by Gestora las Dunas, who shall hereinafter be referred to as CUSTOMER/CUSTOMERS.

5. Compliance with Regulations and Instructions.

Customers must respect and comply with all of the provisions of this document as well as all other regulations in effect at the time of their stay.

TITLE TWO - CONDITIONS FOR ADMISSION AND STAYS

6. Prohibitions and Restrictions.

01. Entering and/or staying at the establishment is prohibited:
 - a. When the established capacity is completed with customers inside the establishment.
 - b. When the scheduled closing time for the establishment has passed.
 - c. When one is not of the minimum age established in accordance with this policy.
 - d. When the customer who wishes to enter or inside the establishment causes any altercations or manifests and/or maintains violent, aggressive attitudes as per social customs.
 - e. When the customer is carrying a weapon or other object that may be used as such with the sole exception of security personnel, duly registered police authorities and subject at all times to their exercise of their official duties.
 - f. When the customer causes situations of danger for others in attendance or does not meet hygiene and/or health conditions.

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- g. When the customer is wearing/carrying clothing, emblems, items or symbols that encourage violence, racism or xenophobia, as per the Guide to Symbols issued by the Spanish Commission Against Racism, Xenophobia, and Intolerance in Sport.
- h. When the customer is carrying drugs, or narcotic or psychotropic substances or shows signs of having used them as well as anyone showing obvious signs or behaviours of drunkenness, all as per social customs.

- 02. Access to dining areas and restaurants with wet clothing or towels over clothing is prohibited.
- 03. Access to any room or area designated as private and/or reserved for hotel staff is prohibited.
- 04. Eating food and drinking beverages not acquired on our premises at the pool and in common areas is prohibited.
- 05. Customers are required to pay all expenses incurred up to the moment they are banned from entering and/or staying on the premises.

7. Payment of Services.

- 01. Customers are required to pay the sum of all services contracted upon receiving the corresponding payment document either on the premises or as per the conditions agreed in the admission document. No complaint filed may suspend or release the customer for payment pursuant to article 22 of the Tourism Law of Andalusia.
- 02. The preferred payment method is bank card or an equivalent method.
- 03. No one is allowed to stay over the corresponding capacity in accordance with the rate contracted by the customer.
If other people are allowed to stay, the customer must pay the rate established for such use without any discounts or rebates.
- 04. Occupying the premises for an extended stay over the time described in section 8.1 without prior communication and approval from Gestora Las Dunas will lead to an obligation for the customer of paying for such services at triple the price in effect for that day without any discounts or rebates. Likewise, the customer must indemnify Gestora Las Dunas for all damages incurred for a loss of profit.
- 05. The parking service is supplementary and, as a result, is not included in the standard service. It must be paid in accordance with the rates published on the website.
- 06. If any personal objects are left behind, the customer shall pay the full cost of shipment.

8. Reservations.

- 01. In general, reservations for accommodation shall begin at 12 p.m. on the first day of the period contracted and end at 12 p.m. on the day indicated as the departure date. This timetable may be modified for occupancy or public health reasons.
- 02. Minors not accompanied by an adult are not allowed to make reservations or stay in the rooms. The person making a reservation will be held liable for all actions by minors accompanying them.
- 03. The appropriate legal document must be shown (national ID, passport, Official Family Record Book) in order to receive any discounts based on age.

9. Entrance with Pets

- 01. Entering the premises is prohibited for anyone accompanied by pets.
- 02. The sole exception are people accompanied by guide dogs pursuant to Law 5/1998, of 23 November, on the use in Andalusia of guide dogs by people with visual impairments as long as they comply with the provisions of said regulation and SPANISH DECREE 32/2005, of 8 February, which regulates guide dogs and the procedure for granting such status.

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TITLE THREE – SOCIAL CONVENTIONS AND OPERATION

10. General Rules.

01. Respect and follow all guidelines from hotel staff relating to safety and health.
02. Do not allow strangers to enter your room or the delivery of unsolicited services.
03. Use the facilities properly and in accordance with social customs, respecting all furniture, apartment appliances and gardens.
04. Respect the rules and timetables established.
05. Avoid making unnecessary noise, especially at night.
06. Immediately report any odd situation observed to reception, particularly suspicious people in halls or common areas.
07. Customers are required to keep the door of their room closed and lock it each time they are absent, irrespective of the estimated duration of their leave.

11. Timetables.

01. The timetables established are general and shall apply if there is no other specific rule. They must always be respected by customers. This timetable may be modified for occupancy or public health reasons.
 - a. Rooms are cleaned from 8:30 a.m. to 4:00 p.m. b. Pools are open from 11:00 a.m. to 7:30 p.m.
 - c. Breakfast is served from 8:00 a.m. to 10:00 a.m.
 - d. Lunch is served from 1:30 p.m. to 3:30 p.m.
 - e. Dinner is served from 7:30 p.m. to 10:00 p.m.
 - f. The laundry and ironing service is available from 11:00 a.m. to 12:00 p.m. All garments will be returned within 24 hours of the end of the service.
02. Signs are posted in the areas of access to public services with the opening hours in effect during the stay.

12. Staff Access to Rooms.

01. Customers shall allow hotel staff access to:
 - a. Tidy the room as long as the customer has communicated a desire to receive such service via the established means. These services will generally be provided in the customer's absence.
 - b. Make repairs in the room after the customer has been notified in advance.
 - c. Implement exceptional and temporary measures established by the government due to catastrophes, emergencies or public health situations.

13. Use of Towels.

01. Using towels and other room items outdoors is prohibited.
02. Hanging up clothing on the hotel facade is prohibited.

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TITLE FOUR - FACILITIES OR SERVICES THAT POSE SOME TYPE OF RISK AND SAFETY MEASURES ADOPTED.

14. Security.

01. This establishment shall not be liable for any theft, robbery or loss of personal objects not previously communicated and deposited in the safe available in the room.
02. This establishment shall not be liable for any theft, robbery or loss of personal objects not deposited at reception or any deposited in the luggage room without proper protection (previously locked by the customer).
03. Any liability assumed will be limited to the conditions of safe renting and the limit established, if applicable, in the insurance policy.
04. The customer is required to use all luggage protection systems (keys, codes, locks, etc.).
05. This establishment shall not be liable for any objects deposited inside vehicles parked in the customer parking area.

15. Tobacco Vending Machines, Sale And Use.

01. This is a tobacco vending machine in the reception hall. It is the only place where tobacco may be sold and supplied.
02. Tobacco use is prohibited in all common or public use areas not considered in the open air, in rooms and in children's play areas.

16. Entertainment Service

01. Customer participation in entertainment activities is completely voluntary.
02. The members of the entertainment team will recommend a role to be performed by the customer volunteer, informing them of any actions to be undertaken. This information may be provided in advance at the request of the volunteers or after they are selected.
03. If a volunteer is informed after selection of the task to be performed and he/she does not agree with such, they must communicate this and abandon the activity, returning to the same place where they were selected.

17. Pool Service

01. Showering before using the pools is mandatory.
02. Using water and soap in community showers is prohibited as is shaving or brushing teeth.

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TITLE FIVE. ADMINISTRATIVE INFORMATION ON THE ORGANIZATION.

18. Administrative Organization

01. This establishment is organized with a hierarchy including general management which is supported by assistant management and various management departments.
02. All matters relating to the operation of the establishment shall be channelled through the public relations service with support from reception.

TITLE SEVEN. – LIST OF ADDITIONAL SERVICES PROVIDED BY COMPANIES EXTERNAL TO GESTORA LAS DUNAS.

19. Additional Services.

01. This establishment outsources certain services through leases and management concessions.
02. All suppliers of services outsourced by Gestora Las Dunas must pass an official approval procedure and observe and commit to our rules and guidelines.
03. These services are:
 - a. Vehicles for hire
 - b. Bikes for hire
 - c. Surfing schools.
 - d. Excursions and visits.

TITLE EIGHT - ENTRY INTO FORCE

20. Effectiveness.

This Policy shall enter into effect on the day following its approval.

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CHANGE CONTROL

3.3	Change control added	EMM
	The numbering of the titles were modified	EMM
	An erroneous reference was modified in 7.04 - section 6.1 = section 8.1	EMM
	A typing error was corrected category =signage	EMM