



INTERNAL REGULATIONS



PLUS FARIONES
APARTAMENTOS



July 2025



PLUS FARIONES APARTAMENTOS

04

1. Preamble

2. Guest Rights and Obligations

3. Right of Admission and Prerequisites

3.1 Right of admission

3.2 Admission requirements

4. Operating and Coexistence Rules

4.1 Prohibitions

4.2 Suggestions

4.3 Reservation

4.4 Price

4.5 Occupancy period

4.6 Safes

4.7 Room cleaning service

4.8 Clothing and dress code

4.9 Bars - restaurants

4.10 Pools - solarium

4.11 Information for users about facilities or services that may pose a risk, and the safety measures adopted in this regard

4.12 Lost Property Information

5. Information on the Organization of “Plus Fariones Apartamentos”

5.1 Services Provided by Third Parties

5.2 Services Provided Directly by the Establishment

5.3 Personal Data

Preamble

“Plus Fariones Apartamentos” has prepared these Internal Regulations, which establish the mandatory policies, rules, and guidelines governing the relationship between the establishment and its clients.

These Regulations also apply to:

- Occasional visitors and/or companions of clients of “Plus Fariones Apartamentos.”
- Users of services and facilities of “Plus Fariones Apartamentos” open to the general public.
- Any person who, even occasionally, visits or walks through the premises.
- Attendees of events held on the premises.
- Contractors, organizers, and personnel involved in the organization and execution of events held at the establishment.

The Regulations apply to all spaces and areas of “Plus Fariones Apartamentos,” whether for exclusive or shared use, without distinction.

These Regulations are always available to the Client, both in Spanish and English. However, in the event of any discrepancy in interpretation or for any other reason, the Spanish version shall prevail as the only legally binding text. The Regulations may be consulted at our Reception, on our website, in our app, and at the information kiosk located next to Reception.

Ignorance of these Regulations does not exempt anyone from compliance, as they are based on principles and rules set out in current legislation.

The rules and prohibitions contained herein, which must be followed by all relevant individuals, should not be understood as excluding other analogous or similar behaviors not explicitly mentioned but clearly derived from the spirit and intent of these Regulations.

Any violation of these Regulations may, whenever possible, be corrected immediately and, where appropriate, sanctioned in accordance with current labor, civil, or criminal legislation. This is without prejudice to any other liabilities incurred by the offender and without prejudice to the exercise of any applicable legal actions.

The Regulations shall remain in continuous effect until modified or replaced. In case of doubt, it shall be considered fully in force in all its rules and provisions.

“Plus Fariones Apartamentos” reserves the right of admission and may cancel a reservation, without refund, for any client who violates these Regulations, the rules of coexistence, or general common-sense norms, or who acts disrespectfully towards the facilities or other individuals on the premises, whether staff or other guests.

We thank you for choosing to stay with us and for strictly observing our Regulations, which are designed for your benefit.

Rights and obligations of the guest



Client **RIGHTS** at this establishment:

- A)** To receive truthful, sufficient, understandable, and unequivocal information, prior to booking the accommodation period, as well as complete final pricing including taxes, with a breakdown of any applicable increases or discounts, provided that the accommodation contract has been signed directly between you and “Plus Fariones Apartamentos.”
- B)** To receive all documents that confirm the terms of the booking of tourist services and corresponding proof of payment.
- C)** To access our establishment under the agreed terms and to receive services under the agreed conditions.
- D)** To receive information regarding facilities or services that may involve any risk, and the safety measures implemented.
- E)** To submit complaints and claims, and to have access to the official complaint forms, which must be provided by “Plus Fariones Apartamentos.” Filing a complaint does not exempt the client from paying for the services contracted.
- F)** To have personal data protected under the terms established by current legislation, and to consult our privacy policy published on our website.

Client **OBLIGATIONS** at this establishment:

- A)** To respect the rules of use and internal regulations of “Plus Fariones Apartamentos,” including the specific rules of use for each facility.
- B)** To observe hygiene, education, social coexistence, and dress standards, as outlined in these Regulations.
- C)** To pay the price of the contracted service at the time of invoicing or, where applicable, at the agreed place, time, and method, with the understanding that lodging a complaint does not exempt from payment.
- D)** To respect the environmental surroundings.
- E)** To respect the establishment’s facilities and equipment.
- F)** To comply with reservation terms and vacate the apartment by the agreed departure date.
- G)** To treat our staff and other guests with respect.
- H)** Not to transfer to third parties their right to use the contracted services.
- I)** Clients who, through action or omission, cause damage to the establishment, when negligence or fault is involved, will be obliged to compensate for the damage caused.

Right of admission and admission requirements



3.1 Right of Admission

“Plus Fariones Apartamentos” reserves the right of admission. Accordingly, access to this establishment (or to specific areas of it) will be limited or denied to any individual under the following circumstances:

- A)** When they do not comply with the behavior rules, dress code, or other internal norms established in these Regulations.
- B)** When they are not registered as guests, do not have a confirmed reservation, have not paid for their stay, or cannot justify their presence on the premises.
- C)** When they refuse to identify themselves to the security personnel and/or the management of “Plus Fariones Apartamentos.”
- D)** When the establishment is at full capacity, when the authorized occupancy limit has been reached, or when the area or facility is closed.
- E)** When they do not meet the minimum age requirement to access a certain area or facility as established by current regulations.
- F)** When they display violent behavior, especially aggressive actions or when they cause disturbances.
- G)** When they engage in behaviors that may pose a danger or nuisance to other users (or non-users), or that interfere with the normal operation of the activity.

- H)** When they are carrying or consuming drugs, narcotics, or psychotropic substances, show symptoms of having consumed such substances, or exhibit signs of obvious intoxication.
- I)** When they are carrying objects that could potentially cause harm to people or property.
- J)** When they do not meet basic hygiene and cleanliness standards and/or clearly lack personal grooming.
- K)** When wearing clothing or symbols that promote violence, racism, homophobia, or xenophobia, or fail to comply with the dress code required in certain areas.
- L)** When they incite or cause disorder within the establishment.
- M)** When they have been previously expelled for inappropriate behavior.
- N)** When their uncivil behavior disturbs other guests and/or staff, especially by not respecting the rest of other guests.
- O)** When they insult and/or show disrespect towards any staff member of "Plus Fariones Apartamentos."

- P)** When they damage furniture in common areas or rooms, or cause significant damage anywhere in the establishment.
- Q)** When they deliberately fail to comply with the payment policy and credit limits established by “Plus Fariones Apartamentos” for any of the offered services.
- R)** When they remove food or drink from the buffet for consumption outside of that facility.
- S)** When they misuse or fraudulently use the meal plan contracted, such as using their breakfast service to invite other individuals.
- T)** When accompanied by an animal, except for assistance dogs as provided under Law 2/2020 of December 23.
- U)** When smoking or using tobacco products and/or electronic cigarettes inside the establishment, such as inside rooms, except in specifically designated and signposted areas.

If any of the above situations arise or any of the listed restrictions are violated, the responsible personnel of “Plus Fariones Apartamentos” may request the person(s) to leave the premises, after settling any outstanding charges for services or consumption. If necessary, assistance from law enforcement will be requested.

It is expressly stated that no person will be denied or restricted free access to the facilities and services of “Plus Fariones Apartamentos” based on sex, disability, religion, opinion, or any other personal or social condition.

This establishment will refrain from accommodating minors who arrive unaccompanied.

3.2 Admission Requirements

To use the facilities of “Plus Fariones Apartamentos,” it is mandatory to properly complete the admission form upon arrival. The guest must present an official identification document, which will also be used by “Plus Fariones Apartamentos” to register them in the establishment’s Travelers’ Logbook.

Once the person(s) is/are registered, the establishment will generate an admission record, preferably in digital format, including all data required by current traveler registration regulations, while also complying with applicable data protection laws.

“Plus Fariones Apartamentos” is not responsible for any false or incomplete data or documents provided by the guest during the admission process.

In compliance with current regulations, identification data and any other legally required information will be communicated to the appropriate authorities.

Operating and Coexistence Rules



4.1 Prohibitions

- A)** The occupation and stay in an apartment by more people than those contracted is not permitted. In such cases, the established rate for the corresponding use must be paid.
- B)** Smoking is prohibited throughout the establishment, except in designated smoking areas. It is expressly forbidden to smoke inside the apartments, except on the terrace. Smoking in non-authorized areas will be considered a serious infraction and may lead the establishment to, at its discretion: either terminate the guest contract and require immediate check-out, or charge an extra cleaning fee for the apartment, set at two hundred euros (€200).
- C)** Playing with balls or similar objects is not allowed inside the establishment.
- D)** It is forbidden to hang towels or any other garments on the railings of the apartment terraces. Each terrace is equipped with a clothesline for this purpose.
- E)** This establishment does not accept animals, except guide dogs.
- F)** Food, dishes, or drinks may not be taken out of the dining room.



4.2 Suggestions

- A)** Watch and control your luggage and personal belongings. Do not leave them unattended.
- B)** Keep an eye on your belongings at the beach or the pool. Do not leave them unattended.
- C)** Always close your apartment door when you leave.
- D)** Store your valuables in the safe. Each apartment is equipped with a free safety deposit box for the safekeeping of valuables.

You should store your valuables and/or money in the in-room safe as long as their combined value does not exceed €1,200, and no single item exceeds €600 in value.

If you are carrying larger amounts of money and/or higher-value items, they must be deposited in the General Safe at the front desk, where a receipt will be provided.

“Plus Fariones Apartamentos” is not responsible for any theft, loss, or robbery of money or valuables not deposited, with receipt, in the General Safe or at Reception.

“Plus Fariones Apartamentos” is also not liable in the case of armed robbery or force majeure events.

- E)** Keep your door closed when you are inside your apartment. Always close the door when leaving, and double-check that it is properly locked, even if you are stepping out for a short time.
- F)** Report any suspicious activity immediately to the management of “Plus Fariones Apartamentos,” such as: People loitering suspiciously in hallways, Repeated phone calls from unidentified persons, Knocks at your door from unknown individuals, Unexpected or unsolicited deliveries.
- G)** If you lose or forget your key, only Reception staff is authorized to issue a new one. For your security, do not be offended if you’re asked to identify yourself before receiving a replacement key.
- H)** If you would like your room cleaned, hang the sign “Please clean the room” on the outside of your door. If you do not want to be disturbed, hang the sign “Please do not disturb.”
- I)** In case of any issues or malfunctions in your apartment, please contact Reception to report the problem to the maintenance team.
- J)** Use the facilities appropriately, respecting the furniture and gardens of the establishment.
- K)** Respect the opening hours of all “Plus Fariones Apartamentos” facilities.
- L)** We kindly ask that you use the facilities appropriately, respecting the furniture.

4.3 Reservation

- A) Every reservation must include the check-in and check-out dates, number and type of apartments, meal plan, cancellation policy, and any additional services contracted. The total price and itemized breakdown for each concept will also be included, unless the offer was presented as a package with a global price.
- B) The cancellation policy is published on the website of “Plus Fariones Apartamentos” and is mandatory, except in cases where the cancellation is due to force majeure.
- C) Confirmation of your reservation by us constitutes a tourist accommodation contract, and a physical or electronic copy will be available to you.
- D) Once your reservation is confirmed, we will provide the type of apartment booked on the agreed date.



4.4 Price

- A) Upon arrival at “Plus Fariones Apartamentos,” the Client must pay in advance for the contracted accommodation services.
- B) Payment may be made in advance via bank transfer, by credit/debit card, or in cash (up to the legal limit established at the time). The establishment accepts the following cards only: VISA, MASTERCARD, MAESTRO, and AMERICAN EXPRESS.



- C) If prepayment is required for any services beyond accommodation, this will be clearly stated at Reception.



4.5 Occupancy period

- A) The Client is entitled to occupy the apartment from 3:00 PM on the first day of the contracted period until 12:00 PM (noon) on the agreed departure date. Regardless of check-in time, access to the common facilities is permitted upon arrival at the establishment.
- B) Unless otherwise agreed, extending your stay beyond the contracted period will incur a “late check-out” fee at the established rate.
- C) Guests may stay beyond the initially booked period if there is availability and a prior agreement has been made. In such cases, it will be treated as a new reservation.



4.6 Safes

The apartments are equipped with in-room safes for the safe-keeping of money and valuables. “Plus Fariones Apartamentos” accepts no responsibility for the loss or theft of money or valuables not placed in the in-room safe as specified in Section 4.2.d of these Regulations.



4.7 Room Cleaning Service

Apartment cleaning is performed daily.



4.8 Clothing and Dress Code

- A) Clients must wear appropriate clothing within the premises, except in pool or terrace areas.
- B) Walking barefoot inside the establishment is not permitted.
- C) This accommodation enforces a dress code:
 - **Breakfast:** Casual wear is required. Entry to the dining area is not allowed in swimwear, shirtless, barefoot, or wet clothing.
 - **Dinner** at the “Tunera” Restaurant (located at “Plus Fariones Suite Hotel”): A smart casual / semi-formal dress code is required. Men (from age 12): Long trousers, sleeved shirts, and closed footwear. From July 1st to September 30th, short trousers and open footwear are permitted (beach flip-flops are not allowed).



4.9 Bars – Restaurants

- The schedules for breakfast, the pool bar (“Plus Fariones Apartamentos”), and dinners at the Tunera restaurant (“Plus Fariones Suite Hotel”) are provided at check-in and are also displayed on the kiosks located at Reception.
- Restaurant food and beverages must be consumed within the dining area. It is not permitted to take them outside.
- Children under 16 must be accompanied by an adult when attending the buffet.



4.10 Pools – Solarium

- The operating hours for pools and jacuzzi are provided at check-in and are posted on panels in the pool areas. Bathing outside these hours is not allowed.
- Showering is mandatory before using the pool or jacuzzi. Use of pool loungers and solarium is free of charge. A “No Lounger Reservation” policy is in place to ensure fair use: Staff may remove items left unattended for more than 60 consecutive minutes, and personal belongings will be taken to Reception.
- Eating in the pool/solarium area and bringing glass objects into this area is prohibited.
- Use of inflatable mattresses or balls in the pool is not permitted.
- Diving headfirst or entering the pool aggressively is strictly prohibited.
- Consumption of food or drinks on the pool bar terrace is only allowed if purchased from the establishment.



4.11 Information on Facilities or Services That May Involve Risk and the Safety Measures Adopted

- In compliance with European and national regulations, our establishment provides information regarding food allergies and intolerances. Please contact our bar and restaurant staff for more details.
- All facilities and services at “Plus Fariones Apartamentos” are equipped with measures that promote or ensure your safety at all times. However, if you believe that using any facility or service may pose a risk to your health or physical safety, we kindly ask you to contact Reception immediately to report and clarify your concerns.



4.12 Lost Property Information

If any staff member at “Plus Fariones Apartamentos” finds a lost item, garment, or personal belonging in an apartment or on the premises, they will report it to Reception, where it will be tagged with the apartment number and linked to the corresponding guest.

Once logged in our Lost and Found Register, and due to our privacy and confidentiality policy, the found item will be safely stored by the appropriate department for a period of TWO MONTHS from the date it was found and registered.

If during this period the owner contacts “Plus Fariones Apartamentos,” they must identify the apartment in which they stayed and the dates of check-in and check-out, to match the data in our Lost and Found Register.

Once verified, the method of return will be agreed with the owner. If shipping is required, the cost must be covered by the owner.

After the two-month period, the item will be handed over to the Local Police of Tías, and their protocol will be followed.

“Plus Fariones Apartamentos” is not responsible for lost items and does not guarantee their recovery.

Information on the Organization of the Apartments



For any incidents or questions related to the operation of the establishment, please contact Reception, where our staff will assist you. If necessary, they will reach out to the relevant personnel. The Director of “Plus Fariones Apartamentos” is the highest authority and ultimate person responsible for the establishment.

5.1 Services Provided by Third Parties

Our establishment offers access to parking, car rental, excursions, dry cleaning, various services, and experiences provided by companies other than the one operating the establishment. Information about these services is available at Reception. “Plus Fariones Apartamentos” assumes no responsibility for services provided by companies other than the one that operates the establishment.

5.2 Services Provided Directly by “Plus Fariones Apartamentos”

Services provided directly by the establishment to its clients—such as swimming pools, bar, restaurant, laundry, etc.—are subject to specific rules, which must be strictly followed. These rules can be consulted with our staff or at Reception. Ignorance of the rules does not exempt the client from complying with them.

5.3 Personal Data

Clients' personal data will be processed for the purposes of reservation, service provision, and payment collection, and, if express consent is given, for the sending of information about offers and services provided by the establishment. Clients may exercise their rights of access, rectification, erasure (right to be forgotten), data portability, restriction, and objection to processing by simply requesting it by any means from the establishment, in accordance with Regulation (EU) 2016/679 (GDPR) and Spanish Organic Law 3/2018 (LOPDGDD).

**The staff thanks you
for your cooperation**



**TOGETHER
WE MAKE IT POSSIBLE**





plusfariones.com

PLUS FARIONES
HOTELS & APARTMENTS