



INTERNAL RULES AND REGULATIONS



PLUS FARIONES
SUITE HOTEL



January 2025 Edition



PLUS FARIONES SUITE HOTEL

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Preamble

This hotel establishment has developed these Internal Regulations, which set forth the policies, rules, and regulations that will govern the relationship between the Hotel and its clients.

These Regulations will also apply to:

- Visitors and/or occasional companions of the hotel guests.
- Users of the hotel's services and facilities open to the general public.
- Any person who, even occasionally, visits or walks around within the hotel.
- Attendees of events held at the hotel.
- Contractors, organizers, and personnel involved in the organization and development of events held at the hotel.

The Regulations will apply in all areas and zones of the establishment, whether for exclusive or common use, without distinction.

These Regulations are available to the guest at all times, both in Spanish and English. However, in the event of any discrepancy in interpretation or other matters, the Spanish version will prevail as the legally binding text. These Regulations can be consulted at our Reception, on our website, in our app, and on the totem located next to Reception.

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

The rules and prohibitions contained in these Regulations, which must be complied with by their recipients, should not be understood as excluding other analogous or similar behaviors not explicitly stated herein, but which clearly arise from the spirit and intention of these Regulations.

Violations of these Regulations, to the extent possible, may be corrected immediately and, if applicable, may be sanctioned in accordance with current labor, civil, or criminal law, irrespective of any other liabilities incurred by the offender and the appropriate exercise of legal actions as required.

These Regulations will remain in effect continuously and without interruption until modified or replaced by another. In case of doubt, it will be considered fully valid in all its rules and provisions.

The Hotel reserves the right of admission and to cancel any reservation, with no refund, of any guest who violates these Regulations, as well as the rules of coexistence and common sense, or in any way acts disrespectfully toward the hotel facilities or other individuals present, whether hotel staff or other guests.

We appreciate your choice to stay with us, as well as your adherence to our Regulations, which have been established for your own benefit.

Rights and Obligations of the Guest



THE GUEST'S RIGHTS at this establishment include:

- A)** To receive truthful, sufficient, understandable, unequivocal, and prior information regarding the period of stay, as well as the final price, including taxes, with a breakdown, if applicable, of any increases or discounts applied to any eventual offer, provided that the accommodation contract is made directly between you and the Hotel.
- B)** To obtain all documents that confirm the terms of the contracted services and payment receipts.
- C)** To access our establishment under the terms agreed upon and to receive services in the conditions agreed.
- D)** To receive information about any facilities or services that pose a risk, and the security measures taken.
- E)** To file complaints and claims, and have access to the complaint forms which the establishment must provide. The submission of a complaint does not exempt the guest from the obligation to pay for the contracted services.
- F)** To have their personal data protected under the terms established by the applicable law, as well as to consult the privacy policy terms published on our website.

OBLIGATIONS of the Guest at this Establishment:

- A)** To respect the rules of use and internal regulations of this establishment, as well as the particular rules for using each of its facilities.
- B)** To observe the rules of hygiene, etiquette, social coexistence, and dress code, also outlined in these Regulations.
- C)** To pay the price of the contracted service at the time of presenting the invoice or, where applicable, at the place, time, and manner agreed upon, with no exception in case of filing a complaint or claim, which does not excuse the payment obligation.
- D)** To respect the environmental surroundings.
- E)** To respect the facilities and equipment of this hotel.
- F)** To comply with the reservation system and respect the agreed-upon departure date by vacating the room.
- 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)** Guests of the Hotel who, by action or omission, cause damage to the establishment, if fault or negligence is involved, are required to repair the damage caused.

Right of Admission and Prior Requirements



3.1 Right of Admission

This establishment reserves the right of admission. Therefore, access to this establishment (or to a part of it) may be limited or denied, depending on the case, to anyone who:

- A)** Does not respect the rules of behavior, the dress code, or other internal rules established in these Regulations.
- B)** Is not registered as a guest, does not have a confirmed reservation, has not paid the corresponding price for their stay, or cannot justify the reason for their stay at the hotel.
- C)** Refuses to identify themselves to security personnel and/or hotel staff.
- D)** Is denied accommodation due to a lack of capacity when the established occupancy limit has been reached or when the closing time of a particular area or facility has passed.
- E)** Does not meet the minimum age requirement to access a certain area or facility according to the current regulations.
- F)** Displays or expresses violent behavior, especially when acting aggressively or provoking disturbances.
- G)** For adopting behaviors that may cause danger or discomfort to other users (or non-users), or that hinder the normal development of activities.

- H)** For carrying or consuming drugs, narcotic substances, or psychotropic substances, or showing signs of having consumed them, as well as for those who exhibit clear signs of being intoxicated.
- I)** For carrying any object that could cause harm to people or things.
- J)** When the individual does not meet cleanliness and hygiene standards or clearly shows a lack of personal hygiene.
- K)** When wearing clothing or symbols that promote violence, racism, homophobia, or xenophobia, or when failing to wear the required attire as per the Dress Code in areas where it is enforced.
- L)** When provoking or inciting disorder in the establishment.
- M)** When previously expelled from the establishment for inappropriate behavior.
- N)** When exhibiting uncivil behavior that disturbs other guests and/or hotel staff, particularly if it interferes with the rest of other guests.
- O)** When insulting and/or showing disrespect toward any staff member of the establishment.

- P)** When damaging furniture in common areas or rooms, or causing serious damage to any area of the establishment.
- Q)** When deliberately not adhering to the hotel's payment policy and credit limits related to any of the services offered.
- R)** When removing food or beverages from the Buffet to consume outside this facility.
- S)** When misusing or using without authorization the meal plan contracted, such as using the breakfast/half board service to invite other people.
- T)** When accompanied by an animal, except for service dogs, as established by Law 2/2020 of December 23.
- U)** When smoking or using tobacco products and/or electronic cigarettes inside the hotel's facilities, such as in the rooms, except in areas specifically designated and marked for such use.

When any of the above circumstances occur or if the person engages in one or more of the previously listed restrictions, the responsible staff of the establishment may request that they leave the hotel, after settling any outstanding bills for services rendered and consumption. If necessary, assistance will be requested from the security forces.

It is explicitly stated that access to the hotel's facilities, services, and accommodations will not be denied or restricted for any individual based on sex, disability, religion, opinion, or any other personal or social circumstance.

The hotel will refrain from providing accommodation to minors who arrive unaccompanied.

3.2 Admission Requirements

A prerequisite to using the rooms or common areas is to properly complete the admission document upon arrival at the hotel. The guest must present an official document of identification, which will also allow the hotel to register their details in the Hotel's Traveler Register Book.

Once the person or persons have been registered, this establishment will create an admission record, which will preferably be electronic, containing all the necessary data required by current regulations regarding the Registration of Travelers, while also respecting the applicable data protection regulations.

“Plus Fariones Suite Hotel” is not responsible for any false or incomplete information or documents that the guest may provide at the time of processing their admission.

In compliance with current regulations, the identification data provided, along with any other data required by applicable law, will be communicated to the relevant authorities.

Operating and Coexistence Rules



4.1

Prohibitions

- A)** The occupation and stay of two persons in a double room that was contracted as a single room will not be permitted. In that case, the rate for double use will be charged.
- B)** Smoking is prohibited throughout the establishment, except in designated smoking areas. Smoking in the rooms is expressly prohibited, except on the terrace. Smoking in the rooms or in areas where it is not allowed will be considered a serious violation, giving the establishment the right, at its discretion and depending on the situation, to either terminate the accommodation contract with the guest and require them to vacate the room or charge them for the extra cleaning cost of the room, valued at two hundred euros (€200).
- C)** Playing with balls or similar objects inside the establishment is not allowed.
- D)** Hanging towels or any other clothing on the balcony railings of the rooms is prohibited. The terrace is equipped with a clothesline for this purpose.
- E)** This establishment does not admit pets, except for guide dogs.
- F)** It is not allowed to remove food, meals, dishes, or drinks from the hotel dining areas.
- G)** For security reasons, access to the rooms by individuals who are not staying at the hotel is prohibited. If a guest receives visitors, they must remain in the hotel's common areas or check in at the reception.



4.2 Suggestions

- A) Watch over and control your luggage and personal belongings, do not leave them unattended.
- B) Watch over and control your belongings both at the beach and at the pool, do not leave them unattended.
- C) Close your room door when leaving it.
- D) Keep your valuables in the safe. Each accommodation unit is equipped with a free safety deposit box for the safekeeping of your valuables. Please deposit your valuables and/or money in the safe in your room, as long as the total value or amount does not exceed one thousand two hundred (1,200) euros (the unit value of any individual item should not exceed six hundred (600) euros).

If you are staying with sums of money and/or valuables exceeding this amount, you can deposit them for safekeeping, with a receipt, in the General Safe of the establishment, which you can request at Reception.

The hotel is not responsible for any theft, robbery, or loss of items or money that has not been deposited in the General Safe or Reception with a receipt.

The hotel will also not be responsible in case of armed robbery or other force majeure events.

- E)** Keep the door closed when you are in your room. Close your room door when leaving it, and try to open it again to ensure it is properly closed, even if your absence is only for a short period of time.
- F)** Immediately report to the hotel management any abnormal occurrences you notice, such as: suspicious individuals in the hallways, repeated phone calls from unidentified callers, knocks on your room door from unknown individuals, unsolicited deliveries, etc.
- G)** If you forget or lose your key, only the Reception staff is authorized to provide you with a new key to open your room. Do not be bothered if they ask you to identify yourself when requesting a new key; this is for your safety.
- H)** If you wish to have your room cleaned, please hang the "Please make up room" sign on the outside of your room door. If you do not want to be disturbed, please hang the "Do not disturb" sign.
- I)** If you experience any issues or damage in your room, contact Reception staff so that the maintenance team can be notified.
- J)** Use the facilities appropriately, respecting the hotel's furniture and gardens.
- K)** Respect the operating hours of all hotel facilities.
- L)** Please use the facilities appropriately, respecting the furniture.

4.3 Reservation

- A) All reservations will include the check-in and check-out dates, number of rooms, type of rooms, meal plan, cancellation policy, and any additional services contracted. The total price will also be specified, broken down for each of these concepts, unless it has been offered as a package at a pre-agreed global price.
- B) The cancellation policy is published on the Hotel's website and is mandatory, unless the cancellation of the reservation is due to force majeure circumstances.
- C) Our confirmation of your reservation will be considered as a tourist accommodation contract, with physical or electronic proof available to you.
- D) Once your reservation is confirmed, we will make the reserved room type available to you on the agreed date.



4.4 Price

- A) The guest must pay for the accommodation services contracted in advance upon arrival at the hotel.
- B) The Client can make the payment via prior bank transfer, credit card, or cash up to the legal limit in effect at the time. This hotel only accepts the following bank cards: VISA, MASTERCARD, MAESTRO, and AMERICAN EXPRESS.



- C) If payment for additional services, beyond accommodation, is required before their provision, we will explicitly inform you at Reception.



4.5 Occupancy Period

- A) The Client is entitled to occupy the room from 3:00 PM on the first day of the contracted period until 12:00 PM on the designated check-out date. In any case, the Client may access the common areas from the moment they arrive at our establishment.
- B) Unless otherwise agreed, extending the stay in your room beyond the contracted period will result in the obligation to pay the amount established for "late check- out."
- C) You may stay for additional nights beyond those specified in the admission document, provided there is prior agreement based on availability. In such a case, it will be considered as a new reservation.



4.6 Safe Deposit Boxes

The rooms of the hotel are equipped with a security safe for the custody of money and valuables. Our hotel is not responsible for the loss or theft of money or valuables that are not deposited in the security safe as indicated in section 4.2.d of this regulation.



4.7 Room Cleaning Service

The room cleaning service is provided daily.



4.8 Attire and Dress Code

- a) The Client must be properly clothed inside the hotel, except in pools or terraces.
- b) Walking barefoot inside the establishment is prohibited.
- c) This accommodation applies a dress code:
 - **Breakfast:** Casual attire. Entry to the dining room in swimwear, without a shirt or T-shirt, barefoot, or wet is not allowed.
 - **Lunch:** Casual attire. Entry to the restaurant in swimwear, without a shirt or T-shirt, barefoot, or wet is not allowed.
 - **Dinner:** Dinner is a special occasion, so appropriate attire is required for the occasion.
 - **Gentlemen (from 12 years old):** long pants, shirt with sleeves, and closed footwear. From July 1st to September 30th, entry is allowed in shorts and open shoes (not beach sandals).



4.9 Bars - Restaurants

- The breakfast, lunch, and dinner hours for the restaurant, as well as the bar hours, are provided to the Client at check-in and are also available on the totems located in the hotel.
- Products from the restaurant must be consumed within the dining room and cannot be taken outside.
- Children under 8 year old must be accompanied by an adult when visiting the buffet.
- This accommodation applies a smart casual / semi-formal dress code for dinner at the “La Tunera” restaurant, as outlined in the “Attire and Dress Code” section.



4.10 Pools - Solarium

- The pool hours are provided to the Client at check-in and can also be consulted on the panels located in the pool areas. Bathing outside of those hours is prohibited.
- It is mandatory to take a shower before swimming in the pool. The use of pool loungers is free of charge. The establishment has a "No Lounger Reservations" policy to ensure all users have access to them. The hotel staff may remove items from loungers that have not been used for at least 60 consecutive minutes. In such cases, personal belongings will be moved and deposited at Reception.
- Eating in the pool/solarium area and bringing glasses or other glass objects into the pool/solarium area is prohibited.
- The use of inflatable mattresses in the pool is prohibited.
- Diving headfirst into the pool or diving aggressively is prohibited.
- The consumption of food and beverages on the hotel terrace is prohibited unless they have been purchased from the Pool Bar or another point of sale within the hotel establishment.





4.11 Gym

- The gym hours are provided to the Client at check-in and can also be consulted on the totems located in the hotel.
- Gym equipment must be used with appropriate clothing and sports footwear.
- The use of a personal towel is mandatory for hygiene purposes and to avoid damaging the equipment. Towels will be provided in the gym.
- Smoking and the consumption of food or alcoholic beverages in the gym are strictly prohibited.
- For everyone's benefit, please place sports equipment in its designated location after use.



4.12 Information to Users about Facilities or Services that Pose a Risk and the Security Measures Adopted

In compliance with European and national regulations, our establishments provide information on food allergies and intolerances. Please ask our bar and restaurant staff for more details.

All facilities or services in our hotel are equipped with measures that promote or guarantee your safety at all times. However, if you believe that the use of any facility or service may pose a risk to your health or physical integrity, we kindly ask that you contact the Reception and inform them of any concerns you may have regarding this.



4.13 Lost Property Information

If any member of the hotel staff finds an object, item, or clothing of any kind in the rooms or facilities, they will report it to Reception so that it can be identified with the corresponding room number and, therefore, the corresponding guest.

Once registered in our Lost Property Book, and due to the hotel's privacy and confidentiality policy, the found object will be kept by the appropriate department for a period of TWO MONTHS from the date of its location and registration.

If, during the established period, the owner of the item contacts the hotel, they will need to identify the room in which they stayed and the check-in and check-out dates so that it can be cross-referenced with the information in our Lost Property Register.

Once the necessary checks have been made, the method for recovering the item will be agreed upon with the owner. If the item needs to be sent via courier, the cost will be borne by the owner of the lost item.

After the two-month period has passed, the item, element, or garment will be handed over to the Tías Local Police, where the protocol established by the agency will be followed.

PLUS FARIONES HOTELS & APARTMENTS is not responsible for lost items and does not guarantee that they will be found.

Information about the hotel's organization



Any incident or question related to the operation of the hotel should be directed to our reception staff, who will resolve your issue or, if necessary, contact the appropriate personnel to address your question or concern. The hotel manager is ultimately responsible for resolving the matter.

5.1 Services Provided by Third Parties

Our establishment offers parking, car rental, beauty salon, excursions, various services, and experiences provided by companies other than the hotel operator. Information about these services can be obtained at Reception. The hotel is not responsible for services provided by companies other than the hotel operator.

5.2 Services Provided Directly by the Hotel

The services that the hotel offers directly to its clients, such as pools, bars, restaurants, laundry, etc., are regulated by specific rules that must be strictly followed. These rules can be consulted with our staff and/or at Reception. Lack of knowledge of the rules does not exempt compliance.

5.3 Personal Data

The personal data of clients will be processed for the purpose of reservations, providing and charging for hotel services, and, if explicit consent is given, for sending information about the hotel's offers and services. Clients can exercise their rights to access, rectification, deletion (right to be forgotten), data portability, restriction, and opposition to processing by simply requesting it through any means to the hotel, in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law (ES) 3/2018 (LOPDGDD).

**The staff thanks you
for your collaboration**



**TOGETHER
WE MAKE IT POSSIBLE**



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