

# REGLAMENTO DE RÉGIMEN INTERNO

REGULATION INTERNAL RULES

4 July 2024



## PRESENTATION

### I.- REGISTRATION AND ENTRY RULES.

Art 1.- Entry Registration and Admission Document.

Art 2.- Access to the Hotel and its services.

Art 3.- Reservation.

Art 4.- Prior Payment Guarantee.

Art. 5.- Price.

Art. 6.- Occupancy period of accommodation units.

Art. 7.- People for Accommodation and Visits.

### II.- RULES OF OPERATION OF THE SERVICES PROVIDED.

Art. 8.- Provision of Hotel services.

Art. 9.- Room Cleaning Services.

Art 10.- Safe Service.

Art. 11.- Garage Service.

Art. 12.- Other Services.

Art. 13.- Medical Assistance and First Aid.

### III.- RULES OF COEXISTENCE AND HYGIENE.

Art. 14.- Smokers

Art. 15.- Food and Drink Regime.

Art. 16.- Clothing and Clothing.

Art. 17.- Animal Access.

Art. 18.- Children's Stay.

Art. 19.- Lost and Abandoned Objects.

Art. 20.- Rules of Use.

#### IV.- ADMISSION RULES

Art. 21.- Other Rules of Use.

Art. 22.- Advice and Suggestions.

Art. 23.- Circulation and Stay in the Hotel.

#### V.- PRIVACY POLICY.

Art. 24.- Data Management.

#### VI.- ADMINISTRATIVE ORGANIZATION AND RESPONSIBLE PERSON.

Art. 25.- Doubts and Miscellaneous Issues.

#### VII.- INFORMATION ON SERVICES PROVIDED BY THIRD PARTIES.

Art. 26.- Services Provided by Third Parties.

VIII.- INFORMATION TO USERS ABOUT THE FACILITIES OR SERVICES THAT PRESENT SOME RISK FROM THE SECURITY MEASURES ADOPTED IN RESPECT.

Art. 27.- Security of Facilities and Services.

Art. 28.- Safety Standards.

Art. 29.- Action Protocols in Cases of Emergencies or Health Crisis.

## PRESENTATION.

The Hotel has this INTERNAL REGIME REGULATION, which contains the policy, norms and rules that will govern the relations between the HOTEL and its clients.

The same Regulation will be applicable and mandatory for,

- Occasional visitors and companions.
- Users of hotel facilities open to the public.
- Any person who visits the public areas of the Hotel.
- Contractors, organizers and staff for the organization and development of Hotel events.

These Regulations will apply to all areas and spaces of the Hotel without any distinction. Ignorance does not exempt from compliance, since it is based on current legislation, as well as it is available to clients at the Hotel Reception, as well as on the Web.

Contraventions of this Regulation, to the extent possible, may be corrected immediately and, where appropriate, may be sanctioned in accordance with current labor, civil or criminal regulations, regardless of all responsibilities that the offender may incur. and the legal actions that may result.

The regulations reflected in this manual will be mandatory for all its recipients and reflects the spirit of behavior in the establishment, not being exclusive of other applicable regulations not contemplated in the document.

In application of the provisions of this Regulation, the Hotel reserves the right to admit and cancel any reservation, without the right to return any client who contravenes the content of the

provisions of this Regulation, as well as the rules of coexistence, civility and common sense or in any way act disrespectfully for the Hotel facilities or the rest of the people who are there, whether a person or a Hotel client.

In any case, if you need additional information, you can contact Reception or the Counseling staff, who are responsible for the information and explanation of those issues that require clarification.

### LEGISLATION

He Decree-law 13/2020, of 18 of May<sup>1</sup> of Andalusia, by he that, between others, measures relating to hotel establishments are established, including in its Chapter Yo the ordination of the themselves, So as the regulation of their conditions techniques and of benefit of services.

To the regard, he article 25 of saying Decree-law has it following:

1. The establishments hoteliers they must provide of a regulation of regime inside in he that HE will establish mandatory standards for users during their stay, without it being able to contravene it willing in the Law 13/2011 , of 23 of December , n i in he present Chapter.
2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. This regulation must be advertised on the establishment's own website, if it exists.
3. The operating companies of the hotel establishments may seek assistance from the Security Forces and Bodies to evict from them those who fail to comply with the internal regime regulations, fail to comply with the usual rules of social coexistence or seek to access or remain in them for a specific purpose . different from the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.
4. He regulation of regime inside will specify, as minimum:

- a) The conditions of admission.
- b) The rules of coexistence and functioning.
  
- c) Information about the organization administrative and person responsible person to whom, if applicable, they must be addressed in those issues relative to the functioning of the establishment.
- d) Relationship of services complementary that HE lend by different companies to the entity exploiter and identification of the companies responsible of his benefit.
- e) Information to users about the facilities or services that pose any risk and the security measures adopted in this regard.
- f) Admission of animals and conditions for bliss admission.
- g) In general, all the circumstances that allow and favor he normal development of the enjoyment of the facilities, equipment and services.

In compliance and development of the aforementioned Decree-Law, this hotel establishment has prepared this Internal Regime Regulation which establishes the mandatory rules for users during their stay; people who from now on we will call Clients.

This Regulation is available to you, as a Client, at all times in both its Spanish language version and its English language version; It can be requested at reception, as well as on our website.

## REGISTRATION AND STAY RULES

### ARTICLE 1.- Entry Registration and Admission Document.

#### ENTRY REGISTRATION

At the Hotel Reception, all the necessary procedures for the admission and registration of travelers will be carried out, providing access cards to the different accommodations.

As the Hotel is an establishment for public use, it may deny admission or stay there, either due to lack of accommodation capacity, failure to comply with admission requirements, or to adopt conduct that may cause inconvenience to other people.

Check-In will take place from 3:00 p.m.

Check-Out will take place until 12:00 pm on the day of departure.

If the client arrives before the Check-In time and the Hotel has rooms available, they can check-in from 12:00 p.m.

In the event that for personal reasons the guest has to check-in after 8:00 p.m., they must notify the reception by calling reception before said time.

The Hotel will not accommodate minors who come alone, so reservations or stays by minors alone are not permitted.

The person who wishes to use the accommodation facilities, and where appropriate the complementary services offered by the Hotel, must present their original identification documents for the purpose of registration and registration in the establishment's Traveler Registration Book. The DNI, Passport and Driving License are considered valid identification in Spain for national travelers. In the case of a non-resident in Spain, the Passport is considered valid identification,



Identity Document if you come from an EU country. The Spanish Residence Permit in force is also valid for registration, if you are a foreigner residing in Spain.

Under no circumstances will photocopies, photographs or mobile captures of the identification documentation be valid to prove your identity, and the Hotel is obliged NOT to carry out the traveler's Check-In.

This rule is mandatory based on the Ministerial Order of the Government of Spain d 1922/2003 of July 3, which establishes the registration in books and entries of travelers in Hospitality establishments, Royal Decree 933/2021 of 26 of October and under the provisions of article 12.1 of Organic Law 1/1992 of February 21 on Citizen Security. In compliance with this, all individual and group guests must have an individual registration form. This Registration must be personally signed by all travelers over 14 years of age.

The accommodation is non-transferable, so the Hotel will deny accommodation to the guest who does not comply with this requirement and is authorized to demand, if it deems appropriate, the identification of the applicant and the people accompanying him or her in the accommodation. Likewise, accommodation in the Hotel of any person not registered in the Police Registry is prohibited, unless expressly decided by the Hotel Management.

The Hotel Administration is not responsible for any false or incomplete data of the guest to provide when filling out the registration card, whose data must be covered by the user in its entirety or by the Hotel based on the data. that appear in the identification documents provided for such purposes by the client.

In compliance with current regulations, the identification data provided will be communicated to the Authorities by the Hotel.

#### ADMISSION DOCUMENT

The Hotel, once the person has registered, will formulate an admission document that will include the name of the client formalizing the admission, the commercial name of the establishment, its tourist rating, the identification of the assigned accommodation , tourism registration number, price

per day or day, the type of price and the contracted services, as well as the entry and exit date.

The Admission Document serves to prove the tourist accommodation contract and will have proof value for administrative purposes, and must be signed by the interested party to formalize their admission. The original signed document will remain in the possession of the establishment, which will keep it for the time legally established at the disposal of the tourist inspection, delivering a copy to the guest who signs it. By signing, you confirm that the data provided is true and you accept the terms and conditions expressed in the document. In the same way, it is assumed that the client expressly accepts the regulation, his rights and obligations and will be obliged to observe the rules contained therein and those dictated by the Management on safety, coexistence and hygiene for proper use of the establishment, its facilities and the Hotel Equipment.

Regarding your rights as a customer of the establishment, you are informed that you have **the right to**,

- a) Receive truthful, sufficient, understandable, unequivocal information, prior to contracting the accommodation period, as well as the complete final price, including taxes, with a breakdown, where applicable, of the amount of increases or discounts that are applicable to any eventual offer.
- b) Obtain the documents that accredit the terms of the hiring.
- c) To access to our Establishment in the terms hired.
- d) Receive the services in the conditions agreed.
- e) Have your safety and that of your property, as well as your privacy, duly guaranteed in our Hotel; and be informed of any temporary inconvenience that could alter your rest and tranquility.

- f) Receive information about the facilities or services that involve some risk and of the measures of security adopted.
- g) Receive bill either ticket price subscriber by the services lent.
- h) Formulate complaints and claims and obtain information about the procedure of presentation of themselves and his treatment.
- i) Consult the terms about policy of privacy that consists published in our page Web.
- j) Be treated with education, courtesy and respect.

Regarding the Obligations as a client of the establishment, it is reported that you have the **Obligation to,**

- a) Notice the rules of coexistence and hygiene.
- b) Respect the present rules of regime inside.
- c) Respect the date agreed of departure from the Establishment leaving free the room before 12.00 pm on the day of departure.
- d) Pay the services contracted at the time of presentation of the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment.
- e) Respect this Establishment, their facilities and their equipment.

- f) Respect he around environmental.
- g) Respect the zones and facilities restricted by reason to age, or rates hired.
- h) Show due respect to the rest of the Establishment's clients, as well as to its workers.

## **ARTICLE 2.- Access to the Hotel and its Services**

Users will be able to freely access the establishment and remain there, with the limitations contained in the legislation and in this Regulation. Users must have their security, privacy and tranquility guaranteed for a stay without inconvenience, and that these correspond to the agreed conditions, to be given an invoice with the regulatory formalities for the services contracted directly with the Hotel, to confidentiality. in the processing of your information in accordance with data protection regulations since, if you wish to make a complaint, claim or report, you must be given the complaint forms established by the Competent Authorities of the corresponding Autonomous Community, which can be completed. by the client and delivered to the Hotel Reception.

The presentation of any claim or complaint does not exempt from compliance with this regulation and payment of services.

The Hotel is not responsible for the price, fixtures and other services provided outside the hotel establishment, nor for the behavior of staff outside the hotel, unless expressly stated in its conditions and rates.

The rates for restaurant establishments, bars and complementary services are detailed at the reception , in the QR codes, on the hotel website and available to users who request it.

For all entertainment services and activities, where applicable, you will find information in summary form in the directories.

The Hotel may be responsible for the management of certain services unrelated to it, such as vehicle rental, excursions, restaurants or other services related to the stay.

The Hotel may vary the hours of different consumption, use and enjoyment throughout the seasons depending on seasonality, reserving the right not to admit users outside of said hours, also when the maximum authorized capacity is exceeded or when requested. in the admission limits, thereby harming the work programming of said services.

The rooms or common spaces of the Hotel may not be used for uses other than accommodation and contracted services, neither by the client or their companions, nor by third parties. Consequently, these rooms and common spaces may not be used for activities such as conducting interviews, filming, taking images for promotions, photo sessions, etc.; without the prior consent of the Hotel Management, and provided that the conditions set out in the Internal Regime Regulations are met, as well as those guidelines that the Management and applicable regulations may establish for this purpose.

Legal or natural persons who, on their own, provide complementary services in the Hotel's facilities are responsible for their staff and their behavior, their operation, maintenance, pricing regime and everything inherent to their own services. In each of the dependencies the owner of the same is clearly identified.

### ARTICLE 3.- Reservation

All booking will include the date of stay, amount and type of room with your diet, cancellation policy and services additionally complementary hired; also stating the price total and broken down for each of these concepts, except that HE you is offered as package to price global agreed.

Previously to carry out his booking and by he same half used for carry it out, or other that you choose, be informed of their rights and obligations, between others, of the policy of cancellation of bliss booking, that HE will adjust to the conditions following:

- a) Yeah the booking HE cancel with less of two days of advance, will be required he pay of a evening of stay. Except in high season which will be 7 days in advance.
- b) Yeah you abandon the room reserved before of the date until the one who had it reserved, you will be invoiced for the services provided until that time plus a penalty of one additional night.
- c) When HE try of rates No refundable HE will apply the conditions that previously have been agreed.

If the cancellation of the reservation is motivated by circumstances of force majeure, including a crisis or health emergency that affects your place of residence or the place where this Establishment is located, the provisions of paragraphs a) and b) will not apply. , but you will receive a voucher, with an expiration of one year, to stay at another time and under the same conditions, although subject to availability.

Our confirmation of your reservation will be considered a tourist accommodation contract; leaving physical or electronic evidence available to you. When you have obtained confirmation of your reservation, we will make the reserved room class available to you on the agreed date.

#### **ARTICLE 4.- Prior Payment Guarantee**

The Hotel may request prior payment guarantee by credit card for the services that have been previously contracted, in accordance with the applicable legislation both for the entire reservation including taxes and tourist tax when applicable, as well as for those extra services.

This guarantee may be extended to damages or defects that occur in the facilities, furniture and elements of the establishment due to negligence or misuse of them.

For these purposes, the Hotel may request at the client's entrance, or at the time of making

their reservation, a credit card number where, in the event of non-payment of the invoice, the amount can be charged. All charges will be made through a secure payment platform.

The Hotel reserves the right, in the event of any type of damage or deterioration or theft caused to the room or any element of the Hotel areas by the Client, to use the damage deposit or charge the corresponding compensation to the card provided.

The Hotel may carry out the appropriate checks on the credit card, prior to the client's arrival, in order to verify its validity, a charge or a pre-authorization for the amount of the first night contracted. If a card is not provided, prepayment of the stay and a security deposit of 500 euros will be required, as well as direct payment for the extra services requested.

For the purposes of cleaning and hygiene, in cases where the use of the room has been improper or inappropriate, generating a level of dirt, waste or disorder that is beyond reasonable for what a stay in a hotel establishment entails, A minimum charge of €60 will be applied as long as it is not necessary to resort to specific solutions, in which case the amount corresponding to the action carried out will be lost.

#### ARTICLE 5.- Price

The Client must pay for the contracted services at the time of presentation of the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment. In the case of stays longer than one week, services may be billed weekly.

He pay of the price it will be able make by Bank transfer prior at least one week in advance ; card banking either in cash until he limit quantitative current in each moment according to law.

In the event of a request for payment of services in advance of their provision, it will be expressly stated in the contract and/or in advertising.

This hotel establishment accepts only bank cards: VISA, MASTERCARD, EURO6000 AND

AMERICAN EXPRESS.

#### **ARTICLE 6.- Occupancy Period of Accommodation Units**

Hotel rooms must be used based on the number of nights reserved. Occupancy of the accommodation unit begins at 3:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day designated as the departure date.

However, on peak occupancy dates, the establishment may delay delivering your room for a maximum period of two hours. The availability may also be delayed in the event of exceptional circumstances that prevent, for reasons beyond the control of the Hotel, having the room that corresponds to each client at the time set for the beginning of occupancy in accordance with the usual occupancy rules.

The client must communicate the time of arrival and their travel plan to have a forecast from the hotel and must also take into account that, if they do not show up at the Hotel before 8:00 p.m., on the scheduled day of arrival and Without prior communication, the Hotel will consider the reservation "No Show" and will immediately cancel it automatically and charge 100% of the amount pending payment of the reservation. Notwithstanding the above, the reservation will be maintained as long as the client has notified it in advance of the indicated time.

For changes in occupancy such as extending the occupancy of your room for a longer period than contracted, you will be required to pay the established "Late Check Out" amount. This request will be attended to whenever availability allows, duly informing the client who has requested it.

The client may extend more days than those specified in the admission document, as long as it is authorized by the Hotel and there is availability in this regard.

If the client leaves the room on the day of departure, before the established Check-Out time, no refund of the total amount of the stay will be made. If the client reduces the number of guests in the reservation in whole or in part, it will be the Hotel's decision whether or not to apply refunds, although in the event that the room is marked as "non-refundable" a charge will be made for the entire amount. of the reserve.



In the event of the death of the person occupying the room, their heirs or representatives will be responsible for paying the expenses incurred as a result of the death, including if necessary the redecoration and disinfection of the room and the replacement of linen and equipment.

#### **ARTICLE 7.- People for Accommodation and Visits**

As a general rule, people will not be allowed to stay in a room that exceeds the contracted capacity. Thus, two people will not be allowed to stay in a double room that has been booked as a single. Likewise, no more than two people will be allowed to stay in a double room or suite, nor more than three in a room contracted as a triple.

For security reasons, occupancy of more than four people per room or, where applicable, the maximum number possible according to the room format and type of reservation, is not permitted.

The Hotel may charge a fixed rate for the actual number of people using the room, and at the same time, terminate the stay immediately.

No person has the right to provide accommodation to another without the prior consent of the Hotel and if this is agreed to, the corresponding registration movements and registration in the travelers' book must be carried out.

Regarding visits, the Hotel reserves the right to admit occasional visitors and in no case will it allow them access to the room area. If the user wishes to receive visitors, the Hotel will provide common areas or spaces enabled for this. In case of non-compliance, the Hotel reserves the right to order the immediate departure of the visitor.

#### **ARTICLE 8.- Provision of Hotel Services**

The Hotel offers the services and benefits according to its category. Whatever these are at any given time, they are specified on the official Q Hotels website, which indicates the acceptance of special requests.

The price of the accommodation unit includes the supplies of water, energy, air conditioning, bedding and cleaning of the accommodation.

The people who represent the Hotel or who provide services inherent to lodging, such as cleaning, will have free access to the rooms occupied by clients for the provision of the service.

In the provision of its services, the establishment will comply with the requirements established by Civil Liability contemplated in the hotel insurance, being exonerated from any liability in the event of personal accidents due to negligence or recklessness of the guests or their companions.

In the case of technical deficiencies beyond the control of the Hotel, it undertakes to manage the solution causing the least possible inconvenience for the client.

The furniture, utensils in the rooms and rooms are part of the services provided and have been arranged with the intention of making the clients' stay as pleasant as possible, so appropriate and respectful use of them is requested.

In any case, they are the property of the establishment, so in the event of loss, theft or unjustified deterioration, the establishment reserves the right to demand the corresponding payment.

Without prejudice to the right of admission, Hotel clients will generally be able to access the services and equipment offered by the establishment, unless access limitations are established, which will be fully justified and in no case will be contrary to the rights and constitutional principles.

#### **ARTICLE 9.- Room Cleaning Service.**

Room cleaning is carried out daily. Cleaning hours are generally from 9:00 a.m. to 5:00 p.m. Clients who do not make their rooms available during those hours will not be able to have their room cleaned.

If you want your room to be cleaned, you must leave the appropriate notice on the room door.

If you do not want to be disturbed, you must leave the appropriate notice on the room door. When the notice exceeds 48 interrupted hours, the maximum tolerance limit allowed by the Hotel, a telephone call will be made to the room. If no response is obtained, the room will be entered to access cleaning and proof of its perfect condition.

The change of towels and sheets is carried out whenever the client deems it appropriate or at least 3 in 3 days . If you need towels, a change of sheets, replacement of the set or cleaning of the room at a specific time, you must notify reception.

**ARTICLE 10.- Safe Service.**

In each accommodation unit there is a free safe deposit box installed for the custody of valuables, which will have no cost for their use.

The Hotel is not responsible for any type of theft, theft or loss of objects or sums of money in said safe. Nor will it be held responsible for robbery with force.

**ARTICLE 11.- Garage Service.**

The garage is a service for residents of the Hotel, whose use may be free or subject to the payment of a fee stipulated by the Hotel.

The Hotel is not responsible for theft, theft or damage caused to vehicles, including all objects or living beings contained therein, regardless of the fact that they are parked in the spaces enabled by the Hotel itself.

When parking the vehicle, only one parking space must be occupied. The use of the parking area designated for disabled people must be justified by displaying the required card inside the vehicle.

For security reasons, vehicles are not allowed to park at the main entrance of the Hotel. Its use will only be allowed during loading and unloading of luggage.

In case of non-compliance with the above or poor parking of the vehicle, the Hotel reserves the right to remove it and relocate it to the appropriate place. Any cost derived from the above will be passed on to the owner of the vehicle.

Parking users are obliged to respect the road safety regulations within the parking lot, mainly those regarding direction of travel and speed. Parking spaces will be used exclusively for vehicle parking, and any cleaning and maintenance work will be prohibited, as well as other uses other

than parking.

The Hotel may limit access to certain vehicles, either due to their size or condition. .

For any issue not contemplated in this Regulation, the provisions of Law 40/2002 of November 14, regulating vehicle parking contracts, will be referred to.

#### **ARTICLE 12.- Other Services.**

The Hotel offers Clients the following services: Parking and Garage; Laundry; Restaurant and bar; Pool; and Gym, detailing the following for this purpose:

##### **LAUNDRY**

- In his room HE Find information about the conditions of these services, their prices and delivery and return times for garments.
- This Establishment No HE responsible of the garments that, by their conditions either compositions of use, shrink, HE discolor either deteriorate.

##### **POOL AND BEACH**

- He schedule of the main outdoor pool is of 10:00 h. to 20:00 h. in summer, and of 11:00 hours to 7:00 p.m. hours he rest of the season, except for changes that may be made by the hotel management.
- Access to the pool will only be allowed to Clients staying in the Establishment, and to those who have paid the access fee if it is fixed.
- No this allowed the entrance of sellers itinerant I masseuses external

- HE advises against do use of the sayings services to the No be regulated by thelaw neither possess regulation of quality some.
  
- Is mandatory he use of the shower before of take a bath in the pool.
  
- Balls, mats, inflatables, etc. may not be used in the pool.
  
- To access the indoor pools, it is necessary to make a reservation previously, to through of the different media enabled for directly at reception either to through of the application computing.
  
- He use of the loungers of the pool:
  - ◆ Is gratuitous.
  
  - ◆ He Establishment account witha “No Lounge Chair Reservations” policy so that all users have access to the themselves.
  
  - ◆ Establishment staff may remove belongings from sun loungers that are not used for at least 30 consecutive minutes, as long as there are other users waiting to occupy them; Thus, personal belongings will be transferred and deposited at the Reception.
  
  - ◆ Those users that wish keep your loungers during the hour of the lunch always and when HE perform in some of the restaurants of the Hotel, will be able request assistance to customer service staff to keep their loungers until two hours for saying purpose.
  
  - ◆ HE prohibits he use of the towels of the room for the pool either the beach.
  
  - ◆ We provide you with free towels for exclusive use of the pool or beach

through a card system after depositing €15 per towel.

- ◆ The towels of pool/beach and the cards for their use are delivered/collected at reception or in the pool area directly to the lifeguard; Thus, if you do not return the towel or card, at the time of “check out”, a charge of €15.00 per towel or card not delivered will be made on the invoice.
- ◆ Only one change of towel per day will be allowed, with additional changes costing €5 per towel.
- It is left over forbidden to introduce glasses or other objects of glass in the area of the pool and of the beach.
- This is forbidden: the consumption of food and drinks in the pool/beach and in all common areas of the hotel. They have been acquired in some spot of sale of the Establishment hotelier.
- By favor, make use of the litter bins and ashtrays.

## GYM

- The schedule of the GYM is from Monday to Sunday from 08:00 h. until the 21:00 h.
- The minimum age to access the facility is 16 years old.
- The presence in the gym will be limited to carrying out physical exercises. Not allowed in the room for people who are not using this area, as well as for children under sixteen years of age.
- You must use gym equipment with clothing and sports shoes appropriate for this type of facility.

- The use of a personal towel is mandatory as a hygiene measure in order to avoid possible infections, So as he deterioration of the machinery.
- This completely forbidden smoke and ingest food or alcoholic beverages in the room.
- He number maximum of people that they can be in he gym is of 8.
- In benefit of of all, HE beg place he material sports in his place correspondent to the finish he training.
- HE beg he maximum care with he material to end of avoida deterioration premature.
- In case of doubt either breakdowns, we beg it communicate it before possible in Reception either in he service of Attention to the Customer.

## WELLNESS AREA

- This service this subject to pay of rates in reason to the treatment to hire.
- The Wellness Area provides services every day of the week, requiring prior reservation. according to he schedule following:

- Of 10:00 to 21:00 hours

By reasons of hygiene and health, for to access the indoor pool is mandatory the use of flip flops which, if not worn by the client, may buy them in he own WELLNESS

- As it is an area intended for rest and relaxation, certain rules must be respected and silence must be maintained.
- The minimum age to access the facilities is 4 years. Minors under 16 years of age must enter accompanied by an adult.

- The use of the towels of WELLNESS is exclusive for the Center; No rotating use in other service of the Hotel.
- For cancel a Reservation is necessary to notify the Reception two hours in advance; advance; indicating the room number and number of people for the that HE there was reserved the circuit; of it contrary, HE you will load the fifty% of the rate at room.

### ARTICLE 13.- Medical Assistance and First Aid.

If the client's physical conditions are limited or they suffer from contagious illnesses or diseases, they must notify the reception staff upon arrival at the hotel, or as soon as possible, so that the appropriate and necessary measures can be taken. The establishment has a properly marked and adequately equipped first aid kit available to customers who may need it.

If a client falls ill, the hotel reception will have medical service at the express request of the guest or companion who requires it, so that they can be treated and, where appropriate, transferred to the appropriate place, said cost being the responsibility of the guest themselves.

In the event that the client becomes ill and is not able to act for himself or there is someone who can act for him, the Hotel will take care of the necessary arrangements so that he can receive medical help. The hotel may demand from the client themselves, or failing that from their family members, payment of the expenses incurred that the Hotel has had to assume, if applicable.

In the event that the client suffers from an infectious process or other illness or is in such a condition that it is dangerous for people staying in the Hotel, the Hotel has the right to terminate the contract with immediate effect and force the client to leave the Hotel. Hotel immediately.

The Hotel is not responsible for accidents and events that the guest suffers within the Hotel facilities, such as falls, blows, animal bites, among others. The expenses caused by this accident or event will be borne by the guest, exempting the Hotel from any legal liability. In any case, the hotel



will inform the insurance company.

#### ARTICLE 14.- Smokers

The Hotel is a SMOKE-FREE space, so smoking is prohibited throughout the establishment, extending the area to all rooms and facilities of the Hotel.

Smoking is allowed outside the Hotel, so you must put out your cigarette or similar before entering the Hotel, using the means provided for this purpose.

All rooms are equipped with smoke detectors, so we reiterate the impossibility of smoking inside them. In case of non-compliance with the above, a charge of 200.00 Euros per Day will be made for cleaning and deodorization costs of the room or area in question. This charge may be subject to change at the discretion of the Hotel Management.

#### ARTICLE 15.- Food and Drink Regime

For guidance purposes, we inform you that the schedule of food and beverage services that the Hotel may offer may change, and is generally included within the following schedules.

##### BUFFET RESTAURANT

Breakfast.- Medium and Low Season	08:00 a.m. to 11:00 a.m.
High Season	08: 30 hours to 11:30 hours
Dinner.- Mid and Low Season	7:30 p.m. to 9:30 p.m.
Season High	8:00 p.m. to 10:30 p.m.

The schedules indicated they can see modified by reasons of occupation and operational.

In low season, if the minimum number of diners is not reached for a buffet to be

operational, the service will be replaced by an a la carte menu of your choice served at the table.

### BAR AND RESTAURANT AREA

In the rest of zones of bar and restoration HE beg Consult schedules in Reception position that vary in function of the season and of the occupation.

### ROOM SERVICES

The schedule of the service of bedrooms is of 12:00 to 11:00 p.m. As stipulated in the menu, this service has a 20% increase over the prices of the menu itself.

With respect to the Bar, Restaurant and Buffet Area, the following considerations are made:

I.- It is prohibited to take food from the Buffet Restaurant.

III.-The use of footwear is mandatory to access the Restaurant or Bar.

IV.- Access to the Restaurant is prohibited during dinner time, with sports clothing, swimwear, shorts or t-shirts and suspenders.

V.- The pension scheme contracted is personal and non-transferable.

VI.- The entry of food and drinks into the rooms and public areas of the hotel is also not permitted unless they were purchased within the hotel's facilities or restaurant. Otherwise, the hotel, at its option, may require the removal of said food . I make an additional charge .

The Hotel may prevent access to any external food delivery service company, even if its service, in breach of what is established here, had been requested by a client staying

there.

Guests consuming alcoholic beverages must do so responsibly. Hotel staff may refuse to serve alcoholic beverages to guests who do not consume responsibly.

#### **ARTICLE 16.- Clothing and clothing**

As a general rule of dress, it is established that to transit or move within the Hotel facilities, the clothing or clothing will be those established for this purpose and usual in each case.

Likewise, the dress standards that may be required especially in certain sectors of the Hotel, such as the Bar, Restaurants or that require special occasions or events to be held within the Hotel facilities, must be respected.

Entry or stay at the Hotel is not permitted wearing clothing or symbols that incite violence, racism and xenophobia.

Nor is it allowed to transit or visit the Hotel facilities without wearing any clothing or with inappropriate attire, such as going down in a bathrobe, pajamas, or circulating around the Hotel with a naked torso, with the exception of the pool or hammock area.

Access to the restaurant or buffet or hotel dining rooms and other common areas is not permitted, with work clothes, bathroom clothes or with wet clothes, without a shirt or without shoes.

#### **ARTICLE 17.- Animal Access.**

Access of people accompanied by pets, or domestic animals of any type, birds or any animal is prohibited, with the exception of people accompanied by guide or assistance dogs as established by the sector regulations regarding the use of guide dogs by people with disabilities. visual impairment, total or partial , prior identification and delivery of documentation at reception.

For those establishments that have DOG-FRIENDLY rooms, it will be necessary to sign a Dog-friendly contract and the following mandatory hygiene and health standards are established, so that the animal has all its vaccines up to date and is free of parasites. and have the identification

chip.

In any case, the person who introduces an animal and/or its owner will be jointly responsible for all deterioration, damage or breakage that the animals cause to the things, goods and/or facilities of the Hotel and/or to the guests and/or visitors to it.

In addition to the above, it is established that,

I.- The Hotel reserves the right to assign a certain type of room specifically for people traveling with animals. In these rooms there will be a maximum of one dog and its weight will not exceed 12 kilos.

II.- For this type of accommodation, the minimum stay must be 2 nights in low season and 4 nights in high season, and you must pay a supplement per day of 20 Euros.

III.- At no time may the guest leave their pet alone in the room. The dog must remain under your care and attention. Additionally, the pet cannot be inside the room when performing the cleaning service.

IV.- Every pet must bring its bed, as well as watering and feeding utensils.

V.- It is prohibited for pets to climb or sleep on the Hotel room furniture (bed or sofa), with the owner being directly responsible for the extra cleaning caused by the pet's stay.

VI.- It is prohibited to use the crockery and glassware intended for our guests to feed their pet. The owner must carry the necessary feeders for this purpose. If not, ask at reception and it will be provided as a deposit.

VII.- Without exception, the pet must have its leash properly tied around its neck in any area of Hotel property.

VIII.- Pets are prohibited from accessing the pool areas, restaurants or those indicated by the Management.

IX.- The space and tranquility of other guests must be respected, so you should avoid bringing dogs that usually bark too much, are aggressive and violent. In the event of a well-founded complaint from a guest in this regard, it may lead to the decision to cancel their stay without refund of the total reservation amount.

#### **ARTICLE 19.- Lost and Abandoned Objects.**

The objects found in the rooms or other areas of the Hotel, once a client's accommodation period has ended or, where appropriate, suspended, will be removed after an inventory has been carried out, which will be signed by two witnesses.

The objects will be available to the client who has lost and/or abandoned them, and can be picked up at the hotel, upon request, from 10:00 a.m. to 6:00 p.m.

In order to locate the object, the client must report all data relating to the description of the object that was lost and other circumstances surrounding its loss and abandonment.

In the event that the client requests that the object be sent to him, the client will be the one who will organize its collection with a courier company and must pay the price of transportation, which will be postage due, and must also pay the expenses that the deposit of the same can generate to the Hotel.

Documents such as DNI or Passport, if not claimed, will be delivered to the police authorities.

If perishable goods are not claimed, they will be destroyed the day after they are found. The rest of the objects found will remain in the Hotel Offices in storage for a maximum period of 90 days.

In the event that it is not known to whom it may belong, said period will be counted from when this fact has been reliably notified to the address provided by the user of the establishment so that the forgotten object can be returned.

If you do not have an address for the purposes indicated above or it is unknown to whom the object

may belong, the period will begin to count from when it was found.

The same procedure will be followed in cases of abandonment of belongings in the event of eviction or expulsion, establishment due to non-payment, non-compliance with the rules contained in the Regulations or any other reason.

After this period of 90 days, the establishment will be able to freely dispose of unclaimed belongings.

#### **ARTICLE 20.- Rules of use**

I.- TOWELS.- It is prohibited to use towels and other clothing in the room for outdoor use.

II.- WASHING AND DRYING CLOTHES.- It is not allowed to wash clothes in the rooms or hang clothes on the window, on the railings of the terraces or inside them, hanging from ropes, nor in the hallways.

III.- SILENCE.- From 11:00 p.m. it is mandatory to remain silent in the hallways and accommodations in order not to disturb the rest of other hotel guests, moderating the volume of voice, music and television.

IV.- MOBILE DEVICES.- Likewise, it is especially requested that if mobile devices are used in any public area of this Hotel, they be done at minimum volume or in silent mode to respect the rest of the guests or visitors.

V.- COMPUTER DEVICES.- During the use of the computer devices and internet connection located in the Hotel, the client must proceed in accordance with current legislation (intellectual property) and maintain the state of the hardware and software devices.

VI.- SECURITY DEVICES.- In order to guarantee the security, privacy and tranquility of users, this hotel establishment has technical devices with elements, some of them permanent recording, in corridors and other general and common areas, whose images may be made available to the

authorities in the legally provided cases.

VII.- FIRE EXTINGUISHERS.- The Hotel has installed a sufficient number of fire extinguishers and smoke detectors to be used in a possible accident. In such circumstances, the instructions marked therein must be followed and guests must notify the Hotel Reception.

VIII.- ELECTRICAL CURRENT.- The electrical installation is 220 volts, and you must use adapters at your own risk, for those electrical devices you own that use a different voltage.

IX.- CAMERAS AND OTHER IMAGE TAKING DEVICES. - It is prohibited to take photographs, videos with cameras and drones in which other guests or Hotel employees appear.

Likewise, images of establishment staff in the exercise of their duties may not be captured, unless the employee gives their consent.

Any unauthorized use of the image of a guest or an employee may give rise to a crime against honour, privacy or self-image, as well as a violation of the provisions of Data Protection regulations.

#### **ARTICLE 2 1.- Other rules of use.**

I.- It prohibits hang towels either any other clothing on the railing of the terraces of the rooms.

II.- It prohibits play with balls and Similar in areas not specifically enabled for it.

III . - The use of skates, scooters and similar is prohibited in all spaces of the hotel, both indoors and outdoors.

IV . - HE will limit he access to a zone either facility of the Hotel:

When he capacity established HE is completed and in the meantime there is no availability of access in response to said capacity.

- a) When HE is overcome he schedule of closing of the zone either facility.
- b) When HE lack of the age minimum established for to access to the zone either facility according to the normative current.
- c) When HE show or displays violent attitudes, especially when he behaves of shape aggressive either provoke altercations.
- d) When originate situations of danger or inconvenience to other users, or does not meet hygiene conditions. In particular, access, or, where appropriate, permanence, will be prevented for people who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show signs of behaviors evident of be drunk
- e) When wearing clothing or symbols that incite violence, racism, or xenophobia, So as when No view the dress required according to the zone either facility.

#### ARTICLE 22.- Advice and Suggestions

The Hotel offers the following Tips and Suggestions,

- Keep an eye on and control his luggage. No it leave disregarded.
- keep up the door closed when this In his bedroom. Close the door to your room when you leave it, and try to open it again to make sure it is properly closed, even if your absence is only for a short time.
- Closing his luggage when No it use and place it in your closet. If your luggage has a lock, always use it.



- Never exhibit jewelry, money or objects of worth in his room.
  
- Notify immediately to the Address of the Hotel any abnormal event that you notice such as: people in a suspicious attitude in the hallway, repeated phone calls from people who do not identify themselves, knocks on your room door from people unknown to you, or not finding anyone at the door when you arrive to open it.
  
- Yeah forget either misplaces his key, only Reception staff are authorized to provide you with a new key to open your room.
  
- No HE bother Yeah you they ask in Reception that HE identify yourself when requesting a new key, it is for your safety.
  
- When establish relations social with strangers, do not reveal the name of the Establishment or your room number.
  
- Never allow the entrance of people in his room with deliveries that have not been requested.
  
- Never discuss plans specific of future excursions, outings, etc., in public or with strangers.
  
- In case of want that you fix the room either that No it bother, use the items gifted to For this purpose, on the outside of your room door.
  
- Yeah discover some guy of deterioration or anomaly, contact Reception.
  
- Respect the zones in the that rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
  
- We beg use the facilities properly, respecting he furniture and the gardens of the

Hotel.

- We beg respect the schedules of all the facilities of the Hotel.
- We beg respect the rules of capacity and reservation of spaces in the different bars and restaurants of the Hotel.
- We appreciate his participation in case of during his stay in the establishment, HE practice any simulacrum of sinister and evacuation.
- Some schedule can change in function of the epoch of the year.
- In any case in which doubts or questions arise regarding the operation of our Hotel you can go to the Reception staff or the Customer Service staff, where they will be resolved or, failing that, you will contact the staff authorized to resolve your question or doubt; The director of the Hotel being the person most responsible for it.

#### **ARTICLE 23.- Circulation and stay in the Hotel**

The circulation and stay within the Hotel will be in the places reserved for clients, without them being able to access in any case the reserved or private rooms or spaces, expressly excluding the rooms whose access is limited to those who hire and the guests to attend. whoever they determine.

Reserved or restricted areas will be considered those for the exclusive use of the establishment's staff, access corridors to administration offices, kitchens, warehouses, warehouses, staff changing rooms and other service premises.

#### **ARTICLE 24.- Data Management**

The Hotel, in order to comply with legal obligations, carry out the provision of the services offered to its clients, make an offer of personalized products and services, improve the commercial relationship and manage the requests made by our clients, will process the data personal data of

its clients in an automated manner and undertakes to comply with current legislation regarding automated data processing.

Since some hotels of the Q HOTELS Hotel Chain are operated by different companies, we inform you that the person responsible for processing your data will be each of the companies depending on the hotel in which you are staying, although the data that you provide to us may be communicated to other companies in order to provide you with the requested services or to be able to respond to the questions that are raised to us. The list of companies that operate Q HOTELS group hotels *can be consulted on our official website*.

You can exercise your rights of access, rectification and deletion before the person responsible, in addition to other rights that are specified in the additional information by calling 954-25-73-25 or email [PROTECCIONDATOS@GRUPOQ.NET](mailto:PROTECCIONDATOS@GRUPOQ.NET). To exercise it, you must make express communication, as well as identify your ID, passport or equivalent document.

#### **ARTICLE 25.- Doubts or Various Issues.**

For any type of doubt or question regarding the operation of the hotel, you can contact the reception staff, who will assist you and, where appropriate, contact the person authorized to resolve your doubt or question.

#### **ARTICLE 26.- Services Provided by Third Parties.**

You can inquire at reception about excursions, services and experiences provided by companies other than the Hotel operator.

This establishment is not responsible for services provided by companies other than the operator of the Hotel.

#### **ARTICLE 27.- Security of Facilities and Services**

All the Hotel's facilities or services are equipped with measures that favor or guarantee your safety

at all times.

However, if you consider that the use of any facility or service may pose any risk to your health or physical integrity, we strongly request that you contact reception so that they can inform you and dispel any questions that may have arisen in this regard.

In any case, if you have doubts about the use of any facility or service that may pose a risk to your health or physical integrity, opt for another service or facility.

#### **ARTICLE 28.- Safety Standards.**

The Client has at their disposal instructions for action in case of emergency, as well as signage of evacuation routes and firefighting means. In the event of an emergency, you must follow the additional instructions given by the Hotel staff. Obstruction of emergency exits and fire-fighting means, as well as improper use, may lead to expulsion from the Hotel.

In conference rooms and common areas, the exhibitor/installer undertakes to comply with the safety regulations in rooms, especially those referring to maximum capacity, emergency exits and fire measures. The materials and objects will not rest on the walls and seats, they will be placed stably and well stacked in the places determined for this. Materials and objects that could scratch the floor will not be dragged. You must provide carpet or other material for transport.

The rental or transfer of any space to any natural or legal person does not exempt the responsible person from carrying out only activities compatible with the legislation and with the space, prohibiting any illegal, noisy, annoying, unhealthy, dangerous or harmful activity.

The person who signs the rental or transfer contract will be responsible for any activity that is carried out, as well as the damages it produces and must declare it in advance in order to establish a Coordination of Business Activities (Royal Decree 171/2004). Any non-compliance or lack of solvency will result in expulsion from the Hotel.

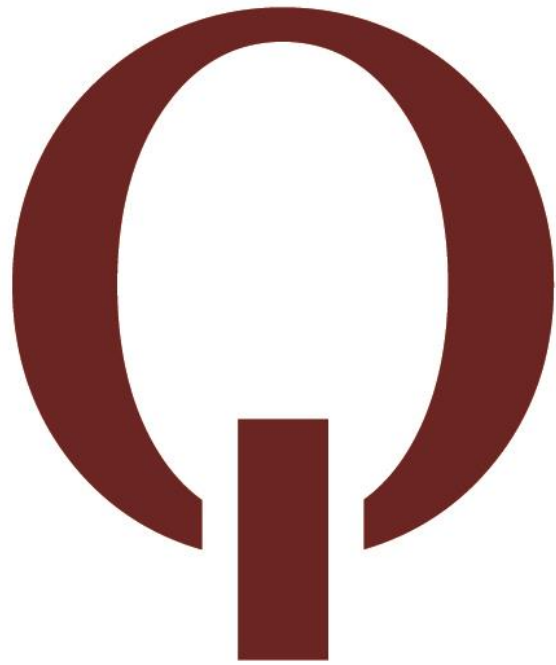
If the client considers that the use of any facility or services may pose any risk to his health or

physical integrity, we strongly request that he contact our Customer Service so that we can inform him and dispel any question that may have arisen. about.

#### **ARTICLE 29.- Action Protocols.**

In case of that the Authorities declare an emergency situation or health crisis that affects the normal development of our Hotel, it will be announced on our website so that, as a Client, you know the measures that are adopted and comply with them.

He Customer that in a situation of emergency either of health crisis declared by the Authorities breach the measures, mandatory either recommended, which have adopted in this Establishment will be able to motivate the rescission immediate termination of your accommodation contract; Your stay will be canceled without the right to any refund, and with notice to the competent Authority.



**HOTELS**