



INTERNAL REGULATIONS

ADMISSION CONDITIONS

1. General Provisions

Individuals accessing this hotel establishment are required to comply with these Regulations, insofar as they do not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18, on hotel establishments, and other applicable rules and provisions.

2. Access, Admission, and Stay in the Establishment:

This hotel establishment is open to the public and free of access, with no restrictions other than those arising from legal provisions and these regulations. Admission and stay of individuals in this establishment will only be denied for the following reasons:

- a) Due to a lack of accommodation capacity or facilities.
- b) Due to non-compliance with the admission requirements established in these regulations.
- c) Due to behaviors that may pose danger or inconvenience to other individuals or users, or that hinder the normal operation of the activity.
- d) Due to access to private areas of the hotel without prior registration or not being a registered guest.

When the aforementioned circumstances arise or individuals incur one or more of the restrictions listed, the responsible staff may require them to leave, upon payment of any outstanding bills for services and consumption.

If necessary, assistance will be sought from security forces according to Article 36 of the tourism law and Article 25 of the Hotel Management Decree Law.

It is expressly stated that access to the facilities, services, and accommodations of this hotel establishment will not be denied or restricted for individuals wishing to enter, on the grounds of sex, disability, with or without a guide dog, religion, opinion, or any other personal or social circumstance.

Private areas of the hotel are understood to include: rooms and their corresponding hallways and rest areas, the pool area and its facilities, the solarium, and the pool bar area.

3. Check-in and Admission Document:



Individuals wishing to use accommodation units, common facilities, and, where applicable, complementary services detailed in these regulations must present their identification documents for admission and registration in the establishment's registry.

Once registered, the establishment will issue an admission document that will include the name, category, and registration number of the establishment, the number or identification of the assigned accommodation, the number of individuals occupying it, check-in and check-out dates, and the meal plan contracted. When booked directly, the price of accommodation will also be included. This admission document, completed in duplicate, must be signed by the individual to formalize their admission after being informed of the existence of these Regulations and their rights and obligations. The original will be given to the user and the copy will remain with the establishment.

Complementary services offered and provided by this establishment or other individuals or entities are detailed at the reception, formalized in their corresponding documents, and settled according to the agreed conditions.

To ensure better organization and operations, rooms are automatically assigned based on availability. This means that your accommodation may be located in any of the buildings within the complex. All our rooms maintain the same standard of quality, regardless of the building in which they are located.

RULES OF COEXISTENCE AND OPERATION

4. Rights and Obligations of Users

Users may freely access the establishment and stay therein, with the limitations contained in the subordination rules indicated in section 1 and in these regulations.

Users have the right to receive truthful, complete information prior to the contracting of offered services, that their safety, privacy, and tranquility are ensured in said services, that they correspond to the agreed conditions, to receive an invoice, with the regulatory formalities, for services contracted directly, and that, if they wish to make a complaint, they are provided with complaint forms. Users are obliged to observe the rules contained in these regulations, which they expressly accept upon signing the admission document, and those dictated by Management regarding safety, coexistence, and hygiene, for the proper use of the establishment. Users must prove their status by showing the admission document when requested, respect the facilities and equipment of this establishment, and pay for the contracted services at the time of presenting the invoice or according to



the conditions agreed upon in Article 21 of the Decree Law. Filing a complaint does not exempt the obligation to pay for contracted services.

It is expressly prohibited to invite individuals not registered at the hotel into private areas.

5. Rights and Obligations of the Hotel Company

This establishment may request the assistance of law enforcement agents to evict users who violate these regulations, who attempt to access or remain in them for purposes other than the normal use of hotel services, and, where applicable, individuals not registered as users, attendees at banquets, conventions, etc., or who incur the situations provided in the previous section 2. Only registered individuals may access accommodation units, as stated in Article 2.e of the Decree Law.

This establishment will require a payment guarantee upon arrival for the contracted services, in accordance with applicable regulations, and will charge users for any damages or deterioration caused to the facilities, furniture, and elements of the establishment due to negligence or misuse. Without this guarantee, entry will not be permitted, and the reservation fee will not be refunded.

It may also vary the hours of different consumption, use, and enjoyment services throughout the seasons, depending on seasonality, reserving the right to deny admission to users outside of these hours, also when maximum authorized capacities are exceeded or when requests are made at the limits of admission, thus harming the labor programming of said services. The aforementioned services, the details of their scheduled hours, prices, and conditions of use are displayed at their entrances and summarized in directories available in the accommodations, which also contain information on the evacuation plan for emergencies and the services that are free of charge.

This establishment is obliged to give maximum publicity to its prices at reception and to have them available to users. To inform users, prior to contracting, about the conditions for providing services and their prices. To provide them with the highest quality, according to their category and the terms contracted. To ensure that users are treated correctly. To attend to and maintain the facilities and services in good condition. To have complaint forms available and inform about their existence. To provide users who cannot be accommodated due to overbooking with accommodation in a facility of the same area, group, modality, and, where applicable, specialty, and of equal or higher category. The costs or surcharges arising from this cause will be borne by this establishment, which will, in contrast, refund the user any differences that arise in their favor.



6. Occupancy Periods for Accommodation Units:

Users of this establishment have the right to occupy the accommodation unit from 14:00 on the first day of the contracted period until 12:00 on the designated check-out date. However, during peak occupancy dates, the availability of the accommodation unit may be delayed by two hours. By agreement between the parties, a different occupancy regime for accommodation units may be established, which must be reflected in the admission document. Prolonging the occupancy of the accommodation unit beyond the contracted period will result in the obligation to pay for one additional day, and if the user wishes to stay longer than the contracted days specified in the admission document, there must always be an agreement between the parties and availability.

7. Prices, Invoices, and Information

General pools, their own furniture (sun loungers, umbrellas, tables) are for the exclusive use of registered guests and are free of charge.

The hotel establishment is not responsible for prices, nor for the use of tools, appliances, other services, and any issues provided outside the hotel premises, nor for the behavior of external staff, unless expressly stated in their conditions and rates.

The rates with prices and conditions for different types of accommodation, food services, bars, events for congresses, banquets, laundry, deposits for the use of pool towels, and complementary services provided by this establishment or external individuals or entities are detailed at reception for users who request them.

Accommodation rate billing will be calculated by days and according to the number of overnight stays. The minimum charge for accommodation will be the amount of one overnight stay, which ends at 12:00 on the day following the check-in date.

The establishment may require its users, at any time and upon presenting the invoice and its receipts, to pay for services provided that are not related to accommodation, even if payment for the accommodation was agreed in advance.

Legal entities or individuals providing complementary services within this hotel establishment are responsible for their staff and their conduct, their operation, maintenance, pricing regime, and everything inherent to their own services. The owner of each of these dependencies will be clearly identified.



There is also a directory at reception with information about the prices of the most common services.

Invoices will only be provided for accommodations and services contracted directly by users.

USE AND ENJOYMENT OF FACILITIES, EQUIPMENT, AND SERVICES

8. Reception

At reception, the necessary procedures for the admission of individuals to the establishment will be carried out, and keys or cards for accessing accommodations will be kept. The loss of a key requires proof of the occupant's identity.

The Director, along with the reception staff and, where applicable, concierge, are responsible for the relationship with users for all internal matters of the hotel establishment and for their information and advice.

9. Safety Boxes

Each accommodation unit is equipped with a safety box. The directories in those accommodations indicate this service and its acceptance and use conditions. The establishment is not responsible for the loss of items or valuables not deposited in these boxes.

10. Laundry-Dry Cleaning

Information about the conditions of these services, their prices, and delivery and return times for garments is provided in each accommodation. The hotel is not responsible for garments that may shrink, fade, or deteriorate due to their conditions or composition.

11. Use of the Pool and Its Area



The use of the pool is free and exclusive for guests staying at the hotel. Under no circumstances is it allowed to invite individuals not staying at the hotel, and this is grounds for termination of the service contract according to Article 2 of these regulations.

Reserving sunbeds is prohibited, and items occupying them will be removed without prior notice to allow for occupancy by other users. The hotel is not responsible for the loss or damage to personal belongings left unattended.

Local regulations prohibit the use of floaties, balls, and similar items, except for floaties or swimmers for children. Diving or jumping in headfirst or in an inverted position is prohibited. Stairs designated for entering and exiting the pool must be used.

Topless sunbathing is prohibited.

It is everyone's responsibility to keep the area clean for the enjoyment of others; therefore, guests are asked to use the trash bins.

Consumption of outside food or beverages is not allowed. The use of the pool is prohibited after the hours indicated on the posted signs according to the season, as this is when maintenance staff begin cleaning and chlorinating the water. The establishment is not responsible for injuries or damages to individuals or their belongings due to neglecting these hours.

The use of devices, instruments, or music players at a volume that disturbs other guests is prohibited. It is also prohibited to disrespect or disturb other users, engage in inappropriate behavior, sing, shout, throw parties, display aggressive or uncontrolled behavior, or be under the influence of alcohol or drugs.

For hygiene reasons, food consumption in the pool and garden areas is prohibited, except in areas controlled by bars and restaurants.

The pool does not have a lifeguard due to its size. Parents or guardians of minors must ensure that they do not use the pool, and if they do, it is at their own risk and responsibility.

For hygiene reasons, it is mandatory to shower before using the pools, always wear swimwear, and not enter the pool wearing diapers or similar items.

The use of towels, blankets, etc., provided in the accommodations is prohibited in the pool areas and any other areas where their use is contradictory.

12. Pool Towels



Pool towels are available to guests at the reception. Their issuance is free (1 towel per person per day) upon identification of the user and the formalization of a deposit of 10 euros in cash (refundable). Failure to return the towel gives the establishment the right not to refund the deposit. Soiled towels returned on the same day can be exchanged for a clean one at the price of 3 euros per towel.

13. Buffet Breakfast/Dinner Service

Due to hygiene regulations, it is prohibited to take food out of the service area. Guests are informed that any food or drink taken outside of breakfast will be considered extra and charged to the room account. If a guest has an early departure before the restaurant's operating hours, they may enjoy a cold breakfast. To access this breakfast, they must notify the reception the day before the service is to be provided. Entry to the buffet with luggage, bags, backpacks, or similar items is prohibited; these can be stored in the reception's luggage storage. Entry in swimwear, barefoot, or shirtless is not permitted.

14. Smoke-Free Space

Smoking is prohibited throughout the establishment except in designated areas. Smoking inside the rooms is prohibited. Guests who disregard this prohibition will incur a cleaning, painting, and sanitization charge of 500 euros. Smoking is also prohibited on the terrace of the Rocamar restaurant and in the pool areas.

15. Miscellaneous

Minors are not allowed to use the elevators without being accompanied by a responsible adult.

Animals or pets are not allowed in the establishment, except for guide dogs for the disabled.

Walking around common areas without footwear and with a bare torso is not allowed. In restaurants, guests must be appropriately dressed and shod; entry in swimwear or without a shirt is not permitted.

From 10 PM onwards, it is required to maintain silence in the hallways and accommodations to avoid disturbing the rest of other guests. Organizing parties in the rooms and in any common area of the hotel is strictly prohibited.

Before entering consumption areas, guests must show their admission document or card to the responsible staff to monitor charges for their consumption.



Half-board consists of breakfast and dinner if previously contracted.

For hygiene and safety reasons, it is not allowed to enter the hotel or pool bar areas wet or with damp feet.

The use, consumption, or possession of hazardous products and substances is strictly prohibited in all areas and dependencies of this establishment, in accordance with current public health legislation.

To ensure the safety, privacy, and tranquility of users, this hotel establishment is equipped with electronic surveillance devices, with permanent recording elements, in pools, hallways, and other general or common areas.

Cooking in the rooms is strictly prohibited, as is the use of electric water heaters for any use other than what is established.

Jumping from one terrace or balcony to another or jumping from balconies or terraces into the pool or any other area is strictly prohibited.

16. Linen Change Policy in Room

- Bathroom towels are changed daily and sheets every 3-4 days. If a guest wants an extra towel, they must pay 1€ for each one; if they need to change the sheets more frequently than established, they must pay 5€ for each bed per day.
- Each room has 1 blanket per person; if an extra is needed, a supplement of 3€ per blanket will be charged.
- The amenities found in the bathroom upon entry include: 1 shower cap, 1 shoehorn, 1 bar of soap, and 1 bath sponge per person. Only the bar of soap will be replenished as it is used. If an extra amenity is needed, a supplement of 1€ for each one will be charged.
- Any of the above options must be communicated to the reception in advance.

17. Room Service and Use

Smoking inside the rooms is prohibited.

Misuse, breakage, or disappearance of any room element will incur a charge to the guest for the value of the item.

Room cleaning service operates from 9:00 AM to 4:00 PM.



If you want your room cleaned, you must place the green sign on the door handle from the outside. If you do not want your room cleaned, place the red sign so our staff does not enter; a printed acknowledgment will be left under the door to confirm this.

Bathroom towels may not be taken to the beach or pool; they are for room use only.

The hotel is committed to environmental care and the proper use of water and energy, so we appreciate your cooperation in using these resources wisely.

Let's care for the planet!

18. Use of Common Areas

Any guest staying at the hotel may use the common areas without disturbing the space and organization of the furniture. Inside the establishment, guests must wear footwear and have their torso covered.

19. Check-in / Check-out

Check-in will be from 2:00 PM. On the day of departure, the room must be vacated before 12:00 PM. Guests may book a late check-out service for a fee of 8€ per hour (subject to availability and prior notification to reception). If you do not book this service and are late in vacating your room, the establishment will charge you for an additional night.

20. Others

These regulations are mandatory for all guests staying at the hotel, regardless of whether their booking was made directly with the hotel or through external companies. In the case of non-compliance, the hotel reserves the right to take appropriate and necessary measures to ensure harmony and the proper functioning of the establishment.