



Version October/2024

HOTEL REGULATIONS

Article 1. General provisions

The people who access this hotel shall be obliged to comply this regulation, in which does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18th, on hotel establishments, and other rules and precept of application.

These Regulations are available to you, as a Guest, always in both their Spanish and English language versions. They can be found in the reception, as well as on our website.

ADMISSION RULES

Article 2. Access, admission and stay at the establishment

This hotel is of public use and has free access, without any restrictions other than those derived from legal provisions and this regulation.

The admission and stay of people at this establishment will only be denied for the following reasons:

- a. Due to lack of capacity in accommodation or facilities.
- b. Due to not complying the admission requirements established in this regulation.
- c. By adopting behaviours that may cause danger or inconvenience to other people, or by hamper the normal development of the activity
- d. When one of these indicated circumstances occurred or by the people incurring in one or more of the restrictions listed above, or those who intend to access or stay at the Hotel for a purpose other than the normal use of service, the responsible employee of the establishment may require them to abandon the establishment, with previous payment, when appropriate, of the invoice pending. If necessary, they may seek the help of the Security Forces according to article 36 of the tourism law, and article 25 of the Hotel Management Decree.

Article 3. Check in and admission document

The people who wish to use the accommodation units, the common areas, and, when appropriate, the complementary services detailed in this regulation, should present their identification documents to be registered and admitted at this establishment.

This establishment, once the person has been registered, will make an admission document that will include the name, category and registration number of the establishment, number or identification of the accommodation, number of people who will occupy, check in and check out date and any meals arrangement they have, and when booked directly, the price of the stay. The admission document, which must have a duplicate copy, must be signed by the interested party to formalize their admission, once



Version October/2024

informed of the existence of these Regulations and their rights and obligations. The original will be delivered to the user and the copy will remain in the possession of the establishment.

The complementary services which are offered by the establishment or by other people or entities, are detailed at reception, it will be formalized in their corresponding documents and will be settled according to the agreed conditions.

Article 4. Rights and obligations for users

Users may freely access the establishment and remain in it, with some limitations that are stated in the 1st paragraph and in this regulation.

Users have the right to receive truthful and complete information prior to booking the services offered. That, in said service, care is taken for their security, privacy and peace, that correspond to the agreed conditions, they can receive an invoice with the regulatory formalities for the services booked directly and if they wish to formulate any complaint, these forms will be delivered to them.

Users are obliged to read the rules contained in this regulation, which they expressly accept when they sign the admission document, and those written by the manager about safety, coexistence, and hygiene, for the proper use of the establishment. Users have to proof their state, showing the admission document, when required, respect the booked facilities and equipment of this establishment and pay the total amount of the services booked as soon as they have an invoice or agreeing to the conditions according to the Article 21 of the Decree Law. The presentation of any claim does not exempt the obligation to pay for the services booked.

Article 5. Rights and obligations of the hotel

This establishment may seek the help of the authority agents to clear out the dependencies of the users who do not respect this regulation, whom intend to access or remain in the establishment for a purpose other than the usual use of the hotel services. Furthermore, they can also seek the help of the authority in case there are people not registered as users, attendees of banquets, conventions, etc. or that they incur in the assumptions foreseen in section 2 above. Accommodation units can only be accessed by people registered for this purpose, as stated in Article 2. E. of Decree Law

This establishment may request payment guarantee for the services booked, in accordance with the applicable regulations and to charge the corresponding account for the damages to the facilities, furniture and elements of the establishment due to negligence or wrong use of those.

Furthermore, the timetable of the different services may vary throughout the seasons, depending on the seasonality, having the right to not admit users outside those hours, also when the maximum authorized capacity is exceeded or when they are requested within the limits of admission, thereby damaging the work schedule of the services. The mentioned services, the details of their schedules hours, their prices and use conditions, are exposed at the entry, and, in summary, at the existing directories at the accommodations,



Version October/2024

which also contains information about the evacuation plan in case of emergency and about the free services.

This establishment has the obligation to give maximum publicity about their prices at reception and have them available to users. To inform users before booking about the services and their prices. To provide them with the highest quality, according to their category and contracted terms. To ensure that users are treated correctly. To attend and keep the facilities and services in good condition. To have complaint forms and inform about their existence. To provide users who cannot be attended, due to incurring in excessive reservations, accommodation in an establishment in the same are, of the same group, modality, or in any case, same or higher category. The expenses that arise from such cause will be invoiced to this establishment, which, on the contrary, will return to the user the differences that may arise in their favour.

COEXISTENCE AND OPERATION RULES

Article 6. Occupancy periods of the accommodation units

Users of this establishment have the right to occupy this accommodation unit from noon, 12 o'clock, on check in date until noon, 12 o'clock, on the day indicated as the departure date. However, on dates with maximum occupancy, the accommodation unit may be delayed by two hours. With an agreement between both parties, a different regime of occupation units may be agreed, which, if applicable, must be reflected at the admission document. The extension of occupation at the accommodation unit for a longer time than agreed will cause the duty to pay one more day and, in the event that the user would like to stay more days than originally booked and specified in the admission document, there must be an agreement between both parties.

Article 7. Prices, invoices, and information

The main exterior swimming pools, their own furniture and the gardens, which are not covered, existing on the premises of the establishment, are free to use.

The hotel establishment is not responsible for the price, nor for the use of supplies, belongings and other services provided outside the hotel, nor for the behaviour of staff who is not working for the hotel, unless expressly stated in its conditions and rates.

The prices and conditions of the different types of apartments, restaurant services, bar, congress events, banquets, laundry, safe rental, deposits for the use of pool towels and complementary services are detailed at the reception available for users who request them.

The accommodation rates will be computed by days and according to nights they stay. The minimum rate would be the amount of one night, understanding to be finished by noon, 12 o'clock, day after the check in date.

The establishment may require, at any time and prior to the presentation of its invoice, the payment of the services provided outside the accommodation, even if the payment of this has been agreed in advance.



Version October/2024

The legal people that, on their own, provide complementary services in dependencies of this hotel establishment, are responsible for their staff and their behaviour, their operation, maintenance, price regime and for everything inherent in their own services. In each of these dependencies the owner of the same will be clearly identified.

In the accommodation units there is also a directory with information about the prices of the most common services.

Invoices will only be provided for accommodation and services booked directly by users.

Article 8. Room cleaning service

The room cleaning service is provided daily, from 9 am to 5 pm. Unless an individual special tariff has been contracted.

Article 9. Currency exchange

Service available for the guests at the establishment. Where this service is carried out, there should be a panel displaying the daily exchange rates of the currencies accepted by the establishment

To proceed with any currency exchange or collection of traveller's check, the user must show some identification, like identity card or passport. The staff that attend this service are no specialists in currencies exchange. However, in case they find any discrepancy in the signatures of these documents, doubt about the authenticity of the same, they may decline the requested service.

Article 10. Safety boxes

A free safe will be provided in each accommodation unit. We recommend you make use of the safe in your room. The establishment will only be liable in the event of robbery with violence against jewelry, valuables and cash deposited in the safe, up to a maximum amount of €1,500.00. The establishment is not liable for the loss of any objects or valuables not placed in these boxes.

Article 11. Pool towels

They are available in Reception for rental.

Article 12. Prohibitions

Children are not allowed to use the elevators without a responsible adult.
Animals are not allowed at this establishment, excepting guide dogs.

It is not allowed to walk through the common areas without shoes and shirtless. Gentlemen in shorts or with sleeveless men's T-shirt are not allowed at the restaurant.



Version October/2024

From 22:00 o'clock it is not allowed to make noise at the corridors and common areas that may disturb the other users.

It is not allowed to hang clothes on the terrace railing, users should use the clotheslines available at the balcony of each room.

In the areas of this establishment, it is not allowed to use, consume, or possess any dangerous products that are stated on the current legislation of public health. In particular, anybody who is consuming drugs or narcotic or psychotropic substances, or who shows symptoms of having consumed them, as well as anybody showing signs of behaviour suggesting that they are drunk, will be prevented from accessing or remaining in the zones or facilities.

In order to guarantee the safety and privacy of users, this hotel has technical electronic surveillance devices, with permanent recording elements, in gardens, corridors and other common areas.

Smoking is not allowed in children's areas, being able to do so only in permitted areas (Law 25/2005, of December 26, on Sanitary Measures against smoking and regulating the sale, supply, consumption and advertising of tobacco products).

Article 13. Basic clothing and cleanliness rules

1. With the exception of the sunbed, swimming pool and beach areas, Guests must wear suitable clothing for the etiquette required for some services, such as dinner.
2. It is forbidden to walk barefoot in the establishment, with the exception of the sunbed, swimming pool and beach areas.
3. Waste bins and ashtrays must be used

Article 14. Advice and suggestions

1. Keep an eye on your luggage. Do not leave it unattended.
2. Keep an eye on your belongings when at the beach or pool. Do not leave them unattended.
3. Keep the door closed when you're in your room. Lock the door when you leave your room and try to open it again to ensure that it is properly locked, even if you will only be away for a short time.
4. Close your luggage when not using it and place it in your closet. If your luggage has a lock, always use it.
5. Never leave jewellery, cash or valuables on display in your room.
6. Immediately notify the Hotel's Management of any abnormal occurrence, such as: people acting in a suspicious way in the corridor, repeated phone calls from people



Version October/2024

who do not identify themselves, people who you don't know knocking on your room's door, or nobody at the door when you open it.

7. If you forget or lose your key, only the reception staff is authorised to give you a new key to open your room.
8. If you smoke on your room's terrace, our safety measures require you to put out your cigarette before going inside to rest.
9. Don't get annoyed if Reception asks for your ID if you ask for a new key. It's for your own safety.
10. Do not reveal the name of the Establishment or your room number when socially interacting with strangers.
11. Never allow people in your room with unsolicited deliveries.
12. Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
13. If you would like your room to be made up, hang the "Please make up the room" sign outside your bedroom door. If you do not wish to be disturbed, hang up the "Please do not disturb" sign.
14. Please contact reception if you discover any type of wear or abnormality.
15. The electrical installation in your room is 220 volts.
16. Respect the room areas during night-time and siesta hours and, in general, avoid making unnecessary noise.
17. Please make proper use of the facilities, with respect for the Hotel's furniture and gardens.
18. Please respect the opening hours of all the Hotel's facilities.
19. We would appreciate your participation in any incident and evacuation drill while you are staying at the Establishment.
20. Some opening hours may change depending on the time of year.

USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

Article 15. Reception & Leisure desk.

The necessary procedures to admit people to the establishment and keys or cards to enter the rooms will be kept at reception. The manager, next to the reception staff and, where



Version October/2024

appropriate, the Leisure Desk, are the responsible ones to keep the relation between the users and internal businesses of the hotel.

Article 16. Laundry-dry cleaning

In each accommodation users can find information about these services, their prices and delivery times. The establishment is not responsible for garments that, due to their conditions of compositions of use, shrink, deteriorate, or discolour.

Article 17. Early breakfast service

If a guest who has breakfast contracted has the departure before the restaurant's opening time, they can enjoy a cold breakfast. To have this cold breakfast they must notify reception at least one day before the service has to be provided.

Article 18. Pools and gardens

Its use and enjoyment are free. At the existing directories in the accommodation, the hours and rules are specified below:

The opening time for the exterior pool areas is from 10 am. And the closing time is at 6pm in winter season and 8 pm in summer season.

It is not allowed to use the exterior pools outside the opening times as that is when the maintenance must start with the cleaning and chlorination of the water. The establishment is not responsible for injuries or damages that occur to people or to their belongings for neglecting said schedule.

At the swimming pools, it is not allowed to use floats, balls and similarities, except for children's floats or swimmers.

It is not allowed to jump into the pool in an inverted position, with head ahead, nor playing with balls or similarities in gardens for the safety of people and plants.

It is now allowed to use music devices or instruments at a volume that can disturb the rest of the users. The consumption of drinks or meals which are not purchased on site are also not allowed.

Due to hygiene reasons, the consumption of food at swimming pools are gardens is not allowed unless it is under the control of bars and restaurants.

Parents or guardians of minors must ensure their safety under their own guardianship and responsibility. For hygiene reasons, it is mandatory to shower before using the swimming pools, always wear a swimsuit, and do not go into the swimming pools with diapers or similarities.

The use of towels, blankets, etc., coming from the rooms, are not allowed at the swimming pools and gardens.



Version October/2024

The use of sunbeds at the pool area is free. It is not allowed to reserve sunbeds beforehand by placing towels, clothes, or other personal objects. If necessary and in the circumstances described, the staff of the establishment may remove the clothes or objects from the sunbeds so that this can be occupied by other users.

Article 19. Parking and Garage

This service is only available to hotel users and is subject to the availability of parking spaces. This service is subject to the payment of a single daily rate of €12.50 per parked vehicle.

Please only use one parking space when parking your vehicle. Using the disabled parking area must be justified by displaying the appropriate card inside the vehicle.

For security reasons, vehicles are not allowed to park at the main entrance of the Hotel. It may only be used for loading and unloading luggage or passengers.

Article 20. Gym and Hairdresser

These services are subject to payment of fees depending on the contracted service or treatment.

INFORMATION TO USERS ABOUT THE FACILITIES OR SERVICES THAT POSE A RISK AND ABOUT THE SAFETY MEASURES TAKEN IN THIS REGARD

Article 20. Gym and Hairdresser

All of our Hotel's facilities are equipped with measures to favour or guarantee your safety at all times.

However, if you believe that the use of any facility or service could pose any risk to your health or physical integrity, we urge you to contact our Reception who will be able to advise you and answer any questions you may have regarding this matter.

In any case, if you are in doubt about whether the use of any facility or service could endanger your health or physical integrity, select another service or facility.

HEALTH EMERGENCIES OR CRISES

Article 20. Action protocols for health emergencies or crises

If the Authorities declare a health emergency or crisis situation that affects the normal running of our Hotel, this will be announced on our website so that Guests are aware of the measures that are adopted and can comply with them.

Any Guests who, in a health emergency or crisis situation declared by the Authorities, do not comply with any mandatory or recommended measures that are adopted by this Establishment may immediately have their accommodation contract terminated and their stay cancelled without the right to any refund whatsoever, and the appropriate Authorities will be notified



Version October/2024

TIME SHARE CLUB MEMBERS

Article 23. Estatutos

Sunset Beach Club Timeshare club members must refer to their own club constitution to find about their rights, rules and services applicable.