



**INTERNAL RULES AND REGULATIONS OF THE
GF HOTELES HOTEL STABLISHMENT**

GRUPO FEDOLA
GF-JURIDICO

The following is a translation of this policy provided for informational purposes only. In the event of any discrepancy or inconsistency, the Spanish version shall prevail and be considered the sole legally valid and binding text.

INTERNAL RULES AND REGULATIONS OF THE HOTEL ESTABLISHMENT

1. - RIGHT OF ADMISSION

In the exercise of the **Right of Admission** held by the operators of catering and hospitality establishments, regulated by **Decree 86/2013 (Articles 47 and 49)**, at any time the hotel establishment may expel and expressly prohibit access to:

- a) Persons seeking entry once the maximum authorised capacity has been exceeded or the establishment's opening hours have ended.
- b) Persons displaying violent behaviour or publicly inciting hatred, violence, or discrimination on grounds of birth, race, sex, religion, opinion, disability, sexual orientation, gender identity, or any other social or personal condition or circumstance and, in particular, those who behave aggressively or cause disturbances outside or at the entrance, and those carrying weapons or objects that may be used as such.
- c) Persons showing signs of intoxication or who are consuming drugs or narcotic substances, or showing signs of having consumed them.
- d) Persons who do not meet the minimum age requirement in accordance with current regulations, unless accompanied by their parents or legal guardian.
- e) Persons who do not comply with the dress code required in each case by the hotel staff for each event or area of the hotel.
- f) Persons using the swimming pools outside the established opening hours.
- g) Persons bringing animals or pets into the hotel without prior written permission from hotel management, except in the case of persons with disabilities.
- h) Persons causing disturbances, noise, damage to the hotel facilities, conduct contrary to hygiene and cleanliness in the establishment, and in general, persons who do not comply with the instructions of hotel staff regarding decorum, good neighbourly conduct, and any other instructions.
- i) Guests must vacate the room when they do not pay or when the booked period of stay ends, unless another agreement is reached with the hotel.
- j) Guests engaging in **balconing**.

If any person within the establishment is found under the conditions described above, they may be expelled by the operator of the establishment or their

representative at any time, and the assistance of the **Security Forces and Corps** may be requested.

2. - RULES DURING YOUR STAY IN THE ESTABLISHMENT

Movement and stay within the establishment shall be restricted to the areas reserved for guests, and under no circumstances may guests access rooms or areas that are reserved or private.

Guests must comply with the express instructions of hotel staff regarding behaviour, dress, decorum, and any other instruction aimed at ensuring a pleasant stay for all hotel guests.

The following rules must be observed:

- a) Access to the bar/restaurant while wet is not permitted.
- b) It is not permitted to remove furniture from the hotel to areas such as swimming pools or terraces, nor may such furniture be used for any purpose other than that for which it was originally intended.
- c) Consumption of drinks brought in from outside is not permitted in the hotel's public areas.
- d) Smoking is prohibited throughout the establishment, except in designated areas on terraces and outdoor areas provided by the hotel.
- e) Sufficient care must be taken when using an iron, electrical appliances, or objects that generate heat, fire, or sparks in each accommodation unit, under the guest's responsibility.
- f) Cooperation in allowing access to persons who are not staying at the hotel establishment is prohibited. Such access must be expressly authorised in writing by hotel staff.
- g) Guests on an **"All Inclusive"** basis are strictly prohibited from sharing drinks with other guests.
- h) Reserving sun loungers by the pool by leaving towels or personal belongings on them is not permitted. Hotel staff will remove both towels and belongings.
- i) Cash payment is not accepted in the bars and restaurants of this establishment. All staying guests will have a credit system, with all consumptions charged directly to their room and payable at Reception at any time they deem convenient. Guests may also, if they wish, pay by credit card at the time of purchase. **(Cash payments may only be made at Hotel Reception.)**
- j) If fraudulent transactions or practices are detected in the use of the hotel's credit service available to all guests, the guest will be informed and the credit facilities may be modified or cancelled by decision of the Hotel.

- k) The rooms are equipped with a drying rack; therefore, hanging clothes on the balcony railings of the rooms is not permitted.
- l) Removing food from the hotel restaurants is not permitted.
- m) Taking towels outside the hotel establishment is not permitted. All hotel services are for exclusive use within the establishment.
- n) Cooking in the rooms by means of portable cookers is not permitted.
- o) Pets and companion animals are not allowed, except for exceptions expressly accepted in advance by hotel management for each guest (**disability-related exception**).
- p) **"Balconing"** is prohibited. The hotel establishment shall not be responsible for bodily injury that a guest may cause to themselves by engaging in **balconing**.

The hotel establishment shall claim from any guest engaging in **balconing** compensation for the damages and losses caused to the establishment (**material damage or other expenses**) that are the direct consequence of **balconing**.

Engaging in **balconing** may be sanctioned with expulsion from the hotel establishment, without this generating any right to refund or payment by the hotel to the guest. If necessary, assistance from the **State Security Forces and Corps (police)** shall be requested.

Any costs incurred by the hotel as a result of assisting a guest who engaged in **balconing** shall be borne by the guest.

3. - SAFETY RECOMMENDATIONS DURING YOUR STAY

- a) Watch and control your luggage; do not leave it unattended.
- b) Close your room door when leaving and try opening it again to make sure it is locked.
- c) When you are in your room, keep the door properly closed, even if only for a short time.
- d) Lock your luggage when not in use and place it in your wardrobe. If your luggage has a lock, always use it.
- e) Protect your room key. Do not simply leave the key on the Reception desk. Always hand the key back personally before leaving.
- f) Do not keep the room access card together with any document indicating the establishment or the room number.
- g) Immediately notify management of any unusual event you may notice, such as: persons behaving suspiciously in the corridors, repeated phone calls from unidentified persons, knocks on your room door from unknown persons, or finding no one there when you go to open it.
- h) Do not invite strangers into your room, nor tell them your room number.
- i) Do not allow maintenance staff into your room unless it has been requested or authorised by management.

- j) Safety deposit boxes are available in your room. Please consult Reception regarding the terms for their proper use. The establishment shall not be responsible for any damage suffered by guests' belongings during their stay.

Management

These regulations are available to guests on the website and at the reception desk of each hotel.