



HOTEL PLAYACAPRICHOTEL RULES AND REGULATIONS
TOURIST REGISTRATION NUMBER: H/AL/00493

H ****
PLAYA MODALITY

GENERAL PROVISIONS

Anyone who accesses to HOTEL PLAYACAPRICHOTEL is obliged to comply with the provisions of these regulations, as well as those contained in Law 13/2011, of December 23, on Tourism in Andalusia, Decree-Law 13/2020, of May 18, which introduces measures applicable to hotel establishments and other tourism sectors, and Decree 31/2024, of January 29, which modifies various provisions regarding tourist housing, tourist apartments, and hotel establishments in the Autonomous Community of Andalusia.

RECEPTION

CHECK-IN REGISTRATION.

- All guests over 14 years of age who are staying must sign an entry form, presenting their national identity card or passport, as established by Decree 933/2021 of October 26. They must also sign the corresponding traveler entry form, in accordance with International Order 1922/2003 of July 3, on registration books and traveler entry forms in hospitality establishments and other similar establishments.
- The application of discounts for children and adolescents, for any payment method, is subject to proof of age upon arrival at the hotel. This proof must be provided by presenting one of the following ORIGINAL documents: National Identity Document (DNI), Family Book, or Passport. Babies up to 2.99 years old, children from 3 to 14.99 years old, and adolescents from 15 to 17.99 years old are eligible. If you cannot present proof upon arrival, the amount will be charged by reception as a deposit, via credit card or cash, until proof can be verified.
- Check-in time is from 2:00 p.m. During periods of high occupancy, check-in will be delayed up to a maximum of three hours. According to Article 26 of Decree-Law 13/2020 of May 18.
- Check-out time will always be before 12:00 p.m., at which time the food service associated with your reservation will be also ended.
- Upon arrival, you must digitally sign the admission and traveler registration document using the signature pad.
- Upon check-in, you will be informed of your meal allowance, your accommodation unit, and other information in accordance with Article 20.2 of Decree-Law 13/2020 of May 18.
- Although, in compliance with the provisions of article 33 of the Andalusian Tourism Law and article 4 of Decree-Law 13/2020 of May 18, access to tourist establishments is free, without any prior restrictions, the owner of the company may invite all those who fail to comply with the provisions of article 24 of Decree-Law 13/2020 of May 18 and the provisions of these Internal Regulations or who intend to remain there for a purpose other than the normal use of these services to leave the facilities (after paying for what they have consumed).

- Tourist user status is acquired by signing the mandatory admission document immediately after entering the hotel.
- To access the hotel's interior facilities, as well as to make purchases at the various points of sale, it is essential to be registered as a guest of the establishment.
- To carry out currency exchange, identification is required. This service will be provided exclusively to Guests staying at the establishment.
- Our MYSENATOR Loyalty Program, which you can join free of charge either at any of our front desks via a QR code, through our reservations center +34950335335, or on our website <https://www.senatorhr.com/my-senator-signup/> , offers several membership levels with associated benefits and discounts. The terms and conditions of the Loyalty Program can be found in the section dedicated to it.



BILLING, RATES, AND STAY

- Rates are available at the hotel reception, on the website, via QR codes, in the app, or at locations where services are provided.
- You must pay the amount for the contracted services upon presentation of the invoice or under the agreed conditions.
- At check-in, reception may request a credit card per reservation as a guarantee to cover any additional charges you may incur during your stay.
- If you have booked your stay and services at our hotel through an agency with which we do not have credit and your reservation has not been prepaid upon arrival, we reserve the right to refuse admission unless you guarantee and make payment by credit card or cash (in this case, the total amount must be less than €1,000).
- Regardless of whether the company and the Guest may agree or not, at the time of check-in or formalization of the reservation, to prepay the stay, this establishment may, at any time, require its guests to pay for the additional services provided upon presentation of the corresponding invoice.
- The hotel may, regardless of the above, claim payment during your stay for invoices exceeding €300.
- Checks and personal checks are not accepted.
- This establishment allows dogs up to 25 kg, subject to a daily fee (except for guide/companion dogs and those requiring medical or therapeutic treatment, which are free

of charge). These dogs must be accompanied by written proof of this. Upon arrival, you will be informed and charged a €25.00 cleaning fee and €12.00/day for your stay. The restriction is limited to one pet per room, provided the pet weighs more than 25 kg.

- We detail the safety and hygiene rules for stays with pets.
- o For hygiene reasons, please keep your pet away from the beds or sofas.
- o Please ensure that your dog does not bark, especially inside the room, to avoid disturbing other guests.
- o For safety and hygiene reasons, access to the bars/restaurant/pool and common areas is prohibited, except for guide dogs.
- o Do not let your dog run loose / use a muzzle for the appropriate breed and size.
- o For daily room cleaning, please contact reception or the Housekeeper. During room cleaning, you must leave your pet outside to facilitate proper cleaning.

- This establishment has Complaint Forms available to guests upon request.
- For greater safety, please do not allow your children to use the elevators unless accompanied by an adult.
- If you wish to use the wake-up call, please inform the reception desk.
- Hotel management reserves the right to call a tow truck to remove vehicles parked at the hotel entrance, as this is a loading and unloading area and one of the establishment's evacuation exits.
- The hotel has a garage with limited parking spaces for our guests. This is a paid service that varies according to the season (check at the reception desk or on the app). To use it, please ask the reception desk for the coding for your room key. The hotel is not responsible for damage to vehicles parked in the hotel's garage or parking lot that is not caused by damage or damage to the garage itself.
- Hotel management reserves the right to modify schedules or services based on the hotel's internal needs and after appropriate public notification.

ROOMS

- The latest check-out time is 12 pm. Failure to comply with this rule will result in an additional day's stay being charged, in accordance with Article 26 of Decree-Law 13/2020. If you wish to extend your stay, please notify reception in advance.
- This establishment offers room service. Information is available by calling reception, accessing the app, or checking the QR code we have made available on the TV in your room. This additional service is NOT INCLUDED in any room type/plan you have booked (AL, AD, MP, PC, or TI).
- The hotel is not responsible for valuables in your room that are not deposited in the safe. The establishment has theft insurance of up to €1,500 per safe.
- The establishment is not responsible for personal items or valuables that are not under your control in public areas, restaurants, pools, parking, etc.
- Room towels are for room use only.
- We offer the option of creating your own collection of drinks for the minibar by requesting this at reception. You must pay for each drink ordered.

You can find the prices on our app <https://appplayacapricho.playahoteles.com/>

- For aesthetic reasons, please do not hang your towels on the balcony railing in your room. Instead, use the folding clothesline in your room.
- Bath towels will only be changed during cleaning hours, after you have placed them on the bathroom floor or in the bathtub. Please help us protect the environment by saving water, energy, and detergents.

- Remember that leaving the balcony door in your room open will turn off the air conditioning or heating system.
- Out of respect for other guests, please control the volume of the television in your room and remain quiet in the hallways during siesta time and after 10:00 p.m. • The hotel reserves the right to take appropriate action for any damage or breakage to the contents or contents of the rooms or hotel facilities caused by the guest themselves.
- If you wish to use the laundry service, please contact reception; the service is provided within 48 hours. We do not offer express service.
- Room cleaning is daily and is carried out from 9:30 a.m. to 2:00 p.m., and may be extended until 4:00 p.m. during periods of high occupancy.

RESTAURANTS AND BARS

- The card given upon arrival is personal and non-transferable. Half-board (includes breakfast and you can choose one of two meal times: lunch or dinner, which must be served by all room occupants) is included.
- A QR code for our menus is available at the bars and counters of points of sale. You can scan it to check the products we have and the latest prices.
- The ALL-INCLUSIVE plan consists of full board and drinks included until midnight. Except for products or reservations marked with the corresponding supplement. Special menus such as beer, impulse ice cream, special offers, minibar, room service, meals at the Olympo Beach Bar, snack menu, etc. are excluded.
- The All-Inclusive service ends at 12:00 pm. on the day of departure.
- If you have booked an all-inclusive stay, you may only use your card for your own drinks and those of the people staying in your room. Invitations to third persons are not permitted. If our staff detects misuse of your card at any time, your all-inclusive plan will be canceled with no refund. Likewise, if you have booked an all-inclusive plan, please note that our staff is instructed to serve one drink per person or number of people occupying your room with each request, and this service ends at midnight (except on specific dates indicated at each point of sale and/or website).
- At the Olympo Beach Bar, all drinks must be paid for in cash/by credit card or charged to the room account (if open), as this is an extra service NOT INCLUDED in any of the options/plans booked (bed and breakfast, half board, full board, or all-inclusive).
- Appropriate attire is required to enter the restaurant. Barefoot, shirtless, or swimsuits are not permitted. Wet entry is also prohibited.
- If you wish to order a picnic or cold breakfast, please request it at reception the day before, before 8:00 PM.
- If you require a special diet for health reasons, please speak to our F&B or Reception Manager so they can coordinate this with the kitchen.
- Please note that bringing food or drinks into or out of the restaurant is not permitted. If you do, we will charge you extra for them.

MISCELLANEOUS

- The hotel has a play area open from 10:00 AM to 8:00 PM, except in July and August, when it is open from 10:00 AM to 9:00 PM.

- To request play equipment at reception, you must have your credit card open beforehand. During use, children must be supervised at all times by an adult(s), guardian(s), parent(s), tutor, or family member.
- Returning borrowed material in poor condition or losing it will result in an additional charge to your credit card.
- For better social interaction and respect for the rest of the guests, the use of play equipment, balls, mini-golf clubs, etc., is not permitted in the hotel's common areas, unless expressly indicated or for activities organized by the hotel itself.
- The hotel is not responsible for any accidents/incidents that may occur in the facilities due to improper use.
- For your safety, walking barefoot or wet inside the hotel is not permitted.

POOLS

- We offer a free towel service for all pool users who request it, upon opening a credit card at reception. As many towels will be provided as there are occupants in the room. These towels must be returned upon check-out in order to process the refund of the deposit. This provision will only be allowed upon check-in and check-out, not during the stay. In this case, the next provision will be considered a "change," with the corresponding surcharge.
- Towels can be exchanged during check-in hours, subject to a cash payment at reception for each towel exchange. All proceeds from towel exchanges will be donated to environmental conservation.
- As a pool user, you must follow the instructions on the information signs and the lifeguards, and in any case, respect the rules detailed here. Please observe the pool opening hours as indicated in our app:
 - o Avoid entering the bathing area wearing shoes or street clothes.
 - o Use the shower before diving.
 - o The hotel has a lifeguard service during specially designated hours (in any case, the pool will remain closed in the absence of a lifeguard).
 - o Do not throw or leave waste or garbage in the pool area. Use the wastebaskets or other containers provided for this purpose.
 - o Do not use breakable glass containers or utensils in the pool area.
 - o Smoking is prohibited in the pool area.
 - o Do not use mattresses, balls, or other objects that may cause discomfort to other guests inside the pool.
 - o Express prohibition of access to the pool area with animals, without prejudice to the provisions of Law 4/2017, of September 25, regarding the use in Andalusia of guide dogs by people with visual impairments.

Diving into any pool and/or slide at the establishment is strictly prohibited. The establishment declines all responsibility for non-compliance with this rule.

Use of the pools is prohibited while suffering from a communicable disease.

Smoking, consumption of drinks, and food are prohibited in the indoor pool area.

We recommend wearing a swim cap in the indoor pools.

On the slides, please follow the posted rules or the lifeguard's instructions.

Children (both in the pools and on the slides) must be supervised at all times by an adult(s), guardian(s), parent(s), or family member.

Out of respect and as a rule of coexistence, the use of music players or any electronic device that may interfere with the rest of other guests is not permitted (with the exception of the establishment's games or activities).

The hot tubs are recommended for adults only (ages 15 and over). The establishment is not responsible for any accidents that may occur due to improper use by minors.

Our staff is instructed to remove objects and towels found in the pool area outside of opening hours (information can be found on our app).

Reserving sun loungers in the pool is not permitted; please respect these for your own comfort.

Please respect the pool opening hours. (In any case, the pool will remain closed in the absence of a lifeguard.)

The establishment is not responsible for possible eye/nasal/respiratory, etc., infections caused by using the pools outside of opening hours, due to the cleaning, purification, and disinfection systems carried out during the closure period.

The pool facilities are for the exclusive use of guests staying at the establishment.

FIRE PREVENTION REGULATIONS

- The use of unauthorized heating devices in the rooms is prohibited.
- The transport or use of flammable objects or liquids is expressly prohibited.
- Do not tamper with the electrical system.
- Pursuant to Law 28/2005 of December 26, on sanitary measures against smoking, **SMOKING IS PROHIBITED THROUGHOUT THE ESTABLISHMENT.**
- Smoking is not permitted in the rooms. If we detect that you are smoking in your room, you may be charged an additional cleaning fee.
- Do not throw cigarette butts in the wastebaskets.
- Do not use flowerpots to extinguish cigarettes; peat is highly flammable and slow-burning.

Obligations of Tourist Service Users. Article 24 of Law 13/2011, December 23, on Tourism in Andalusia.

For the purposes of this Law, and without prejudice to the provisions of other applicable provisions, tourist service users are obliged to:

- a) Observe the rules of coexistence and hygiene established for the proper use of tourist establishments.
- b) Respect the regulations of use or internal regulations of tourist establishments, provided that these do not contradict this Law or the provisions implementing it.
- c) Pay the price of the contracted services upon presentation of the invoice or within the agreed period. Filing a claim shall, under no circumstances, exempt them from payment obligations.
- d) Respect the establishments, facilities, and properties of the tourist companies they use or frequent.
- e) Respect the environment of Andalusia.

Access to hotel establishments. Art. 4 of Decree-Law 13/2020 of the Ministry of Tourism and Sport of the Regional Government of Andalusia

1. Without prejudice to the provisions of the second paragraph of Article 3.1 of this Decree, regarding complementary services for public use, hotel establishments shall be considered,

for all purposes, as establishments for public use, with free access, with no restrictions other than those derived from laws and regulations.

2. Admission to or stay in hotel establishments may only be denied:

- a) Due to a lack of accommodation capacity or facilities.
- b) For failure to comply with the admission requirements established in their internal regulations.
- c) By engaging in conduct that may cause danger or inconvenience to other people or users, or that hinders the normal development of the activity.

3. Under no circumstances may access to hotel establishments be restricted for reasons of disability, race, place of origin, sex, age, religion, opinion, or any other personal or social circumstance. Notwithstanding the foregoing, hotel establishments may provide and advertise their services to a preferred audience.

Obligations of Hotel Establishment Users. Art. 22 of Andalusian Tourism Law 13/2011

For the purposes of this Decree and without prejudice to the provisions of other applicable provisions, hotel establishment users are obliged to:

- a) Execute, prior to using the facilities, the corresponding admission document.
- b) Observe the safety, coexistence, and hygiene regulations issued by management for the proper use of the establishment.
- c) Comply with the rules set forth in the establishment's internal regulations, if any.
- d) Respect the establishment, its equipment, and its facilities.
- e) Pay the amount for the contracted services upon presentation of the invoice at the establishment or under the agreed terms. Filing a claim under no circumstances exempts you from payment obligations.

The establishment's manager and our customer service department are available to address your complaints or suggestions during your stay. Complaints filed after your departure will not be accepted.

Sincerely,
Hotel Management