

**INTERNAL REGULATIONS
HOTEL PLAYAVERA
TOURISM REGISTRATION NUMBER: H/AL/00504
CATEGORY: H **
BEACH RESORT TYPE**

GENERAL PROVISIONS

All persons entering HOTEL PLAYAVERA are required to comply with the provisions of these regulations, as well as with those set forth in Law 13/2011 of December 23, on Tourism in Andalusia; Decree-law 13/2020 of May 18, which introduces applicable measures for hotel establishments and other tourism-related areas; and Decree 31/2024 of January 29, which amends various provisions regarding tourist accommodation, tourist apartments, and hotel establishments in the Autonomous Community of Andalusia.

RECEPTION

CHECK-IN REGISTRATION

- All persons over the age of 14 who are staying at the hotel must sign a check-in form and present a national identity card or passport, as established by Royal Decree 933/2021 of October 26. They must also sign the corresponding traveler registration form, in accordance with Order INT/1922/2003 of July 3, regarding guest registration books and entry forms for hospitality and similar establishments.
- Discounts for children and teenagers on direct bookings with the hotel, through our central reservations office (Grupo Hoteles Playa S.A.), or by presenting a voucher from a travel agency, are subject to proof of age upon arrival at the hotel. This proof must be presented by showing one of the following ORIGINAL documents: National Identity Document (DNI), Family Book, or Passport. Babies are considered from 0 to 2.99 years, Children from 3 to 14.99 years, and Teenagers from 15 to 17.99 years. If no valid proof is provided upon arrival, the reception will charge the full adult price as a deposit, payable by credit card or cash, until proof of age is verified.
- Check-in time for rooms is from 2:00 p.m. onwards. During peak occupancy periods, it may be delayed by up to a maximum of two hours, as stated in Article 26 of Decree

13/2020.

- Upon arrival, you will be required to digitally sign the admission and guest registration document using a signature pad.
- Upon arrival, you will receive a welcome card to be signed, which will include information about your meal plan, accommodation unit, and other relevant details as per Article 20 of DL 13/2020.
- In compliance with Article 36 ("Access and Stay") of the Andalusian Tourism Law and Article 4 of DL 13/2020, access to tourist establishments is free and unrestricted. However, the establishment's management reserves the right to ask guests to leave the premises (after settling any outstanding charges) if they violate the obligations described in Article 22 of the Andalusian Tourism Law, the provisions of this Internal Regulation, or if they are found to be using the premises for purposes other than their intended use.
- The condition of tourist user is acquired by signing the mandatory admission document immediately upon entry.
- In order to access the hotel's interior areas and to consume at any of the existing sales points, you must be registered as a hotel guest.
- To carry out any CURRENCY EXCHANGE operation, identification of the person making the transaction is mandatory. This service is available exclusively to guests staying at the hotel.
- Through our loyalty program **MYSENATOR**, which you may join for free at any of our receptions via a QR code, by contacting our central reservations line at +34950335335, or through our website <https://www.senatorhr.com/my-senator-signup/>, guests can enjoy various membership levels with exclusive benefits and discounts. The program terms and conditions can be found in the section dedicated to it.



BILLING, RATES, AND STAY

- Rates are available at the hotel reception and will also be displayed at the points where the services are provided. All published prices on menus, boards, and signage include taxes and are expressed in EUROS.
- You must pay for the contracted services upon presentation of the invoice or under the agreed payment terms.
- Reception may request a credit card at check-in as a guarantee to cover any extra charges incurred during your stay.
- If you have booked your stay and services at our hotel through a travel agency with which we do not have a credit agreement, and the reservation has not been prepaid before arrival, we reserve the right of admission unless you guarantee payment by credit card or in cash.
- Regardless of whether or not the company and the guest agree at the time of check-in or booking confirmation to prepay the stay, this establishment may, at any time and upon presentation of the corresponding invoice, request payment for the services provided.

- The hotel may request payment during your stay for any invoices exceeding €300, independently of the above.
- Personal checks and drafts are not accepted.
- This establishment accepts dogs up to 15 kg in weight, subject to a daily fee (except guide or assistance dogs, which are free of charge). Upon arrival, a cleaning surcharge of €25 will be requested, plus an additional €12.00 per day of stay. In case of damage caused by the pet, the Hotel will charge the guest's bill the amount required to repair the damage, plus an additional compensation of €100 for the repair of the damages caused.
- We outline safety and hygiene rules for stays with pets
 - o For hygiene reasons, please do not allow your pet on the beds or sofas.
 - o Please ensure your dog does not bark excessively, especially inside the room, to avoid disturbing other guests.
 - o For safety and hygiene reasons, pets are not allowed in bars, restaurants, terraces, or the pool area, except for guide or assistance dogs.
 - o Do not let your dog roam freely in the common areas of the establishment.
- This establishment has official complaint forms available to guests upon request.
- For safety reasons, do not allow your children to use the elevators unless accompanied by an adult.
- If you wish to use the wake-up call service, please notify reception.
- The hotel management reserves the right to call a tow truck to remove vehicles parked in the hotel entrance area, as this is a designated loading/unloading zone and also one of the emergency evacuation exits.
- The hotel has a parking area with a limited number of spaces available for guest use. Rates are available at reception. To access it, please request the key coding at reception. The hotel is not responsible for any damage caused to vehicles parked in the hotel's parking area unless such damage is due to faults or damage within the parking facility itself.

- The hotel management reserves the right to modify service hours or offerings depending on internal needs, with prior public notification.

ROOMS

- The maximum check-out time is 12:00 p.m. (noon). Failure to comply with this rule will result in an additional night's charge, as stated in Article 26 of DL 13/2020. If you wish to extend your stay, please inform reception in advance.
- This establishment offers room service as described in the QR menu available in your room. This is an **extra service – NOT INCLUDED** in any of the board types contracted (bed and breakfast, half board, full board, premium all-inclusive, or imperial all-inclusive).
- The hotel is not responsible for valuables kept in the room and not deposited in the safe. To use the safe, please contact reception. This is a paid service. The establishment has insurance coverage of up to €1,500 per safe in case of theft.
- The hotel is not responsible for personal or valuable belongings left unattended in public areas such as lounges, restaurants, pools, parking, etc.
- Room towels are for **in-room use only**.
- Guests may customize their minibar selection by requesting it at reception. All selected beverages must be paid for. Prices are available at <https://appvera.playahoteles.com>.
- For aesthetic reasons, we kindly ask that you do not hang towels on your balcony. Please use the foldable drying rack provided in your room for this purpose.
- Bath towels will only be changed during cleaning hours if they are placed on the bathroom floor or inside the bathtub. We kindly ask for your cooperation in protecting the environment by saving water, energy, and detergents.
- Please note that if the balcony door is left open, the air conditioning or heating system will automatically turn off.
- Out of respect for other guests, please keep the volume of the TV at a moderate level and remain quiet in the hallways after 10:00 p.m.
- The hotel reserves the right to take appropriate action for any damage or breakage caused by guests to the room contents or any part of the hotel premises.

- If you wish to use the laundry service, please contact reception. The service takes 48 hours. We do not offer express laundry service.
- Room cleaning is carried out daily between 9:30 a.m. and 2:00 p.m., and may be extended until 3:30 p.m. during peak occupancy periods.

ROYAL SERVICE

- Fruit, cava, and water on the day of arrival
- Bathrobe and slippers
- Dreams by Senator mattresses in all Suites
- Turn-down service every night
- Special amenities
- Free late check-out (subject to availability)
- Breakfast service (with espresso coffee and orange juice)
- Dream Beds: exclusive premium sunbed area by the pool, with two sunbeds assigned per room regardless of room occupancy
- Priority check-in
- Welcome drink
- Reserved area in the restaurant

RESTAURANTS AND BARS

- The card provided upon your arrival is personal and non-transferable. In the Half Board plan (breakfast and either lunch or dinner) and Full Board plan (breakfast, lunch, and dinner), **beverages are included via the self-service system**, and must either be paid for or charged to your account. This service is provided in the hotel's restaurant.

- A QR code for our menus is available for you to scan, allowing you to view the available items and updated prices.



- The PREMIUM ALL-INCLUSIVE plan includes full board and beverages until 12:00 a.m. or 1:00 a.m., depending on the season. Beverages available are those listed on the regular Bar and Restaurant menus, except for items or reserve products marked with an asterisk (*), for which a small supplement must be paid. Special menus such as Beer, Snacks, Impulse Ice Creams, and Special Offers are not included. Minibar and Room Service are also excluded.
- Any beverages consumed outside of the specified times must be paid for or will be charged to your account for payment upon check-out. The Premium All-Inclusive service begins at 12:00 p.m. on the day of arrival and ends at 12:00 p.m. on the day of departure (in accordance with current regulations). Lunch on the day of departure is NOT INCLUDED under any circumstances.
- If you have booked the All-Inclusive plan, your card may only be used for your own consumption and that of the guests staying in your room. Inviting third parties is not permitted. If any misuse of the card is detected, the Premium All-Inclusive plan will be canceled immediately without the right to any refund. Likewise, for any version of the All-Inclusive plan, please note that our staff is instructed to serve one drink per person or per guest registered in the room per request. This service ends at 12:00 a.m. or 1:00 a.m., depending on the season.
- Proper attire is required to access the restaurant. For breakfast and lunch service, entry is not permitted without footwear, without a shirt, or while wearing swimwear.

- If you would like to request a picnic or cold breakfast, please do so at reception the day before, no later than 8:00 p.m.
- If you require a special diet for health reasons, please contact our F&B manager or Reception so we can coordinate with the kitchen team.
- Please note that it is not permitted to bring food or drinks in or out of the restaurant. Should this occur, we will be obliged to charge it as an extra.

RULES OF CONDUCT

- All guests staying at the hotel must wear an identification wristband while using the hotel facilities.
- Nudism is mandatory in the pool area, heated pool, and designated nudist zones of the hotel between 08:00 and 20:00. In other areas of the hotel, nudism is optional for guests.
- The beach is officially declared a nudist beach. However, Spanish law allows access to non-nudists as well. Therefore, the hotel cannot be held responsible for the presence of individuals on the beach who are not practicing nudism. If you encounter any issues, please contact the appropriate law enforcement authorities.
- In the Caribe Snack Bar, hotel lobby, and common terraces, it is mandatory to use a towel when sitting on the furniture.
- The restaurant is strictly textile (clothing must be worn).
- Sports such as table tennis, volleyball, mini-golf, archery, air rifle shooting, giant chess, darts, and shuffleboard must be practiced in the nude.
- **PHOTOGRAPHY AND VIDEO:** In order to protect and safeguard the privacy of our guests, **taking photographs or video recordings without the prior and express authorization of the persons concerned is strictly prohibited.**

Likewise, it is forbidden to take images of an equivocal nature, excessively intimate, erotic, or those that may distort the normal appearance of nudity.

In the event of non-compliance with this rule, Hotel Management may invite the guest to leave the premises. Furthermore, and in order to preserve the privacy of other clients, **any**

graphic material obtained unlawfully may be seized for deletion, either with the consent of the affected party or, failing that, with the intervention of the Law Enforcement Authorities, to whom the matter will be immediately referred.

• **SMARTPHONES, SMART GLASSES, AND OTHER DEVICES:** We kindly ask guests to refrain from using these devices during nudism hours (08:00 to 20:00). The hotel accepts no responsibility for guests who use them. In the event of misuse, the guest must prove that no inappropriate activity was carried out, in accordance with the rule above. Otherwise, the individual will be expelled from the hotel.

MISCELLANEOUS

• The hotel has a play area open from 10:00 a.m. to 8:00 p.m., except in July and August when the hours are from 10:00 a.m. to 9:00 p.m. In your room, you will find a QR menu with information regarding deposits required for the use of play equipment. Any returned items that are damaged or missing will result in forfeiture of the deposit and an additional charge will be added to your final bill.

• Play equipment will not be provided to children under 10 years old unless they are accompanied by an adult.

• To promote good coexistence and respect for other guests' rest, the use of play items such as balls, mini-golf clubs, etc., is not allowed in the hotel's common areas unless explicitly authorized.

• The establishment is not responsible for any accident or incident that occurs on its premises due to improper use of the facilities.

• For your safety, please do not walk barefoot or with wet feet inside the hotel.

• In accordance with Law 42/2010 of December 30, which amends Law 28/2005 of December 26 on health measures against smoking and the regulation of the sale, supply, consumption, and advertising of tobacco products, **SMOKING IS PROHIBITED THROUGHOUT THE ESTABLISHMENT.** The use of cigarettes, electronic cigarettes, and

any other smoking devices is only permitted in designated smoking areas. Smoking in your room will incur a cleaning fee of €150 if the presence of tobacco odor is detected.

- We offer a **free towel service** for all pool users upon request, subject to a credit authorization via credit/debit card or a €10 cash deposit per requested towel. One towel will be provided per registered guest in the room. These towels must be returned upon check-out in order for the deposit to be refunded. Otherwise, the deposit will be charged as an extra on your final bill. Towel delivery and return are only permitted at check-in and check-out; any request during your stay will be considered a towel change and subject to the applicable fee.
- Towel changes are available upon payment of the fee set at reception for each towel replaced. Funds collected from towel changes will be allocated to environmental initiatives at our **Oasys MiniHollywood Theme Park** in the Tabernas Desert, as part of our CSR program.
- As a pool user, you must follow the instructions of the lifeguards and, in all cases, respect the following rules:
 - Avoid entering the swimming area wearing street clothes or footwear.
 - Use the shower before entering the pool.
 - The hotel provides lifeguard service during the hours clearly indicated on the pool regulation signage.
 - Do not throw or leave waste or trash in the pool area. Please use the bins and containers provided.
 - Do not use glass containers or items that may break within the pool area. Ask your waiter for a reusable polycarbonate cup. These cups are available for your safety so you can continue enjoying your favorite drinks around the pool. Please use the collection points around the pool perimeter so our staff can clean and reuse them.

- Smoking is prohibited in the pool area.
- Floats, balls, and other objects that may disturb other guests are not allowed in the pool.
- Pets are strictly prohibited in the pool area, without prejudice to Article 7 of Law 11/2021 of December 28, regarding assistance dogs for people with disabilities in Andalusia.
- Diving headfirst into any of the pools is strictly prohibited. The establishment declines all responsibility for injuries resulting from non-compliance with this rule.
- Use of the pools is not permitted while suffering from any contagious illness.
- Smoking and consuming beverages is not allowed in the indoor pool area. (Open in low season – check with reception.)
- Please make use of the bins provided.
- We recommend wearing a swim cap in the indoor pools.
- On the water slides, follow the posted rules and lifeguard instructions.
- Children must be supervised at all times by a responsible adult, parent, or guardian.
- Out of respect and consideration for others, the use of music devices or any electronic device that may disturb other guests is not allowed.
- Use of the jacuzzi by minors is not recommended. The establishment is not responsible for any accidents resulting from misuse by children. The jacuzzi is a relaxation area, and our staff is instructed to ask guests to leave if they do not respect basic rules of conduct. Minors must always be accompanied by an adult.
- Our staff is instructed to remove towels and other personal items left in the pool area outside of pool opening hours (from 11:00 a.m. to 7:00 p.m., and in summer from 10:00 a.m. to 8:00 p.m.).

- Reserving sun loungers is not allowed. Any unattended personal items, including towels, left for over one hour will be removed by our staff and stored at the pool or reception.
- Please respect pool opening hours. The establishment is not responsible for eye, nasal, respiratory, or other issues caused by using the pool outside of its opening hours due to ongoing cleaning, filtering, and disinfection processes conducted during closing times.
- Pool facilities are for the exclusive use of guests staying at the hotel.

FIRE PREVENTION RULES

- The use of unauthorized heating devices in the rooms is not permitted.
- The transport or use of flammable objects or liquids is strictly prohibited.
- Do not tamper with the electrical installation.
- **SMOKING IS PROHIBITED THROUGHOUT THE ESTABLISHMENT**, except in the designated smoking area.



Access to Hotel Establishments – Article 4 of Decree-Law 13/2020, which establishes extraordinary and urgent measures relating to hotel establishments, coordination of alerts, promotion of digitalization, reactivation of the cultural sector, and flexibility in various areas in response to the situation caused by the coronavirus COVID-19.

1. In addition to the provisions in the second paragraph of Article 3.1 regarding publicly accessible complementary services, hotel establishments shall be considered, for all purposes, as public-use facilities, with free access, subject only to the restrictions established by laws and regulations.
2. Admission to or continued presence in hotel establishments may only be denied:
 - a) In the event of lack of accommodation capacity or limited availability of the facilities.
 - b) If the admission requirements established in the hotel's internal regulations are not met.
 - c) In cases of behavior that may pose a danger or cause discomfort to others (whether guests or not), or that may interfere with the normal operation of the establishment.
3. Under no circumstances may access to hotel establishments be restricted based on disability, race, place of origin, gender, age, religion, opinion, or any other personal or social condition. Notwithstanding the above, hotel establishments may offer and advertise their services to a preferred audience.

Additionally, the regulations on the admission of individuals to public shows and recreational activities shall apply to complementary services that fall within their scope.

Obligations of Users of Hotel Establishments – Article 22 of Law 13/2011 on Tourism in Andalusia

For the purposes of this Law, and without prejudice to any other applicable legislation, users of tourist services are obligated to:

- a) Comply with the rules of conduct and hygiene established for the proper use of tourist establishments.
- b) Respect the internal regulations of tourist establishments, provided they are not contrary to the law.
- c) In the case of accommodation services, respect the agreed departure date by vacating the occupied unit on time.

d) Pay for the services contracted upon presentation of the invoice or within the agreed payment period. Filing a complaint does not exempt the guest from payment.

e) Respect the facilities, infrastructure, and equipment of the tourism business.

f) Respect the environmental surroundings, historical and cultural heritage, and tourism resources of Andalusia.

The establishment may request assistance from law enforcement authorities to remove individuals who violate the internal regulations, fail to observe basic social norms, or attempt to access or remain on the premises for purposes other than the normal use of the services, in accordance with Article 36.4 of Law 13/2011 of December 23.

The hotel manager and our customer service department are at your disposal to address any complaints or suggestions during your stay. Complaints made after departure will not be accepted.