

**PALACIO de SANCTI PETRI**  
— A GRAN MELIÁ HOTEL —  
CÁDIZ

## **INTERNAL HOUSE RULES**

### **1. General Provisions**

All persons accessing this hotel establishment shall be obliged to comply with these Internal House Rules, insofar as they do not contravene Decree-Law 13/2020 of 18 May, which establishes extraordinary and urgent measures relating to hotel establishments, alert coordination, promotion of digitalisation, reactivation of the cultural sector and flexibility in various areas in response to the situation generated by coronavirus (COVID-19); Law 13/2011 of 23 December on Andalusian Tourism; Decree 47/2004 of 10 February on hotel establishments; and any other applicable laws and regulations.

### **2. Access, Admission and Stay at the Establishment**

This hotel establishment is for public use and free access, subject only to the restrictions derived from legal provisions and these Internal House Rules.

Admission to and stay at the establishment may be denied only for the following reasons:

- a) Lack of accommodation capacity or available facilities.
- b) When closing hours have been exceeded.
- c) When the minimum age required to access certain areas of the hotel is not met.
- d) When the person does not meet minimum hygiene standards.
- e) Failure to comply with the admission requirements set out in these rules.
- f) Conduct that may pose a danger to or cause disturbance to other persons or users, or that hinders the normal operation of the establishment. This shall also include deliberate damage to facilities, disorderly conduct, noise or disturbances, especially following complaints from other users whose peace, privacy or rest may be affected.
- g) When the person is consuming drugs, narcotic or psychotropic substances, or shows clear symptoms or behaviour indicating intoxication.

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h) When the person carries weapons or objects that could be used as such, except for members of the Security Forces and Law Enforcement Agencies or private security escorts acting in the performance of their duties.

When any of the above circumstances apply, or when one or more of the aforementioned restrictions are breached, the responsible staff of the establishment may request that the person(s) leave the premises, subject, where applicable, to prior settlement of any outstanding accounts for services rendered and consumption. If necessary, assistance may be requested from State Security Forces in accordance with Article 36.4 of Law 13/2011 on Andalusian Tourism.

It is expressly stated that free access to the premises, services and accommodation of this hotel establishment shall not be denied or restricted to any person for reasons of sex, disability (with or without a guide dog), religion, opinion, or any other personal or social circumstance.

### **3. Check-in and Admission Document**

Any person or persons wishing to use the accommodation units, common facilities and, where applicable, the ancillary services detailed in these Rules, must present valid identification documents for the purpose of admission and registration in the hotel register.

Once the guest(s) have been registered, the hotel establishment shall issue an admission document stating the name, category and registration number of the establishment; the number or identification of the assigned accommodation; the number of occupants; the dates of arrival and departure; the agreed board basis; and, when contracted directly, the accommodation price. This admission document must be signed by the guest to formalise admission, after having been informed of the existence of these Rules and of their rights and obligations.

The hotel establishment may request a prior payment guarantee, by any of the following means: credit card or bank transfer, for the contracted services, either for the total amount of the reservation or for additional services.

Ancillary services offered and provided by this establishment or by third parties are detailed in the Services Directory available at Reception and in the App, shall be formalised in the corresponding documents, and shall be settled in accordance with the agreed conditions.

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## **RULES OF CONDUCT AND OPERATION**

### **1. Users' Rights and Obligations**

Users may freely access and remain within the establishment, subject to the limitations set out in the rules indicated in section 1 and in these regulations.

Users have the right to receive truthful, complete and prior information before contracting the services offered. They are entitled to have their safety, privacy and peace guaranteed while using such services; to receive services that correspond to the agreed conditions; to be issued an invoice, in compliance with regulatory requirements, for services contracted directly; and, should they wish to submit a complaint, to be provided with official complaint forms.

Users are obliged to comply with the rules contained in these regulations, which they expressly accept upon signing the admission document, as well as those issued by Management regarding safety, coexistence and hygiene, for the proper use of the establishment. Users must prove their status by presenting the admission document when required, respect the facilities and equipment of this establishment, and pay for the contracted services upon presentation of the invoice or in accordance with the agreed conditions. The submission of a complaint does not exempt users from the obligation to pay for the services contracted.

### **2. Hotel Company's Rights and Obligations**

This establishment may request the assistance of law enforcement authorities to evict from its premises any users who fail to comply with these regulations, who attempt to access or remain on the premises for purposes other than the normal use of hotel services, as well as, where applicable, persons who are not registered as users or as attendees at banquets, conventions, etc., or who fall under the circumstances set out in the previous section 2.

This establishment may require a payment guarantee for contracted services, in accordance with applicable regulations, and may apply charges to users' accounts for any damage or deterioration caused to the facilities, furnishings or elements of the establishment due to negligence or improper use. Charges may also be applied for disturbances to third parties where compensation to such third parties is required.

The establishment may also modify the operating hours of the various consumption, use and enjoyment services throughout the seasons, depending on seasonality, reserving the right to refuse admission outside such hours, when maximum authorised capacity has been exceeded, or when services are requested at the limit of admission times in a manner that adversely affects staff scheduling. The aforementioned services, details of their scheduled hours, prices and conditions

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of use are displayed at their access points and, in summary form, in the directories available in the accommodation units, which also include information on the evacuation plan in case of emergency and on services provided free of charge.

The establishment is obliged to inform users, prior to contracting, of the conditions under which services are provided and their prices; to provide such services with the highest quality, in accordance with the establishment's category and the agreed terms; to ensure users receive proper treatment; to maintain the facilities and services in good condition; to have official complaint forms available and inform users of their existence; and to accommodate users whom it cannot host due to overbooking in an establishment in the same area, of the same group, modality, if applicable, specialty, and of equal or higher category. Any expenses or surcharges arising from such circumstances shall be borne by this establishment, which shall otherwise reimburse the user for any price difference in their favour.

### **3. Periods of Occupancy of Accommodation Units**

Users of this establishment have the right to occupy the accommodation unit from 2:00 p.m. on the first day of the contracted period until 12:00 noon on the day indicated as the departure date. By mutual agreement, a different occupancy regime may be established, which must be reflected in the admission document if applicable.

Any extension of the stay beyond the contracted period shall give rise to the obligation to pay for an additional day. Should the user wish to extend their stay beyond the days contracted and specified in the admission document, such extension must always be agreed upon by both parties.

### **4. Prices, Invoices and Information**

Tariffs showing prices and conditions for the different accommodation types, catering services, bars, conferences and banqueting events, laundry services, deposits for the use of objects or equipment provided by the hotel, and complementary services offered by the establishment itself or by third parties are available to users upon request.

Accommodation tariffs shall be billed per day, based on the number of overnight stays. The minimum billing period for accommodation shall be one overnight stay or day, which shall be deemed to end at 12:00 noon on the day following the arrival date.

The establishment may require users, at any time and upon presentation of the invoice and supporting documents, to pay for services provided other than accommodation, even if the accommodation payment has been agreed in advance.

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Legal or natural persons who independently provide complementary services within the premises of this hotel establishment are responsible for their staff and conduct, their operations, maintenance, pricing regime, and all matters relating to their own services. In each such area, the service provider shall be clearly identified.

Invoices shall only be issued for accommodation and services contracted directly by users.

**USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES**

**1. Front Office**

Admissions procedures for guests will be carried out at Reception. The General Manager or Duty Manager, together with the Reception and Quality teams, are responsible for all internal matters of the hotel establishment in relation to guests, as well as for providing information and assistance.

**2. Currency Exchange**

This service is for the exclusive use of hotel guests. To carry out any currency exchange, the guest must prove their identity by presenting a valid identification document or passport. The staff providing this service are not currency exchange specialists; therefore, if there are discrepancies in signatures, doubts regarding the authenticity of the documents, or concerns about the currency to be exchanged, they may decline to carry out the requested transaction.

**3. Safety Deposit Boxes**

Each accommodation unit is equipped with a safety deposit box available for guest use, with information provided regarding its operation. The establishment shall not be liable for the loss of objects or valuables that are not deposited in these safety deposit boxes.

**4. Laundry and Dry-Cleaning Service**

Information regarding the conditions of these services, prices, and garment delivery and return times is available in each accommodation unit. The establishment shall not be responsible for garments that shrink, fade, or deteriorate due to their characteristics, composition, or condition.

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**5. Food and Beverage Service**

If a guest departs before the restaurant opening hours, a cold breakfast will be available. To use this service, the guest must notify Reception on the day prior to the required service. Bringing food or beverages from outside the hotel for consumption on the premises is strictly prohibited. Food may not be taken out of the buffet restaurant or the Red Level Lounge.

**6. Swimming Pools and Gardens**

Use of these facilities is free of charge. The schedules and conditions of use are specified in the physical and online directories and detailed below:

Towels are available to guests at the access area to the main pool. Towels are provided free of charge upon guest identification. In the event of loss or non-return of a towel, the establishment may charge the cost of the missing item.

Use of the swimming pools is prohibited after 8:00 p.m. The establishment shall not be liable for injuries or damage to persons or belongings resulting from non-compliance with this schedule.

The use of floats, balls and similar items in the swimming pools is prohibited, except for floats or swimming aids designed for children. Diving into the pools headfirst or in an inverted position is prohibited, as is playing with balls or similar objects in the gardens, in order to protect people, lawns and plants.

In order to ensure the rest and tranquillity of all guests, the use of musical instruments or music players at a volume that disturbs other guests is not permitted.

For hygiene reasons, the consumption of food is not permitted in swimming pool and garden areas, except in areas supervised by bars and restaurants. The use of glassware or other glass objects in swimming areas is strictly prohibited.

The swimming pools are supervised by a lifeguard. Lifeguard service hours are displayed on signs located in the pool area and in the service directories. Parents or guardians of minors must ensure that children do not use the swimming pools when the lifeguard is not present, or do so under their own supervision and responsibility.

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For hygiene reasons, guests are required to shower before using the swimming pools, wear appropriate swimwear at all times, and refrain from entering the pools wearing diapers or similar items.

The use of towels, blankets or similar items from the accommodation units is prohibited in the swimming pool and garden areas.

The use of sun loungers in the pool area is free of charge, as are those located in the beach area, for all hotel guests. Reserving sun loungers by leaving towels or personal belongings on them for an indefinite period without continuous use is not permitted. Where necessary and under such circumstances, hotel staff may remove personal items from sun loungers so they may be used by other guests.

#### **7. SPA & Beauty Center**

The SPA and Beauty Center area is operated by an external company. For safety and hygiene reasons, access to the hydrothermal area is permitted only to persons over 3 years of age. Children aged between 3 and 16 years may access the facilities only when accompanied by an adult and during specific time slots: from 11:00 a.m. to 2:00 p.m. Outside these hours, use of the facilities is exclusively reserved for persons over 16 years.

Due to limited capacity, advance booking is required to use the facilities. The hotel shall not be held liable for any valuables that may be lost or damaged while using the facilities. The use of a swim cap and flip-flops is mandatory to access the water area.

#### **8. Parking**

The parking facilities are available to both hotel guests and external (non-resident) customers. Their use is subject to payment of the tariff established by the hotel and to space availability.

When parking your vehicle, only one parking space must be occupied. Otherwise, payment for two parking spaces will be required.

Use of parking spaces designated for persons with reduced mobility must be duly justified by displaying the official authorized permit inside the vehicle.

Parking spaces designated for electric vehicles may only be used for that purpose.

The establishment shall not be liable for any damage caused to or suffered by vehicles using this service, nor for any objects left inside them, nor for theft of the vehicle itself.

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**9. GDPR – Data Protection**

In order to guarantee the safety, privacy, and tranquillity of guests, this hotel establishment is equipped with electronic surveillance systems, including continuous recording devices, located in gardens, corridors, and other common or public areas.

Guests' personal data shall be processed for reservation management, provision and billing of hotel services, and—where express consent has been given—for the sending of information regarding hotel offers and services. Guests may exercise their rights of access, rectification, erasure (right to be forgotten), data portability, restriction, and objection to processing by submitting a request through any means to the hotel, in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018 (LOPDGDD).

**10. Miscellaneous**

The use of elevators by minors without supervision by a responsible adult is not permitted.

Animals are not allowed on the hotel premises, except for guide dogs for persons with visual impairments and assistance dogs, in accordance with applicable legislation.

Walking through common areas barefoot or shirtless is not permitted. Entry to the restaurant is not allowed for guests wearing swimwear or without a shirt.

From 10:00 p.m., guests are required to maintain silence in corridors and accommodation units in order not to disturb the rest of other guests.

Half board includes breakfast and dinner, beverages excluded.

Hanging clothes on terrace railings is not permitted. Guests must use the drying racks provided on the terraces of each accommodation unit.

The use, possession or consumption of hazardous products or substances is expressly prohibited throughout all areas of the establishment, in accordance with current public health legislation.

Cooking in guest rooms is strictly prohibited, as is the use of electrical appliances without prior authorization from Management.

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Smoking is prohibited throughout the establishment, except as permitted under Law 28/2005, on anti-smoking measures, and Law 42/2010 of 30 December, which amends it. The same regulation applies to electronic cigarettes and similar devices.

Guests are requested to immediately notify hotel staff of any unusual situation they may observe, such as suspicious persons in corridors, repeated telephone calls from unidentified individuals, knocks at the door by unknown persons, or finding no one outside the room after answering a knock. Please do not be concerned if Reception staff request identification. This measure is for your own safety.

We appreciate guests' cooperation in the event that any emergency or evacuation drills are carried out during their stay at the hotel.

Hotel Management