

# HOTEL DON PEPE

— A GRAN MELIÁ HOTEL —

MARBELLA

## **1. General distributions.**

People who access this hotel establishment will be obliged to comply with these Regulations, in what does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of December 18, May, of hotel establishments, and other applicable Rules and Precepts.

## **2. Access, admission and permanence in the establishment.**

This hotel establishment is for public use and has free access, with no restrictions other than those derived from the legal provisions and these regulations. The admission and permanence of people in this establishment will only be denied for the following reasons:

- a) Due to the lack of accommodation capacity or facilities.
- b) For breaching the admission requirements established in these regulations.
- c) For adopting behaviors that may endanger or disturb other people or users, or for hindering the normal development of the activity.

When the aforementioned circumstances concur, or someone incurs one or more of the aforementioned restrictions, the responsible personnel may ask them to abandon the facilities, upon payment, when required, of the accounts that they may have pending for the provision and consumption of services. If necessary, help from the security forces will be requested, according to article 36 of the Tourism Law and article 25 of the Decree Law of Hotel Management. It is expressly stated that free access to the facilities, services and accommodation of this hotel establishment will not be denied or restricted to people who wishes to, for reasons of sex, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

## **3. Entry record and admission document.**

The person or people who wish to use the accommodation units, common facilities and the complementary services that are detailed in this Regulation, must present their identification documents for their admission and registration in the establishment's record.

This establishment, once the person or people have been registered, will formulate an admission document that will contain the name, category and registration number of the establishment, number or identification of the assigned accommodation, number of people who will occupy it, dates of entry and departure and the hired diet regime and, when contracted directly, also the price of the accommodation. Said admission document, completed in duplicate, must be signed by the interested parties to formalize their admission, once informed of the existence of these Regulations and of their rights and obligations.

The complementary services that are offered and provided by this establishment or by other people or entities, detailed in reception, will be formalized in their corresponding documents and will be settled in accordance with the agreed conditions.

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## **RULES OF COEXISTENCE AND OPERATION**

### **4. Users' rights and obligations.**

Users may freely access the establishment and remain in it, with the limitations contained in the submission rules indicated in section 1 and in these regulations.

Users have the right to receive truthful, complete information prior to contracting any service offered. That, in said services, their security, privacy and tranquility are ensured, that they correspond to the agreed conditions, that they receive an invoice, with the regulatory formalities, for the services contracted directly and that, if they wish to formulate any complaint, the claim sheets are delivered to them.

Users are obliged to comprehend the rules contained in these regulations, which they expressly accept upon signing the admission document, and those dictated by the Management on safety, coexistence and hygiene, for the proper use of the establishment. Users must prove their condition, showing the admission document, when required, respect the facilities and equipment in it and pay the amount of the contracted services at the time of presentation of the invoice or according to the conditions agreed in Article 21 of the Decree Law. The presentation of any claim does not exempt from the obligation of payment for the contracted services.

### **5. Rights and obligations of the hotel company.**

This establishment may seek the assistance of the agents of the authority to evict users who violate these regulations, who intend to access or stay for a purpose other than the normal use of the hotel services, as well as to people who are not registered as users, attendees to events, conventions, etc. or that incur in the assumptions set forth in section 2 above. The accommodation units can only be accessed by the people registered for this purpose, as stated in article 2.e of the Decree Law.

This establishment can request a payment as guarantee for the contracted services, in accordance with the applicable regulations and is allow to charge the users for damages or malfunctions that occur in the facilities, furniture and elements of the establishment due to negligence or wrong use.

The hours of the different services may vary, throughout the year, depending on seasonality, reserving the right not to admit users outside of said hours, also when the maximum authorized capacity is exceeded or when requested within the admission limits, thereby damaging the work schedule of said services. The aforementioned services, the detail of their scheduled hours, their prices and the conditions of use, are exposed in the accesses to those areas, as well as in the directories existing in the accommodation units, which also contain information on the evacuation plan for emergency situations and the services that are included.

This establishment is obliged to give its prices the maximum publicity at the Front Desk and to have them available to users. To inform said users, before hiring, of the conditions of provision of services and their prices. To provide them with the highest quality, according to their category and in the contracted terms. To ensure users are treated correctly. To attend and maintain the facilities and services in good conditions. To have complaint forms and to report their existence. To provide users who cannot stay due to an overbooking, accommodation in an establishment in the same area, of the same group, modality, specialty and of the same or higher category. The expenses or surcharges that arise for such cause will be charged to this establishment, which, otherwise, will refund the user the proper amount when in their favor.

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## **6. Periods of occupation of the accommodation units.**

Users of this establishment have the right to occupy the accommodation unit from 3 pm on the arrival day of the contracted period until 12 pm on the departure day. However, on dates of maximum occupancy, the provision of the accommodation unit to the user may be delayed by two hours. By agreement between the parties, a different regime of accommodation may be accorded, which, be the case this occurs, must be reflected in the admission document. The extension in the occupation of the accommodation unit for a period longer than the originally contracted will imply the payment of as many nights as the extension request implies. Be the case an user wants to stay more days than those contracted and specified in the admission document, there must always be an agreement between the parties.

## **7. Prices, invoices and information.**

The pools, their furniture and the gardens are free to use for hotel guests.

The hotel establishment is not responsible for the price, nor for the use of tools, furnishings and other services, provided outside our facilities, nor for the behavior of non-staff personnel, unless this is expressly stated in its conditions.

The rates and conditions of the different types of accommodation, food and beverage services and complementary services of our own and of outsiders are detailed at the Front Desk available any user who requests them.

The billing of the accommodation rates will be calculated per day and according to the number of overnight stays. The minimum billing for accommodation will be the amount of an overnight stay or day, understood to end at 12 p.m. on the day following the date of entry.

The establishment may require its users, at any time and upon presentation of the invoice and receipt, to pay for the services externally provided, even if the payment has been agreed in advance.

Legal or natural persons who, on their own account, provide complementary services in the premises of this hotel establishment, are responsible for their own staff and behavior, their operation, maintenance, pricing and everything inherent to their own services. In each of these dependencies the owner will be clearly identified.

In the accommodation units there is also a directory with information on the prices of most of the services. Invoices will only be provided for accommodation and services contracted directly by users.

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

### **8. Front Desk.**

At the Front Desk will be carried out the procedures for the admission of people to the establishment and the keys or cards to access the accommodations units will be kept. The General Manager, along with the Front Desk staff and the concierge, are responsible or the relationship centers for users in relation with every internal matter of the hotel establishment and for information and advice on them.

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## **9. Security boxes.**

A security box is installed in every guest room. The establishment is not responsible for the loss of objects or valuables that are not deposited inside these boxes.

## **10. Pools and gardens.**

Its use and enjoyment is free for hotel guests.

The use of the swimming pools is prohibited from 8 p.m. since it is the time of cleaning and chlorinating the waters. The establishment is not liable for injuries or damages that occur to people or their belongings due to neglecting said hours.

The use of floats, balls and similar objects is prohibited in the swimming pools, except floats or swimmers for children. It is forbidden to jump into the pools in an inverted position, head first, and to play with balls or similar objects in the gardens for the good of people, meadows and plants.

## **11. Parking.**

When parking your vehicle occupy a single parking space.

The use of the disabled parking area must be justified with the display of the corresponding accreditation inside the vehicle. Parking is a service whose use is conditional on the payment of the rate stipulated in it and the availability of parking spaces. The establishment is not responsible for the damages produced or received in the vehicles that use our parking service or for the objects deposited within them, nor for the theft of the vehicle itself.

## **RESTAURANTS**

Breakfast hours are from 7.30 a.m. to 11 a.m. at Veranda and from 9 a.m. to 12 p.m. at the Red Level Lounge. This schedule may depending on the season.

Bardot restaurant is open from 11 a.m. to 7 p.m. This schedule may change depending on the season.

Erre & Urrechú restaurant is open from 1.30 p.m. to 4 p.m. and from 7.30 p.m. to 12 a.m. This schedule may change depending on the season.

Audrey bar is open from 11 a.m. to 1 a.m. This schedule may change depending on the season.

## **INFORMATION AND ENQUIRIES**

For any doubt or question related to the operation of the hotel, you may contact our Front Desk staff or the Guest Experience Department, who will assist you and/or will contact the person authorized to resolve your enquiry, being the head of the establishment the General Manager.

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## **INFORMATION OF COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES**

You can get information at the Front Desk about excursions, services and experiences provided by external companies operating outside the hotel.

All the facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting users safety.

## **ADVICE AND SUGGESTIONS**

- Do not leave your luggage unattended. Keep the door closed when in your room.
- Immediately notify the Management of any abnormal event that you may notice, such as: people in a suspicious attitude in the corridor, repeated phone calls from people who do not identify themselves, knocks on your room's door from unknown people or not finding anyone in the hall once opened the door.
- If you forget or lose your key, only the Front Desk staff is authorized to provide you with a new key to open your room and, please, do not bother if you are asked to identify yourself during this process, it is for your own safety.
- When establishing social relationships with strangers, do not reveal the name of the hotel or your room number.
- Never allow maintenance personnel to enter your room without having requested it before or without knowing authorization from the head of Reception or the Management.
- Never discuss specific plans for future outings or excursions in public or with strangers. Do not hang clothes on the terrace railing or throw any object through or over it.
- If you discover any type of anomaly in the room, notify the Front Desk.
- Respect the areas where the rooms are located during the night and resting hours and, in general, please, avoid making any unnecessary noise.
- Please, use the facilities properly, respecting the furniture and gardens of the hotel establishment.
- We appreciate your participation be the case, during your stay in our hotel establishment, any accident or evacuation drill is practiced.
- The schedules may change depending on the needs of the operation.

The personal data of Messrs. Clients will be processed for the purposes of booking, provision and collection of hotel services and, be the case of having their express consent, sending information about offers and services of the hotel. Being able to exercise the rights of access, rectification, deletion, portability of the data, limitation and opposition to its treatment, just by requesting it by any means to the hotel establishment in accordance with regulation (EU) 2016/679 (RGDP) and the Organic Law (ES ) 3/2018 (LOPDGDD).