

INTERNAL REGULATIONS

Hotel Sol Príncipe ****

Individuals who enter this hotel establishment are required to comply with these Internal Regulations, insofar as they do not conflict with Decree-Law 13/2020 of May 18th, which establishes extraordinary and urgent measures related to hotel establishments, coordination of alerts, promotion of remote work, reactivation of the cultural sector, and flexibility in various areas due to the situation caused by the coronavirus (COVID-19), Law 13/2011 of December 23rd on Andalusian Tourism, Decree 47/2004 of February 10th on hotel establishments, and other applicable Norms and Provisions.

Guests are obliged to observe the rules contained in these regulations, which they explicitly accept upon signing the admission document, as well as those issued by the Management regarding security, coexistence, and hygiene, for the proper use of the establishment. Guests must prove their status by showing the admission document when requested, respect the facilities and equipment of this establishment, and pay the amount for the contracted services at the time the invoice is presented or according to the agreed conditions. The submission of a claim does not exempt the obligation to pay for the contracted services.

I. - RESERVATIONS AND PRICES

1. Users are obligated to pay the amount for the services contracted upon presentation of the invoice at the establishment or according to the agreed conditions.
2. The Hotel may require a prior payment guarantee with a credit card for the services contracted, in accordance with the agreed terms.

3. The accommodation reservation begins at 3:00 PM on the first day of the contracted period and ends at 12:00 PM on the day indicated as the departure date. For changes, please consult the reception. Extending the stay beyond the described period will incur the obligation to pay for an additional day. Reservations for rooms or stays in them by minors unaccompanied by an adult who is responsible for them at all times are not allowed. The responsible adult must provide written authorization from the minor's guardian. To access age-related discounts, age must be verified at check-in with appropriate documentation (ID card, Passport, Family Book, etc.). For all-inclusive guests, services also end at 12:00 PM, and the identification wristband will be removed.
4. The stay of two people in a double room contracted for single use will not be allowed. In this case, the rate set for double use will be charged. Only registered guests are permitted to access the rooms upon presenting their identity card or passport at the hotel.
5. Services of the establishment or accommodation units offered for an additional amount are not included in the accommodation price.
6. Legal entities or individuals who provide complementary services in this hotel establishment are responsible for their staff and their behavior, operation, maintenance, pricing, and everything inherent to their own services. In each of these areas, the owner will be clearly identified.

7. Invoices will only be issued for accommodations and services contracted directly by the users.
8. According to Law 11/2021 on Anti-Fraud, reservations whose total amount exceeds 1,000 euros must be paid by credit card, and payments of a single invoice cannot be split.

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II. - OPERATION OF THE ESTABLISHMENT AND SERVICES

9. The cleaning schedule for the rooms is from 9:00 a.m. to 5:00 p.m.
10. The outdoor parking and underground parking are paid services and are exclusively for hotel residents (subject to availability). This right begins with the signing of the lodging contract and ends with check-out. The hotel is not responsible for objects left inside the cars or for any damages to the vehicles.

11. When parking your vehicle, please use only one parking space; otherwise, you will be charged for 2 parking spaces.
12. Bus parking is not allowed.
13. The use of the parking area designated for disabled individuals must be justified by displaying the required card inside the vehicle.
14. The use of pool loungers is free of charge and cannot be reserved. The hotel staff may remove loungers that are not used for at least 1 hour consecutively.
15. The establishment is only responsible for valuables according to the rental conditions of the safe. Please deposit all valuables in your room safe. The hotel is not responsible for theft or loss of items not placed in the room safe.
16. If you have been given an identification card (welcome card) at the reception, this serves as proof that you are a guest of the Establishment. Always carry it with you while on the premises. This document must be presented to access the restaurant and should be shown to any hotel employee who requests it.
17. All guests must identify themselves upon request from hotel staff.
18. For security reasons, the hotel reserves the right to identify all its guests with bracelets or other forms of identification.
19. If you would like your room to be made up, hang the "please make up the room" sign on the outside of your room door. If you do not wish to be disturbed, hang the "please do not disturb" sign on the outside of your room door.

If the "please do not disturb" sign remains on your room door for more than 3 consecutive nights, for security reasons, the hotel may enter the room to conduct a visual inspection.

20. In the all-inclusive package, soft drinks, beers, water, and some wines will be served from taps or dispensers. A maximum of two drinks will be served per order, and guests may place as many orders as they wish. Likewise, both food and drinks will be served on a self-service basis, so there will be no table service.

The all-inclusive package is personal and non-transferable to each guest who contracts it and does not authorize you to offer or invite other guests to any of the products offered in the package. If such a situation occurs, implying fraudulent use of the services contracted, the guest may be charged for the value of the consumed items or, where appropriate, the modification of the package.

21. The half-board package consists of breakfast and lunch or dinner, excluding drinks. The full-board package includes all three meals, also excluding drinks.
22. Food and drinks served in the hotel cannot be taken out of the dining areas. This prohibition is clearly announced through sufficient informational means in the hotel's facilities, so guests are aware of it through these means.
23. To use the indoor pool and in accordance with current regulations, the use of swim shoes is mandatory. Access to the interior of the Hotel with wet clothing is not allowed.
24. The electrical installation in your room operates at 220 Volts.

25. Please use the facilities appropriately, respecting the hotel's furniture and gardens.
26. Respect the areas where the facilities are located during nighttime and siesta hours. In general, avoid making unnecessary noise during rest hours and at night.
27. The schedules of all the Hotel's facilities must be respected, as indicated at their entrance.
28. Schedules vary depending on the time of year.
29. The reception will carry out the necessary procedures for the admission of people to the establishment. The hotel management, along with the reception and quality staff, are the points of contact for all internal matters of the hotel and for providing information and advice to guests.
30. The complementary services offered and provided by this establishment or by other individuals or entities are detailed at the reception, will be formalized in their corresponding documents, and will be settled according to the agreed conditions.
31. The establishment may change the schedules of the different services for consumption, use, and enjoyment throughout the seasons, depending on seasonality, and reserves the right not to admit guests outside these hours, also when the maximum authorized capacities are exceeded or when requests are made at the admission limits, thereby affecting the service scheduling of said services. The referred services, details of their scheduled hours, their prices, and the conditions of use are displayed at their entrances and, in

summary form, in the digital directories available in the accommodations.

RIGHT OF ADMISSION

32. According to the discretion of the establishment's management, access and/or stay of individuals in the establishment will be denied under the following circumstances:
 - When the capacity has been reached with the users inside the premises.
 - When the individual does not meet the minimum age required to enter the establishment, as per current regulations.
 - When the person attempting to enter has not paid the required fees, where applicable.
 - When the individual exhibits violent behavior, especially when acting aggressively, causing disturbances, creating dangerous situations or inconveniences for other guests, or not maintaining proper hygiene.
 - When the person is carrying weapons or objects that could be used as such, except in cases where specific measures apply, such as members of the Security Forces or private bodyguards employed by private companies, who may enter the establishment in the line of duty.
 - When the individual is consuming drugs, narcotics, or psychotropic substances, or shows signs of having consumed them, as well as those who display obvious signs or behaviors of being intoxicated.
 - When causing noise that disturbs the normal functioning of the establishment.

- When engaging in actions or behaviors that compromise the health and cleanliness of the establishment.
 - When acting against the normal social coexistence within the establishment.
33. Notwithstanding the above, and in the aforementioned cases, the individual is still obligated to pay for any expenses incurred up to the point of denial of access or stay in the establishment.
 34. The entry of individuals accompanied by animals is not allowed, except for guide dogs.

IV. - RULES DURING THE STAY IN THE ESTABLISHMENT

35. Circulation and stay within the establishment will be in the areas reserved for customers, and they may not access any reserved or private areas. Attire or clothing should be appropriate for the specific location.
36. Access to the restaurant, buffet, or dining areas of the establishment is not allowed while wearing swimwear, even if it is dry. The dress code displayed on the information screens and at the restaurant entrance must be respected.
37. Removing food or drinks from the establishment's dining areas is not allowed.
38. Bringing food or drinks into the hotel for consumption in the common areas of the establishment is prohibited. Consuming drinks in the pool area is not allowed unless they have been purchased at the hotel's bars.
39. Smoking is prohibited in the establishment, except as allowed by Law 28/2005 on measures against smoking and Law 42/2010 of December 30th, which modifies it. The same

rule applies to electronic devices or similar items.

40. Exercise extreme caution if you use an iron in your accommodation.
41. The furniture and utensils in the rooms, as well as those in other areas of the establishment, are part of the services provided and are intended to make the customers' stay as pleasant as possible. Therefore, please use them appropriately and respectfully. In any case, they are the property of the establishment, and in the event of loss, theft, or unjustified damage, the establishment reserves the right to demand compensation.
42. The use of the pools is prohibited after their closing time. The establishment is not responsible for injuries or damage to individuals or their belongings if they disregard the pool hours.
43. The hotel reserves the right to modify the pool hours without prior notice.
44. The use of floatation devices, balls, and similar items is prohibited in the pools, except for children's floatation devices or swimming aids. Diving into the pools headfirst or playing with balls or similar items in the gardens is also prohibited for the safety of individuals, lawns, and plants.
45. Parents or guardians of minors must ensure that the children do not use the pools and Splash when the lifeguard is not present or must do so under their own supervision and responsibility.

46. Parents or guardians of minors must always supervise the swimming of the children under their care and responsibility.
47. The use of devices, instruments, or music players in common areas is prohibited. In the lodging units, the use of devices or music players at a volume that disturbs the rest and relaxation of other guests is prohibited.
48. The use of towels, blankets, etc., from the accommodation supplies in the pool and garden areas is prohibited.
49. The establishment has a gym, a facility available free of charge to its users. For safety reasons, only individuals over 16 years old are allowed to use it, and they must wear a towel, appropriate clothing, and sports shoes.
50. Cooking in the rooms is strictly prohibited, as is the use of electrical appliances without the authorization of the management.
51. Apart from the rules outlined in this document, you must always follow the instructions of the hotel staff.

V. SECURITY RECOMMENDATIONS DURING YOUR STAY

- Monitor and control your luggage; do not leave it unattended.
- Close the door of your room when you leave and try to open it again to ensure it is properly closed, even if it's just for a short time.
- Keep the door closed when you are in the room.
- Secure your luggage when not in use and place it in your closet. If your luggage has a lock, always use it.
- Protect the key to your room.
- Do not keep the room key card with any document that indicates the establishment or your room number.

- Immediately notify management of any abnormal occurrences you notice, such as: suspicious individuals in the hallways, repeated phone calls from unidentified persons, knocks on your room door from strangers, or finding no one when you go to open the door.
- Do not be offended if you are asked to identify yourself at reception or any other department.
- Do not display jewelry, money, or valuables in your room.
- Do not invite strangers to your room, nor tell them your room number.
- Do not allow entry to your room for deliveries that have not been requested.
- When socializing with unknown individuals, do not reveal the name of your hotel or your room number.
- Do not discuss specific plans for future excursions, outings, etc., in public or with strangers.
- Do not show your room key in public places.
- To avoid the risk of accidents, do not use glass and other fragile objects in the pool area.
- We appreciate your participation in case any emergency drills or evacuations are practiced during your stay at the hotel.

VI. COMPANIES PROVIDING ADDITIONAL SERVICES TO THOSE OFFERED BY THE HOTEL

1. *Lasertag, Minikarting, Arcade Machines. Service provider: Ocio Nevada S.L.*
2. *Wellness and Massage Center. Service provider: NaturaClass.*
3. *Vending Machines. Service providers: Ariza Vending Ibérica S.C.A. and Selecta España.*
4. *Photography service: Isocero.*
5. *Security: Eulen Seguridad.*
6. *Lifeguards*