

INTERNAL REGULATIONS

(Updated: 30th September 2023)

MELIÀ
SIERRA NEVADA

Modalidad Rural. Registro H/GR/00635

Plaza de Pradollano, s/n.

18196 Sierra Nevada.

Monachil, Granada.

These regulations have been developed in accordance with Article 25 of Decree-Law 13/2020, of May 18, which provides that hotel establishments must have internal regulations in place in which the rules on co-habitation and operation shall be set for the normal development of the service performance and the use and enjoyment of the facilities and equipment offered by the Hotel. It will be mandatory and may not contravene law 13/2011 of December 23.

It shall always be available to users, and the help of the Official Security Forces and Agencies may be sought to evict those who violate it or intend to access or remain in the establishment for a purpose other than that of normal use and enjoyment of the Hotel services and facilities. These internal regulations must be shown, at least, in Spanish and English and will be located in a visible and accessible place and will be published in the official website of the establishment

1. CONDITIONS OF ACCESS, ADMISSION AND STAY IN THE HOTEL

The owners of the hotel establishments may prevent the access and permanence in them of the users who fail to comply or have previously fulfilled any of the duties described in this regulation (art. 36.3 and 22 Tourism Law 13/2011). According to this regulation, the prevention of access and /or stay of persons in the establishment follows these circumstances:

- a) Clients are required to provide their identification document at the time of admission to the hotel. Non-provision of a valid identification document will be a reason for non-admission to the establishment.
- b) Every user of the hotel establishment, before admission, will be given an admission document that must be signed by the client, and which will contain the details of the reservation contracted (name, arrival and departure dates, typology and room number, meal plan, price, etc.). The admission document or registration card, once signed, will be kept by the hotel.
- c) When the maximum capacity is met with guests who are inside the establishment or any of its facilities or outlets.
- d) When the closing hour is met in the different facilities or outlets.
- e) When the facilities and equipment of the establishment are not respected.
- f) Not respecting the internal rules of the tourist establishments as long as they are not contrary to the law.
- g) Access to the restaurants, bars or any public areas of the hotel barefoot, with a naked torso or in a bathing suit or bathrobe is forbidden with the sole exception of the spa.
- h) Do not respect the agreed date of departure from the establishment, leaving the occupied room free.
- i) If minimum age for entering the premises is not met, according to the current regulations.
- j) If the person does not meet the minimum conditions of hygiene.
- k) When the person indicates violent behavior, especially when they behave aggressively and cause riots, originate hazards or inconvenience to other clients or staff.
- l) When carrying weapons, and objects that can be used as such, except in accordance with the provisions at all times by the specific legislation applicable in the case of members of the military and security forces or private bodyguards integrated into private business, and access to the facility in the exercise of their functions.
- m) When the person is consuming narcotic substances or shows symptoms of their use, and those showing obvious signs or behaviors to be under their influence or the influence of alcohol consumption. Also if causing malicious damage to facilities, scandal, especially with complaints from other users who are disturbed in their peace and privacy. In such cases, the hotel may use assistance of officials such as police authority.
- n) It will also be cause for expulsion to harass, intimidate or bully service personnel being in a perfect state of his mental faculties.
- o) The access is prohibited for people accompanied by animals, except guide dogs accompanied by persons under the provisions of Law 5 / 1998 of November in Andalusia on the use of guide dogs for people with visual dysfunction.

- p) The prohibition of the access to any area or room with ski or snowboarding boots and/or skis or snowboards. The hotel offers a free ski locker for each room (key at the reception desk).
- q) The entry of furniture or items not usually fit for a tourist is not permitted into the rooms.
- r) Electrical or gas elements are not allowed into the rooms, with the exception of own personal hygiene items like razors, hair dryers, etc.
- s) The use of camera mobile phones in areas such as gym, pool, saunas, etc. is strictly prohibited.
- t) In all the cases described above, the person is obliged to pay the expenses generated up to the time of the prohibition of access or stay in the establishment, including the provision of services, any consumption and the possible charges for the loss, theft or deterioration of furniture or any other hotel equipment.

2. OPERATION AND COEXISTENCE RULES:

- a) Guests are obliged to pay the amount of the contracted services at the time when the bill is presented or within the agreed period, without the fact of filing a claim implying exemption from payment.
- b) No personal checks are accepted as a payment of invoices.
- c) In the unlikely event that there has been a consumption and there is reason for expulsion such as the ones set out in paragraph 1, the originator is obliged to pay the consumption made and the damage caused if it is the case.
- d) The hotel may request prior credit card guarantee for the payments of the contracted services, both for the whole reservation and for the extras.
- e) The stay in an accommodation unit of a number of people other than the one contracted will not be allowed. In that case, the rate set for that new use will be paid. The same criteria will also be applied for superior rooms. Two people will not be allowed to stay in a double room that had been contracted as an individual. In that case, the rate set for double use will be paid.
- f) The establishment has a safe box service for the custody of cash and valuable objects in each room. The establishment takes no responsibility for any loss or theft of money or valuable objects that are deposited in the rooms or safes inside them.
- g) The hotel shift begins at 14 noon on the first day of the contracted period and ends at 12 noon on the day indicated as the departure date. On dates of high occupancy of the establishment, the provision of the accommodation unit to the user may be delayed for a period of time not exceeding two hours. The extension of the occupation for a time greater than that described on the departure day without prior agreement, will cause the duty to pay one more day on the price of the room. The Hotel can offer the possibility of hiring a late check-out with an additional charge. In the event that the guest wants to stay more time or days than those contracted or specified in the admission document, there must always be an agreement between the parties. The billing of the accommodation rates will be calculated including the number of people, type of room, and days or overnight stays; the minimum will be the amount of an overnight stay or day.
- h) Bringing food or drinks from outside the establishment is not permitted.

- i) Taking food out from the buffet is not permitted. The contracted meal plan is personal and non-transferable.
- j) It is not allowed to access to the restaurant/bar with swimwear or bathrobe.
- k) The room service will start at the beginning of the breakfast service and will end with the closing of the bar service.
- l) Access to the Spa and Gym and Fitness Room will only be allowed to clients staying at the establishment.
- m) Rooms are cleaned from 09:00 to 17:00 hrs.
- n) Room towels are for the exclusive use of personal hygiene, and taking them out of the room is not permitted. In the Spa there are towels available for this service. Please ask the employees for them. Once used, they must be left in the Spa. Bathrobes are also available, upon request at reception.
- o) The establishment is not responsible for garments that, due to their composition conditions, shrink, become discolored or suffer any other type of deterioration.
- p) Bringing glasses or other glass objects into the Spa area is strictly forbidden.
- q) Customers are required to provide identification and admission documents when requested by the staff.
- r) Smoking is strictly prohibited throughout the property as established by Law 28/2005 of December 26 (amended by Law 42/2010 of 30 December).
- s) The Hotel, through one of its employees, reserves the right to enter each of the rooms at least once a day to carry out maintenance and / or cleaning tasks. In this way it will also be possible to check that all guests are well and safe.

3. RULES THAT ALLOW AND ENCOURAGE THE NORMAL USE AND ENJOYMENT OF THE HOTEL FACILITIES, EQUIPMENT AND SERVICES.

- a) In order to guarantee the rest of all users, please avoid raising your voice or carrying out activities that generate noise and / or discomfort. We also ask you to control the volume of the television in your room or video or music devices. Please respect the rooms areas during the resting times. Avoid making unnecessary noises.
- b) The furniture, equipment and utensils in the rooms and the rest of the hotel premises are part of the services provided and have been set with the aim of making users' stay as pleasant as possible. An appropriate and respectful use of them is requested.
- c) Both at the Reception desk and at the accommodation units there is a directory with the facilities, available services and their schedules. These may vary depending on the season, occupancy and/or current regulations. Please respect the schedules of the facilities and services of the establishment.
- d) All the facilities and services offered by the hotel meet the safety measures required, thus ensuring and promoting your safety.
- e) Do not leave your luggage or belongings unattended. Do not display jewelry, money, or valuables. Do not invite strangers into your room or reveal any information about your stay to them.
- f) Always close your bedroom door. When entering or leaving it, check that it is properly closed. Notify Reception immediately of any abnormal fact that you notice.

- g) If you forget or lose your key, only the front desk staff is authorized to provide you with a new key.
- h) Please, do not be offended if identification is required at the front desk. This is to guarantee your security.
- i) Never let anyone enter your room with deliveries that have not been ordered.
- j) In case you wish your room to be done, please hang up the warning: "Please clean the room". If you do not wish to be disturbed, please hang up the warning: "Please do not disturb".
- k) If you discover any deterioration, damage or anomaly, please inform the reception staff.
- l) We thank you for your participation in the event of any incident or evacuation practice during your stay at the facility.
- m) You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator. The Hotel t is not responsible for the services provided by companies outside the hotel operator.
- n) We inform you of the following services provided by companies other than the hotel operator. The Hotel t is not responsible for the services provided by companies outside the hotel operator.
 - Parking: Multigest Futuro S.L. VAT Nr. B18742197
 - La Tinaja Restaurant and Bar: Ravisa Sierra Nevada, S.L. VAT Nr B19566447
 - Games Room: Ocio Nevada Arcadel S.L VAT Nr B19522069
 - VIP Ski School: SN Clases de Esquí Mamen Fiestas, S.L. VAT Nr B19592773.
 - Snow Dreams Ski Equipment and Ski School: Ravisa Sierra Nevada, S.L. VAT Nr B19566447
 - Live Music: Grana Music, S.L. VAT Nr B18980193.
- o) Personal data of guests will be processed with the purposes of booking, provision and collection of hotel services and, in 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 (forgetfulness), data portability, limitation and opposition to its treatment, just by requesting it by any means to the hotel establishment in accordance with Regulation (EU) 2016/679 (RGPD) and the Law Organic (ES) 3/2018 (LOPDGDD).

4. INFORMATION AND DOUBTS

For any doubts or questions related to the operation of the hotel, you can contact the reception staff, who will attend to you and, failing that, will put you in contact with the person authorized to resolve your doubt or question. The Director is the maximum responsible of the hotel.

Annex II Hotel classification system scoring tables

AREA / SUB-AREA / REQUIREMENTS
I. Condiciones generales / Áreas Comunes
I. General conditions / Common Areas
Todo el establecimiento debe estar en condiciones de limpieza e higiene
Todos los mecanismos y equipos (mobiliario, material de oficina, etc.) funcionan perfectamente
Las características del establecimiento deben concordar con su categoría*
Establecimiento ubicado en un edificio que cuenta con alguna catalogación en los planes de ordenación urbana o se ubica en zonas de especial protección o tiene acceso directo a la playa.
I.2. Public Areas
Main entrance with canopy
There is air conditioning in the public areas of the establishment (restaurant, lobby, entrance...)
There are separate sanitary services/toilets for men and women in common areas, lounges or meeting places*
TV Room
Audiovisual Room
Natural Plants or Flowers
Internet access in public areas (e.g. broadband, WLAN, Wi-Fi)*
Bar* open on the same days as the hotel opening
I.3. Reception
Separate and independent reception desk for service
Lobby with seats
Telephone available to clients
Printer service
Zona de información de servicios multilingüe en soporte electrónico
Information material on regional tourist resources available at the reception
Multilingual staff
24-hour reception service in person *
Buttons (with separate staff)
Luggage service (delivery and pick-up in the room)
Luggage storage service upon arrival or departure of clients
Public relations service independent of the reception and concierge service
I.4. I.4. Facilities for people with disabilities
Low stool availability to facilitate access to sinks and toilets
Baby changing tables in men's and women's general toilets
Door opening mechanisms using magnetic card by approach. (avoiding card insertion system)
Insulation in hot water pipes in sinks *
Parking spaces with sufficient surface area for the use of lifting platforms

I.5. Parking
Parking for the use of the establishment (for 100% of the accommodation units)*
Garage (for a minimum of 100% of the accommodation units)*
Charging station for electric vehicles (cars, bicycles, etc.)
I.6. General Facilities
Customer access is independent of access to services and merchandise*
Office on each floor*
Service ladder
Service elevator
Own gardens 10 m2 per square
Corridors with a width greater than 1.50 meters
Customer stairs with a width greater than 1.50 meters
I.7. Services
Daily room cleaning
Daily change of towels at the client's request
Change of bed linen every three days of stay
Daily change of bed linen at the request of the client
Payment by bank card clearly advertising the means of payment
Sending forgotten objects at the request of the client, who must pay for it
Alarm Service
Umbrella in reception/room
National and/or international daily press
Maintenance service 24hr
Complimentary room for arrivals and departures (for this use only)
Offer of complimentary sanitary products in the room
Personal greeting to each client with fresh flowers or a gift in the room (not just a welcome message on the TV)
Additional afternoon service (second service) for checking the rooms (changing towels, opening bedspreads, cleaning trash cans, etc.)
Ironing service (return within an hour)
Laundry and ironing service (delivery before 9:00 a.m., return within 24 hours, except weekends)
Limpieza química /limpieza en seco (recogida antes de las 9:00h, entrega en 24 h.)
II. Accommodation Units
II.1. Dimensions
100% of the u.a. with dimensions required for your category
Junior suite (double with living room)
suite room
Connecting accommodation units
II.4. Sleeping comforts

Single beds with a minimum size of 1.00 m x 2.00 m and double beds with a minimum size of 2.00 x 2.00 m.
Mattresses with a thickness greater than or equal to 22 cm
Duvet Cover service
Hygienic mattress covers (washable with thermochemical products, breathable, free of mites and their excrement). A simple fleece sheet is not permitted.
Deep cleaning of mattresses on an annual basis using non-chemical systems that guarantee the disappearance of mites verifiable through express verification
Crib at customer request
Well preserved blankets or duvet
Well preserved pillows
Hygienic Pillowcases*
Additional pillow at customer request
Two pillows per person
Customers can choose between different types of pillows (pillow menu)
Additional blanket at customer request
Possibility of darkening the room (e.g. blackout curtains)
II.5. Accommodation unit equipment
Lace curtain
Hanger
Adequate closet or space for clothing
Clothes rack
Hangers of homogeneous material and color
Appropriate control of outside noise through windows
Noise-absorbing doors or double doors
Heating and cooling adjustable by fixed elements *
A seat
A comfortable seat (chair or armchair) with an auxiliary table
An extra comfortable seat (upholstered chair or armchair) in double rooms or suites
Table, desk - with minimum work size - and adequate light
Two power outlets in the room
Additional outlet near the table and desk
Two power outlets near the bed
Adequate lighting in the room
Bedside table
Reading light near the bed
Switch for all room light at entrance
Switch for all the light in the room near the bed
Espejo de cuerpo entero
Place for luggage
Paper bin
Radio device (radio transmission can be done via TV or through a central telecommunications system of the hotel itself)
Smart TV with remote control

Additional color television in the lounges of the suites and junior suites with remote control
Have international plug adapters (at the customer's request)
Telephone with internal and external line, at the client's request, in the rooms with instruction manual (the client must be informed when checking in)
Internet access in the room (broadband, WiFi,...)*
Central safe at reception or in a suitable space
Safety box/safe in the room
II.6. Bathroom equipment and amenities
100% of the bathrooms have a shower or bathtub, toilet and sink.
Bathtub and/or shower with screen.*
Bathtub in at least 30% of bathrooms
Average equipment (basic equipment, facial towels/tissues, magnifying vanity mirror and stool)
Dotación de 4 amenities adicionales
Extra Towels
Bathrobe at the request of the user
Sneakers at the request of the user
II.7. Miscellany in the u.a.
Bilingual hotel services manual
Writing utensils and notepad
Plancha y tabla de plancha
Sewing set as requested by customers
Laundry Bag available
Shoehorn
Shoe Cleaning utensils upon request
Electronic Card lock
III. Restoration
III.1. drinks
Beverage offer in the establishment outside of dining room/bar or beverage dispenser hours.
16 hours of beverage service for room service
Minibar in accommodation units with a menu of drinks and snacks at the request of clients
Fridge
Kettle or teapot with soluble coffee pods and Infusions in the accommodation unit
III.2. Breakfast*
À la carte breakfast (full buffet breakfast also including hot dishes buffet, show cooking or à la carte hot dishes services)
Equivalent a la carte breakfast menu for room service
Breakfast time of two and a half hours
Breakfast outside normal hour
III.3. Meals*
Hotel meal offer (minimum lunch or dinner service)
Meal hours at least two hours

Dinner time of at least two and a half hours
Cold lunch/dinner for late arrivals to the establishment
14-hour room service meal offer
A la carte or buffet restaurants open 7 days a week (each restaurant different in concept, food choice and location)
snack service
Special menus upon request (children's menu, celiacs, allergies, diabetics, etc.)
Cuisine of regional products
Highchairs in restaurant/dining room on request
Menu or buffet information in more than one language
IV. Complementary offer (leisure and other activities)
IV.1. Sport
Gym with at least four different types of exercise machines
Sports activities integrated into the establishment (with instructor staff)
IV.2. Healthy Beauty Services
Personally attended reception
Sale of cosmetic or hairdressing products
Massage/treatment cabins (must have a minimum size of 10m2)
Separate relaxation room (must have a minimum size of 20 m2)
Beauty stay with a minimum of 4 treatments (facial, manicure, pedicure, anti-stress massage, etc.)
SPA with at least 4 different types of treatment (massages, baths, hydrotherapy, hamman, moor/mud, essential oil shower, steam bath, mineral-medicinal water, etc.)
Hammocks in the spa bath area
Indoor heated pool
Piped music with relaxation music
IV.3. Children
Children's Area (children's play area)
Miniclub Facilities
Children's pool (independent pool)
Assistant/caretaker for children at the request of the client
Child care by specialized staff within the establishment (for children over 3 years old), at least 3 hours a day
Children's entertainment program
IV.4. Another offer
Hair salon
Shops
Entertainment and welcome program
V. Meeting and Events services*
Conference room larger than 100 m2 with ceiling height of a minimum of 2.75 m
Boardroom
VI. Quality and TIC (Online activities)

VI.1 Quality System
Complaints management system. Includes the cycle of acceptance, evaluation and response to the complaint
Customer satisfaction questionnaire. It includes, on the part of the establishment, satisfaction questionnaires, evaluation of results, improvement and monitoring programs and the publication of results on its own website.
Mystery guest: carried out at least annually by external professionals with the initiative and in charge of the hotel, analyzed and documented. Or, internal controls (incognito) such as hotel chain or cooperator controls
VI.2. TIC (Online activities)
Own website with realistic and meaningful photographs of the establishment (at least exterior views, public areas and rooms) 3, 4 and 5 star establishments must be in at least two languages
Possibility of online reservations through our own electronic reservation system. Beyond a simple email with a communication channel for customer requests or queries.
accessible website
Virtual assistant in the u.a./ app
Invitation in telematic support to customers who are leaving or have left to leave a comment on a portal or on the website
Location map or geolocation coordinates, at the client's request or via the Internet
VII. Environmental, Energy Efficiency and Circular Economy Measures *
VII.1. Energy efficiency and renewable energies
Presence detection elements that automatically activate and deactivate the luminaires in passage areas
Automatic shut-off system for power supply when leaving rooms
Exterior LED luminaires in permanent night lighting areas
Lamps or luminaires with maximum light output and minimum electrical energy consumption inside the building
Use of other renewable/alternative energies other than solar.
Use of liquid and gaseous fuels in preference to electric energy, giving priority to natural gas and eliminating devices that run on fuel oil
Thermostats in all rooms, common areas and u.a. as long as air conditioning is available
VII.2. Water
Water-saving devices on sink, bathtub and shower faucets (single-lever faucets, diffusers, pressure and flow limiters, etc.) throughout the establishment
Double button or button with interruption of the cistern flush in the toilets throughout the establishment
VII.3. Outdoor gardens
Native or Mediterranean species with low water consumption in the garden
VII.4. Waste

Selective collection of waste generated by the establishment's activity