MELIÃ LEBREROS

The following internal regulations have been drawn up in accordance with Article 25 of Decree-Law 13/2020 of 18 May, which stipulates that hotel establishments must establish internal regulations setting out the rules governing conduct and operations to ensure the proper provision of services and the use and enjoyment of the facilities and equipment offered by the Hotel. These regulations are mandatory and may not conflict with the provisions of Law 13/2011 of 23 December. They shall be made available to guests at all times. The assistance of the Police and other Law Enforcement Authorities may be requested to remove anyone who fails to comply with these regulations or who attempts to access or remain at the establishment for purposes other than the normal use and enjoyment of the Hotel's services and facilities.

1. Access, Admission and Stay at the Hotel

Access to this hotel establishment is open to the public and unrestricted, subject only to the limitations arising from legal provisions and these regulations. Anyone wishing to use the accommodation units, common facilities and, where applicable, additional services must present their identification documents at Reception in order to complete the admission and registration process at the Hotel. The number of persons staying in an accommodation unit may not differ from the number booked. In such cases, the applicable rate for the additional occupancy shall be charged. The same policy shall apply to superior room categories. Minors must always be registered when accompanied by an adult, who shall be responsible for them at all times. Admission to and/or continued stay at the establishment may be refused for the following reasons:

- When the maximum occupancy has been reached.
- Failure to meet the admission requirements established in these regulations.
- Behaviour resulting in disturbances, inconvenience, damage, mistreatment, insults or humiliation towards other persons.
- Conduct or actions that fail to comply with instructions or regulations concerning safety, respect, coexistence, hygiene, cleanliness or the proper use of the Hotel's facilities.
- Improper or disrespectful use of the establishment's facilities, services or equipment.
- Intentionally disrupting the normal course of business.

If any of the above circumstances arise, the establishment's staff may require the persons concerned to leave, subject, where applicable, to prior payment of any outstanding amounts for services and consumption, as well as any charges arising from the loss, theft or damage of the establishment's furniture, utensils or other equipment.

The assistance of law enforcement officers may be requested to remove guests, whether or not they are staying at the Hotel, who fail to comply with these regulations or attempt to access or remain at the establishment for purposes other than the normal use of the services provided. Guests must prove their status as registered guests by presenting their registration document whenever requested. Guests are entitled to occupy the type of accommodation unit booked from 14:00 on the first day. However, during periods of high occupancy, the room may be made available up to two hours later. Guests must vacate their accommodation unit by 12:00 on the day specified as the departure date. The Hotel may offer the possibility of booking a late check-out for an additional fee. Any extension of the stay beyond the period or number of nights booked or specified in the registration document must always be agreed upon by both parties. Accommodation rates are calculated according to the number of persons, room type and number of days or overnight stays. The minimum charge shall be equivalent to one overnight stay or one day. If, for any reason, the establishment is unable to honour a confirmed reservation for an accommodation unit, it shall be obliged to provide an alternative at another establishment in the area of the same or a higher category. Any additional cost or transport expenses arising as a result shall be borne by the Hotel.

2. Prices, Payment for Services and Invoices

All Hotel prices and services are displayed at Reception and are available to guests upon request. The Hotel may require an advance payment guarantee for the services requested or booked, and guests are obliged to pay the corresponding amount when the invoice is presented. Invoices will only be issued for services booked directly by guests. Under Law 11/2021 of 9 July on measures to prevent and combat tax fraud, cash payments are not permitted for transactions equal to or exceeding €1,000 (VAT included). Higher amounts must be paid by credit card. Submitting a complaint does not exempt guests from the obligation to pay for services provided or booked.

3. Reception

Reception staff are responsible for and serve as the main point of contact with guests for all internal matters relating to admission, information, invoicing, payment and assistance.

4. Services, Facilities and Opening Hours

A directory listing the facilities, available services and their opening hours is available both at Reception and in the accommodation units. These may vary depending on the season and/or occupancy.

5. Safety Deposit Boxes

All accommodation units are equipped with a complimentary safety deposit box for storing personal belongings and valuables. The establishment accepts no responsibility for the safekeeping or loss of items that have not been placed in these safety deposit boxes. Liability coverage is limited.

6. Room Cleaning

Room cleaning hours are from 09:00 to 17:00. The Hotel reserves the right, through one of its employees, to enter each room at least once a day to carry out maintenance and/or cleaning tasks. This also enables the Hotel to check that all guests are safe and well.

7. Laundry and Dry-Cleaning Service

Information on prices and the times for delivery and collection of garments for this service is available both in the accommodation units and at Reception. The establishment accepts no responsibility for garments that shrink, fade or suffer any other damage due to the nature of their fabric or composition.

8. Restaurants & Bars

Buffet items are for consumption inside the buffet area only. Food and beverages may not be taken out of the Restaurant. The Hotel does not allow food or drinks brought in from outside to be consumed inside the establishment. The meal plan booked is personal and non-transferable. Under no circumstances may guests enter areas or spaces that are reserved, private, or intended for the preparation or storage of items or equipment required to provide the services.

9. Pets

Dogs are welcome at our hotel, with no weight limit and a maximum of two dogs per room. They must always stay in the same room as their owner. The service costs €50 per pet per day.

Dogs must have all legally required and valid health documentation, including their vaccination record, which may be requested during check-in. The owner must also have third-party liability insurance covering any potential damage caused by their pet, and the Hotel may request proof of such insurance.

Pets may access the Hotel's designated common areas, except for the gym, swimming pool, food preparation, storage or handling areas, and any other spaces restricted by applicable regulations. Pets must be kept on a leash or in their carrier at all times and, where required, wear a muzzle. Pets may not be bathed in the room's bathtub or shower, nor left unattended. During room cleaning or the provision of any service in the room, the owner must supervise or remove their pet and may use its carrier.

The owner shall be responsible for their pet's behaviour, supervision, cleanliness and waste collection, both inside and around the Hotel, and must ensure that it does not cause any inconvenience to other guests. The owner must also bear any costs arising from damage, breakages, exceptional soiling or additional cleaning services caused by the animal, as well as any legal liability for damage to persons or property.

The Hotel reserves the right to take appropriate action in the event of non-compliance with these rules, including requiring the pet and, where appropriate, the responsible guest to leave, as well as terminating the accommodation arrangement, in accordance with the terms established in the contract and applicable legislation.

During the stay, the Hotel will provide certain items for the pet's use, which must remain at the establishment. In the event of loss, theft or damage, the guest must pay the replacement cost.

Finally, please note that upon arrival at the Hotel and during check-in, you will be required to sign a specific pet accommodation agreement, expressly accepting all the conditions, rules and responsibilities set out herein.

10. Common Areas & Miscellaneous

To ensure that all guests can enjoy a restful stay, please avoid raising your voice or engaging in activities that cause noise and/or disturbance. We also ask you to keep the volume of your room television and any video or music devices at a reasonable level. Under Law 42/2010 of 30 December on health measures against smoking, smoking is prohibited throughout the Hotel, except in outdoor areas specifically designated for this purpose. The use, consumption and possession of prohibited or dangerous products, as defined by the legislation in force on public safety and health, are strictly forbidden in all areas and premises of the establishment. Guests may not walk through the Hotel's indoor common areas without footwear or with their torso naked or uncovered. Appropriate clothing and footwear must also be worn when accessing common areas. The furniture, equipment and utensils in the rooms and other areas of the establishment form part of the services provided and are intended to make guests' stays as pleasant as possible. Guests are kindly asked to use them properly and respectfully. In all cases, these items remain the property of the establishment, which reserves the right to charge for any loss, theft or damage. The establishment accepts no responsibility for prices, the conduct of staff or services provided by third parties or outside its premises.

11. Safety

The establishment has an emergency self-protection plan. Our team has received the mandatory and necessary training in this area. We ask for your cooperation and that you follow staff instructions in the event of an emergency or evacuation. For the safety of all guests, this establishment is equipped with electronic surveillance devices with continuous recording in corridors and other general or common areas. In accordance with the Organic Law on Data Protection, you may exercise your rights by contacting privacy\@melia.com. Please keep your luggage and personal belongings under supervision at all times. Do not leave them unattended. Do not display jewellery, money or valuables. Do not invite strangers into your room or disclose any information about your stay. Always lock your room door. When entering or leaving, check that it is properly closed. Immediately notify Reception of any unusual incident you notice.