

MELIÀ COSTA DEL SOL

INTERNAL HOTEL REGULATIONS

These regulations are drawn up in accordance with Article 25 of Decree-Law 13/2020, of 18 May, which stipulates that hotel establishments must draw up internal rules and regulations which set out the rules of coexistence and operation for the normal development of the provision of services and the use and enjoyment of the facilities and equipment offered by the Hotel. It shall be mandatory and may not contravene the provisions of Law 13/2011 of 23 December.

It will always be available to users, and the assistance of the Security Forces and Bodies may be requested to evict those who do not comply with it or who attempt to access or remain in the establishment for purposes other than the normal use and enjoyment of the Hotel's services and facilities.

Access, admission and permanence in the establishment

The Access to the hotel is a public and free access, no restrictions other than those derived from the laws and this regulation.

The person or persons who wish to make use of the accommodation units, common facilities and, where appropriate, ancillary services, shall present their identification documents for the purpose of admission and enrollment in the establishment.

It will not be allowed to stay in a room unit of a number of people other than the contracted. In that case, the fee set for that new use will be paid. The same criterion will also apply for superior type rooms.

Minors must always be registered in the Hotel accompanied by an adult, responsible for them at all times.

The admission and / or permanence of people in this establishment will only be refused for the following reasons:

- Due to lack of accommodation or facilities
- Failure to comply with the admission requirements as established in these regulations
- Adopting behaviors that can be a danger or can cause discomfort to other persons or guests or creating, annoyances, harm, mistreatment, offenses or other vexations to persons.
- For conduct or actions that fail to comply with indications or rules regarding safety, respect, coexistence, hygiene, cleanliness, or correct use of the Hotel facilities.
- By unsuitable or not respectful use of facilities or equipment of the establishment.
- By intentionally hindering the normal development of the activity.

In the case of any of these circumstances occurring, the person or persons involved will be required by the staff or personnel to leave, upon payment of any pending bills of services or consumption, such as possible charges for the loss, removal or deterioration of furniture, utensils or other equipment of the establishment.

The help of the agents of the authority may be sought to evict users who fail to comply with these regulations or who wish to access or remain in it for a purpose other than the normal use of the hotel service. Users must prove their status by showing the admission document when required.

Users of this establishment are entitled to occupy the room unit as from 12:00 hours of the first day.

However, during maximum occupancy dates, the accommodation unit availability for the disposal of the user may be deferred two hours.

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The user must leave the accommodation unit at 12:00 on the day indicated as the departure date. The Hotel may offer the possibility of hiring a late check-out with an additional charge.

In the event that the user wants to stay longer or days of those contracted or specified in the document of admission, there must always be agreement between the parties.

The billing of accommodation rates will be calculated by number of people, type of room, and days or overnight stays; The minimum will be the amount of an overnight stay or day.

If by any circumstance, the establishment could not attend the confirmed reservation of an accommodation unit, it is obliged to provide an alternative in another in the area of identical or superior category. The surcharge or additional travel expense that originates for such cause shall be borne by the Hotel.

Prices, Services payments and invoices

All the prices and services of the Hotel, are available and detailed all the hotel prices and services to the users that request them.

The Hotel may require prior guarantee of payment for services requested or contracted, and users are required to pay the amount of the same at the time of presentation of the invoice.

The invoice will be only provided for the services contracted directly by the users.

According to Law 11/2021, of 9 July, on measures to prevent and combat tax fraud, transactions of €1,000 or more may not be paid in cash. (VAT included). Higher amounts must be paid by credit card.

The presentation of any claim does not exempt from the obligation to pay for services rendered or contracted.

Reception

The Reception staff is the responsible and center of the relationship with the users for all internal affairs about admission, information, billing, payment and advice.

Services, Facilities and Timetables

In both Reception and in the accommodation units there is a directory with the facilities, the most common services and their schedules. These may vary depending on the season

Safety Boxes

All accommodation units have a safe, free of charge, for the deposit of objects and valuables. The establishment is not responsible for the custody or loss of those that are not deposited in those boxes. There´s a limited liability coverage.

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Laundry and Dry Cleaning

In both accommodation units and reception, you can find price information and delivery times and return of clothing for this service.

The establishment is not responsible for garments that, due to their composition, shrink, discolor, or otherwise deteriorate.

Swimming pools

The use of sheets and towels outside the rooms is not permitted. It is not permitted to reserve sun loungers or sun beds in the swimming pool or solarium, provided that other users are available to use them.

If they are not occupied for more than 45 minutes, your towel and other objects may be removed by our staff.

During the summer season, specific towels for the swimming pool and beach are available to customers. They are delivered free of charge, after identification of the user and formalization of a deposit as a guarantee of return. Subsequent changes required by users will have a price of 1,00.-€ that the Hotel will allocate to causes or social purposes

Various

In order to guarantee the rest of all users avoid raising the voice or performing activities that generate noise. We also ask you to control the volume of the TV in your room or video or music devices.

The cleaning hours of the rooms are from 09:00 hours until 17:00 hours.

The Hotel, through one of its employees, reserves the right to enter at least once a day in each of the rooms to perform maintenance and/or cleaning tasks. In this way it will also be possible to check that all the guests are well and safe.

In accordance with current legislation smoking is not permitted throughout the hotel, except in terraces and the open air spaces.

It is not allowed to circulate in the common inner areas of the Hotel without footwear or naked torso.

Likewise, it is necessary to comply with norms of use of clothing and footwear appropriate for access to Restaurants, avoiding at all times the use of flip-flops, sports pants, swimwear and shirts or sleeveless shirts.

Access to pool areas and terraces with glass, porcelain or any other material or element that could be cut is not permitted.

The circulation and stay inside the establishment will be in the places indicated for the guests, without access in any case to rooms or spaces reserved, private, or destined to the preparation and location of elements or machinery for the provision of the services.

The food products of the buffet are for consumption inside the room itself. It is not allowed to take food from the Restaurant.

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The Hotel does not allow access and consumption of food or drink from outside to be consumed inside the establishment.

The food regime contracted is personal and non-transferable.

In all areas and premises of the establishment, the use, consumption and possession of banned or dangerous products is strictly prohibited in accordance with current legislation on public health and safety.

The access of animals to the establishment is prohibited, with the exception of regulations on guide dogs accompanying persons with visual impairment.

The furniture, equipment and utensils of the rooms and other rooms of the establishment are part of the services provided and have been arranged with the intention of making the stay of the users as pleasant as possible. Please use them in an appropriately and respectfully way.

In any case they are property of the establishment and, in case of loss, subtraction or deterioration, the establishment reserves the right to demand its corresponding payment.

The establishment is not responsible for the price, behavior of the staff, or the services rendered outside the premises and or by external companies.

Security

The establishment has a self-protection plan for emergencies. Our team has the necessary training in this matter. We ask your cooperation and follow their indications in case of emergency or evacuation.

For security of all users, this establishment has technical electronic surveillance devices with permanent recording elements in corridors and other general or common areas.

In compliance with the organic law of data protection, you can exercise your rights at [.- lopd@melia.com](mailto:lopd@melia.com). Watch and control your luggage or belongings at all times. Do not neglect them.

Do not display jewelry, money, or valuables. Do not invite strangers to your room, or reveal any information about your stay.

Always close the door of your room. When entering or leaving it, check that it is closed properly. Immediately notify Reception of any abnormal events you may observe.