

MELIÀ ISLA CANELA

INTERNAL REGIMEN REGULATION

1. General provisions

The people who access this hotel shall be obliged to comply this regulation, in which does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18th, on hotel establishments, and other rules and precept of application.

2. Access, admission and stay at the establishment

This hotel is of public use and has free access, without any restrictions other than those derived from legal provisions and this regulation.

The admission and stay of people at this establishment will only be denied for the following reasons:

- a) Due to lack of accommodation capacity or facilities.
- b) When the closing time has been exceeded.
- c) When the minimum age established to access any area of the hotel is lacking.
- d) When the person does not meet minimum hygiene conditions.
- e) Failure to comply with the admission requirements established in these regulations.
- f) By adopting behaviors that may cause danger or annoyance to other people or users, or by hindering the normal development of the activity. Likewise, it will be cause for expulsion when they cause malicious damage to the facilities, scandals, bustles, especially in the face of complaints from other users whose tranquility and privacy are disturbed.
- g) When the person is consuming drugs, narcotic or psychotropic substances, or shows obvious symptoms or behaviors of being drunk.
- h) When the person carries weapons and objects that may be used as such, except in the case of members of the Security Forces and Bodies or private bodyguards and access the establishment in the exercise of their functions.

When one of these indicated circumstances occurred or by the people incurring in one or more of the restrictions listed above, the responsible employee of the establishment may require them to abandon the establishment, with previous payment, when appropriate, of the invoice pending. If necessary, they may ask for security according to article 36 of the tourism law, and article 25 of the Hotel Management Decree.

It is expressly stated that free access to the facilities, services and accommodation of this establishment can not be denied to people who wish to come for sex reasons, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

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3. Check in and admission document:

The people who wish to use the accommodation units, the common areas, and, when appropriate, the complementary services detailed in this regulation, should present their identification documents to be registered and admitted at this establishment.

This establishment, once the person has been registered, will make an admission document that will include the name, category and registration number of the establishment, number or identification of the accommodation, number of people who will occupy, check in and check out date and any meals arrangement they have, and when booked directly, the price of the stay. The admission document, which must have a duplicate copy, must be signed by the interested party to formalize their admission, once informed of the existence of these Regulations and their rights and obligations. The original will be delivered to the user and the copy will remain in the possession of the establishment.

The establishment may request a prior payment guarantee, either by any of these means, credit card, bank transfer for the contracted services, both for the entire reservation and for the extras.

The extra services which are offered by the establishment or by other people or entities, are detailed at reception, it will be formalized in their corresponding documents and will be settled according to the agreed conditions.

COEXISTENCE AND OPERATION RULES

4. Rights and obligations for users

Users may freely access the establishment and remain in it, with some limitations that are stated in the 1st paragraph and in this regulation.

Users have the right to receive truthful and complete information prior to booking the services offered. That, in said service, care is taken for their security, privacy and peace, that corresponds to the agreed conditions, they can receive an invoice with the regulatory formalities for the services booked directly and if they wish to formulate any complaint, these forms will be delivered to them.

Users are obliged to read the rules contained in this regulation, which they expressly accept when they sign the admission document, and those written by the manager about safety, coexistence and hygiene, for the proper use of the establishment. Users have to proof their state, showing the admission document, when required, respect the booked facilities and equipment of this establishment and pay the total amount of the services booked as soon as they have an invoice or agreeing to the conditions according the Article 21 of the Decree Law. The presentation of any claim does not exempt the obligation to pay for the services booked.

5. Rights and obligations of the hotel

This establishment may seek the help of the authority agents to clear out the dependencies of the users who do not respect this regulation, whom intend to access or remain in the establishment for a purpose other than the usual use of the hotel services.

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Furthermore, they can also seek the help of the authority in case there are people not registered as users, attendees of banquets, conventions, etc. or that they incur in the assumptions foreseen in section 2 above. Accommodation units can only be accessed by people registered for this purpose, as stated in Article 2. E. of Decree Law

This establishment may request payment guarantee for the services booked, in accordance with the applicable regulations and to charge the corresponding account for the damages to the facilities, furniture and elements of the establishment due to negligence or wrong use of those.

Furthermore, the timetable of the different services may vary throughout the seasons, depending on the seasonality, having the right to not admit users outside those hours, also when the maximum authorized capacity is exceeded or when they are requested within the limits of admission, thereby damaging the work schedule of the services. The mentioned services, the details of their schedules hours, their prices and use conditions, are exposed at the entry, and, in summary, at the existing directories at the accommodations, which also contains information about the evacuation plan in case of emergency and about the free services.

This establishment has the obligation to give maximum publicity about their prices at reception and have them available to users. To inform users before booking about the services and their prices. To provide them with the highest quality, according to their category and contracted terms. To ensure that users are treated correctly. To attend and keep the facilities and services in good condition. To have complaint forms and inform about their existence. To provide users who can not be attended, due to incurring in excessive reservations, accommodation in an establishment in the same are, of the same group, modality, or in any case, same or higher category . The expenses that arise from such cause will be invoiced to this establishment, which, on the contrary, will return to the user the differences that may arise in their favour.

6. Occupancy periods of the accommodation units

Users of this establishment have the right to occupy this accommodation unit from 14:00 hrs on check in date until noon, 12 o'clock, on the day indicated as the departure date. However, on dates with maximum occupancy, the accommodation unit may be delayed by two hours. With an agreement between both parties, a different regime of occupation units may be agreed, which, if applicable, must be reflected at the admission document. The extension of occupation at the accommodation unit for a longer time than agreed will cause the duty to pay one more day and, in the event that the user would like to stay more days than originally booked and specified in the admission document, there must be an agreement between both parties.

7. Prices, invoices and information

The main swimming pools, their own furniture, the gardens and the outdoor parking lots, which are not covered, existing on the premises of the establishment, are free to use.

The hotel is not responsible for the price, nor for the use of supplies, belongings and other services provided outside the hotel, nor for the behaviour of staff who is not working for the hotel, unless expressly stated in its conditions and rates.

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The prices and conditions of the different types of rooms, restaurant services, bar, congress events, banquets, laundry, deposits for the use of pool towels and extra services are available for users who request them.

The accommodation rates will be computed by days and according to nights they stay. The minimum rate would be the amount of one night, understanding to be finished by noon, 12 o'clock, day after the check in date.

The establishment may require, at any time and prior to the presentation of its invoice, the payment of the services provided outside the accommodation, even if the payment of this has been agreed in advance.

The legal people that, on their own, provide complementary services in dependencies of this hotel establishment, are responsible for their staff and their behaviour, their operation, maintenance, price regime and for everything inherent in their own services. In each of these dependencies the owner of the same will be clearly identified.

In the accommodation units there is also a directory with information about the prices of the most common services.

Invoices will only be provided for accommodation and services booked directly by users.

USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

8. Reception

The necessary procedures to admit people to the hotel and cards to enter the rooms will be kept at reception. The manager and duty manager next to the reception staff and guest experience staff, are the responsible ones to keep the relation between the users and internal businesses of the hotel.

9. Currency exchange

Service available for hotel guests. To proceed with any currency exchange, the user must show some identification, like identity card or passport. The staff that attend this service are no specialists in currencies exchange. However, in case they find any discrepancy in the signatures of these documents, doubt about the authenticity of the same, they may decline the requested service.

10. Safety boxes

In each room there is a safety box to be used by whoever wants it. The directories that exist in these accommodations indicate this service and informs about their conditions of acceptance and use. The establishment is not responsible for the loss of objects or values that are not deposited in these boxes.

11. Laundry-dry cleaning

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In each room guests can find information about these services, their prices and delivery times. The Hotel is not responsible for garments that, due to their conditions of compositions of use, shrink, deteriorate or discolour.

12. Food & Beverage

If a guest has the departure before the restaurant's opening time, they can enjoy a cold breakfast. To have this cold breakfast they must notify reception at least one day before the service has to be provided.

It is forbidden to introduce food or drinks into the hotel establishment to be consumed inside it.

It is not allowed to take food out of the buffet restaurants or The Level lounge.

13. Pools and gardens

Its use and enjoyment are free. At the existing directories in the accommodation, the hours and rules are specified below:

- Pool towels are available to guests at reception and pool towels desk situated by the pool. The service is free after the user's identification and formalization of a security deposit. In case of lost, the indicated deposit amount will be charged to guest's account.
- It is now allowed to use the pool from 20:00 o'clock as that is when the maintenance has to start with the cleaning and chlorination of the water. The establishment is not responsible for injuries or damages that occur to people or to their belongings for neglecting said schedule.
- At the swimming pools, it is not allowed to use floats, balls and similarities, except for children's floats or swimmers.
- It is not allowed to jump into the pool in an inverted position, with head ahead, nor playing with balls or similarities in gardens for the safety of people, meadows and plants.
- It is now allowed to use music devices or instruments at a volume that can disturb the rest of the users.
- The consumption of drinks or meals which are not purchased on site are also not allowed.
- Due to hygiene reasons, the consumption of food at swimming pools are gardens is not allowed unless it is under the control of bars and restaurants.
- The pools have a lifeguard service, their hours are exposed at the indicators located at the entrance of said pools and at the accommodation directories. Parents or guardians of minors must ensure that they do not use the pools when the lifeguard is not present or do so under their own guardianship and responsibility.
- For hygiene reasons, it is mandatory to shower before using the swimming pools, always wear a swimsuit, and do not go into the swimming pools with diapers or similarities.
- It is not allowed to do nudism or topless at the pools area
- The use of towels, blankets, etc., coming from the rooms, are not allowed at the swimming pools and gardens.

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- The use of sunbeds at the pool area is free, it is not at the beach. It is not allowed to reserve sunbeds beforehand by placing towels, clothes or other personal objects. If necessary and in the circumstances described, the hotel staff may remove the clothes or objects from the sunbeds so that this can be occupied by other users.

14. Wellness area

The wellness area is operated by an external company and includes the facilities of: gym, sauna and indoor pool. For safety reasons, only those over 16 years of age are allowed to use it. Minors must be accompanied by their parents or legal guardians. Given the limited capacity, it is necessary to make a reservation in advance to use the facilities.

15. Parking

The hotel parking is for the exclusive use of hotel guests, this right starts with the signing of the accommodation contract and ending at the end of the stay. Its use is conditioned to the payment of the rate that it has stipulated and to the availability of places in it.

When parking your vehicle, occupy a single parking space, otherwise, you will be required to pay for 2 parking units.

The use of the parking area for the disabled must be justified with the display inside the vehicle of the mandatory card.

The use of the parking area for electric vehicles will only be used for this purpose.

The establishment is not responsible for the damages produced and received in the vehicles that use this service, nor for the objects deposited within them, as well as the theft of the vehicle itself.

16. GDPR

In order to guarantee the security, privacy and tranquility of the users, this hotel establishment has technical electronic surveillance devices, with permanent recording elements, in gardens, corridors and other general or common areas.

The personal data of Messrs. Clients will be processed for the purpose of Reservation, provision and collection of hotel services and in the case of having their express consent, sending information on hotel offers and services. 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).

17. Various

Children are not allowed to use the elevators without a responsible adult.

Animals are not allowed at this establishment, excepting guide dogs.

It is not allowed to walk through the common areas without shoes and shirtless. Gentlemen in shorts or with sleeveless men's T-shirt are not allowed at the restaurant.

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From 22:00 o'clock it is not allowed to make noise at the corridors and common areas that may disturb the other users.

Before entering any consumption areas, users must show their admission document or card, in order to control their bill depending on what they consume.

Half board consists of breakfast and lunch or dinner, drinks are not included.

In All Inclusive, only beneficiary users, nobody else, are allowed, according to the offer made, to the consumption of certain products at bars and restaurants with no additional charge. This regime is personal and non-transferable. At the menu users can find the products that correspond to All inclusive. Those not identified as such will be added at their invoice. The services of some sport facilities, SPA, telephone, laundry, etc. are not included in All inclusive.

It is not allowed to hang clothes on the terrace railing, users should use the clotheslines available at the balcony of each room.

In the areas of this establishment it is not allowed to use, consume, or possess any dangerous products that are stated on the current legislation of public health.

It is totally forbidden to cook in the rooms, as well as use electrical water heaters without previous authorization from the management.

Smoking is prohibited in the establishment, except for what is allowed in Law 28/2005 on anti-smoking measures, as well as in Law 42/2010 of December 30, which modifies it. The same rule applies to electronic or similar devices.

Immediately notify the establishment staff of any abnormal events that you notice such as: suspicious people in the hallway, repeated phone calls from people who do not identify themselves, knocks on the door of your room from unknown people, or not finding anyone at the door when he goes to open it.

Don't bother if they ask you to identify yourself at reception. It is for your safety.

If you wish to have your room fixed, hang the notice: "Please fix the room" on the outside of your bedroom door. If you wish not to be disturbed, hang up the notice: "Please do not disturb".

If you discover any type of deterioration or anomaly, contact reception.

The electrical installation of your room is 220 Volts.

Please use the facilities properly, respecting the furniture and gardens of the hotel establishment.

We appreciate your participation in the event that, during your stay in the hotel establishment, any simulation of accident and evacuation is practiced.

In order to guarantee the safety and privacy of users, this hotel has technical electronic surveillance devices, with permanent recording elements, in gardens, corridors and other common areas.

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The Management