

Internal System Regulations
HOTEL PLAYACARTAYA
Tourist Register Nr. : H/HU/00610
H****
Modality Beach

General stipulations:

Any person acceding the **HOTEL PLAYACARTAYA** is obliged to follow the stipulations of these regulations as well as the established in the law 12/1999 of 15th December about tourism in Andalusia and in the decree 47/2004 of 10th February about Hotel establishments of the council of tourism, commerce and sports.

Reception:

ENTRANCE REGISTER

- Any person major than 16 years old staying at the hotel has to sign an entrance form and to show his national identity card or passport as established in the decree 1513/1959 of 18th August as well as to sign the correspondent entrance form for travellers according to the Order Int./1922/2003 of 3rd July about register books and entrance forms for travellers in hotel establishments or others analogous.
- The children discount application, in direct booking with the hotel, with our reservation department of Grupo Hoteles Playa S.A. or by presentation of the voucher issued by your agency, they are subject to age accreditation upon arrival at the hotel. This accreditation will be done by presenting one of the following original documents, ID, Family Book or Passport. Children from 2 to 14.99 years and babies up to 1.99 years (free). In case of not being able to present accreditation upon arrival, the amount will be charged by the reception as a deposit, by credit card or cash, until the accreditation can be verified
- The room entrance time is from 14 o'clock in the morning on. In periods of high occupation a delay of up to two hours is allowed according to the article 15 of the decree 47/2004
- At your arrival you will receive a welcome card you have to sign. The card informs you about your type of boarding, your room and more according to article 14.2 of the decree 47/2004.
- According to the stipulated in the article 33 of the tourism law of Andalusia and in the article 5 of the decree 47/2004, the access to tourist establishments is free. With no kind of restriction in advance, the titular of the company can invite all those people to leave the installations (after having paid their consumptions) who do not follow the stipulated in the article 24 of the tourism law of Andalusia, in the article 9 of the decree 47/2004 and the expressed in these internal regulations, or people pretending to stay in the establishment with a different purpose than the normal use of these services.

- The condition of tourist user is obtained by signing the perceptive document of admission immediately after the access to the establishment.
- In order to accede to the interior sections of the hotel as well as to consume in the different existent sales points you have to be registered as a client of the establishment.
- To CHANGE MONEY, you are obliged to show your identity card. The service is exclusively for guests lodging in the establishment.
- Our fidelity program Club Playa Vip offers advantages that change every half a year. It is not possible to use these advantages out of its period of validity. You can join the Club free of charge. The minimum stay in order to receive a stamp is of 5 nights (one stamp only per the titular and room. In case of more than one reservation by the same titular we only stamp for one room)
- In our Loyalty Club Playa Vip program, to which you can join for free, there are a number of advantages to which you can benefit. The conditions of the Loyalty Program can be found in the section dedicated to it within our website. The Company / Hotel reserves the right to cancel and modify the Loyalty Club Club Vip program.
- Any up-grading asked for by members of this Club depends on the availability of the type of room desired without existence of any contractual relation with the hotel, therefore no reclamation is possible.
- In order to obtain these advantages, you have to present the original of your Club Playa Vip Card.



- Royal Service: for customers with reservations in Suites, Agent Service or Gold Card Holders we offer a Priority Check-in service with a welcome drink. In addition, we offer a host of extra services according to information established in the brochure of the current season.

Invoicing, Prices and Stay

- The price list is at your disposal at the reception of the Hotel, as well as in other places where services are given.
- The contracted services' bill must be paid when the invoice is shown or under the agreed conditions.
- The reception may request at the time of registration a credit card per reservation as a guarantee to cover any extra charges you make during your stay. Being mandatory in case of occupying a superior category room.
- If you have contracted your stay and services in our hotel with an agency that has no credit with us and your reservation was not paid in advance, we reserve us the right of admission except you grant us the payment of the invoice with a credit card or cash.
- Independently of the possible prepayment of the guest to the company, from the moment of the entrance or formalisation of the reservation on, the establishment can ask in any moment with previous presentation of the corresponding invoice, the payment of the given services.
- Independently of the anterior the hotel can reclaim the payment of invoices superior to 300 Euros during your stay.
- We do not accept cheques or personal cheques.
- This establishment admits dogs up to 15 kg against prepayment. Guiding dogs are free of charge. The security and sanitary rules for stays with pets are as follows:
 - Due to matters of hygiene do not let your pet get on beds and sofas
 - Try not to let your dog bark, especially inside of your room, in order to avoid bothering our other guests.
 - Due to security and sanitary reasons, dogs are not allowed in bars, restaurants or swimming pools excepting guiding dogs.
 - Do not leave your dog loose in the public areas of the establishment.
- This establishment disposes of a reclamation book for clients asking for it.
- For major security do not permit your children to use the lifts by themselves without the company of an adult.
- For major security do not permit your children neither the use of the automatic doors by themselves nor the playing with these doors. The hotel is not responsible for accidents due to the improper use of the doors. The door works automatically, therefore NEVER try to push it or to pass in the opposite sense as security systems than stop the door. Furthermore, the doors work with a sensor of presence at the entrance and exit in order to function. If you stay inside it will stop.
- If you wish to make use of the wake up service, please contact the reception.



- The management of the hotel has the possibility to inform a crane to remove vehicles parking in the entrance of the hotel as it is reserved for loading and unloading, as well as from the emergency exits of the establishment.
- The hotel has a garage with limited space for the parking of the vehicles of our clients. You will find the price information at the reception. To use the garage, ask for the codification of your room key. The hotel is not responsible for damages on vehicles parked in the garage or in the parking of the hotel caused by other reasons than damages or destruction of the garage itself.
- The management of the hotel reserves itself the right to change the opening hours or services in function to the internal needs of the hotel after a public appropriate notification.

Rooms

- The day of your departure you have to leave the room by 12:00 o'clock at the latest. Otherwise we have to charge you one day more according to the article 15 of the decree 47/2004. If you wish to extend your stay, please inform the reception in advance.
- This establishment disposes of a room service according to the information you find in the folder in your room. This is an extra service – **not included** – in any of your contracted services (lodging and breakfast, half board, full board or all included).
- The hotel is not responsible for valuable belongings left in your room but not in the safe. To make use of it, contact reception, it is a paid service. The establishment has a theft insurance up to 1,500 Euro per safe. The establishment is not responsible for valuable/personal belongings left unattended in public areas, restaurants, swimming pools, car parks etc.
- The towels in the rooms are to be used exclusively in the room
- We offer the possibility of preparing your own collection for the minibar, requesting it at reception, minibar is an extra service and has to be paid apart from the contracted services.
- For aesthetical reasons we kindly ask you not to hang up towels on the balcony of the room, but to use the clothesline you find on it.
- Please follow the system of towel exchange indicated in your room in order to help us to protect the environment saving water, energy and detergent.
- Be aware that while the balcony door is open the air conditioning or heating remains disconnected.
- In order to respect the other guests please be kind enough to control the volume of your television in your room, and to avoid noise in the corridors from 22.00 o'clock on.
- The hotel reserves itself the right to bring to an end appropriate actions for slight damages or breakings within the rooms or installations of the hotel produced by the guest himself.
- If you wish to make use of our laundry service please get in touch with the reception, the service takes 48 hours. We do not dispose of an express service.
- Cleaning of the rooms is done daily from 10 to 14 o'clock. In times of high occupation it might be prolonged until 15.30 h.



Restaurants and Bars

- The card handed over to you at your arrival is of individual and untransferable use. In half board (breakfast and one of the meals, lunch or dinner) and full board (breakfast, lunch and dinner) **the drinks are not included**. You can either pay them directly or we debit them to your room account. This service is given in the restaurant.
- The service **All included PREMIUM** consists in full board and drinks included until 24 h. The drinks are the drinks of our menus in the bars and restaurants excepting the ones with a little star. Excluded are as well the special menus as the one of the beers, ice creams and special offers, mini bar, room service and the Beach Club or Beach Bar.
- The service **All included IMPERIAL** regime consists of full board and drinks included until 24:00 h. All drinks on our menu without any supplement, complete snack menu, cakes, pastries and ice cream. Two tickets per person every 7 nights at the Senzia Spa & Wellness water circuit, plus a free adult body scrub. Safe and Garage (subject to availability).
- If you have contracted the service all included, you can use your card only for your own consumptions and for the ones of the people sharing the room with you. It is not permitted to invite others. If our staff finds out any improper use of your card, the all included system will be cancelled without any refund. We also inform you that our staff has the instructions to serve only one drink per order and person or number of people staying in your room and this service finishes at 24:00 h, or 01:00 h (depends on the season)
- You have the possibility to have your lunch or dinner in any other establishment of the chain including the thematic parque of the desert of Tabernas "OASYS" with the exception of Senator hotels and superior category holiday hotels to this establishment. You only have to present your chip card of the hotel at the entrance to the restaurant. If you have the All included service you have to pay the drinks extra in all other establishments of the chain apart from the contracted hotel.
- The consumptions in the Beach Club or Beach Bar have to be paid or to be debited to your hotel account as this service is extra – **not included** – in any modality/service contracted (lodging and breakfast, half board, full board and all included).
- To access the restaurant, the use of appropriate clothing is mandatory. For lunch and breakfast services, entry without shoes, without a shirt or in a bathing suit is not allowed
- If you wish to order a Pic-Nic or a cold breakfast, please contact reception the previous day before 20.00 h.
- If you need to keep a certain diet for health reasons please do not hesitate to talk to our responsible for F&B or to contact reception in order to inform the kitchen.
- We remind you that it is not permitted to bring food in to the restaurant or to take away food from the restaurant
- Royal Service: clients with reservations in Suites, Agent Service or Gold Card Holders will have an area reserved in the restaurants for breakfast (à la carte breakfast), lunch and dinner

Others

- The Hotel has a game area at your disposal. Its opening hours are from 10.00 in the morning till 20.00 h in the evening, July and August from 10.00 till 21.00 h. Information about the deposit for the use of the game items you will find in your room
- Children of less than ten years old will not be provided with games without the company of an adult.
- For a better coexistence and consideration of our other guests, it is not allowed to use game items, balls, mini golf clubs etc. in the public areas of the establishment, unless it is clearly indicated.
- The establishment is not responsible for any accident /incident caused by the improper use of its facilities.
- For your own security do not walk around barefooted or with wet feet in the interior of the hotel.

Swimming Pools

- We have a free towel service for all those pool users who request it, prior deposit of € 10 per towel requested. As many towels as occupants will be delivered to the room. Said towels must be returned upon leaving the hotel to return the deposit, otherwise, we will proceed to invoice said deposit as extras. This delivery and return will only be allowed at the entrance and exit and not during the stay, in this case the next delivery will be considered change with the corresponding surcharge.
- • There is the possibility of changing towels within the established schedule, after payment fixed at reception for changed towel, the collection generated by the towel changes will be used to plant trees in our Tabernas Desert Theme Park “Oasys”
- Royal Service: clients with reservations in Gold Suites or Clients will have 2 Dreams Beds per room (exclusive area of upper sunbeds in the pool area with free press service).
- Aquapark: 1200 m2 area divided into three multi-track slides, an open slide and a whirlpool slide
- Splash Zone: 500 m2 area for the little ones

As a swimming pool user please follow the life guard's instructions and / or in any case the following rules:

- Please do not enter the swimming pool area with footwear or clothing.
- Use the shower before immersion
- The hotel disposes of a life guard service within the specially indicated opening hours.
- Do not throw away or leave trash or rubbish in the swimming pool area. Please make use of the litter bins or other containers assigned to that purpose.
- Do not use breakable glasses or glass utensils in the swimming pool area. Tell your waiter that you want a single-use glass.
- Smoking is prohibited in the pool area.
- Do not use airbeds, balls or other objects in the swimming pool that might bother other guests.



- The access of pets into the swimming pool area is specifically forbidden excepting people with visual disorders with guiding dogs according to the law 5/1998 of 23rd November about guiding dogs in Andalusia.
- It is specifically forbidden to jump head first into any swimming pool of the establishment. The establishment declines all the responsibility in a contrary case.
- The access to the swimming pool is forbidden while you suffer a transmittable illness.
- It is not permitted to smoke or drink in the indoor swimming pool.
- Please make use of the rubbish bins.
- Please use bathing caps in the indoor swimming pool.
- Please respect the rules indicated or the instructions of the life guard when using the toboggans.
- It is not allowed to climb or use the slides during closing hours, or while for any reason it is not working.
- You can check the schedules of the Aquapark and Splash area at the reception or in the different informative posters of the establishment.
- Children must always be watched by adults, persons in charge, parents or relatives.
- For a better coexistence the use of musical equipments or any other equipment or machine that may influence the relax of the other guests is not permitted
- Whirlpools can only be used by adults (over 16). The establishment is not responsible for any accident caused by improper use of the whirlpool by children.
- Our staff has the order to remove objects and towels left in the swimming pool area before the opening time from 10.00 h to 20.00 h
- The hotel shall not be held liable for the loss, theft, misplacement, damage, or disappearance of valuables, cash, jewelry, electronic devices, or any other personal belongings left by guests in the pool area or in any other common area of the establishment. Guests shall remain solely responsible for the care and supervision of their personal belongings.
- The reservation of the sunbeds in the swimming pool area is not allowed. Any personal belongings including towels unattended for over an hour will be removed and kept at the swimming pool or reception.
- Please respect the opening hours of the swimming pools. The establishment is not responsible for possible eye, nasal or respiratory damages caused by cleaning systems, water treatment and disinfection when using the swimming pool out of the opening hours.
- The swimming pool facilities are exclusively for guests staying at this hotel.
- The hotel accepts no responsibility for the loss, theft, misappropriation, misplacement, or damage of valuables, cash, jewellery, electronic devices, or any other personal belongings left by guests in the pool area or in any other public area of the hotel. Guests are solely responsible for the safekeeping of their personal belongings.

Rules to prevent fire risks

- It is not permitted to use heating devices that are not allowed in the rooms
- Transport or use of flammable objects or liquids is strictly forbidden.
- Do not manipulate the electrical installation
- Avoid smoking in the bed.
- Do not throw butts in litter bins or through the window.
- Do not use plant pots to put out cigarettes. Peat is highly flammable and of slow combustion.

Obligations for users of tourist services. Article 24 Law 12/99 of the tourism in Andalusia

To the effect of this law and without prejudice to the established in other stipulations being applicable, the user of tourist services has the obligation to:

- a) Observe the rules of coexistence and hygiene established in order to the proper use of tourist establishments.
- b) Respect the regulations of use or internal system regulations of the tourist establishments, always if they are not the contrary to the present Law or to the developed stipulations and if they are approved by the administration.
- c) Pay the price of the contracted services in the moment of the presentation of the invoice or within the stipulated delay. The fact to present a complaint does never free you from your obligation to pay.
- d) Respect the establishments, facilities and properties of the tourist company you use or frequent.
- e) Respect the environmental surroundings of Andalusia

Access to hotel establishments, Art. 5 decree 47/2004 of the council of tourism, commerce and sports of the Junta (Government) of Andalusia

1. Without prejudice to the established in the second paragraph of the article 3.1 of the present decree, and in reference to the complementary services of public use, the hotel establishments are considered establishments of public use to all effects. They are of free access without more restrictions than the ones derived of the laws and regulations.
2. The admission and permanence in hotel establishment can be denied only:
 - a) because of a lack of capacity of lodgement or installations
 - b) because of the non-fulfilment of the requirements of admission established in its internal system regulations

- c) because of behaviour that might produce danger or inconveniences for other people or users, or that make more difficult the normal development of the activity.
- 3. The access to hotel establishments can never be restricted because of handicap, race, place of birth, sex, religion, opinion or any other personal or social circumstances.

Obligations for the users of hotel establishments, art. 9 decree 47/2004

To the effects of this decree and without prejudice to the foreseen in other stipulations being applicable, the users of hotel establishments have the obligation:

- a) To formalize with previous character, the corresponding document of admission to use the installations
- b) To observe the rules of security, coexistence and hygiene established by the management in order to use the establishment in an adequate way.
- c) Follow the rules established in the internal system regulations that in your case exist in the establishment.
- d) Respect the establishment, the equipment and its facilities.
- e) Pay the amount for the contracted services in the moment of the presentation of the invoice in the establishment itself or in the agreed conditions. The fact to present a reclamation never frees you from the obligation to pay.

The manager of the establishment and our customers' service department are at your disposal for any kind of complaint or suggestion during your stay. We do not admit complaints formulated after your departure.