GLOBALES
GARDENIA
★ ★ ★

MANDATORY INTERNAL REGULATIONS

Hotel Name
Globales Gardenia ★ ★ ★

N° RTA
H/MA/00873

In accordance with Art. 13 of Decree 47/2004, February 10th, of hotels, BOJA N° 42, of March 2, 2004, this establishment has the following internal regulations that will be mandatory for our customers.

Article 13. Decree 47/2004 mentions:

1. Hotels may have an internal regime regulation with mandatory rules for their customers.

2. These rules will specify, at least, the admission conditions, the coexistence and operation rules, as well as everything that allows and favours the normal enjoyment of facilities, equipment and services.

3. The hotel can call the police in order to evict from the hotel customers who fail to comply with the internal regulations or who intend to access or remain in the hotel for a purpose which is not the normal use of the facilities, in accordance with the provisions of Article 33.2 of the Tourism Law.

HOTEL INTERNAL REGULATION

1. Customers have to provide an identification document when they check in.
2. Before being admitted to the hotel, all customers have to sign a document which show, the name, category and identification of the hotel, the room number, the number of people which are going to occupy the room, the board basis, check in and check out dates and the price of the booking if the customer has contracted directly with the hotel. This document would be held by the hotel.
3. When the customer signs the registration document, he Will be provided with a key-card and a bracelet if required.
4. Customers are obliged to pay for the contracted services on presentation of the invoice.
5. The hotel can request a pre-payment guarantee, by credit card or transfer for the full booking or for any extras.
6. The stay begins at 12 AM on the day of arrival (check in) and ends at 12 AM on the day of departure. When the hotel has ahigh occupancy, the availability of the room on arrival day might have a delay for no more than two hours. The stay cannot be extended for more time than agreed in the contract. If the customers wishes to stay longer he/she would be required to pay for a full extra day.
7. Two people cannot be allocated in double room booked as an individual. If they do this, customers could be required to pay for the double use. The same applies for a third person to stay in a double room who were not included on the booking or who have been not checked in.
8. Each room has a safety deposit box to keep money and valuable items. The hotel is not responsible for the loss or robbery of any item or money which is not kept into the safety deposit box.

9. The cleaning takes place from 09:00 to 17:00. Please use the hotels towels for personal hygiene only not for any other purposes.
10. The board basis available at the hotel include the following:
    - Half board: 1 Breakfast and 1 Dinner. If you wish to change dinner to lunch on any day of your stay, you must notify Reception in advance and then at the entrance to the Dining Room.
    - Full board: 1 Breakfast, 1 Lunch and 1 Dinner
    - All inclusive: 1 Breakfast, 1 Lunch and 1 Dinner including selected drinks from our restaurants and bars and Snack. Service between meals.
    - Drinks not included in dinners or lunches except in the All Inclusive basis.
    - If you suffer from any food allergies or intolerances, you must inform Reception upon arrival or in advance.
11. If a customer wishes to enjoy a second service in our buffet there would be an additional cost.
12. It is not allowed to consume meals or drinks brought into the hotel from outside
13. It is not permitted to bring animals into the hotel without prior authorization from the hotel, except for visually impaired guest with guide dogs, according to the law 5/1998 of 23rd November, regarding the use of guide dogs in Andalusia.
14. Access and / or duration of persons will be prevented, in the following cases:
    - When the hotel is fully booked.
    - When the hotel is closed
    - When the customer is not old enough to access the establishment
    - When the person who intends to access the hotel has not paid as required

- When the person manifests violent attitudes, especially when they behave aggressively or cause altercations, dangerous situations or inconvenience to other people.
- When the person does not meet minimum hygiene conditions.
- When the person carries weapons, and objects which can be used as such, except that in accordance with the provisions of the specific regulations applicable at the moment, they are members of the Security Forces or private escorts integrated into private companies, and access the establishment in the exercise of its functions.
- When the person is using drugs, narcotic or psychotropic substances, or showing symptoms of having used them, and those who show signs or obvious drunken behaviour. Eviction can be carried out due to malicious damage to the facilities, scandalous behaviour that causes complaints from other users whose tranquillity and privacy are disturbed.

15. In all these cases, the hotel establishment may require the assistance of local authorities.

16. However, and in the cases described above, the person is obliged to pay the expenses that have been generated up to the moment of eviction at the establishment.

PARKING

17. If customers use the hotel parking they should communicate their vehicle number plate to reception and use only parking space.

18. Use of the parking area assigned to disabled drivers has to be justified with the required card inside the vehicle.

19. Customers who have booked through www.hotelesglobales.com are the only ones allowed to use the hotel parking once they sign hotels registration and until their stay has finalised.
20. The hotel is not responsible for any damages incurred while the vehicle is parked in our parking.

RESTAURANT/BAR

21. The hotel restaurant is open from 08:00 until 10:30 for Breakfast, from 13:00 until 15:30 for Lunch and from 19:00 until 21:30 for Dinner.
22. It is not permitted to take food or drinks out of the restaurant.
23. It is not allowed to access the restaurant with wet bathing wear. Due to sanitary-hygienic reasons it is mandatory to be properly dressed when using the hotel restaurant.
24. Due to hygienic-sanitary reasons, customers should use the appropriate utensils supplied to serve food from the buffet. It is forbidden to take food from the buffet with bare hands or return excess food to the buffet once served, do not take excessive amounts of food or drinks from the buffet. If customers do so, they might be requested pay the excess.
25. A customer on all-inclusive cannot share with other customers drinks or food. They cannot invite other customers. Any invitations must be paid for. In case of fraud the customer might be evicted from the hotel unless these bills for invited drinks have been paid.

POOL

26. The pool opens times are from 11:00 to 18:00. Any changes to the opening hours would be shown on the board at the pool entrance. Bathing in the pool out of this Schedule is forbidden

and any accidents that might occur out of these hours would be at the customers responsibility

27. Pool access is only permitted to customers allocated in the hotel or to the ones who have paid for the day entrance.
28. Baby's skin is very sensitive and reactive to external aggressions; that is why **it is recommended to avoid bathing in the pool before they are 6 months old**. Pool water often contains chlorine that can irritate you and cause discomfort. Likewise, babies and children under 2 or 3 years of age do not control their sphincters easily, so the change in temperature when in contact with the pool water can cause them to defecate upon entering. This fact will force the closure of the pool, being the parents of the baby responsable for the damages caused and the compensation that this may cause. For all these reasons, babies and children under 3 years must wear a specific swimming pool diaper.
29. It is mandatory to take a shower before entering the pool.
30. The use of sunbeds in the pool is free of charge. They cannot be reserved before 10 AM. If there are other customers waiting for a sunbed the hotel staff may remove all personal items found on the sun beds if they are seen not used during 30 minutes. All items removed will be taken to the hotel reception.
31. It is forbidden to use room towels at the pool or on the beach. Pool towels will be available at the hotel reception exclusively for the hotel customers at a cost.
32. It is forbidden to bring glasses or other glass items into the pool area.
33. Please use the recycling bins.
34. Due to safety reasons, it is forbidden to use inflatables in the pool if due to their size or structure could cause damage to others.
35. It is forbidden to consume drinks in the pool if they haven't been purchased at the hotels pool bar or other hotel outlet.

36. Due to safety reasons it is forbidden to dive head first into the pool or the balconing jump to the pool from the solarium.
37. If customers do not comply with any of the hotels internal regulations they could be banned from the hotel and from all the hotel chain. Besides, if customers fail to comply with any of the hotel regulations, the hotel cannot be held liable for any of the damages caused to others or to themselves. The customer would be completely responsible for the damages he/she might cause.

TIPS AND SUGGESTIONS

- Watch your luggage. Do not leave it unattended.8
- Close your room door before leaving the hotel. Try to open it before leaving to check that it is closed, even if you are only leaving for a while.
- Close your luggage when you are not using it and place it in your closet. If your luggage has a lock, always use it.
- Do not leave jewellery, money or valuable items on show in your room.
- Notify immediately to the hotel management anything that maybe out of the normal, such as people who act suspicious in the hallway, or who is calling repeatedly to the room phone or knocking on the door.
- Protect your room key. Do not leave on the reception desk return it always to a receptionist or leave it in the letter-box provided in reception. Do not show your room key in public areas.
- If you forget or lose your key, only the reception staff are authorized to give you a copy.
- If you smoke on the hotel balcony please extinguish the cigarette before you go to bed. Safety rules prohibit the use of

any other electronic device that might cause a fire in the hotel rooms.

- If you are asked to show identification at the hotel reception it is not a problem. It is for your own safety.
- If you interact with unknown people, do not reveal the name of the hotel establishment or your room number.
- Do not allow the hotel maintenance team to go into your room if you have not requested their help or if they haven't been authorized by the hotel management.
- If you receive a delivery do not allow strange people to go to your room if you haven't ordered anything.
- Do not discuss your plans about future excursions with unknown people.
- In case you want your room cleaned, please put the sign on your door. If you do not want to be disturbed, please put out this sign.
- Do not hang your clothes on the balcony.
- If you discover something that needs maintenance in your room, please get in touch with the hotel reception.
- Electrical installation in your room is 220 volts.
- Respect the guest's rooms during the night and 'siesta' time. In general terms, please avoid making unnecessary noise.
- We ask you to use the hotel facilities with respect as in the furniture and the hotel gardens.
- We ask you to respect the hotels time tables for all facilities
- We appreciate your participation in case there is a fire drill during your stay.
- Do not run on the pool terrace/solarium with bare feet or if it is wet, you may slip and hurt yourself. If you are in charge of minors, please make sure they do not hurt themselves.
- Hotel programs might change depending on the time of the year.

Personal data from our customers could be incorporated to our files with commercial or promotional purposes. It is possible to access, modify, rectify or cancel your personal data at any time, just by asking the hotel, accordingly with the Law 15/1999, from 13thDecember of Personal Data Protection.