

INTERNAL REGULATIONS

HOTEL

TOURIST REGISTRY No.: H/AL/00755

BEACH MODALITY

GENERAL PROVISIONS

Every person entering the **HOTEL PLAYAZIMBALI** is required to comply with the provisions of these regulations, as well as those contained in **Law 13/2011** of 23 December on Tourism in Andalusia and **DL 13/2020** of 18 May, establishing extraordinary and urgent measures relating to hotel establishments, alert coordination, promotion of digitalisation, reactivation of the cultural sector and flexibility in various areas in response to the situation caused by the coronavirus COVID-19.

RECEPTION

CHECK-IN REGISTRATION

- Every person **over 14 years of age** who stays at the hotel must sign a check-in form, presenting a national identity document or passport as established by **Royal Decree 933/2021** of 26 October. They must also sign the corresponding traveller check-in form pursuant to **Order Int./1922/2003**, of 3 July, on registration books and traveller check-in forms in hospitality establishments and other similar establishments.
- The application of discounts for children and adolescents, on bookings made directly with the hotel, with our Grupo Hoteles Playa S.A. central reservations office or upon presentation of the voucher issued by your agency, is subject to proof of age upon arrival at the hotel. This proof shall be provided by presenting one of the following **ORIGINAL documents: national ID card (DNI), Family Record Book or Passport**. Babies up to 2.99 years old and children from 3 to 11.99 years old. If proof cannot be presented upon arrival, the amount will be charged by reception as a deposit, by credit card or in cash, until the proof can be verified.
- Check-in time for rooms is from 14:00 (2 p.m.). During periods of high occupancy, this may be delayed by up to a maximum of two hours, in accordance with Art. 26 of Decree 13/2020.
- Upon arrival, you must sign the guest admission and registration document via the signature pad, where you will be informed of your board basis, your accommodation unit and other information in accordance with Article 20 of DL 13/2020.
- Although, in compliance with the provisions of Article 36 "Access and stay" of the Andalusian Tourism Law, and Article 4 of DL 13/2020, access to tourist establishments is free, without any prior restrictions, the owner of the company may ask any person to leave the premises (upon payment of what has been consumed) if they fail to comply with the provisions of Article 22 "Obligations" of the Andalusian Tourism Law and the terms of these Internal Regulations, or if

they intend to remain on the premises for a purpose other than the normal use of these services.

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- Although, in compliance with the provisions of Article 36 «Access and stay» of **Law 13/2011**, of 23 December, on Tourism in Andalusia, and Article 4 of **Decree 47/2004**, of 10 February, on hotel establishments, access to tourist establishments is free, without any prior restrictions, the owner of the company may ask any person to leave the premises (upon payment of what has been consumed) if they fail to comply with the provisions of Article 22 «Obligations» of **Law 13/2011**, of 23 December, on Tourism in Andalusia, and the terms of these Internal Regulations, or if they intend to remain on the premises for a purpose other than the normal use of these services.
- Tourist user status is acquired by signing the mandatory admission document immediately upon entering the establishment.
- In order to access the interior areas of the hotel, as well as to consume at the various existing points of sale, it is essential to be registered as a guest of the hotel.
- For **CURRENCY EXCHANGE**, identification of the person carrying out the transaction is mandatory. This service is provided only and exclusively to guests staying at the establishment.
- The terms and conditions of the **MY SENATOR** loyalty programme can be found in the corresponding section of our website: **vip.senatorhr.com**. The Company/Hotel reserves the right to cancel and modify the loyalty programme.

BILLING, RATES AND STAY

- Price lists are available at the hotel Reception; in all other places where services are provided, they will be available there. All prices published on menus, boards and signage include taxes and are expressed in EUROS.
- You must pay for the services contracted upon presentation of the invoice or under the agreed conditions.
- Reception may request a credit card per booking at the time of check-in as a guarantee to cover any extra charges incurred during your stay.
- If you have booked your stay and services at our hotel through an agency with which we do not have credit arrangements, and your booking has not been paid prior to your arrival, we reserve the right of admission, unless you guarantee payment by credit card or in cash.

- Regardless of whether or not the company and the Guest agree, at the time of check-in or when making the booking, to pay for the stay in advance, this establishment may require its guests, at any time and upon presentation of the corresponding invoice, to pay for the services provided.
- Notwithstanding the above, the hotel may request payment during your stay of invoices exceeding €300.
- Personal cheques are not accepted.
- This establishment accepts dogs of up to 25 kg, subject to payment of a daily rate (with the exception of guide/assistance dogs, which are free of charge). Upon arrival, you will be asked to pay a supplement of **€25** for cleaning costs, and **€12** per day for the stay.
- Below we detail the safety and hygiene rules for stays with pets:
 - For hygiene reasons, please prevent your pet from climbing onto the beds or sofas.
 - Please ensure that your dog does not bark, especially inside the room, to avoid disturbing other guests.
 - For safety and hygiene reasons, access to bars / restaurant / terraces / pool and communal areas is not permitted, except for guide/assistance dogs.
 - Pets may only stay in the room; upon arrival, you will be asked to provide a schedule for the room to be cleaned.
- In the event of damage caused by the pet, the Hotel will charge the guest's invoice with the amount required to repair the damage plus compensation of EUR 100 for the repair of the damage caused.
- This establishment has complaint forms available to customers upon request.
- For greater safety, do not allow your children to use the automatic/revolving door alone, or to play with it; the hotel accepts no liability for accidents resulting from improper use of the door. This door is automatic, so it must NEVER be forced or pushed in the opposite direction, as the safety systems will stop it. Likewise, the doors have presence sensors at the entrance and exit to activate their operation, so if you remain inside, the door will stop.
- If you wish to use the wake-up call service, please inform reception.
- The Hotel Management reserves the right to call a tow truck to remove vehicles parked at the hotel entrance, as this is a loading and unloading area, as well as one of the establishment's evacuation exits.
- The hotel has a car park with limited spaces for our guests' vehicles. Rates are available at reception. The hotel accepts no liability for damage caused to vehicles parked in the hotel car park unless caused by faults or damage attributable to the car park itself.
- The hotel management reserves the right to modify opening hours or services according to the internal needs of the hotel, following the appropriate public notification.

ROOMS

- The latest check-out time is 12:00 noon; failure to comply with this rule will result in a charge for one additional day's stay in accordance with Article 26 of DL 13/2020. If you wish to extend your stay, you must notify reception in advance.
- This establishment provides room service in accordance with the information you will find on the **QR menu** that we have made available in your room. Extra service **–NOT INCLUDED–** in any contracted board basis/plan (bed and breakfast, half board, full board, all inclusive premium or all inclusive imperial).



- The hotel accepts no liability for valuables kept in the room that are not deposited in the safe. To use the safe, please contact reception; this is a paid service. The establishment has theft insurance of up to €1,500 per safe.
- The establishment accepts no liability for valuables/personal belongings that are not under your control in communal areas, restaurants, pools, car park, etc.
- Room towels are for exclusive use inside the rooms.
- We offer the possibility of putting together your own selection for the minibar by requesting it at reception; you must pay in full for all drinks requested. Prices can be found at <https://appzimbaliplaya.playahoteles.com/>
- For aesthetic reasons, please do not hang your towels on the room terrace; for this purpose, use the folding clothes rack you will find there.
- Bath towels will only be changed during cleaning hours when you have placed the towel on the bathroom floor or inside the bathtub. Please help us protect the environment by saving water, energy and detergents.
- Remember that if you keep your room's terrace door open, the air conditioning or heating system will switch off.
- Out of respect for other guests, please control the volume of the television in your room, and keep quiet in the corridors after 22:00.
- The hotel reserves the right to take appropriate action for any damage or breakage to the contents or structure of the rooms or hotel facilities caused by the guest.
- If you wish to use the laundry service, please contact reception; the service takes 48 hours. We do not offer an express service.

- Rooms are cleaned daily from 10:00 to 15:00. This may be extended until 16:00 during periods of high occupancy.

ROYAL SERVICE

- Reception with welcome drink and aromatherapy.
- Welcome gift in the room with cava and mineral water.
- Personalised letter from the manager.
- Premium amenities in the room.
- Bathrobe and slippers in the room.
- Capsule coffee machine with coffee and tea set in the presidential suites.
- «Dreams by Senator» mattress with Viscofoam and Memory Gel technology.
- Daily turndown service.
- Breakfast service with premium-quality coffee and orange juice.
- Access to the exclusive «Dream Beds» sun lounge area next to the outdoor pool, subject to availability.
- Reserved area in the restaurant, subject to availability.
- Free late check-out, subject to availability.

RESTAURANTS AND BARS

- The card given to you upon arrival is personal and non-transferable. Under the **Half Board** plan (breakfast and one of the two meals, lunch or dinner) **SELF-SERVICE DRINKS ARE INCLUDED**. This service is provided in the hotel restaurant.
- We show you the QR code of our menus, which you can scan to check the products we offer and the updated prices.
- The **ALL INCLUSIVE PREMIUM** plan consists of full board and drinks included until 00:00 or 01:00 depending on the season. The drinks are the same as those on the Bar and Restaurant menus, except for products or reservations marked with an asterisk, for which you must pay a small supplement. Special menus such as the Beer, Snack, Impulse Ice Cream, Special Offers, Minibar, Room Service, NAOS Restaurant and TERRA Restaurant menus are excluded.
- The **ALL INCLUSIVE IMPERIAL** plan consists of full board and drinks included until 00:00 or 01:00 depending on the season. The drinks are the same as those on the Bar and Restaurant menus. The Pub Snack menu, Minibar, Room Service and TERRA Restaurant are excluded.
- All drinks consumed outside these hours must be paid for or will be charged to your account for payment upon check-out. The All Inclusive Premium and All Inclusive Imperial service starts at 12:00 noon on the day of your arrival at the hotel and ends at 12:00 noon on the day of departure (in accordance with current regulations). Lunch on the day of departure is NOT INCLUDED under any circumstances.



- If you have booked your stay on an **all inclusive** basis – you may only use your card for your own consumption and that of the people staying in your room. **Inviting third parties is not permitted:** If our staff detect improper use of your card at any time, your all inclusive premium / all inclusive imperial plan will be cancelled, with no right to any refund. Likewise, if you have booked the all inclusive plan, please note that our staff are instructed to serve one drink per person or per number of people occupying your room with each request, and this service ends at 24:00 or 01:00 depending on the season.
- Exchanging meals between hotels is not permitted.
- The All Inclusive plan cannot be redeemed at the Oasys park.
- If you wish to order a picnic or cold breakfast, you must request it at reception the day before, before 20:00.
- If for health reasons you need to follow a special diet, please do not hesitate to speak to our F&B manager or Reception so that they can coordinate it with the kitchen.
- Please remember that it is not permitted to bring food or drinks into or take them out of the restaurant. If you do take them out, we will be obliged to invoice them as extras.

MISCELLANEOUS

- The hotel has a games area open from 10:00 to 20:00. In your room you will find information on a QR menu about the deposits required for the use of games equipment. Returning borrowed equipment in poor condition, or losing it, will forfeit the deposit and it will become an extra charge added to your invoice.
- Games equipment will not be given to children under 10 years of age who are not accompanied by an adult.
- For better coexistence and out of respect for the rest of the guests, the use of games equipment, balls, mini golf clubs, etc. is not permitted in the communal areas of the establishment, unless expressly indicated or for activities organised by the hotel itself.
- The establishment accepts no liability for any accident/incident that occurs on its premises as a result of improper use of the facilities.
- For your safety, do not walk barefoot or with wet feet inside the hotel.

SWIMMING POOLS

- We offer a free towel service for all pool users who request it, subject to a deposit of €10 per towel requested. As many towels will be provided as there are occupants in the room. These towels must be returned upon check-out from the hotel in order for the deposit to be refunded; otherwise, we will invoice the deposit as extras. This handover and return is only permitted on arrival and departure and not during the stay; in that case the next handover will be considered an exchange with the corresponding surcharge.

- It is possible to exchange towels within the established hours, subject to a fixed payment of €1 at reception per towel exchanged; the proceeds generated from towel exchanges will go towards planting trees in our “Oasys” Tabernas Desert Theme Park as part of our CSR programme.
- As a pool user, you must follow the instructions of the lifeguards and/or in any case observe the rules detailed below:
 - Avoid entering the bathing area with footwear or street clothes.
 - Use the shower before entering the water.
 - The hotel provides a lifeguard service during the hours specifically indicated on the Pool Rules signage.
 - Do not throw or leave waste or rubbish in the pool area. For this purpose, use the bins or other containers provided.
 - Do not use glass containers or utensils that may break within the pool area. Ask your waiter for a reusable polycarbonate cup. We provide these polycarbonate cups so that you can continue to enjoy your favourite drinks safely throughout the pool area. Please use the collection points distributed around the perimeter so that our staff can put them back into circulation.
 - Smoking is prohibited in the area close to the pool basins.
 - Do not use inflatable mattresses, balls or other objects that may disturb other guests inside the pool basin.
 - Access to the pool area with animals is expressly prohibited, without prejudice to the provisions of Law 5/1998 of 23 November on the use of guide dogs in Andalusia by persons with visual impairments.
 - Diving headfirst into any pool in the establishment is strictly prohibited. The establishment disclaims all liability to the user for failure to comply with this rule.
 - Use of the pools is prohibited while suffering from a communicable disease.
 - Smoking and the consumption of drinks are not permitted within the indoor pool area.
 - Please use the bins provided.
 - Wear a swimming cap in the indoor pools.
 - On the slides, follow the posted rules or the lifeguard's instructions.
 - Children must be supervised at all times by a responsible adult/s, parents or family members.
 - Out of respect and as a rule of coexistence, the use of music players or any electronic device/appliance that may disturb the rest of the other guests is not permitted.
 - We do not recommend the use of the jacuzzi for minors. The establishment accepts no liability for any accident that may occur as a result of improper use by minors. The jacuzzi is a relaxation facility, so our staff are instructed to ask any guest who does not observe minimum standards of respect to leave. Minors must be accompanied by an adult at all times.
 - Our staff are instructed to remove any objects or towels found in the pool area outside opening hours, which are from 10:00 to 20:00.
 - Reserving sun loungers at the pool is not permitted. Any personal item, including towels, left unattended for one hour will be removed by our staff and kept at the pool or at reception.
 - Please respect the pool opening hours. The establishment accepts no liability for possible eye/nasal/respiratory conditions, etc., resulting from the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems carried out during closing periods.
 - The pool facilities are for the exclusive use of guests staying at the establishment.

FIRE PREVENTION RULES

- The use of unauthorised heating appliances in the rooms is not permitted.
- The transport or use of flammable objects or liquids is expressly prohibited.
- Do not tamper with the electrical installation.
- Do not use the flower pots or planters to put out cigarettes.
- In accordance with **Law 28/2005, of 26 December, on health measures against smoking and regulating the sale, supply, consumption and advertising of tobacco products**, as amended by **Law 42/2010, of 30 December**, smoking is prohibited inside the establishment, except in the outdoor areas designated for this purpose. This prohibition includes cigarettes, cigars, electronic cigarettes, vaping devices and any other device intended for the consumption of tobacco or nicotine. Failure to comply with this rule and smoking in the room will incur a charge of **€150.00** for extraordinary cleaning and odour removal.

Obligations of users of the tourist establishment.

Article 22 of Law 13/2011, of 23 December, on Tourism in Andalusia.

For the purposes of the aforementioned Law, and without prejudice to the provisions of other applicable regulations, users of tourist establishments are obliged to:

- a) Complete, prior to using the accommodation services, the corresponding admission document, in accordance with current regulations.
- b) Observe the safety, coexistence and hygiene rules established by the management for the proper use of the establishment.
- c) Comply with the rules contained in the establishment's Internal Regulations, provided that they are in accordance with current legislation.
- d) Respect the establishment, its facilities, furniture, equipment and other property made available to users.
- e) Respect the agreed date and time for departure from the establishment, vacating the accommodation unit.
- f) Pay for the services contracted upon presentation of the invoice or under the previously agreed conditions. In no case shall the filing of a complaint exempt the user from compliance with payment obligations.
- g) Respect the natural environment, the historical and cultural heritage and the tourist resources of Andalusia.

Access to and stay in the tourist establishment.

Article 36 of Law 13/2011, of 23 December, on Tourism in Andalusia.

1. The establishment is considered an establishment for public use, with free access to it subject only to the limitations established by current legislation.
2. Access and stay may be made conditional upon compliance with the rules contained in these Internal Regulations, provided that they are in accordance with the applicable regulations and have been made known to users.
3. The management of the establishment may prevent the access or stay of any persons who fail to comply with the obligations set out in Article 22 of Law 13/2011 or the rules established in these Internal Regulations.
4. Likewise, in accordance with Article 36.4 of Law 13/2011, the management of the establishment may request the assistance of the Security Forces to remove anyone who breaches the rules of coexistence or these Internal Regulations, or who intends to access or remain in the establishment for a purpose other than the normal use of the service.

The establishment's manager and the Customer Service Department will be at users' disposal to deal with any complaint, claim or suggestion during their stay. This is without prejudice to the right of consumers and users to fill in complaint and claim forms or to take any action available to them under current legislation.