

HOTEL PERALADA WINE SPA Y GOLF, S.L.U.

INTERNAL REGIME REGULATION

A. APPLICABLE REGULATIONS FOR THE ACCOMMODATION SERVICE

1. The purpose of this document is to collect the mandatory rules for all customers during their stay and/or who access the Hotel Peralada Wine Spa y Golf, S.L.U., in accordance with the applicable regulations and with the Hotel standards (from now on, the "Customers" or the "Client").
2. The Internal Regime regulations are always available to all Customers at the Hotel reception in Spanish, Catalan, English and French, as well as on the Hotel website: www.hotelperalada.com
3. People who engage in violent behaviour or who may disturb the public or users or may alter the normal development of the activity, may be expelled from the Hotel without the right to reimbursement. The Hotel may enlist the help of the State Security Forces and Bodies to evict from the same those who do not comply with these regulations, the usual rules of social coexistence or intend to access or remain in the same for a purpose other than normal use of the service.
4. In accordance and with the limits defined by the applicable legislation, the Hotel reserves the right to admission under the terms set out in this document.

Those responsible for the Hotel may prevent access and stay in the same of users who fail to comply or have previously failed to comply with any of the following duties:

- Observe the coexistence and hygiene rules dictated for the proper use of the Hotel.
 - Respect the Hotel's internal regulations.
 - Respect the agreed date of departure from the Hotel leaving the occupied unit free.
 - Pay for the contracted services at the time of presentation of the invoice or at the agreed time, without the fact of presenting a claim implying exemption from payment.
 - Respect the staff, facilities and equipment of the Hotel.
5. All Customers staying at the Hotel are required to present their identification document at the time of admission to the Hotel.
 6. In accordance with the Spanish accommodation regulations, everyone who accesses the Hotel rooms must fill in a part of the traveller's entry, in an irrevocable form, and those over the age of 16 will also have to sign it. Once signed, the entry form will be kept by the Hotel during the legally established term in compliance with the applicable regulations.
 7. After the signature of the entry part, the card/key will be given to the Customer which

is strictly personal; The Client must take the necessary care and inform the Hotel reception as soon as possible in case of loss or misplacement. It is the Client's responsibility to ensure that the room door is properly closed before leaving or sleeping.

8. Check-in to the hotel is from 3:00 p.m. On dates of maximum occupancy of the Hotel, the availability of the accommodation unit to the user may be delayed for a period of time not exceeding three hours.

The final departure time is 12:00 a.m. (if you wish to leave later, inform yourself at reception about the rates).

9. According to this Hotel's policy, payment for the stay is made at the time of check-in, unless otherwise stated in the conditions of sale, by any of the means of payment admissible by the Hotel (except personal checks), and with a cash payment limit as established by law. Individuals who prove that they do not have a tax domicile in Spain, and who do not act as an entrepreneur or professional, will have a cash payment limit of 10,000 euros. The Hotel may request a deposit or credit or debit card number as a guarantee for payment of your accommodation, no-show, damages caused or extra services and use the guarantee, accordingly, being able to transfer the amount to the deposit or card in the event of any of these circumstances occurring. Any refund of payments made in cash will have a maximum amount of €200. Any excess over this amount, or the entire amount at the Customer's request, will be returned by bank transfer to the account designated by the Customer.
10. No more people will be allowed to stay in the room than those specified in the reservation and/or at check-in. The Hotel is not responsible for the actions committed by people introduced by the Customer directly into their room and without the Hotel's knowledge.
11. The Client must keep his belongings under surveillance in the common areas of the Hotel and in the car park, as they are his sole responsibility. The Hotel is not responsible for goods or objects that are not deposited in the safe or that have not been deposited for safe keeping, within the limits established in the insurance policy.
12. Rooms will remain free at least once a day to allow room service access. Otherwise, the Hotel is not responsible for the lack of room service. The Customer will not be able to make any different use of the towels in the room than for personal hygiene.
13. The Customer is obliged to keep the furniture and elements in the room in the same condition in which they were found.
14. In accordance with the provisions of Law 42/2010, of 30 December on health measures against smoking. Smoking is prohibited in the Hotel except in areas authorized to do so. In the event of non-compliance with this measure, the Hotel may ask the defaulting Customer to pay the costs of cleaning the room.
15. Objects forgotten by Customers at the Hotel will be kept for 3 (three) months from the check-out date. After this period, the Hotel is not responsible.
16. For safety reasons, the use of appliances that work with gas, such as camping gas, etc., is prohibited in the Hotel. The introduction of harmful or prohibited substances into the

rooms or any part of the Hotel is prohibited.

17. Hotel staff is not responsible for letters and/or packages sent to customers staying at the hotel. Customers must ensure that they receive their shipments in person.
18. The Customer must consult the "rules for stays at the Hotel accompanied by pets" section to admit pets.
19. It is forbidden to bring food or drinks into the Hotel to be consumed inside it, except for exceptions duly authorized by the Hotel.
20. In the event of non-compliance with any of these precepts, the Hotel may require the Customer to leave immediately without the right to any compensation in favour of the Customer or reimbursement of the amounts paid.

B. APPLICABLE RULES FOR STAYS IN THE HOTEL ACCOMPANIED BY PETS

1. Without prejudice to the applicable regulations, the stay of a pet in the hotel must be communicated at the time of the reservation. The pets allowed during your stay are one dog or one cat per room, with a maximum weight of 8kg. If you wish to bring other animals or consult exceptional cases, the Customer must contact the Hotel before making the reservation.
2. Pets staying at the Hotel may incur an additional cost per night. The Customer must consult the applicable rates with the Hotel.
3. The Customer declares that his pet has all the mandatory vaccinations in the Spanish territory and that it meets all the required requirements of the regulations applicable to the territory where the Hotel is located, even if its place of origin is not Spain.
4. Pets must always be on a leash/chain and kept within 2 (two) meters of the owner in all hotel facilities. Potentially dangerous dogs must also wear a muzzle and have civil liability insurance that will be presented at the time of check-in.
5. The access of pets to the cafe, the restaurants of the Hotel, the SPA, the outdoor swimming pool and the gym is prohibited, except for guide dogs, which must wear a collar and be restrained by a strap and a harness.
6. The Customer will be responsible for all damage caused by the pet to third parties, to the Hotel's furniture, and/or extra cleaning costs that may occur during their stay at the Hotel. In case of damages or expenses caused by the direct or indirect behaviour of your pet, the amount corresponding to the situation generated by this will be charged.
7. The Hotel is exempt from any subsidiary liability in relation to the damage, harm and discomfort caused by the pet to the people and the property.
8. The Client who comes with a pet is responsible for keeping it in the proper hygienic and sanitary conditions and ensuring that it does not disturb the tranquillity of other guests.
9. It is prohibited: to leave pets alone in the room or inside the vehicle parked in the Hotel car park, to leave food in the pets' bowls at the time of check-out, to bathe the pets in the bathroom of the room and use the bath towels to dry them and that they use or sleep on the bed, in the armchairs or on any element of the furniture in the room.

10. Pets must be leashed in case hotel staff enter the room.
11. In case of non-compliance with any of the above rules, the hotel management reserves the right to cancel the reservation and cancel the stay at the hotel.

C. APPLICABLE RULES FOR THE USE OF THE PARKING LOT

1. When parking the vehicle, the Customer must occupy a single parking space.
2. The use of the disabled parking area must be justified by displaying the mandatory card inside the vehicle.
3. Parking is free exclusively for Customers staying at the Hotel, coinciding with their accommodation period, and ending at the time of check-out. Subject to availability.
4. The Hotel is not responsible for damage caused or received to vehicles that use the garage service or for the objects deposited inside them, as well as for the theft of the vehicle itself.
5. The hotel offers electric vehicle chargers exclusively for guests staying at the hotel. By using these chargers, the Customer agrees and acknowledges the following, releasing the Hotel, its employees and representatives from any liability related to the use of the chargers:
 - a) The use of chargers for electric vehicles is the exclusive responsibility of the owner of the vehicle. The Hotel assumes no responsibility for damage, loss, injury or any other inconvenience related to the use of chargers.
 - b) The hotel makes every effort to maintain and operate the chargers in optimal conditions. However, we cannot always guarantee the continuous availability or correct operation of the chargers. The Hotel will not be responsible for any interruption, technical error or damage caused to the vehicle during loading.
 - c) It is the responsibility of the vehicle owner to take the necessary precautions to ensure the safety of the vehicle and belongings during the loading process.
 - d) Users of electric vehicle chargers must comply with all applicable laws, regulations and rules related to the use of the said chargers. The Hotel is not responsible for any infringement or non-compliance by the user.

D. APPLICABLE RULES FOR THE USE OF CATERING SERVICES

1. Customers must respect the opening and closing times of the restaurant premises.
2. It is not allowed to take food from the buffet restaurant.
3. Access to the restaurant premises must be done in appropriate and tidy clothing. Access is not allowed to customers in swimwear, barefoot, shirtless or similar.
4. Check the room service schedule at the hotel reception.

E. APPLICABLE RULES FOR THE USE OF THE SPA

1. The Guest must always respect the Spa's opening hours. Access to the spa area outside of these hours is prohibited.

2. It is mandatory to arrange a prior appointment for both the circuit and the treatments, at least one day in advance. For this reason, the Guest can contact our Spa reception directly, where our staff will also advise on the best option.
3. We recommend that you arrive at least 15 minutes before your treatment so that we can personalise your treatment for you. Delays in your arrival time will shorten treatment time.
4. Changes or cancellations must be made more than 12 hours in advance. Between 12 and 6 hours, 50% will be charged and with less than 6 hours' notice, 100% will be charged.
5. The safety and well-being of our clients is our top priority. To ensure an optimal and safe experience, it is essential that clients inform our staff, before beginning any treatment, of any relevant medical condition, allergies, sensitivities, injuries, or if they are pregnant.

Our team of therapists is at your disposal to advise you on the treatments best suited to your needs and personal circumstances. For safety reasons, the SPA reserves the right not to perform a treatment if, in its professional judgment, it considers that it could pose a risk to the client's health.
6. For the thermal circuit or Spa treatments, the use of a bathing suit and flip flops is mandatory. The Guest will only have to wear the bathing suit. Flip-flops and towel(s) will be provided at the Spa.
7. The Spa is a relaxation centre, which Guests must respect by being quiet or speaking quietly. If Guests access the Spa area with their mobile phone, it must be switched off or in silent mode.
6. The Spa is not recommended for people with health problems or pregnant women.
7. Children can access the Spa from 1:00 p.m. to 2:00 p.m.
8. All Guests who use the Spa will do so at their own risk and responsibility.

F. APPLICABLE RULES FOR THE USE OF THE SWIMMING POOL

1. The Guests must always respect the pool's opening hours, which is from 9.00 a.m. to 9.00 p.m. Bathing is prohibited outside of these hours.
2. Access to the pool will only be allowed to Guests staying at the Hotel, and to those who have paid the entrance fee if it is fixed. Subject to availability and respecting capacity.
3. The pool does not have a lifeguard service; therefore, parents or guardians must always supervise minors and must not leave them unattended.
4. Guests using the swimming pool are obliged to wear appropriate clothing in accordance with the customs of the country. For hygiene reasons, it is forbidden to bathe in clothes other than a bathing suit.
5. It is mandatory to use the shower before bathing in the pool.
6. It is forbidden to bring glasses or other glass objects into the pool area.
7. Guests using the pool may not bring floats or inflatables into the pool, except for minors or the disabled who need it to swim.

8. The consumption of drinks in the pool is prohibited, if they have not been purchased at the Garden Bar, or at any other point of sale in the Hotel.
9. All Guests using the pool area do so at their own risk and responsibility.

G. APPLICABLE RULES FOR GYM BOUTIQUE USAGE

1. Access to the Gym Boutique is only permitted to persons over 18 years old.

Entry will be via a personal and non-transferable card, which must be presented upon entry at each visit. In the event of loss or theft, the Gym Boutique must be notified immediately to deactivate and replace the card. The Gym Boutique facilities are free of charge for guests staying at the hotel. Access to the Gym Boutique is subject to availability and capacity.
2. The Guests must always respect the gym's opening hours. Access to the gym outside these hours is prohibited.

The Gym Boutique is open from Monday to Sunday from 9.00 a.m. to 9.00 p.m.

The Hotel reserves the right to modify the opening hours of the Gym Boutique in exceptional circumstances.
3. Membership is personal and non-transferable. Guests are not permitted without prior authorization.
4. Booking private classes at the Gym Boutique with a personal trainer (*Personal Training*) is subject to compliance with the following requirements: being an active gym member and having made full payment of the corresponding fee.
5. It is mandatory to wear sports clothing and appropriate, clean footwear.

Users must bring their own towel to cover the equipment during use and clean it with the disinfectant products available at the end.

The use of mobile phones for calls is not permitted in the training areas, to maintain a suitable environment for all users.
6. Users must use the equipment appropriately. The Gym Boutique is not responsible for improper use of the equipment.

Eating food or bringing glasses or glass objects into the training areas is not permitted.
7. It is the user's responsibility to ensure that they are in good physical condition for exercise. In the event of any health problems, they must inform staff.

To protect the health of other users, it is recommended that you do not attend the Gym Boutique if you have symptoms of contagious disease.
8. Other users and Gym Boutique staff must be always respected.

The use of offensive language or inappropriate behaviour is not permitted.
9. Lockers are available for daily use and must be emptied at the end of each session.

The Gym Boutique is not responsible for the loss, theft or damage of personal items stored in the lockers or, in general, on the Gym Boutique premises.

10. The Gym Boutique and the Hotel are not responsible for any damage or injury that users may suffer while using the facilities, except in cases of proven negligence.

The use of the Gym Boutique facilities and equipment is the sole responsibility of the user, who must follow all safety rules and recommendations.

11. In case of emergency, follow the instructions of the Gym Boutique staff and use the marked emergency exits.
12. The user undertakes to respect and follow, under all circumstances, the rules of good conduct, hygiene and safety that may also be indicated by Gym Boutique employees.

For the benefit of all, please put the sports equipment in its proper place at the end of training. In this regard, the utmost care is requested with the equipment to avoid premature deterioration.

In case of doubt or breakdowns, please inform the hotel reception as soon as possible.

The establishment reserves the right to refuse admission in case of intentional misuse of the facilities.

H. GENERAL INFORMATION APPLICABLE TO ALL SERVICES

1. For any type of doubt or question relating to the Hotel operation, you can contact our reception staff, who will assist you and, where appropriate, put you in touch with the person qualified to resolve your doubt or question, being the Director/the most responsible person of the hotel.
2. For security reasons, immediately notify the reception of any abnormal events that you notice such as people in a suspicious attitude in the corridor, repeated phone calls to the room of people who do not identify themselves, calls to the door of your room from people unknown to you, etc.

I. INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

1. You can find more information at the reception about excursions, services and experiences provided by companies outside the Hotel operator.
2. This hotel is not responsible for the services provided by companies outside the hotel operator.