

# HOTEL PERALADA WINE SPA AND GOLF, S.L.U. INTERNAL REGULATION

## A. APPLICABLE RULES FOR THE ACCOMMODATION SERVICE

1. The purpose of this document is to include 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's standards (in hereinafter, the "Customers" or the "Client").

2. The Internal Regulations are available to Clients at all times at the Hotel reception in Spanish, English and Catalan, as well as on the Hotel website: [www.hotelperalada.com](http://www.hotelperalada.com)

3. People who behave violently or who may cause inconvenience to 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 request the help of the State Security Forces and Corps to evict from it those who fail to comply with these regulations, the usual rules of social coexistence or intend to access or remain in it for a purpose other than the normal use of the service.

4. In accordance and with the limits defined by the applicable legislation, the Hotel reserves the right of admission in the terms set forth in this document.

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

- Observe the rules of coexistence and hygiene dictated for the proper use of the Hotel.
- Respect the internal regulations of the Hotel.
- Respect the agreed date of departure from the Hotel, leaving the occupied unit free.
- Pay for the contracted services at the time the invoice is presented or within the agreed term, without the fact of presenting a claim implying the exemption of payment.
- Respect the staff, facilities and equipment of the Hotel.

5. All Clients staying at the Hotel are required to present their identification document at the time of their admission to the Hotel.

6. In accordance with Spanish lodging regulations, any person who accesses the Hotel rooms must fill out a traveler entry form, inexcusably, and those over 16 years of age must also sign it. The entry form, once signed, will be kept by the Hotel during the legally established period for the purposes of compliance with the applicable regulations.

7. After signing the entry form, the Customer will be given the card/key which is strictly personal; The Client must pay the necessary care and inform the reception of the Hotel as soon as possible in case of loss or misplacement. It is the Client's obligation to make sure that the door of the room is properly closed before leaving it or sleeping.

8. The time to enter 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 latest departure time is 12:00 (if you want to leave later, ask reception about the rates).

9. By policy of this Hotel, the payment of the stay is made at the time of check-in, unless otherwise indicated in the conditions of sale, by any of the means of payment accepted 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 a businessman 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 of payment for your accommodation, no-show, damage caused

or extra services and use said guarantee accordingly, being able to charge the amount to the deposit or card if it occurs any of these circumstances. 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 Client's request, will be returned by bank transfer to the account designated by the Client.

10. More people will not be allowed to stay in the room than those specified in the reservation and/or at the time of check-in. The Hotel is not responsible for the actions that could be committed by people introduced by the Client directly into their room and without knowledge of the Hotel.

11. The Client must keep his belongings under surveillance in the common areas of the Hotel and in the parking lot, since they are under 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 safekeeping, with the limits established in the insurance policy.

12. The rooms will remain free at least once a day to allow access to room service. Otherwise, the Hotel is not responsible for the lack of said room service. The Client may not use the towels in the room other than for personal hygiene.

13. The Client is obliged to keep the furniture and existing elements in the room in the same state in which they are found.

14. In accordance with the provisions of Law 42/2010, of December 30, on sanitary measures against smoking, smoking is prohibited in the Hotel except in the areas designated for it. In the event of non-compliance with this measure, the Hotel may request the defaulting Client to pay the cost of cleaning the room.

15. Objects forgotten by Clients at the Hotel will be kept for 3 (three) months from the check-out date. After said period, the Hotel is not responsible for them.

16. For security reasons, the use of appliances that work with gas, such as camping gas, etc., is prohibited in the Hotel. The introduction into the rooms or in any part of the Hotel of harmful or prohibited substances is prohibited.

17. The Hotel staff is not responsible for the letters and/or packages sent to the Clients staying at the Hotel. Customers must ensure that they receive their shipments personally.

18. The Client must consult the section "rules for stays in the Hotel accompanied by pets" for the admission of pets.

19. It is prohibited to bring food or drinks into the Hotel to be consumed inside it, except for exceptions duly authorized by the Hotel.

20. In case of non-compliance with any of these precepts, the Hotel may require the Client to leave immediately without the right to any compensation in favor of the Client 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 at the Hotel must be communicated at the time of booking. Pets allowed during your stay are one dog or one cat per room, with a maximum weight of 8kg. In the event that you wish to bring other animals or consult exceptional cases, the Client must contact the Hotel before making the reservation.

2. The stay at the Hotel for pets may entail an additional cost per night. The Client must check applicable rates with the Hotel.

3. The Client declares that his pet has all the mandatory vaccinations in Spanish territory and that it meets the requirements of the applicable regulations in the territory where the Hotel is located, even if the place of origin is not Spain. .

4. Pets must always be on a leash/chain and kept less than 2 (two) meters from the owner within all Hotel facilities. Potentially dangerous dogs must also wear a muzzle and have civil liability insurance that must be presented at check-in.
5. The access of pets to the cafeteria, the Hotel restaurants, the SPA, the outdoor pool, the gym is prohibited, with the exception of guide dogs, which must wear a collar and be on a leash and a harness.
6. The Client will be responsible for all damages caused by the pet to third parties, to the Hotel furniture, and/or extra cleaning expenses that may occur during their stay at the Hotel. In case of damages or expenses caused by the direct or indirect behavior of your pet, the amount corresponding to the situation generated by it will be charged.
7. The Hotel disclaims any subsidiary liability in relation to damages, losses and inconvenience caused by the pet to persons and property.
8. The Client who comes with a pet is responsible for keeping it in the proper hygienic-sanitary conditions and making sure that it does not interrupt the tranquility of other guests.
9. It is prohibited: leaving pets alone in the room or inside the vehicle parked in the Hotel parking lot, leaving food in the pet's bowls at the time of check-out, bathing pets company in the bathroom of the room and use the bath towels to dry them and that they use or sleep in the bed, on the armchairs or on any element of the room's furniture.
10. Pets must be on a leash in case the Hotel staff enters the room.
11. In case of not respecting 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**

1. When parking their vehicle, the Client will have to occupy a single parking space.
2. The use of the parking area for the disabled must be justified by displaying the required card inside the vehicle.
3. Parking is free to use exclusively for Clients 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 the damages produced or received in the vehicles that use the garage service nor for the objects deposited inside them, as well as the theft of the vehicle itself.
5. The Hotel offers chargers for electric vehicles exclusively for Clients staying at the Hotel. By using these chargers, the Client accepts 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 sole responsibility of the owner of the vehicle. The Hotel assumes no responsibility for damages, losses, injuries or any other inconvenience related to the use of the chargers.
  - b) The Hotel makes every effort to maintain and operate the chargers in optimal conditions. However, we cannot guarantee the continuous availability or correct operation of the chargers at all times. The Hotel will not be responsible for any interruption, technical failure or damage caused to the vehicle during charging.
  - c) It is the responsibility of the vehicle owner to take the necessary precautions to ensure the safety of his 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 such chargers. The Hotel is not responsible for any infringement or non-compliance by the user.

#### **D. APPLICABLE RULES FOR THE USE OF RESTORATION SERVICES**

1. Customers must respect the opening and closing hours of the restaurants.
2. It is not allowed to take food from the buffet restaurant.
3. Access to the restaurant premises must be done with the appropriate and neat clothing. Access will not be allowed to Clients who go with bathing clothes, barefoot, without a shirt or similar.
4. Check the room service schedule at reception.

#### **E. APPLICABLE RULES FOR THE USE OF POOL SERVICES**

1. The Client must respect the pool hours at all times. Bathing outside of these hours is prohibited.
2. Access to the pool will only be allowed to Clients staying at the Hotel, and to those who have paid for the entrance if it is fixed. Subject to availability respecting the capacity.
3. Clients who use the pool are obliged to wear appropriate clothing in accordance with the uses and customs of the country. For hygiene reasons, it is forbidden to bathe with clothes on.
4. It is mandatory to use the shower and foot bath before bathing in the pool.
5. The use of the pool loungers is free, and cannot be reserved. Hotel staff may remove sunbeds that are not used for at least 30 consecutive minutes, as long as there are other users waiting to occupy them and transfer personal belongings to the Hotel Reception.
6. It is forbidden to bring glasses or other glass objects into the pool area.
7. Clients who use the pool may not introduce floats or inflatables into the pool, except for minors or disabled people who need it to swim.
8. The consumption of drinks in the pool is prohibited, if they have not been purchased at the Pool-Bar, or at any other point of sale of the Hotel.

#### **F. GENERAL INFORMATION APPLICABLE TO ALL SERVICES**

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

#### **G. INFORMATION ON ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES**

1. You can find out at the reception about excursions, services and experiences provided by companies other than the operator of the Hotel.
2. This Hotel is not responsible for the services provided by companies other than the operator of the Hotel.