



## **INTERNAL RULES AND REGULATIONS**

### **CONJUNTO TURISTICO MARINA REY**

Category: 2 keys

Tourism Register: A/AL/00254

In accordance with Article 31 of Decree 194/2010, of april 20th, of Tourist Apartment establishments, modified by Decree of nobember,11th of 2016, by which annexes of the Decree 20/2002 are modified on january, the 29th, of Turism in the rural environment and Active Turism, Decreet 47/2004, of February 10th, , of hotel establishments and Decree 194/2010, of April 20th, , of turistic apartments establishments, regarding the requirements for these accommodations, the resort has the following System of Internal Rules and Regulations, which shall be of obligatory compliance for guests of the establishment.

#### **1. Art.31- System of Internal Rules and Regulations.**

1. Establishments of Tourist Apartment may have a System of Internal Rules and Regulations establishing the rules of obligatory compliance for guests during their stay.
2. The System of Internal Rules and Regulations, if there is one, shall specify at least the conditions for admission, the cohabitation and operating rules, and anything else that allows and favors the normal enjoyment of the facilities, equipment, and service.
3. The owners of Touristic Apartment establishments may seek the help of the authorities to evict any guest who violate the System of Internal Rules and Regulations or who attempt to access or remain in the establishment for purposes other than the normal use of the services, in accordance with the provisions of Law 12/1999, of December 15th, nor in this Decree.
4. The System of Internal Rules and Regulations must be approved and registered for the tourist establishment by the Ministry of Tourism and Sport; said approval and registration shall also affect the supplementary services if these are provided exclusively for the use of guest, in which case this shall be expressly indicated in the rules and regulations and signs shall be installed to this effect. It shall be understood to have been approved if a month should elapse from receipt thereof by the afore mentioned Ministry without this having been returned to the applicant duly stamped and may be put on public display and implemented after this period.



5. The System of Internal Rules and Regulations shall always be available to guests and shall be displayed in at least Spanish and English, in a visible place in the establishment's reception area.
2. The accommodation booking starts at 4 p.m. on the first day of the contracted period and ends at 11 a.m. on the day indicated as the departure date. The check-in time may be up to two hours later in periods of maximum occupancy. For any changes, please contact Reception. Any prolongation of the indicated check-out time, without prior agreement, shall entitle the establishment to charge the equivalent of an additional day.
  - Do not show your room key in public place.
  - Do not discuss specific plans for trips, excursions, etc on public or with strangers.
  - Do not hang clothing from the rail of the balcony, nor inside the balcony on cords.
  - Should you discover any kind of damage or anomaly, please contact Reception.
  - Respect the areas where the rooms are found, particularly during the hours of night and during siesta time, do not make unnecessary noise.
  - Use the facilities appropriately, respecting the furniture and gardens of the hotel.
  - Respect the stipulated times for the use of the different facilities.
  - Do not use glasses or other glass items in the pool area.
  - Participate in any accident or evacuation drills held during your stay at the apartments.
3. Timetables may change depending on the time of year. Guests will be informed of any changes in a timely manner.
4. Any damage to furniture, utensils, etc, that management considers to have been intentional shall be charged to the guest on their bill and the hotel also reserves the right to ask the guest leave the establishment immediately.
5. Shoes must be worn in the hall, corridors, and other communal areas, except in the pool area. Access to the hotel when wet is not permitted.
6. For health and safety reasons, the use of the pools is not permitted after the time stipulated on the sign installed with the pool rules, due to the use of chemical products to maintain this, as well as for cleaning purposes.



## MARINA REY

APARTAMENTOS TURÍSTICOS

7. Once our Restaurant reaches maximum capacity, entry will not be permitted until tables become available.
8. The resort provides official complaints forms so you may exercise your rights. This does not exempt you from paying your bill before hand.
9. Each department has information in relation to operating time. We ask that you please read and complete this.