



## **INTERNAL REGULATIONS IBIZA GRAN HOTEL 5\* GL**

In accordance with Title II of Law 8/2012 of July 19 2012 on Tourism of the Balearic Islands, the establishment sets out the following Internal Regulations, which are mandatory for users of the establishment.

### **1. BOOKINGS AND PRICES**

1.1. All occupants of the rooms must be registered by way of the presentation of the official documentation stated.

1.2. Users must pay the amount of the contracted accommodation services upon check-in and upon presentation of the invoice, under the agreed conditions.

1.3. The Hotel will request prior guarantee of payment by credit card, debit card or in cash for any extra services not contracted and that may be requested during your stay. The daily rate per room is €100 for payments made by credit card, and €250 for payments made by debit card or in cash.

1.4. The booking begins at 3PM on the first day of the contracted period and ends at 12PM on the day of departure. Please contact Reception prior to making any modifications. Bookings and stays for minors who are not accompanied by a responsible adult are not permitted at any time. In order to access discounts based on age, proof of age must be provided at check-in with the appropriate documentation (ID card or passport).

1.5. Once registered, your right to use the contracted services may not be transferred to third parties.

1.6. Two guests are not permitted to stay in a double room booked for individual use. In this case, the rate established for double occupancy bookings will apply.

1.7. Additional services are not included in the daily rate, such as: laundry service, telephone service, catering service (except breakfast), in-room catering service, mini-bar products, spa service, etc.

1.8. Only registered hotel guests may access the rooms. Individuals who provide services, whether on their own behalf or in name of a company, unrelated to the hotel and contracted by the guests, are not permitted to enter the hotel.

1.9. The parking area is for the exclusive use of hotel guests who request it, at the established rate, from the signing of the contract until check out. The hotel is not responsible for personal items left in unattended cars.

### **2. ESTABLISHMENT RULES AND SERVICES**

2.1. Daily room cleaning may take place between 9AM and 6PM. The night and turndown service hours are from 6PM to 10PM.

2.2. In case you wish to have your room tidied, please place the notice "Please tidy room" on the outside door handle, or call our Operator (extension 9). In the event that you do not wish to be disturbed, place the "Please do not disturb" sign on the outside of your room door.

2.3. The establishment offers its guests towels for exclusive use in the pool, free of charge. These may be requested for outdoor use and must be signed for. A deposit of €20 per unit must be made and will be reimbursed upon return. In the event of loss or damage of the towel, the deposit will not be returned to the guest.



- 2.4. The use of the pool loungers is free of charge for guests registered at the hotel. These cannot be reserved. In the event that there are other users waiting to occupy them, the hotel staff may remove personal belongings left on loungers that are not in use for at least 30 consecutive minutes. These personal belongings will be taken to the hotel reception.
- 2.5. The establishment is only responsible for valuables deposited in the safety deposit box in your room, in accordance with the conditions established therein.
- 2.6. The hotel offers the possibility of depositing your valuables in the central safe at Reception. The hotel will not accept responsibility for the theft or loss of personal items that have not been kept in this safe.
- 2.7. Hanging garments on the hotel facade is not permitted.
- 2.8. It is forbidden to use towels and other room linen outdoors.
- 2.9. The main pool and the upper pool (adults only) may be used, respecting the regulations established upon access to both pools. The established opening and service hours are from 9AM to 8PM, monitored by a lifeguard.
- 2.10. Access to the indoor common areas at the hotel is not permitted in wet clothes, bare feet or in swimming attire.
- 2.11. It is also forbidden to enter the restaurant, bar or buffet in swimming attire-even if they are dry-, or with bare feet.
- 2.12. The electrical installation of the room is 220 Volts.
- 2.13. Television, telephone, Internet and WiFi services are provided subject to the technical conditions of the service provider, and the establishment is not responsible for any interruptions that may occur or for the quality of the signal.
- 2.14. Please use the facilities correctly, respecting the hotel furniture and gardens, and if you discover any damage or defect, please contact Reception.
- 2.15. Respect the basic rules of coexistence, especially at night or during rest hours. Avoid making unnecessary noise, where possible.
- 2.16. Guests staying and moving around within the establishment will do so in the areas reserved for them, with no access, in any case, to the reserved or private rooms or spaces.
- 2.17. Guests may not take food or drinks out of the dining areas at the establishment.
- 2.18. You may not bring food or drinks into the hotel to be consumed inside the establishment.
- 2.19. Smoking is prohibited in all areas the establishment. According to the Balearic regulations in force, smoking is prohibited on the terraces of the establishment for public use or similar spaces. This limitation also applies to the use of any other tobacco inhalation device, water pipes, hookahs or similar.
- 2.20. The rooms are equipped with an electrical cut-off device that must remain activated while the guest is not in the room.
- 2.21. The furniture, accessories and equipment in the rooms, in addition to the rest of the rooms in the establishment, are part of the services provided and have been arranged with the intention of ensuring guests their stay is as pleasant as possible. Please use them appropriately and respectfully. In any case, this property belongs to the establishment, so in case of loss, theft or unjustified damage, the establishment reserves the right to demand the corresponding payment.
- 2.22. Establishment staff must be treated with respect and dignity.



### 3. SAFETY RECOMMENDATIONS DURING YOUR STAY

Ensuring your safety during your stay at Ibiza Gran Hotel is our main responsibility. Here are some useful tips:

- 3.1. Do not leave your luggage unattended. Place valuables in the safety deposit box located inside the wardrobe in your suite.
- 3.2. Management is not responsible for valuables lost in the suites or common areas at the hotel.
- 3.3. Keep your bedroom door closed when you are inside and ensure it is closed when you leave.
- 3.4. When you are not using your suitcase, close it and store it in the wardrobe.
- 3.5. Keep your room key safe. Our hotel has installed an electronic key system, and one key per guest will be programmed upon check-in. Please note that, for your own safety, your room key will only be issued upon presentation of identification.
- 3.6. Notify Management of any abnormal occurrences, such as: individuals acting dangerously in the hallway, repeated phone calls from unidentified persons, individuals unknown to you knocking on your room door, or finding someone at the door when you come to open it.
- 3.7. The hotel is equipped with video surveillance cameras. The images captured by these cameras will be processed according to the legal requirements established for Cálida Ibiza S.A.
- 3.8. A detailed plan of the emergency exits and the corridor routes can be found on the back of the door to your room. Please consult this map for your own safety and, if in doubt, please call Reception (extension 9).
- 3.9. In the event of a fire, do not use the lifts under any circumstances and always evacuate the building using the emergency exits. Remember to follow the evacuation protocol in case of alarm and contact extension 9 for any other emergency.

### 4. RIGHT OF ADMISSION

In accordance with the management criteria, the access and/or stay of guests in the establishment will be prevented in the following cases:

- 4.1. To people who are not registered as guests at the hotel or do not have a reservation at Costa Mara or La Gaia Restaurant within the established opening hours.
- 4.2. The number of current guests means the establishment is at full capacity.
- 4.3. Outside the establishment opening hours.
- 4.4. Failure to comply with the minimum age established in order to access the premises, according to the regulations in force.
- 4.5. Failure to pay what is due when requested.
- 4.6. Acting in a violent or aggressive manner or provoking altercations, causing danger or discomfort to other guests, or not meeting the conditions of hygiene and attire.
- 4.7. Carrying weapons or objects likely to be used as such, unless in accordance with the provisions of the specific measure applicable at any time, they are members of the Security Forces and Corps or private escorts, members of private companies, and access the establishment as part of exercising their duties.



4.8. The consumption of drugs, narcotic or psychotropic substances, or the demonstration of signs of having consumed them.

4.9. Making noise that may affect the normal operation of the establishment.

4.10. Acting or adopting attitudes which go against the sanitation and cleanliness of the establishment.

4.11. Violation of the normal social coexistence of the establishment.

However, and in the cases described above, the individual is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the establishment.

Animals are not permitted, except guide dogs, where the guest is accredited to be in possession of one.