

INTERNAL REGULATIONS
SENATOR PARQUE CENTRAL HOTEL
TOURIST REGISTRATION NO.: HV-1154
**4-STAR CITY HOTEL (H **)
URBAN MODALITY

GENERAL PROVISIONS

Any person accessing the Hotel Senator Parque Central is required to comply with the provisions of these regulations, as well as those contained in Law 15/2018, of June 7, of the Generalitat Valenciana, regarding tourism, leisure, and hospitality in the Valencian Community [2018/5692].

RECEPTION

CHECK-IN REGISTRATION

- Every guest over 14 years of age staying at the hotel must sign a check-in form and present a national identity document or passport, in accordance with Royal Decree 933/2021. Guests must also sign the corresponding traveler registration form in accordance with Order INT/1922/2003 of July 3, regarding registration books and traveler entry forms in hospitality establishments and similar accommodations. The collection and processing of this data will be carried out in accordance with Organic Law 3/2018 of December 5 on the protection of personal data, and under Article 12.1 of Organic Law 1/1992 of December 21 on the Protection of Public Security.
- Based on room occupancy requirements for each room type, guests aged 0 to 2.99 years are considered Infants, from 3 to 11.99 years are considered Children, and from 12 years onwards are considered Adults.
- Room rates are based on the room category, not on the number of people occupying the room.
- Child discounts, under any payment method, are subject to proof of age upon arrival at the hotel. Such proof must be provided by presenting one of the following **ORIGINAL** documents: national identity card, family record book, or passport. Children are considered to be between 3 and 11.99 years old, and babies up to 2.99 years old. If proof of age cannot be provided upon arrival, reception will charge the corresponding amount as a deposit, either by credit card or cash, until the age verification can be confirmed.
- Check-in time for rooms begins at 2:00 p.m. Early check-in may be available upon payment of the corresponding supplement and is always subject to availability. During periods of high occupancy, room availability may be delayed by up to a maximum of two hours, in accordance with Article 15 of Decree 47/2004.
- Upon arrival, guests must sign digitally via the signature pad the admission document, traveler registration form, and other relevant information in accordance with Article 14.2 of Decree 47/2004.
- Upon check-in, guests will be informed and provided with details regarding their meal plan, accommodation unit, and other relevant information in accordance with Article 14.2 of Decree 47/2004.
- In compliance with the provisions of Article 5 of Decree 10/2021 of January 22, access to tourist establishments is free and without prior restrictions. However, the owner of the establishment may request any person to leave the premises (after payment for any services consumed) if their behavior

violates the internal regulations or if they intend to remain on the premises for purposes other than the normal use of the services provided.

- Tourist user status is acquired upon signing the mandatory admission document immediately after entering the establishment. Our MySenator Loyalty Program, which guests may join free of charge, offers a range of benefits available to its members. The terms and conditions of the Loyalty Program can be found in the corresponding section of our website: <https://www.senatorhr.com/my-senator-signup/condiciones-my-senator/>. The Company/Hotel reserves the right to cancel the MySenator Loyalty Program.



- **Personal Data Protection:** The collection and processing of personal data will be carried out in accordance with Organic Law 3/2018 of December 5 on the protection of personal data and pursuant to Article 12.1 of Organic Law 1/1992 of February on the Protection of Public Security. The data you provide will be treated confidentially in accordance with Organic Law 3/2018 of December 5 on the protection of personal data. You reserve the right to access, rectify, erase, and object to the processing of your data by sending a written request to: Grupo Hoteles Playa, Customer Service Department – Edificio Playa Hoteles – 04740 Roquetas de Mar – Almería, in accordance with Articles 12 to 18 of the aforementioned Organic Law.

BILLING, RATES, AND STAY

- Price rates are available at the hotel reception. At all other points of sale, you may also find complete information regarding the rates of the different services and products offered.
- Guests must pay for the contracted services upon presentation of the invoice or under the agreed payment conditions.
- Reception may request, at the time of check-in, a credit or debit card as a guarantee for the reservation or alternatively a €100 deposit to cover any additional charges incurred during the stay.
- If you have booked your stay and services at our hotel through an agency with which we do not maintain a credit agreement, and the reservation has not been prepaid prior to your arrival, we reserve the right of admission unless payment is guaranteed by credit card or cash, within the legal limit of €999 established in Article 7 of Law 11/2021.
- Regardless of whether the Company and the Guest have agreed, at the time of check-in or booking confirmation, on advance payment for the stay, this establishment may require guests, at any time and upon presentation of the corresponding invoice, to pay for services rendered.
- The hotel may also request payment during the stay for invoices exceeding €300.

- Personal checks and bank drafts are not accepted.
- Payments are only accepted by credit card, debit card, American Express (AMEX), or immediate bank transfer.
- This establishment accepts pets with a maximum weight of 25 kg, subject to payment of the applicable fees, with the exception of guide dogs and assistance dogs, which stay free of charge. The established fee is 25 € on the first day as a cleaning charge, plus 12 € per day as a pet supplement. Two pets may not stay in the same room if their combined weight exceeds 25 kg. The safety and hygiene regulations applicable to stays with companion animals are detailed below:
 - For hygiene reasons, please prevent your pet from getting on beds or sofas.
 - Please ensure that your dog does not bark excessively, especially inside the room, to avoid disturbing other guests.
 - For safety and hygiene reasons, pets are not allowed in bars, restaurants, except for guide dogs.
 - Do not allow your dog to roam freely in the common areas of the establishment.
 - In order to carry out the daily cleaning of your room, a specific cleaning time must be arranged during check-in. During room cleaning, you must remove your pet from the room to allow proper cleaning.
 - The guest shall be responsible for any damage, loss, or deterioration caused to the hotel's facilities, furniture, fixtures, or equipment during their stay, whether such damage is caused intentionally or accidentally.
 - This establishment has complaint forms available to guests upon request.
 - For greater safety, please do not allow children to use the elevators unless accompanied by an adult.
 - For greater safety, please do not allow children to use the automatic/revolving door alone or play with it. The hotel is not responsible for accidents resulting from improper use. This is a revolving door and must **NEVER** be forced or pushed in the opposite direction, as the safety systems will stop it. Likewise, the doors are equipped with presence sensors at the entrance and exit to activate operation, so remaining inside the sensor area will cause the door to stop.
 - If you wish to use the wake-up call service, please inform reception.
- Hotel Management reserves the right to call a tow truck to remove vehicles parked for more than 30 minutes in the designated loading and unloading area.
- The hotel has a garage with limited parking spaces available for guests' vehicles. Rates are available at reception. The hotel is not responsible for any damage caused to vehicles parked in the hotel garage or parking area unless such damage results from faults or defects in the garage facilities themselves.
- The hotel offers a buffet breakfast service available to anyone, whether staying at the hotel or not. Prices may vary depending on the season, and children aged 3 to 11.99 years receive a 50% discount on the adult price.
- Hotel Management reserves the right to modify schedules or services according to the internal needs of the hotel, following the appropriate public notice.

ROOMS

- The latest check-out time is 12:00 noon. Failure to comply with this rule will result in the charge of an additional night's stay, in accordance with Article 12 of Decree 10/2021 of January 22. If you wish to extend your stay, please inform reception in advance. Extensions are always subject to availability and additional charges.
- For Standard and Executive rooms, the late check-out supplement is €12 until 2:00 p.m., €19 until 4:00 p.m., €29 until 6:00 p.m., and €49 until 8:00 p.m.
- For Superior Double Rooms and Suites, late check-out until 2:00 p.m. is free of charge. After that time, the supplement is €24 until 4:00 p.m., €34 until 6:00 p.m., and €54 until 8:00 p.m.
- Departures after 8:00 p.m. will incur the charge of an additional full night.
- This establishment offers room service. This is an extra service **NOT INCLUDED** in any accommodation or meal plan. Room service can be requested by calling Reception, the Cafeteria, or by accessing the QR menu available in your room. Room service carries a supplement of €6 per service requested, in addition to the cost of the products consumed.
- The hotel is not responsible for valuables left in the room that are not stored in the safe deposit box, as this is a complimentary service.
- The establishment is not responsible for personal belongings or valuables left unattended in common areas, restaurants, swimming pools, parking areas, spa facilities, etc.
- **Room towels are for in-room use only.**
- Minibar: Upon arrival, you will find 2 bottles of mineral water in the minibar, complimentary from the hotel. If you wish to restock it according to your preferences, please contact reception, where you will be informed of the additional cost of each selected product.
- We offer guests the possibility of creating their own minibar beverage selection. You may consult the available options through the QR code provided in your room and place your request at Reception. All requested beverages will be charged accordingly. Prices can be found in our application at <https://appparquecentral.senator-hotels.com>.
- Out of respect for other guests, please keep the television volume at a reasonable level and maintain silence in the corridors after 10:00 p.m.
- The hotel reserves the right to take the appropriate actions regarding any damage or breakage caused by guests to the room contents, room structure, or hotel facilities.
- Bathroom towels will only be replaced during cleaning hours when the towel has been left on the bathroom floor or inside the bathtub. We kindly ask for your cooperation in protecting the environment by saving water, energy, and detergents.
- If you wish to use the laundry service, please contact reception. Clothing delivered before 10:00 a.m. will be returned the same day. In the event of loss or damage, the hotel's liability shall never exceed five times the price charged for the service.

- Room cleaning is carried out daily between 10:00 a.m. and 2:30 p.m., and may extend until 3:30 p.m. during periods of high occupancy.
- In accordance with Law 28/2005 of December 26 regarding health measures against smoking, **SMOKING IS PROHIBITED THROUGHOUT THE ENTIRE ESTABLISHMENT.** The use of cigars, electronic cigarettes, and any other smoking devices is not permitted indoors. Smoking in your room will result in a cleaning fee of €150.

RESTAURANTS AND BARS

- Depending on the hotel, different meal plans may be offered, such as: room only, bed and breakfast, half board, and full board.
- The card provided upon arrival is personal and non-transferable. Under the Half Board regime (breakfast and dinner), **DRINKS ARE NOT INCLUDED** and must be paid for separately or charged to your room account. This service will be provided in the hotel restaurant.
- We provide a QR code for our menus, which you may scan to view the available products and updated prices. Appropriate clothing is required to access the restaurant/cafeteria. Entry without footwear, without a shirt or T-shirt, or while wearing swimwear is not permitted. Entry while wet is also not allowed.
- If you would like to request a picnic or cold breakfast, this must be ordered at reception the previous day before 9:00 p.m.
- If, for health reasons, you require a special diet, please do not hesitate to speak with our F&B Manager or Reception so arrangements can be coordinated with the kitchen staff.
- Please note that bringing food or beverages into or out of the restaurant is not permitted. If items are removed, we will be obliged to charge them as extras.

VARIOUS

- For better coexistence and respect for the rest of the guests, the use of play elements, balls, etc. is not allowed in the common areas of the establishment.
- The establishment is not responsible for any accident / incident that takes place in its facilities due to improper use of them.
- For your safety do not walk barefoot or with wet feet inside the hotel.

GYM/SAUNA

- The use of the facilities is exclusively for hotel guests. Its use is completely free of charge.
- The established schedule is 8.00h to 23.00h
- Entry is prohibited for minors under 18 years of age.

- It is strictly forbidden to enter with glass products.
- It is mandatory to use a towel.
- The use of the locker is stipulated for the duration of the sports activity. Otherwise the hotel staff is authorized to make the locker available.
- The hotel is not responsible for the loss or theft of objects in the changing rooms and lockers.
- The sauna has a maximum capacity of 2 people.
- The gym has limited capacity, so guests are kindly requested to respect at all times the indications of the hotel staff.

LOUNGE ROOMS

- The requirements for the use and enjoyment of the hotel lounge rooms must be agreed in writing prior to the event.

FIRE PREVENTION RULES

- The use of non-authorized heating devices in the rooms is not permitted.
- The transport or use of flammable objects or liquids is strictly prohibited.
- Do not tamper with the electrical installation.
- In accordance with Law 28/2005, of December 26, on health measures against smoking, **SMOKING IS PROHIBITED THROUGHOUT THE ENTIRE ESTABLISHMENT**. It is forbidden to throw cigarette butts into waste bins or out of windows. Do not use plant pots to extinguish cigarettes, as the peat is highly flammable and burns slowly.

Obligations of users of tourist services. Article 17 Law 15/2018, of 7 June, of the Generalitat, on tourism, leisure and hospitality of the Valencian Community [2018/5692].

Users of tourist services, without prejudice to the provisions of sector-specific regulations that may apply, shall have the following obligations:

- a) To respect the traditions and social and cultural practices of tourist destinations, as well as their richness and value.
- b) To respect the environmental surroundings, historical and cultural heritage, and tourist resources.
- c) To pay for the contracted services, either at the time of presentation of the invoice or at the time, place and manner agreed, without the fact of submitting a complaint or claim implying, in any case, exemption from payment.
- d) In the case of accommodation tourist services, to respect the agreed check-out date and time, leaving the occupied accommodation unit free.

e) To observe the rules of respect, courtesy, social coexistence, clothing and hygiene for the proper use of tourist establishments and services.

f) To respect the facilities and equipment of tourist establishments and companies.

g) To respect the internal regulations of tourist establishments, schedules, and rules of conduct in visiting places and in the performance of tourist activities.

Rights of users of tourist services. Article 17 Law 15/2018, of 7 June, of the Generalitat, on tourism, leisure and hospitality of the Valencian Community [2018/5692].

Users of tourist services, without prejudice to the provisions of general consumer protection legislation, shall have the right to:

a) Receive from tourism companies objective, truthful and understandable information, complete and prior to contracting, about the services offered, as well as the final price, including taxes. And to be protected against misleading information or advertising in accordance with current regulations.

b) Obtain the documents that certify the terms of their contract.

c) Receive tourist services under the conditions offered or agreed and, in any case, ensuring that the nature and quality of the service provided is directly proportional to the category of the tourism company or establishment.

d) Enjoy accessible tourist spaces, infrastructure and services.

e) Freely access tourist establishments and services under the terms established by law.

f) That tourist establishments comply with the regulations on the safety of their facilities and fire protection, as well as specific tourism regulations.

g) Be informed, in a clear manner, about any facilities or services that may pose a risk and about the safety measures adopted in this regard.

h) Receive an invoice or proof of payment for the tourist service provided with the data required by current legislation.

i) Submit complaints and claims and obtain accessible and truthful information about the procedure for submitting them and their processing, being able to access an extrajudicial dispute resolution system through mediation and arbitration. Likewise, they have the right for the competent public administration to ensure maximum efficiency in the attention and processing of their complaints or claims.

j) Resort to arbitration procedures for the extrajudicial resolution of their disputes with economic consequences.

k) Require that, in a clearly visible place, the official distinguishing signs certifying the classification of the establishment, capacity, prices of the services offered and any other activity-related variable, as well as the corresponding quality symbols, be publicly displayed.

Rights of Tourism Companies. Article 17 Law 15/2018, of 7 June, of the Generalitat, on tourism, leisure and hospitality of the Valencian Community [2018/5692].

1. Tourism companies and tourist service providers, for the purposes of this law and without prejudice to other applicable regulations, shall have the following obligations:

- a) To notify the tourism administration of the start, cessation or termination of activity in the manner determined by regulation, to comply with the requirements established in current tourism regulations and to maintain them throughout the period of their activity, proving compliance when required by the tourism administration.
- b) To classify their establishments for tourism purposes and, when required, to hold the necessary authorisation or accreditation for the exercise of the tourism activity to be carried out, and, in the case of tourist housing, to include the registration number in the Tourism Register of the Valencian Community in all advertising that promotes them.
- c) To provide transparent publicity of the services offered, indicating the services included, their quality and the final prices including taxes, as well as to inform about financial compensation in the event of unilateral cancellation of such contracts by the company.
- d) To issue detailed invoices for the amount of services provided, with the content established by current regulations, in accordance with the prices offered or agreed.
- e) To comply with accessibility requirements and adaptation of services for persons with disabilities, in accordance with current legislation.
- f) To ensure the proper functioning of services and the correct maintenance of all facilities and equipment of their establishments, and to ensure accident prevention, health protection and food hygiene.
- g) To ensure the safety, privacy, tranquillity and comfort of users of tourist services, guaranteeing that they receive hospitable treatment from company staff.
- h) To know and respect users of tourist services and to inform themselves about their way of life, traditions and social and cultural practices, as well as their freedom of conscience or religious beliefs, typical of their places of origin and their expectations, contributing to their development during their stay.
- i) To provide objective and truthful information about destinations, travel conditions, reception, stay and services, and to provide services as agreed and, where applicable, as advertised.
- j) To display, in a clearly visible place, the corresponding official signs certifying the classification, category and specialisation of the establishment, and any other information relating to the exercise of the activity, in accordance with the relevant regulations.
- k) To inform users, clearly and unequivocally, of any foreseeable risk that may arise from the provision of services or the use of facilities, as well as the safety measures adopted.

- l) To have available and provide users of tourist services with official complaint forms.
- m) To provide users, before the conclusion of the contract or provision of the service, with all details of the company owner and the establishment itself, as well as information relating to insurance or guarantees required by applicable legal provisions.
- n) To provide the tourism administration, for the exercise of its legally and regulatorily assigned powers, with the necessary information and documentation, and where appropriate, to cooperate in the resolution of complaints and conflicts arising in relation to the services provided and in inspection tasks.
- o) To organise tourism activities with destinations outside the Valencian Community in harmony with the characteristics, traditions and social and cultural practices of the destinations and in respect of their laws and customs.
- p) To respect human rights and, in particular, the specific rights of the most vulnerable population groups, especially the rights of children, as set out in the United Nations Convention on the Rights of the Child of 20 November 1989, as well as the rights of elderly people, persons with disabilities, ethnic minorities and indigenous peoples.
- q) To develop their activity in a sustainable manner, safeguarding the environment and natural resources.
- r) To guarantee the rights recognised in applicable regulations for their workers, ensuring adequate and sufficient social protection and avoiding, as far as possible, job insecurity and striving for decent and quality employment.
- s) To provide their workers with decent working conditions in accordance with current legislation, and initial and ongoing education and training that, among other aspects, includes knowledge and protocols to ensure hospitable, equal and non-discriminatory treatment of users of tourism services and visitors.
- t) To provide their workers with adequate training in occupational risk prevention and to ensure compliance in accordance with current legislation.
- u) To ensure that guests are informed in writing about compliance with basic rules of coexistence.

Article 3. Legal regime

1. Hotel establishments shall be subject to the Tourism Law, this Decree, and any applicable sector regulations.

In particular, complementary services offered to the general public shall also comply with current regulations on public entertainment and recreational activities.

The manager of the establishment and our customer service department are available to handle your complaints or suggestions during your stay. Complaints submitted after check-out will not be accepted.

THE
MANAGEMENT