



INTERNAL REGIME

1) Registration entry and documents required for admission

RIGHT OF ADMISSION

The right of admission is recognized and approved in Art 59.1.e of the General Police Regulations for Recreational Activities and Spectacles of the Royal Decree 2816/1982 of 27 of August, extendable to all establishments destined to public activities, be they privately or publicly owned. The public will not be admitted into the premises without complying with the requirements conditioning the right of entry regulated by the management as is dictated in Art 59 of the Royal Decree.

Coral Star Hotel and Apartments are of public use and of free access without any other restrictions other than those derived from the legal dispositions of this regulation. Admission and permanence of persons in this establishment can only degenerate due to the following causes:

- A) Due to lack of accommodation or facilities.
- B) Failure to comply with the admission requirements as established in these regulations.
- C) Adopting behaviors that can be a danger or can cause discomfort to other persons or guests or creating difficulties to the normal development of activities.

In the case of any of these circumstances occurring, the person or persons involved will be required by the staff or personnel to leave, upon payment of any pending bills of services or consumption.

The management wishes to firmly express that there will be no restrictions to free entry to services, facilities or accommodation of the Hotel establishment, for reasons of sex, disabilities, religion, diverse opinions or whatever other personal or social circumstances.

Persons who wish to use accommodation units, common or shared facilities or any other complementary service detailed in this Regulation, must present identity documentation for inscription in the establishment register for their admission. The establishment, having registered the person, or persons, will then formulate an entry form of admission with name, number of the inscription of the establishment, number or identification of the assigned accommodation and dates of arrival. So as to officially validate the entry form of admission, a signature will be required from the person concerned. Once the document is signed, it will be understood that the client will oblige with the norms of the Regulation. The original document will remain in the establishment

The list of complementary facilities offered in this establishment or from other persons or entities, are available in detail form at the reception.

2) Norms

RIGHTS AND OBLIGATIONS.

Not being in the knowledge of the regulatory norms does not exempt the client of its compliance as they are based on active legislation.

Clients have a free access to the establishment limited only by the norms contained in paragraph 1. And in those mentioned in this internal regulations. Clients have the right to full information of all available facilities and services offered in compliance to the accorded conditions, to delivery of receipts of payment with the corresponding regulatory formalities for services acquired.

Clients are obliged to observe the norms contained in the regulatory procedures as from the signature of the entry form as well as those norms dictated by the Hotel Management concerning security and hygiene. Clients when required must be able to justify their condition presenting the entry form. Guests are required to respect all facilities and equipment and to pay the amount corresponding any contracted services at presentation of the bill, albeit other agreed conditions. The presentation of a written reclamation does not exempt the client from the obligation of payment of the contracted service.

3) Rights and obligations of the Hotel Company

The establishment can at any moment seek the assistance of authority agents to displace from the premises guests or clients who do not comply with this regulatory form, who pretend admission or permanence with a finality other than the normal use of hotel services, as well as persons attending conventions or banquets who are not registered as guests and who incur in forms of behavior included in paragraph 2. This establishment may request a guarantee of payment for the contracted services in conformity to the application of the norm and to charge the corresponding client's account, whatever sum is derived from damage to facilities, property or furniture or any other element of the establishment caused by negligence or ill use.

Official time tables of the different services can vary in accordance to seasonality. The management reserves itself the right to decline their use outside the mentioned hours or when the public capacity of the premises exceeds the authorized limitation of admission or when their solicited requirements are within these limits.

The establishment is obliged to offer in reception a maximum of publicity regarding facilities, and have them freely available to guests and users and to inform, in advance of reservation, of the conditions of use, benefits, performances and prices of these services. The management obliges itself to facilitate these services with a maximum of quality in accordance its category and within the contracting terms, to take care that users are treated with the according correctness. To attend and maintain the facilities in a good state, to have a director, manager or responsible personnel available to users and their requirements, to have complaint forms available and inform of their existence, to facilitate users unable to attend due to excess of reservation, alternative accommodation at a nearby area of the same group, modality or of similar or superior category. Expenses or premiums arising from such a cause shall be borne by this establishment, and any difference in favor of the user refunded.



Periods of occupation of the accommodation units

Users of this establishment are entitled to occupy the housing unit as from 14 hours of the first day of the contracted period to 11 hours of the day set as the date of departure. However, during maximum occupancy dates, the accommodation unit availability for the disposal of the user may be deferred two hours. By agreement of the parties, a different occupation regime for units of accommodation can be obtained and should be reflected in the admission document. The extension in the occupation of the housing unit exceeding the contracted time will incur in payment of another day. In the event that the user wishes to remain housed more days than the contracted and specified in the admission document, an agreement must be reached by both parties concerned.

Prices, invoices and information

The hotel establishment is not responsible for the price, equipment, appliances or any other services provided outside the precincts of the hotel establishment, nor of the behavior of personnel not belonging to the hotel staff, except if expressly consigned in conditions and rates. Rates with the prices and conditions of the different types of accommodation, catering services, bars, deposit boxes, and own complementary services and of persons or entities foreign to the establishment are detailed in reception and can be obtained by users upon request.

The turnover rates are calculated for days of accommodation and in accordance with the number of overnight stays. The minimum billing amount will be of an overnight or day, it being understood as finalizing at 11 hours of the next day following the date of entry. The establishment may require from the client at any time, on presentation of receipts, payment of any outside services, even when agreed in advance.

Persons or entities who, on their own, provide complementary services within in this hotel establishment are responsible for their staff and behavior, operation, maintenance, pricing regime and everything inherent to its own services. In each of the units concerned, the person responsible or owner will be clearly identified. In each of the accommodation units there is a directory with price information of the most common services. Only bills for accommodation and services contracted directly by users will be provide.

Use and enjoyment of facilities, equipment and services

Reception

Keys, cards and the necessary procedures for the admission of persons will be stored at the reception. The Director, together with the reception staff are responsible for all internal matters of the hotel establishment as for any information and advice related to services

Safety deposit boxes

In each of the accommodation units, there is a safe deposit box for rent for users who require them. This safety deposit boxes are hired to an external company called Nealsa. Nealsa is responsible for the safety box up to an amount of 600€ in the case of theft with physical damage thereto caused by weapons. Coral Star Hotel & Apartments and Nealsa are not responsible for the contents of the safety box in the event of theft, robbery or loss of the pertinent key, the guest being bound to pay the amount of 30€. In the case of theft, the value of the contents of the safety box will be reimbursed providing receipt of purchase is shown. In the event of theft, the beneficiary is the signatory of this contract. Coral Star Hotel & Apartments is not responsible for lost property or any object not stored in these deposit boxes.



Others

The use of the elevator is not allowed to minors unaccompanied by a responsible adult. Access to the establishment of animals is not allowed.

The hotel reserves itself the right to request a deposit for different rentals (TV remotes, key safe etc ...)

It is not allowed to wander through common spaces barefooted and bare chested.

As from 22 hours it is mandatory to keep a due silence in the halls and accommodation corridors so as not to disturb other clients.

The alimentary regime is personal and not transferable.

It is expressly prohibited in all areas and units of accommodation the use and consumption or possession of products and hazardous substances in accordance to public health laws.

To ensure the security, privacy and the well being of clients, this hotel establishment has technical surveillance devices with elements of permanent recordings in hallways and other general and common areas. This recordings are available for the clients.

4) Hotel Services

Safety box hire

TV Remotes

Printer service

Late check out

Car hire

Iron hire

Touristic information

Cleaning room service

Bath towels for exclusive use in the rooms

*Some of this services have additional cost



Restaurant Opening Hours

Breakfast: 08:00 to 10:30

Lunch: 13:00 to 15:00

Dinner: 19:00 to 21:30

*It is forbidden to take food from the restaurant

All Inclusive hours

All-inclusive service starts when the client makes the check in (14:00), always respecting the established timetables.

All-inclusive is from 11:00 to 23:00

All-inclusive service ends at 11:00 on departure day. If you want to extend it it will have an extra cost of 15€ per room.

Opening hours of the Pool Bar & Terrace

The swimming pool area is open from 10:00 to 20:00

The terrace is open from 10:00 to 23:30

Coral Star Hotel & Apartments has a strict environment policy and have incorporated a cup system to limit an excessive consumption of the plastic cups in all-inclusive board. The token will be given to the client during his check in and he will give a 1€ deposit. The client can change the token for a cup of drink in the pool bar. When the client finishes with his drink, he can leave the empty cup to the waiter and the waiter will give the token back. On departure day, the client will get back the 1€ deposit, swapping it for the token.

5) Rules of procedure of the establishment

1. Hotel establishments can dispose of an internal regulation in which mandatory rules for users are duly determined.

The internal regulatory system specifies the conditions of admission, norms and its appliance, as well as other elements of conduct which allow the normal procedure for the enjoyment and use of facilities, equipment and services.

The management, in accordance to Art. 33.2 of the Regulatory Law for Tourism, may seek the assistance of law enforcement to evict users who breach the rules of procedure or persons who pretend permanence within the establishment with a purpose of conduct inappropriate to the normal use of the services.

2. Users are required payment of a contracted service at the moment of submission of the invoice.
3. The hotel may require an advance payment guarantee by credit card for contracted services, both for the entire reservation as that for extras, in appliance to the existing law.

4. Coral Star Hotel & Apartments is not responsible for the loss of any item that is not in the safe deposit
5. The reservation of accommodation begins at 14.00 hours of the first day of the contracted period, except in busy periods, during which the establishment may apply a delay until 16.00 ending at 11.00 hours of the day of the appointed departure. For any possible change, please consult the reception. The extension of the occupation described without a prior agreement of both parties will require payment of an extra day of permanence.
6. A stay of two persons in a double room which has been contracted as an individual room will not be permitted. In the arising case, a rate for dual use will be applied.
7. The cleaning schedule of the rooms is from 09.00 to 13.00 hours
8. Smoking in public areas and rooms is prohibited
9. The consumption of foods or beverages in the pool area that are not served in the bar service are not permitted
10. Foods and beverages are not allowed to be taken out of the restaurant.
11. Access to persons with animals is not allowed.
12. In appliances to the General Regulations of Admission of Persons to Establishments of Public and Recreational Activities, accesses to the premises will not be permitted in the following circumstances:
 - When the set capacity of occupancy is complete with users who are inside the enclosure or premises.
 - When the time of closure of the premises has been exceeded.
 - When lacking, in appliance to the existent regulation, the minimum age permitted.
 - When a person manifests an inappropriate behavior of violence, causes riots or originates situations of danger or general nuisance to other attendees, or does not meet with the customary conditions of hygiene.
 - When a person is a carrier of a weapon or any object that can be dangerous to the attendees, except in the case and accordance with the provisions expected, of members of the Security Forces or private bodyguards integrated by private companies in attendance to the exercise of their functions.
 - When a person is using or consuming drugs, narcotics or psychotropic substances or shows obvious signs or behavior of having consumed such elements of intoxication.
 - When a person causes noises that interfere with the normal development and conviviality of the establishment.
 - When taking then necessary measures concerning the health and cleanliness required in the establishment



-When creating a conflict with the normal considerations of social behavior and conviviality in the establishment
-Notwithstanding, in such cases, the person or persons concerned in such incurrence's are liable for payments generated until the time of their prohibition of permanence in the hotel.

13. No services or units of accommodation can be booked outside the stipulated prices by the establishment.
14. The permitted movements, permanence and circulation of the clients are those reserved for guests and not those spaces and premises destined expressly for private use.
15. Access to the restaurant or buffet of the hotel with bathing suit or without shirt is not permitted.
16. The hotel is not responsible for theft or loss of property or objects which are not in the safe deposit boxes.
17. If you desire to have your room made up, please hang outside the door of your room the "clean the room" sign.
18. If you do not wish to be disturbed, please hang outside the door of your room the "please do not disturb" sign.
19. You may not use towels and other items in the room for outside use.
20. Coral Star Hotel and Apartments reserves itself the right, in case of damages or theft caused in the room or any other facility within the hotel premises by clients, to make use of the deposit for any claim or corresponding compensation thereof.
21. Coral Star Hotel and Apartments reserves itself the right to refuse the right of admission and to request a deposit to guarantee your room. These deposit will be refunded upon departure of the guest, provided the facilities of the hotel or apartments have undergone no damage by the occupants.
22. Guests that are not register in the Police Registration are not allowed in Coral Star Hotel & Apartments by any circumstances.
23. During the night, cleaning products are used to maintain the pool in hygienic conditions, therefore it is forbidden to use these facilities.
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25. The management of the hotel recommends:

-Please monitor and control your luggage. Do not leave it unattended



- Close your room door when you leave and make sure it is properly shut even if you will be out of your room for a short time.
- Keep the door of your room closed when inside.
- Protect your room key. When leaving the hotel premises, don't just leave it the reception desk. Make sure it has been taken care of by the reception staff. Hand out your room key by hand.
- Please notify the Direction of the hotel if you perceive any abnormality such as persons in the corridors acting in a suspicious manner, repeated phone calls from unidentified callers, and knockings on room doors from unknown persons or not finding anyone when you go to open the door.
- Please do not be bothered if asked at reception to identify yourself.
- Do not display jewelry, money or valuables in your room.
- Do not invite strangers into your room nor give them your room number.
- Do not allow repair staff to enter your room without previously having required their service at reception or the management.
- Do not allow persons into your room with deliveries which have not been requested by you.
- When establishing social relations with strangers, do not reveal the name of your hotel nor your room number.
- Do not discuss specific plans for future tours, excursions, etc. in public with strangers.
- Do not show your room key in public places.
- If you discover any kind of damage or malfunction, please contact the reception.
- Children must be accompanied by an adult at all times.
- Please observe a normal conduct of unnecessary noise at nighttime and during afternoon naps in areas where there are rooms.
- Please use the hotel facilities properly and respect the furniture.
- Please follow correctly the time schedules of all installations of the Coral Sur and Apartments.
- We sincerely appreciate your participation and collaboration in the event of a fire drill of evacuation during your stay in the Coral Sur Hotel and Apartments.