- IBERSOL GROUP INTERNAL REGULATIONS -

1. General provisions:

1.1 Any person who accesses **IBERSOL's GROUP** hotels and/or apartments is obligated to comply with the provisions of these regulations.

This Regulation will also be applicable and mandatory for:

- Visitors and/or occasional companions of hotel guests.
- Users of the hotel's services and facilities open to the public.
- Any person who, even occasionally, visits or wanders within the hotel.
- Attendees to events held at the establishment.
- Contractors, organizers and staff involved in the organization and development of events held at the hotel.
- The Regulations will apply to all spaces and areas of the establishment, whether for exclusive or common use, without distinction of any kind.

1.2 These Regulations are available to customers on the website and at the hotel reception and can be consulted by them whenever they wish.

1.3 The Regulations shall be in force uninterruptedly and continuously until they are modified or replaced by another set. In case of doubt, it shall be deemed to be fully subsisting in all its norms and rules.

1.4 The rules and prohibitions contained in these Regulations, and which must be complied with by their addressees, shall not be understood as excluding other analogous or similar conduct not set forth therein, but which clearly arises from the spirit and intention of these Regulations.

1.5 The Establishment reserves the right to refuse admission and to cancel the reservation, without the right to a refund, of any customer who contravenes these Regulations, as well as the rules of coexistence and common sense, or in any way acts disrespectfully towards the facilities of the Establishment or to the other people present, whether they are staff members or customers of the Establishment.

1.6 Applicable legislation: The Internal Regulations are governed by Spanish law.

1.7 Language: These Regulations are available in several languages, but only the text in the Spanish language is the only legally binding version, and it will prevail in the event of any differences of interpretation or of any other nature.

1.8 This Establishment has complaint forms available to customers who request them.

2. Use of Facilities:

2.1 Smoking is prohibited in the rooms and in all enclosed areas of the hotel, in accordance with Law 42/2010. Designated smoking areas have been established. Some of the Establishments are "100% smoke-free", so smoking is prohibited throughout the Establishment. Check the conditions at the reception or in the Annex *Terms and Conditions by Establishment*.

2.2 Access to and use of the establishment's facilities is reserved exclusively for registered customers.

2.3 The facilities must be used in a respectfully, avoiding damage or conduct that disturbs other guests.

2.4 Swimming pools, gyms, and other leisure facilities have specific opening and closing times. Guests must respect these hours.

2.5 The rooms or common spaces of the Establishment may not be used for purposes other than the accommodation and/or contracted services, neither by the client or their companions, nor by third parties. Consequently, these rooms and/or common spaces may not be used for activities such as conducting interviews, filming, taking images for promotional activities, photo shoots, etc., unless prior and express authorization from the management of the establishment is obtained, and always in compliance with the rest of the Internal Regulations, the conditions set by said management, and the regulations that apply to the activity in question.

3. Safety:

3.1 Guests are responsible for securing their belongings. The property is not responsible for the loss or theft of valuables that have not been deposited in the safe provided in the room.

3.2 For safety reasons, it is forbidden to bring electrical appliances not authorised by the establishment, such as portable cookers, heaters, etc., into the rooms.

3.3 In the event of a fire or emergency, follow the instructions of the hotel staff and use the marked emergency exits.

3.4 For added safety, do not allow your children to use the elevators if they are not accompanied by an adult.

3.5 The management of the Establishment reserves the right to notify a tow truck to remove vehicles that are parked at the access to the Establishment, as this is an area for loading and unloading. As well as one of the evacuation exits of the establishment.

3.6 For your safety, do not walk barefoot or with wet feet inside the hotel.

3.7 The establishment is not responsible for any accident or incident that occurs on its premises due to improper use of the facilities.

3.8 Enough fire extinguishers and smoke detectors have been installed in the Establishment to be used in the event of an incident. In such circumstances, the instructions provided must be followed and guests must notify the Hotel Reception.

4. Coexistence and hygiene:

4.1. Guests are requested to always maintain respectful behaviour towards others. Any behaviour that disrupts coexistence, such as excessive noise, will results in a warning or expulsion.

4.2. The quiet hours in the establishments are from 22:00 to 07:00. During these hours, please keep the volume low on televisions, radios, and other noisy activities.

4.3. Any damage or loss caused by a guest on the premises of the establishment will be their responsibility, and they must compensate the Establishment financially.

4.4 For a better coexistence and respect for other guests, the use of game items, balls, mini-golf clubs, etc. is not allowed in the common areas of the establishment, unless expressly indicated.

4.5 It is not allowed to enter or stay in the Establishment wearing clothing or symbols that incite violence, racism and/or xenophobia. Nor is it allowed to transit or visit the facilities of the Establishment without wearing any clothing or with inappropriate attire, such as, but not limited to going down in a bathrobe or pyjamas to the reception, circulating in the Establishment with a bare torso.

5. Rights of the Establishment:

5.1. The Establishment reserves the right of admission and may deny entry or stay to those persons who, according to the criteria of the management, disturb the order or tranquillity of the other guests.

5.2. The Management of the Establishment will apply the sanctions considering the following criteria: the seriousness and nature of the infraction and the circumstances of the act; the reiteration of behaviours of the offending subject; their background; and the application of previous sanctions to the offender.

5.3 The Establishment reserves the exclusive power to apply or not the sanctions provided for in these Regulations. In no case may the failure to apply a sanction to the offender be considered by the offender or by other customers or visitors, as a right not to be sanctioned in the future for similar causes or for other infractions that he commits.

5.4 In the event that any recipient fails to comply totally or partially with the rules or regulations of these Regulations, in addition to the possibility of being sanctioned, the offender will be obliged to compensate for the damages caused.

5.5 The Establishment may modify the conditions of these internal rules, if necessary, always informing guests in advance.

5.6 The Management of the Establishment reserves the right to modify the schedules or services according to the internal needs of the Establishment and after the appropriate public notifications.

5.7 The Establishment may vary the schedules of the different consumption, use and enjoyment services, throughout the seasons, depending on seasonality, reserving the right not to admit users outside these hours, especially when the maximum authorized capacity is exceeded or when requests are made within the admission limits, thereby affecting the work schedule of these services.

6. Data Protection:

6.1 The personal data provided by guests will be processed in accordance with current data protection regulations (General Data Protection Regulation - GDPR).

6.2 The guest has the right to access, rectify or delete their personal data.

6.3 You can find more information on how to manage your data on our website: www.ibersol.es, in the *Privacy Policy*.

7. Check-in:

7.1 Registration: According to regulations, all guests aged 14 and over must register with a valid official ID before arrival or on arrival, and children under 14 years of age must register with their personal details or ID if they have one.

7.2 Based on the new obligations in Royal Decree 933/2021 regarding the registration of travellers, a greater number of data are required to register in any accommodation by all occupants, so we recommend registering online to speed up the registration procedures on arrival.

7.3 It is mandatory that an adult is accommodated in each accommodation unit, an accommodation unit cannot be occupied by minors without an adult or their legal guardian. The age of the children must be accredited by means of an ID card or, if it is not available, by means of a Family Book.

7.4 The accommodation is non-transferable so the Establishment will deny accommodation to the guest who does not comply with this registration requirement and is entitled to require, if it deems it appropriate, the identification of the applicant and the people who accompany him or her in the accommodation at an extra cost. Likewise, it is forbidden to enter the Establishment by any person not registered in the Police Register, unless expressly decided by the Directorate.

7.5 Access and/or stay will be prevented from those persons who refuse to comply with the legal obligation to complete and sign the Traveller Entry Report forms, with all the data required therein (including the type and number of identity document), in accordance with the provisions of Organic Law 1/1992. of 21 February, on the Protection of Public Safety, and in Order Int/1922/2003, of 3 July, of the Ministry of the Interior, on register-books and entry reports of travellers in hospitality establishments and other similar establishments.

7.6 Deposit: Upon arrival, guests will be required to pay a deposit (check amount, varies by Property) by pre-authorisation on credit/debit card to cover any damage that may occur and to open a credit account with the Establishment (those who have this option) during their stay. This deposit will be refunded after departure and is subject to an inspection by the accommodation to assess if there has been any damage.

7.7 Please note that all special requests are subject to availability and may incur supplements.

7.8 To access the interior rooms of the Establishment, it is essential to be registered as a customer of the same.

7.9 In Establishments that, due to geographical area, require the payment of a tourist tax, this tax will be paid on arrival during registration.

8. Billing, Rates and Stay:

8.1 The minimum turnover per accommodation will be the amount of an overnight stay or day, which will be understood to end at 12:00 noon on the day following the date of entry.

8.2 Cancellation and prepayment conditions: Cancellation and prepayment conditions may vary depending on the type of fare selected. Please refer to the conditions in your booking confirmation. Any queries, requests for additional services (parking, late check-out, cots, laundry service, safe rental, ticket sales, etc.) or clarification do not hesitate to contact our reception team.

8.3 You must pay the amount of the contracted services at the time of presentation of the invoice or under the agreed conditions.

8.4 If you have contracted your stay and services in our Establishment with an agency with which we do not have credit, and your reservation has not been paid prior to your arrival, we reserve the right of admission, unless you guarantee the payment of this by credit card or cash.

8.4 Regardless of whether the company and the Guest may agree or not, at the time of entry or formalisation of the booking, this establishment may require, at any time, its guests and upon presentation of the corresponding invoice, the payment of the services provided.

8.5 The Establishment may claim, regardless of the above, the payment during your stay of invoices whose amount is greater than € 100.

8.6 When you intend to pay in cash, it must be done in euros.

8.7 The payment may not exceed the amount of 999 euros and, given that the rights must be exercised in accordance with the requirements of good faith, the tickets must be used in accordance with the amount to be paid, so that the Establishment may refuse to accept high denomination tickets, if the amount to be paid is much lower.

8.8 Personal cheques and cheques are not accepted.

8.9 In establishments that accept pets, the supplement indicated must be paid on arrival, except for guide dogs which are free of charge. See conditions of this service in the Annex: *Terms and Conditions by Establishment*.

9. Rooms:

9.1 The maximum time of departure from the room is at 12 noon, in case of not complying with this rule, one more day of stay will be charged. If you wish to extend your stay, please let the reception know in advance. This service has an extra charge and is subject to availability.

9.2 The towels in the rooms are for exclusive use in the rooms.

9.3 Using the towel change system that is indicated in your room will help us protect the environment by saving water, energy and detergents.

9.4 Remember that keeping the terrace door of your room open disconnects the air conditioning or heating system.

9.5 Out of respect for other guests, please check the volume of the television set in your room and keep quiet in the corridors from 10:00 p.m. onwards.

9.6 The Establishment reserves the right to carry out the pertinent actions for any damage or breakage that occurs in the content or fabric of the rooms or facilities of the Establishment produced by the guest himself.

9.7 Room cleaning is daily in hotels and is carried out from 10 a.m. to 3 p.m. Check the conditions of the cleaning service of our Apartments in the Annex: *Terms and Conditions by Establishment*.

10. Restaurants and Bars:

10.1 If for health reasons you need to follow a special diet, do not hesitate to talk to our restaurant or reception manager so that they can coordinate it with the kitchen.

10.2 It is not allowed to take food, food or drinks out of the dining rooms of the Establishment.

10.3 Food and beverages (except baby food) are also not allowed to enter the rooms and/or public areas of the Establishment, unless they were purchased within the Establishment's facilities, in the Establishment's bar or restaurant.

11. Doubts and miscellaneous questions:

11.1 For any type of doubt or question relating to the operation of the Establishment, you can contact our reception staff, who will assist you and, where appropriate, contact you with the person authorised to resolve your doubt or question.

List of companies that currently operates IBERSOL GROUP Hotels and Apartments

BUDA SORRA S.L., with VAT: B-16765588
Domiciled at Calle Vendrell, 2 Salou, ZIP: 43840 Tarragona.
It is dedicated to the operation of the following Hotels:
1. Hotel Ibersol Almuñécar Beach & Spa 4*
2. Hotel Ibersol Sorra d'Or 3*
3. Hotel Ibersol Torremolinos Beach 4*

CATERING BUQUET S.L., with VAT: B-43503077
Domiciled at Calle Vendrell, 2 ZIP : 43840 Salou, Tarragona.
It is dedicated to the operation of the following Hotel:
1. Hotel Ibersol Playa Dorada 3*

CHE PRENDI S.L., with VAT: B-64515695
Domiciled at Calle Enric Morera 16-18 ZIP: 08870 in Sitges, Barcelona.
It is dedicated to the operation of the following Hotel:
1. Hotel Ibersol Antemare 4*

HOTEL ATRIO DEL MAR S.L., with VAT: B-05376850
Domiciled at Calle Los Lluisos, 11 ZIP: 30710 Los Alcázares, Murcia.
It is dedicated to the operation of the following Hotel:
1. Hotel Ibersol Atrio del Mar 4*

NEW ARDEIT S.L., with VAT: B-47526355
Domiciled at Calle Vendrell, 2 ZIP : 43840 Salou, Tarragona
It is dedicated to the operation of the following Hotel:
1. Hotel Ibersol Siurell 4*

TARRACO TOUR S.L., with VAT: B-43372796
Domiciled at Calle Vendrell, 2 ZIP : 43840 Salou, Tarragona
It is dedicated to the operation of the following apartments:
1. Apartamentos Ibersol Spa Aqquaria
2. Apartamentos Ibersol Spa Aqquaria Suites

Ibercity Wien Hotel Company Gmbh, with VAT: ATU 82349219
Domiciled at Schönbrunner Schloßstraße 38/40, 1120 Austria.
It is dedicated to the operation of the following Hotel:
1. Hotel Ibercity Wien Shcönbrunn 4*

- ANNEX -

TERMS AND CONDITIONS BY PROPERTY

Below, we detail specific terms and conditions for the following establishments:

HOTELS:

1. Hotel Ibersol Almuñécar
2. Hotel Ibersol Antemare
3. Hotel Ibersol Atrio del Mar
4. Hotel Ibersol Playa Dorada
5. Hotel Ibersol Siurell
6. Hotel Ibersol Sorra d'Or
7. Hotel Ibersol Torremolinos Beach
8. Hotel Ibercity Wien Schönbrunn

APARTMENTS:

9. Suitable. Ibersol Spa Aqquaria
10. Suitable. Ibersol Spa Aqquaria Suites

1. Hotel Ibersol Almuñécar Beach & Spa****

RECEPTION:

Check in time from 15:00h.
Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. The hotel has a garage with limited parking spaces for our guests. Rates are available at the reception. For your use, ask the reception for the coding of your room key. The hotel is not responsible for damage caused to cars parked in the hotel's garage or car park that is not caused by breakdowns or damage to the garage itself.
2. This establishment has room service according to the information that you will find in the menu that we have made available in your room. Extra service -NOT INCLUDED- in any modality/contracted regime (bed and breakfast, half board, full board or all inclusive).
3. For aesthetic reasons, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in the room.
4. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
5. The card given upon arrival is personal and non-transferable. In the Half Board (breakfast and one of the two meals, lunch or dinner) and Full Board (breakfast, lunch and dinner) DRINKS ARE NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
6. The ALL-INCLUSIVE regime consists of full board and drinks included until 11 pm. The drinks are the same as those on the menus of the bars and restaurants, except for the drinks that are marked with an asterisk and carry a supplement.
7. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed.
8. If you wish to order a picnic or cold breakfast, please request it at reception the day before, before 8:00 p.m.
9. You can consult the terms and conditions of our All-Inclusive service, in the *All-Inclusive menu* that you will find available on our website, in the *Gastronomy section*.

PETS:

1. The hotel accepts pets up to 15 kg.
2. Animals must always be on a leash and accompanied by an adult.
3. Animals are strictly prohibited from entering the kitchen, dining area, cafeteria and pool areas.
4. Any damage caused by the animal is the responsibility of the owner.
5. Room service and maintenance will only be carried out when the animal is not in the room, and the room service must be notified and duly marked on the door to the room.
6. A telephone number must be provided to reception, in case it is necessary to notify you about the inconvenience that your dog is causing to other guests.
7. You should pick up the animal's droppings. It is mandatory that these are carried out outside the hotel premises.

8. The pet supplement is €25 on the first day + €10 per day from the second day onwards. A second pet in the same room has a discount of -30%.
9. The objective of these rules is to guarantee a good coexistence of all our guests.

FACILITIES:

1. The hotel has a games area from 10 a.m. to 8:00 p.m., except for July and August when it is from 10:00 a.m. to 9:00 p.m.
2. Play items will not be given to children under 10 years of age who are not accompanied by an adult.
3. Please check at the front desk for designated smoking areas.

POOLS:

As a user of the pools, you must follow the instructions of the lifeguards and/or in any case respect the rules that we detail:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- The establishment has a lifeguard service during the specially indicated hours.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.
- Smoking is not allowed, nor is the consumption of drinks in the indoor pool area.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- On slides, follow the indicative rules or the lifeguard's instructions.
- Children must be always supervised by adult person(s), guardians, parents or relatives.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- The Jacuzzis are for the exclusive use of adults (over 16 years of age). The establishment is not responsible for any accident that may occur due to improper use by minors.
- Our staff is instructed to remove objects, towels, that are in the pool area outside the opening hours which is from 10 a.m. to 8:00 p.m.
- The reservation of sunbeds in the pool is not allowed. Any personal belongings, including towels, that are unattended for 30 minutes will be removed by our staff and kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period.

SPA:

1. Access and Use of the Facilities

- Minimum Age: Access to the spa area is allowed for people over 16 years of age. Children (over 4 years old) and teenagers can only access at specific times from 10.00 am to 11.30 am and accompanied by an adult.
- Prior Reservation: It is advisable to confirm your appointment in advance.
- Dwell Time: Respect the maximum dwell times indicated by the spa for each area (for example, in Jacuzzis, saunas or steam rooms), generally between 15 and 20 minutes, to avoid health risks. The total time of each session is 1.5h.

2. Hygiene and Preparation

- Pre-Shower: It is mandatory to shower before using any wet facilities such as saunas, Jacuzzis, swimming pools, or steam rooms to maintain hygiene and avoid water contamination.
- Use of Towels: In saunas and steam rooms, always use a towel to sit or lie down, and carry another towel to dry off after using the wet facilities.
- Appropriate Clothing: In the spa area, you must wear a bathing suit, flip-flops and a hat or hair tied up.

3. Behaviour and Respect

- Silence: Maintain an atmosphere of calm and silence. Avoid talking loudly, laughing loudly, or doing any other activity that could disturb other users.
- Electronic Devices: The use of mobile phones, cameras, or other electronic devices is not allowed in the spa area. This is to preserve the tranquillity and privacy of all users.
- Consumption of Food and Beverages: It is not allowed to bring food or beverages into the spa area, unless the establishment provides light beverages such as water, tea or juices in designated areas.

4. Health and Safety

- Medical Conditions: If you have any medical conditions, hypertension, heart problems, or are pregnant, consult with a doctor before using facilities such as saunas, steam rooms, or hot tubs. Inform the spa staff about any relevant conditions.
- Emergencies: If you feel dizzy, weak, or unwell during the use of any facility, leave immediately and notify the spa staff.
- Do Not Run: In the spa area, especially in wet areas, do not run to avoid falls or accidents.

5. Care of the Facilities

- Proper Use of Facilities: Use the facilities appropriately, following staff instructions or informational signs. Do not tamper with temperature controls or other settings unless permitted by spa staff.
- Bath Products: Do not introduce oils, salts, or any type of product into hot tubs, pools, or saunas, unless specifically permitted by the spa.
- Property Care: Treat all fixtures, furniture, and equipment with care. Any damage caused by misuse may result in an additional charge.

2. Hotel Ibersol Antemare****

Legal regulations *Only Adults*:

The hotel, as an Adults Only establishment, does not allow children under 16 years old to stay, use the swimming pools, rooms or other public areas of the property.

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the

client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. For aesthetic reasons, and due to municipal legal public regulations, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in it.
2. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
3. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed, and it is not possible to access the interior or terrace of the restaurant with an uncovered torso.
4. If you would like to order a picnic or cold breakfast, please request it at the reception 24 hours in advance.
5. Please check at the front desk for designated smoking areas.

PETS:

1. Pets are not allowed.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Our staff is instructed to remove objects, towels, that are in the pool area outside opening hours, which is from 10 a.m. to 6:00 p.m.
- The reservation of sunbeds in the pool is not allowed. Any personal belongings, including towels, that are unattended for 30 minutes will be removed by our staff and kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period.
- The pool facilities are for the exclusive use of guests staying at the property.

3. Hotel Ibersol Atrio del Mar****

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
2. To enter the restaurant, it is essential to wear appropriate clothing.
3. If you would like to order a picnic or cold breakfast, please request it at the reception 24 hours in advance.
4. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
5. 100% smoke-free hotel.

PETS:

1. Pets are not allowed.

4. Hotel Ibersol Playa Dorada***

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

PETS:

1. Only dogs of maximum 15kg are accepted. Only one dog is allowed per room.
2. Animals must always be on a leash and accompanied by an adult.
3. Animals are strictly prohibited from entering the kitchen, dining area, cafeteria and pool areas.
4. Any damage caused by the animal is the responsibility of the owner.
5. Room service and maintenance will only be carried out when the animal is not in the room, and the room service must be notified.
6. A telephone number must be provided to reception, in case it is necessary to notify you about the inconvenience that your dog is causing to other guests.
7. You should pick up the animal's droppings. It is mandatory that these are carried out outside the hotel premises.
8. The supplement for pets is 12€ per day.

9. The objective of these rules is to guarantee a good coexistence of all our guests.

SERVICES:

1. For aesthetic reasons, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in the room.
2. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
3. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
4. The ALL INCLUSIVE regime consists of full board and drinks included until 11:30 p.m.
5. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed.
6. If you would like to order a picnic or cold breakfast, please request it at the reception 24 hours in advance.
7. Please check at the front desk for designated smoking areas.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into the pool of the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of the pool while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Our staff is instructed to remove the objects, towels, that are in the pool area outside the opening hours which is from 10 a.m. to 6:00 p.m.
- The reservation of sunbeds in the pool is not allowed. Any personal belonging, including a towel, that is unattended for 30 minutes, will be removed by our staff and will be kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period. o The swimming pool facilities are for the exclusive use of guests staying at the establishment.

5. Hotel Ibersol Siurell****

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. For aesthetic reasons, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in the room.
2. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
3. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
4. The ALL-INCLUSIVE regime consists of full board and drinks included until 11 pm.
5. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed.
6. If you wish to order a picnic or cold breakfast, please request it at reception the day before, before 8:00 p.m.
7. Check designated smoking areas at the hotel reception.

PETS:

1. Pets are not allowed.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Our staff is instructed to remove objects, towels, that are in the pool area outside the opening hours which are from 10 a.m. to 7:00 p.m.
- The reservation of sunbeds in the pool is not allowed. Any personal belonging, including a towel, that is unattended for 30 minutes, will be removed by our staff and will be kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period. o The swimming pool facilities are for the exclusive use of guests staying at the establishment.

6. Hotel Ibersol Sorra d'Or***

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. For aesthetic reasons, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in the room.
2. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
3. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
4. The ALL INCLUSIVE regime consists of full board and drinks included from 10 am to 11 pm.
5. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed.
6. If you wish to order a picnic or cold breakfast, please request it at reception the day before, before 8:00 p.m. In the case of groups, 48 hours in advance.
7. Please check at the front desk for designated smoking areas.

PETS:

1. Pets are not allowed.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Our staff is instructed to remove the objects, towels, that are in the pool area outside the opening hours which is from 10 a.m. to 6:00 p.m.

- The reservation of sunbeds in the pool is not allowed. Any personal belonging, including a towel, that is unattended for 30 minutes, will be removed by our staff and will be kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period. o The swimming pool facilities are for the exclusive use of guests staying at the establishment.

7. Hotel Ibersol Torremolinos****

RECEPTION:

Check in time from 15:00h.

Check out time until 12:00h.

There is a 24-hour reception service.

Guests are required to pay a deposit of €100 per room upon arrival by pre-authorisation by credit/debit card. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.

SERVICES:

1. For aesthetic reasons, please do not hang your towels on the terrace of the room, for this purpose use the folding clothesline that you will find in the room.
2. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
3. In the Half Board (breakfast and dinner) and Full Board (breakfast, lunch and dinner) regime, drinks are NOT INCLUDED, and the amount of the same must be paid or debited from the account. This service will be given in the hotel restaurant.
4. The ALL INCLUSIVE regime consists of full board and drinks included until 11 pm.
5. For dinner, it is essential to wear appropriate clothing. For lunch and breakfast services, entry without shoes or in a bathing suit is not allowed.
6. If you wish to order a picnic or cold breakfast, please request it at reception the day before, before 8:00 p.m.
7. Please check at the front desk for designated smoking areas.

PETS:

1. Pets are not allowed.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed in the pool, edge or hammock area.

- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Our staff is instructed to remove the objects, towels, that are in the pool area outside the opening hours which is from 10 a.m. to 6:00 p.m.
- The reservation of sunbeds in the pool is not allowed. Any personal belonging, including a towel, that is unattended for 30 minutes, will be removed by our staff and will be kept at the pool or reception.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period. The swimming pool facilities are for the exclusive use of guests staying at the establishment.

8. Hotel Ibercity Wien Schönbrunn

RECEPTION:

Check in time from 15:00h.

Check out time until 11:00h.

Late check-out subject upon availability and incur additional charges (50% of the daily room rate).

There is a 24-hour reception service. Guests arriving after 8:00 PM must inform the front desk in advance to guarantee their reservation.

Full payment is required upon check-in unless otherwise agreed in writing. The hotel reserves the right to pre-authorize a 100€ deposit on your credit card on your arrival. Its purpose is to cover any possible damage that may be caused, to ensure compliance with the rules and to open a credit account at the Establishment during your stay. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage. Damage or misuse of hotel property will be charged to the guest's account.

SERVICES:

1. If you wish to use the laundry service please contact the reception, the service takes 48h-72h. We do not have an express service.
2. To enter the restaurant, it is essential to wear appropriate clothing.
3. If you would like to order a picnic or early breakfast, please request it at the reception 24 hours in advance.
4. Smoking is strictly prohibited in all indoor areas. A cleaning fee in the value of €250 will apply for violations.

BREAKFAST:

- Breakfast hours:
    - Monday to Friday: 06:30 to 10:30
    - Saturday, Sunday and holidays 07:00 to 11:00

- Early breakfast to take away must be ordered 24 hours before (no room service)

FITNESS:

1. Access to the gym is available to registered hotel guests only.
2. The gym is open daily from 6:00 am to 22:00 pm.
3. Guests must wear proper sports attire and footwear at all times.
4. Use of the gym is at the guest's own risk. The hotel is not liable for injuries or accidents resulting from improper use of equipment or failure to follow safety guidelines.
5. Children under the age of 16 are not permitted to use the gym.
6. The hotel reserves the right to restrict access in case of misuse or maintenance needs.

PETS:

1. Pets are allowed only with prior approval from the hotel and must be confirmed at the time of booking. Only well-behaved pets up to 15 kg are accepted.
2. Animals must always be on a leash and accompanied by an adult.
3. Animals are strictly prohibited from entering the kitchen, restaurant or cafeteria.
4. Any damage caused by the animal is the responsibility of the owner.
5. Room cleaning and maintenance will only be carried out when the animal is not in the room, and the room service must be notified and duly marked on the door to the room.
6. A telephone number must be provided to reception; in case it is necessary to notify you about the inconvenience that your dog is causing to other guests.
7. You should pick up the animal's droppings. It is mandatory that these are carried out outside the hotel premises.
8. The pet supplement is €25 on the first day + €10 per day from the second day onwards. A second pet in the same room has a discount of -30%.
9. The objective of these rules is to guarantee a good coexistence of all our guests.

9-10. Ibersol Spa Aqquaria and Spa Aqquaria Suites Apartments

RECEPTION:

Check in time from 17:00h.

Check out time until 12:00h.

There is no 24-hour reception service. Opening hours may vary depending on the season, please check timetables with the Establishment before your arrival.

1. Outside of key collection hours, the customer has the option of collecting the keys in a mailbox.
2. This service has an extra cost of €25 per booking. The customer must advise of their late arrival and we will send them instructions by mail. You can notify us by email: reservas.aqquaria@ibersol.es or by calling 977 12 47 23.
3. Upon arrival, guests are required to pay a deposit of €150 per apartment in the case of Aptos. Spa Aqquaria and, €200 in the case of the Aptos. Spa Aqquaria Suites, by pre-authorisation by credit/debit card. Its purpose is to cover any damage that may occur during your stay and to ensure compliance with regulations. This deposit will be refunded after the client's departure and is subject to an inspection by the accommodation to assess if there has been any damage.
4. Regulations: This establishment belongs to a residential complex, which has its own rules regarding the use of the facilities and that all guests agree to comply with and respect.
5. You can consult all the regulations for the use of the facilities upon arrival at reception.
6. Guests agree to follow the property's rules of good behaviour.

7. In this accommodation it is strictly forbidden to celebrate any type of party, with or without music, from 22:00 at night until 08:00 in the morning. If it occurs, a noise compensation of €500 per night must be paid.

SERVICES:

1. Cleaning: Towels are changed every 4 days and bed linen is changed every 7 days. Guests must throw all rubbish in the containers outside the venue before their departure and not leave rubbish on the landings or common areas of the venue.
2. 100% smoke-free residential.

PETS:

1. They are not allowed.

POOLS:

- Avoid entering the bathing area with shoes or street clothes.
- Use the shower before the dive.
- Do not throw or leave waste or garbage in the pool area. For this purpose, use bins or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool enclosure.
- Smoking is not allowed throughout the interior of the residential complex.
- Do not use mats, balls or other objects that may cause discomfort to other guests inside the pool basin.
- It is strictly forbidden to dive headfirst into any pool in the establishment. The establishment declines all responsibility for non-compliance with this rule on the user.
- The use of swimming pools while suffering from a communicable disease is prohibited.
- Please use existing litter bins.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device/device that may interfere with the rest of other guests is not allowed.
- Respect the opening hours of swimming pools. The establishment is not responsible for possible eye/nasal/respiratory conditions, etc., due to the use of the pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period. The swimming pool facilities are for the exclusive use of guests staying at the establishment.

SPA:

1. Access and Use of the Facilities

• Minimum Age: Access to the spa area (Sauna, Turkish Bath, Hydromassage and Gym) is only allowed to people over 14 years of age. Children (over 4 years old) and teenagers can only access the heated pool and always accompanied by an adult.

• Dwell Time: Respect the maximum dwell times indicated by the spa for each area (for example, in jacuzzies, saunas or steam rooms), generally between 15 and 20 minutes, to avoid health risks.

2. Hygiene and Preparation

- Pre-Shower: It is mandatory to shower before using any wet facilities such as saunas, jacuzzis, swimming pools, or steam rooms to maintain hygiene and avoid water contamination.
- Use of Towels: In saunas and steam rooms, always use a towel to sit or lie down, and carry another towel to dry off after using the wet facilities.
- Appropriate Clothing: In the spa area, a bathing suit, flip-flops and a bathing cap must be worn.

3. Behaviour and Respect

- Silence: Maintain an atmosphere of calm and silence. Avoid talking loudly, laughing loudly, or doing any other activity that could disturb other users.

- Electronic Devices: The use of mobile phones, cameras, or other electronic devices is not allowed in the spa area. This is to preserve the tranquillity and privacy of all users.
- Consumption of Food and Beverages: It is not allowed to bring food or drinks into the spa area.

4. Health and Safety
   - Medical Conditions: If you have any medical conditions, hypertension, heart problems, or are pregnant, consult with a doctor before using facilities such as saunas, steam rooms, or hot tubs. Inform the spa staff about any relevant conditions.
   - Emergencies: If you feel dizzy, weak, or unwell during the use of any facility, leave immediately and notify the spa staff.
   - Do Not Run: In the spa area, especially in wet areas, do not run to avoid falls or accidents.

5. Care of the Facilities
   - Proper Use of Facilities: Use the facilities appropriately, following staff instructions or informational signs. Do not tamper with temperature controls or other settings unless permitted by spa staff.
   - Bath Products: Do not introduce oils, salts, or any type of product into hot tubs, pools, or saunas, unless specifically permitted by the spa.
   - Property Care: Treat all fixtures, furniture, and equipment with care. Any damage caused by misuse may result in an additional charge.