INTERNAL RULES AND REGULATIONS
MOON DREAMS PORTOMAGNO 4★ HOTEL

1. General Provisions

Guests accessing this hotel establishment are required to comply with these Internal Rules and Regulations, provided they do not conflict with Law 13/2011 on Tourism in Andalusia and Decree 13/2020 of May 18 on hotel establishments, as well as any other applicable regulations and provisions.

Article 13 – Internal Rules and Regulations

1. Hotel establishments may have internal rules and regulations establishing mandatory rules for guests during their stay.
2. These internal rules shall specify, at a minimum, admission conditions, rules of conduct and operation, and all matters that allow and promote the normal use and enjoyment of facilities, equipment, and services.
3. Hotel management may request the assistance of law enforcement authorities to remove guests who fail to comply with the internal regulations or who attempt to access or remain on the premises for purposes other than the normal use of the service, in accordance with Article 33.2 of the Tourism Law.

2. Payment

Guests are required to pay for contracted services at check-in, except in the case of previously arranged group bookings.

3. Payment Guarantee

The Hotel may request a credit card guarantee prior to payment for contracted services, including extras, in accordance with applicable legislation.

4. Check-in and Check-out

Accommodation begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 noon on the departure date. For changes to occupancy time or extensions, please consult reception.

Late check-out without prior agreement will result in an additional charge:

- Until 2:00 p.m., subject to prior notification to reception, a late check-out supplement will apply.
- After 2:00 p.m., an additional full night will be charged.

5. Room Occupancy

Double rooms booked for single use may not be occupied by two persons. In such cases, the double occupancy rate will be charged. Guests wishing to receive visitors may use the designated public areas.

6. Housekeeping

Room cleaning hours are from 9:00 a.m. to 4:00 p.m. If cleaning is required outside these hours, please check availability with reception.

7. Parking

Parking is available for a fee and is exclusively for hotel guests. This right begins upon signing the accommodation contract and ends at check-out.

8. Smoking Policy

Smoking is prohibited throughout the hotel. The Hotel reserves the right to request the immediate departure of any person who violates this rule to ensure the well-being, safety, and comfort of all guests.

9. Outside Food and Drinks

Bringing in outside food or beverages for consumption within the hotel is prohibited.

10. Restaurant Services

The hotel offers buffet breakfast, lunch, and dinner in the restaurant located on the ground floor. Service hours may vary depending on the season.

11. Room Service Snacks & Drinks

A snack and beverage menu is available for room service during established hours.

12. Board Basis Conditions

- **Full Board:** Stay begins with lunch and ends with breakfast. Services cannot be rearranged.
- **Half Board:** Includes breakfast and dinner. Dinner cannot be exchanged for lunch.

In both cases, beverages are not included (except water), but may be added for €9 per person per day.

13. All-Inclusive

The all-inclusive service begins at 2:00 p.m. (with lunch) and ends at 12:00 noon on the departure day (check-out). The order of services cannot be changed.

Guests may enjoy unlimited drinks included in the all-inclusive menu from 11:00 a.m. to 11:00 p.m., depending on the season, at Bar Senador and/or the Pool Bar. Drinks included in the all-inclusive package are marked with a blue dot on the menu. Any other drinks or brands not marked must be paid for separately.

14. Removal of Food and Drinks

Food and beverages may not be taken from bars or the restaurant outside the hotel.

15. Pets

Pets are allowed upon prior request. If accepted, the following conditions apply:

- Only dogs up to 10 kg are permitted (excluding potentially dangerous breeds).
- Cats require prior authorization before arrival.
- Supplement: €12 per night + €25 per stay cleaning fee.
- Maximum of 1 pet per room.
- Pets must be kept on a leash in common areas.
- Pets may not be left alone in rooms.
- Pets are not allowed in the restaurant or pool area.
- Any damage caused will be charged to the room (signed document and credit card guarantee required upon arrival).
- Pets must behave appropriately and not disturb other guests (e.g., excessive barking).

16. Entertainment

The hotel offers a wide daytime and evening entertainment program.

The hotel offers a Children’s Miniclub service exclusively for children aged between 4 and 12 years old, designed as a supervised entertainment and leisure activity.Access to and participation in the Miniclub are strictly reserved for children within this age range. Therefore, children under 4 years old or over 12 years old are not permitted to enter or remain in the Miniclub facilities.This service does not constitute a childcare or babysitting service. Parents, guardians, or legal representatives must remain within the hotel premises at all times and be reachable while their children are taking part in the activities. Leaving the hotel premises is not permitted while children are attending the Miniclub.

Activities and schedules are displayed on screens located on floors 0 and 1.

17. External Services

The hotel includes a souvenir shop (floor 1), hairdresser (floor 2), arcade machines, ATM, and weighing scales. These services are operated by external companies independent of Moon Dreams Portomagno. Hours, services, and products depend exclusively on them. For inquiries or complaints, please contact the respective business directly.

18. Sports Facilities

Guests wishing to use the sports courts (paddle tennis and football) must reserve and pay in advance at reception.

19. Guest Identification

All guests over 16 years old must present valid identification, in compliance with Law 4/2015 on Citizen Security Protection. After providing mandatory registration details, guests must sign the corresponding registration form, as required by Order INT/1922/2003 of July 3.

20. Right of Admission

In accordance with Decree 10/2003 (Articles 5 and 7), access or stay may be denied in the following cases:

- Maximum capacity has been reached.
- Closing time has passed.
- Minimum age requirements are not met.
- Required entrance fee has not been paid.
- Violent or aggressive behavior, causing disturbances or hygiene issues.
- Carrying weapons or objects that may be used as such (except authorized security personnel).
- Consumption of drugs or visible signs of intoxication.
- Causing noise that disrupts normal operation.
- Failure to maintain hygiene or sanitary standards.
- Disruption of normal social coexistence within the establishment.

21. Payment Obligation

In such cases, the individual must pay for all expenses incurred up to the time access or stay is denied.

22. Access to Restricted Areas

Guests may only circulate in areas designated for customers. Access to private or restricted areas is prohibited. Appropriate attire must be worn.

23. Dress Code

Access to the hotel, bars, and restaurant without a shirt, without footwear, or wearing wet clothing is not permitted. Topless sunbathing is prohibited in the pool and common areas.

24. Safe Deposit Box

Please store valuables in the in-room safe (free service). The Hotel is not responsible for theft or loss of items not deposited in the safe.

25. Luggage Room

A free luggage storage service is available at reception. The Hotel is not responsible for theft or loss of items.

26. Bicycles

Bicycles are not permitted inside rooms. They may be stored in the luggage room.

27. Identification Wristband/Card

If issued an identification card or wristband at reception, it confirms your status as a guest. Please carry it with you at all times within the hotel premises.

28. “Do Not Disturb”

If you do not wish to be disturbed, hang the “Please Do Not Disturb” sign on your door.

29. Towels

Room towels may not be used outside the room. Pool towels are available with a €10 deposit per towel, refundable upon return.

30. Swimming Pools

The hotel has five outdoor swimming pools, fully or partially open depending on the season.

31. Bars

The hotel's outlets include:

- Bar Senador (floor 1) – open all year
- Bar Augusto (floor 0) – seasonal
- Chiringuito Pool Bar – open during summer season

32. Management Recommendations

Management recommends that guests:

- Supervise their luggage at all times.
- Lock their room door when leaving and verify it is properly closed.
- Keep the door closed while inside.
- Lock luggage when not in use.
- Protect your room key and return it directly to reception when leaving the hotel.
- Report any suspicious activity immediately.
- Do not display valuables.
- Do not invite strangers to your room or disclose your room number.
- Do not allow unauthorized personnel into your room.
- Delivery food is not permitted inside the hotel; it must be collected at the entrance and consumed only in your room.
- Avoid discussing travel plans with strangers.
- Do not display your room key in public areas.
- Do not hang clothes over balcony railings.
- Report any damage or irregularities to reception.
- Note that room voltage is 220V.
- Respect quiet hours (night and siesta).
- Use facilities responsibly and respect hotel property.
- Respect the opening hours of all facilities.
- Cooperate in case of emergency drills.
- Note that some schedules may vary depending on the season.

Signed: Antonio Valerga

Hotel Manager, Moon Dreams Portomagno Hotel.