



INTERNAL REGULATION / RESIDENTIAL ROQUETAS DESTINATIONS OF SOL MONTEPIÓ

To ensure a pleasant stay at **Residencial Roquetas de Mar**, from **Destinos de Sol Montepío**, we have an **INTERNAL REGULATION** that contains the policy, norms and rules that will govern the relationship between the Residencial and its customer. All the people who stay, during their stay, will be subject to these RI Regulations, considered by their nature an adhesion contract that must be fulfilled. This Regulation will also be applicable and mandatory for:

- Visitors and/or occasional companions
- Users of the services and facilities of the Residencial, open to the general public.
- Any person who, even occasionally, visits or wanders within the Residencial.
- Attendees to events developed in the Residencial
- Contractors, organizers and personnel involved in the organization and development of events held in the Residencial Otherwise, the Management reserves the Right of Admission and Permanence.

[Residencial Roquetas Destinos de Sol Montepío with annexes swimming pools and pets / updated May 2023](#)

1. Customers/users have the obligation to pay the amount of the services enjoyed at the time of presentation of the invoice, according to the agreed conditions.



2. The establishment may request a prior guarantee of payment by credit card, deposit or advance, for the contracted services, in accordance with the applicable legislation.
3. There are current price lists, in a visible place, at the reception, cafeteria, restaurant.
4. The accommodation reservation begins at 4:00 p.m. on the first day of the contracted period and it ends at 10:00 a.m. on the day indicated as the departure date. For possible changes, please ask at reception. Prolonged occupancy for a time greater than that described, without prior agreement, will result in the obligation to pay one or more days, depending on the length of time.
5. The stay of more people than those assigned to said apartment will not be allowed.
6. The stay of unaccompanied children from their family, teachers or carer is prohibited without the written permission of their parents/carers.
7. It is not possible to use any of the services offered by the establishment without prior reservation at the reception of the establishment through the methods enabled by the establishment for this purpose.
8. Reception hours may vary depending on the season.
9. The room cleaning hours are from 10:00 a.m. to 4:00 p.m.
10. Smoking is prohibited in all common areas and apartments.
11. It is forbidden to introduce food or drinks in the common areas.
12. It is not allowed to take food, meals or drinks from the dining room of the establishment.



13. The access of pets to the common areas not designated for them, as well as to the apartments not conditioned for them, is prohibited, with the exception of those that go with an assistance dog, in accordance with the classification of the Law on Access to the Environment of Assistance Dog Users. As an **annex** to this regulation we include the rules for the **admission of pets**

14. The access and permanence of people in the establishment will be prevented in the following cases:

- When the established capacity has been completed with the users who are inside the enclosure or establishment.
- When the closing time of the establishment has been exceeded.
- When the minimum age established to access the premises is not reached, according to current regulations.
- When the person who tries to access has not paid for the ticket or location in cases where this is required.
- When the person manifests violent attitudes, especially when they behave aggressively or provoke altercations, cause situations of danger or inconvenience to others, or do not meet hygiene conditions.
 - When the person carries weapons and objects that can be used as such, unless, in accordance with the provisions at any given time by the specific applicable regulations, they are members of the Security Forces and Bodies or private bodyguards integrated into private companies, and access the establishment in the exercise of their functions.



- When the person is consuming drugs, narcotic or psychotropic substances, or with symptoms who show obvious signs or behaviors of being intoxicated.
- When it causes noise that disturbs the normal development of the establishment.
- When the client's body temperature is collected, due to the hygienic-sanitary measures of the establishment, if it is higher than 37.3 degrees, access to the facilities will not be allowed.
- When you do not adopt mandatory hygienic-sanitary measures.
- When you do not adopt the cleaning measures and skills that govern the establishment.
- When it violates the normal social coexistence of the establishment.

However, and in the cases described above, the person is obliged to pay the expenses that have been generated up to the moment of the prohibition of access or permanence in the establishment.

15. The circulation and stay within the establishment will be in the places reserved for customers, without being able to access in any case to the rooms or reserved or private spaces.

16. Access to the buffet restaurant in swimwear is not allowed.

17. The establishment is not responsible for theft or loss of objects that have not been previously deposited at the Reception.

18 Upon entering the establishment, you are given the accommodation contract, which accredits you as a guest of Destino De Sol De Roquetas de Mar, in addition to accepting these internal regulations. It is recommended that



you always carry it with you, within the facilities, in case your identification is requested.

19. The change of towels will take place every 3 days and the change of bed will be every 6 nights. Every 3 days there will also be a review of the bathroom and floors.

20. It is forbidden to use the towels and other clothes in the room for use outside the establishment. The establishment have available pool towels, for exclusive use by rental, upon request at the reception and their subsequent delivery in the same place. In case of loss or deterioration of the towel, the client will pay the amount of this.

21. The furniture and utensils of the apartments, as well as the rest of the rooms of the establishment, are part of the services provided and have been arranged with the intention of making the stay of the customers as pleasant as possible, for which a appropriate and respectful use of them. Destino De Sol De Roquetas reserves the right, in the event of any type of damage, deterioration or theft caused in the room or any other facility of the establishment by the customer, to claim the corresponding compensation.

22. The use of the pool loungers is carried out in strict order of arrival and cannot be reserved.

23. For the use of the swimming pools we recommend that you carefully read the regulations for use that are found in it for this purpose. The regulations for pools for collective use are attached as an **annex**.

24. The electrical installation of your apartment is 220 volts.

- The electrical system of your apartment is activated by entering the access card into it, in the device that is located next to the entrance door.
- The refrigerator and washing machine are permanently connected to the electricity supply.
- Please, for your safety and that of the rest of the customers, do not leave the card in the device when you leave the apartment.

25. Television and Internet (WIFI) services are provided subject to the technical conditions of the provider, and the establishment is not responsible for any interruptions that may occur, nor for the quality of the signal.

26. If you discover any deterioration or anomaly, contact with reception. Please use the facilities properly, respecting the furniture of the establishment.

27. Respect the areas where the facilities are located during night hours. In general, avoid making unnecessary noise, especially at night.

28. The hours of all the facilities of the establishment, marked at the entrance, must be respected. Some hours may change depending on the time of year.

29. You have at your disposal at the reception a contract, which you must sign, to be able to access or accommodate your pet in the apartment.

30. The management of the establishment recommends:

- Watch and control your luggage. Don't leave it unattended.
- Close your bedroom door when you leave it and try opening it again to make sure it's locked properly, even if it's only for a short time.
- Keep the door closed when you are in the room.



- Close your luggage when you are not using it. If the luggage has a lock, always use it.
- Protect your room key. Do not just leave the key at the reception desk. Always return your key, in hand, when you leave the establishment or failing that, in the mailbox designated for that purpose.
- Immediately notify the Management of any abnormal event that you notice, such as: people in a suspicious attitude in the corridor, repeated phone calls from people who do not identify themselves, knocks on the door of your room from people unknown...
- Don't be upset if they ask you to identify yourself at the reception.
- Do not display jewelry, money, or valuables in your room.
- Do not invite strangers into your apartment.
- Do not allow repair personnel to enter your apartment without having been requested or authorized by the Management of the establishment.
- Do not allow the entry of people into your Apartment, with deliveries that have not been requested.
- When socializing with strangers, do not reveal the name of your establishment or your apartment number.
- Do not discuss specific plans for future excursions, outings, etc. in public or with strangers.
- Do not show your apartment key in public places.
- We appreciate your participation in the event that, during your stay at the establishment, any accident or evacuation drill is practiced.



**DESTINO DE SOL
DE ROQUETAS
MONTEPIÓ**

THE MANAGEMENT RESERVES THE RIGHT TO MODIFY, RECTIFY AND/OR CANCEL PART, ONE OR MORE ARTICLES OF THIS REGULATION WITHOUT PRIOR NOTIFICATION, TAKING INTO ACCOUNT, AT ALL TIMES, THE LEGITIMATE INTERESTS OF CUSTOMER.

In accordance with the provisions of current regulations on personal data protection, Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27, 2016, we inform you that your personal data will be processed under the responsibility of the GROUP MONTEPIÓ made up of the entities Balneario de Ledesma, S.L.U., Residencial la Minería los Alcazares, S.L.U., Montepío and Mutualidad de la Minería Asturiana, Residencia de Mayores la Minería, S.L.U. and Residencial la Minería Roquetas de Mar, S.L.U. to send communications about reservations, queries made or about products and services offered by entities that may be of interest to you. Your data may be transferred to other of the companies of the Montepío Group indicated above for the management of the indicated purpose. Said data will be kept as long as you do not request its cessation and a commercial relationship continues or other applicable laws require its conservation. We inform you that you can exercise your rights of access, rectification, deletion, limitation and opposition to treatment by sending an email to montepio@montepio.es or by writing to C/ Plaza General Primo de Rivera 2 – 1st Floor – 33001 Oviedo (Asturias). The information contained in this message is confidential and may include confidential data. This information is addressed solely to its addressee. Access or use by another unauthorized person may be illegal. If you are not the target person, please delete your content. You can consult additional information at:

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ANNEX: RULES FOR OUTDOOR POOLS FOR COLLECTIVE USE GENERAL CONSIDERATIONS

- Read the pool regulations before using the spaces and services.
- The use of the pool by any user will be carried out in strict compliance with the measures of the Internal Regulations and the indications of the Lifeguard and the facility staff for their safety and the well-being of all users. The disobedience of the rules of use of the pool, or the orders of the staff, by the user, will mean their immediate expulsion from the establishment.
- Drink frequently and sunbathe in moderation, to avoid dehydration and heat stroke. It is advisable to wear a cap and a t-shirt, especially for children.
- Dangerous games and practices, running, violently diving, throwing objects,... and in general all those acts that hinder, hinder or prevent the proper use of swimming pools are prohibited.
- It is forbidden to throw any type of waste, paper and the like on the ground. If there is a repeated practice, the management may withdraw the ticket or the voucher without the right to a refund of its amount.
- Prohibited access to the premises with symptoms of drunkenness.
- The Management reserves the right to use any space in the facility at any time for activities such as Swimming Courses, Children's Activities, Sports Activities, Leisure and similar. No user outside the activity may use these spaces.
- The Management reserves the right to modify the bathing hours at any time to solve any problem associated with the enclosure, seeking the benefit of all users and due to adverse weather conditions.



- The Management reserves the right to apply any other measure it deems appropriate for the benefit of the good use, safety and sustainability of the facilities.

Access control

- It is mandatory to present the ticket and identification each time you access the pool.
- It is forbidden to use the documents accrediting the entry or identification of third parties, impersonating them. Said action may lead to expulsion from the facility for the entire season.
- It is recommended not to enter with valuables.

Clothing and equipment for the bathroom

- It is forbidden to access or remain wearing shoes and/or street or inappropriate clothing in the pool beach areas.
- Wear specific bathing shoes such as flip flops, or booties in showers and wet areas.
- To prevent foot infections, use rubber slippers, both in the pool area and in the changing rooms and showers.

Shower• Mandatory to shower before and after bathing.

Use of changing rooms

- The practice of any other activity than the specific change of clothes and hygiene associated with the use of the swimming pool will not be allowed inside the locker room building.
- Children under 8 years old, regardless of their sex, may access the locker room of the sex of the adult companion who exercises parental authority,



guardianship or custody thereof, in order to perform cleaning and dressing functions.

- No shaving or waxing in the changing rooms.

Pets

- It is forbidden to introduce dogs or other animals (except guide dogs, according to current regulations) in the bathing area

- It is forbidden to throw or push people into the pool.

- It is advisable to collect the hair and the use of bathing caps.

- It is not allowed to access with clothing or footwear that is not exclusive for bathing.

- No smoking, eating or drinking is permitted in the bathing compound.

- Access to the bathing area with glasses, containers or glass or crystal utensils is prohibited.

- Check the depths of the pool before use in order to avoid accidents.

- In the splash pools, the use of t-shirts in the bathroom by the children will be allowed for their sun protection. Adults may use this garment within the pool facilities, but not for bathing.

- The use of diapers is not allowed, they are only allowed in the case of babies, who must use diapers-swimsuits, suitable for use in the water.

- It is not allowed to introduce devices for underwater swimming such as masks, fins or blunt objects or objects that may bother other users, except in expressly approved directed activities.

- It is not allowed to introduce elements that risk or danger to users into the pool vessels, including: diving goggles, fins, floats, balls, etc. The use of floats, mats, balloons, balls and the like is prohibited.



- Mandatory to leave the glass of the pool in case of storms, the water attracts the electromagnetic current.
- It is forbidden to jump into the pool from any area, with the exception of the springboards.
 - It is not allowed to jump headfirst into the water or do stunts of any kind. The Management is not responsible for any accident due to the negligence of the users.
- No running around the pool.

Use of the venue

- The orders and recommendations of the pool staff and the lifeguard must be scrupulously followed. His disobedience will imply the eviction of the user.
- You should not be distracted or hinder the lifeguard's work.
- Prohibited to take photographs or video sequences of other users without their express consent.
- Prohibited from carrying out acts that disturb, annoy or endanger other users, (running in wet areas, violently diving, using audio devices at an annoying volume, throwing rubbish,...), hinder, hinder or prevent the development of activities directed, suppose material damage to the facilities or affect general hygiene.
- It is forbidden to introduce glass objects (glasses, jars, mirrors, bottles...) in the pool area and flammable, dangerous or harmful substances throughout the premises.
- It is forbidden to use the sports spaces for the practice of activities or sports modalities other than the intended use, unless expressly authorized.
- Outside bathing hours, the facility will remain inaccessible to users.



ANNEX-RULES ADMISSION PETS

PET WILL ONLY BE ACCEPTED UPON PREVIOUS REQUEST AND CONFIRMATION BY THE ESTABLISHMENT.

- The owners must have all the legal documentation of the pet at the time of "check in", which may be required at any time by the accommodation management.
- The entry of animals classified as dangerous, or dogs classified as a dangerous breed is not allowed.
- It is forbidden to leave the animal alone in the accommodation premises. In the common areas the animal must be on a short leash and the owner will ensure the good behavior of the animal towards the establishment and coexistence with the rest of the guests and/or other housed pets.
- If due to force majeure the client could not take the animal with them, the animal must be left in a carrier suitable for its size, with water and food in their appropriate containers and in no case for more than 1 hour.
- Only one animal per apartment or room is allowed.
- Only animals with a maximum weight of 15 kg are allowed. Only in the case of dogs or animals weighing less than 6 kg could the accommodation of two pets be allowed. The use of the elevator with pets is not allowed (with the exception of pets under 6kg, which will be carried out individually).
- An additional pet fee will apply.
- It is not allowed for your pet to relieve itself in the premises of the establishment, nor in its green areas.
- The customer will not allow their pets to climb on beds, sofas or the rest of the furniture of the accommodation.



- Bedding or bath linen belonging to the accommodation for the use of the animal will never be used.
- Pets are prohibited from entering the pool area, the dining room, places where food and drinks are served (with the exception of assistance dogs that will do so under the legally established conditions).
- The owners will have the obligation to keep the animal in optimum hygiene and sanitary conditions during the stay and with the veterinary documentation in order.
- The owners will be fully responsible for the behavior of the animal, as well as for possible damage to third parties or to the property of the accommodation.
- The person in charge of the pet must be tolerant with other customer who may be allergic or feel bothered by its presence.
- If your pet has harmful behavior towards other guests, pets or causes damage to property, the management of the establishment will have the right to ask you to leave the facility together with your pet.

As the owner of your pet staying at the establishment, you must fulfill with current regulations and will be responsible for those actions that may be derived from the behavior of your animal, exempting the establishment from any responsibility.

If these rules are not respected, the establishment reserves the right to cancel your stay and require you to leave the establishment.

WE APPRECIATE YOUR COLLABORATION

More information at T. 950 334 112 or

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