

This is a translation from Spanish to English of the House Regulations for information purposes only. For any legal purposes the Spanish document prevails.

HOUSE REGULATIONS - REGLAMENTO DE REGIMEN INTERIOR

1.- CONDITIONS OF ADMISSION

1.1.- General regulation

People who access this hotel establishment will be obliged to comply with these Regulations, in what does not contravene Law 13/2011, of December 23, Decree Law 13/2020 of May 18, and other applicable regulations and precepts.

1.2.- Access, admission and residence in the establishment

This hotel establishment is for public use and with free access, with no restrictions other than those derived from the legal provisions and these regulations.

The admission and residence of people in this establishment will only be denied for the following reasons:

- a) Due to lack of accommodation capacity or facilities.
- b) Failure to comply with the admission requirements established in these regulations.
- c) By adopting behaviors that may cause danger or annoyance to other people or users, or for hindering the normal development of the activity.

When the aforementioned circumstances occur or the people incur one or more of the aforementioned restrictions, the personnel responsible for the establishment may require them to leave it, prior payment, where appropriate, of the accounts that they have pending for the provision of services and consumption.

It is expressly stated that free access to the facilities, services and accommodation of this hotel establishment will not be denied or restricted to persons who so wish, for reasons of sex, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

1.3.- Entry record and admission document

The person or persons who wish to make use of the accommodation, the common facilities and, where appropriate, the complementary services that are detailed in this Regulation, must present their identification documents for the purpose of their admission and registration in the establishment registry.

Once the person or persons have been registered, this establishment will make an admission document that will include the name, category, number of people who will occupy it, dates of entry and exit and the food regime that they have arranged and when it is contracted directly, also the price of accommodation. Said admission document, completed in duplicate, must be signed by the interested party to formalize his admission, once informed of the existence of these Regulations and his rights and obligations. The original of the admission document (hotel pass) will be handed to the user and the copy will remain in the possession of the establishment.

In order to prevent the transmission of Covid-19, the temperature of customers will be taken upon arrival and they must sign a responsible statement in which they report that they are healthy and without symptoms of the disease. They will also observe at all times the instructions of the staff regarding social distancing and, in particular, the mandatory use of a mask inside the facilities, except when consuming food or drink sitting at the table and with the limitations and distancing marked by the regulations in force at any given time. Persons exempt from the use of a mask for justified reasons must provide documentary proof of said reasons when required by the hotel staff.

2.- RULES OF COEXISTENCE AND OPERATION

2.1.- Rights and obligations of users

Users may freely access the establishment and remain in it with the limitations contained in the submission rules indicated in section 1 and in these regulations.

Users have the right to receive truthful, complete information prior to contracting the services offered; that in said services, their security, privacy and tranquility are guaranteed; that they correspond to the agreed conditions; that they receive an invoice with the regulatory formalities for the services contracted directly and that, if they wish to make a complaint, the claim sheets are handed to them.

Users are obliged to observe the rules contained in this regulation, which they expressly accept upon signing the admission document, and those dictated by the Management on safety, coexistence and hygiene, especially the use of a mask and other anti-Covid-19 measures, to make proper use of the establishment. Users must prove their condition, showing the admission document (hotel pass), when required, respect the facilities and equipment of this establishment and pay the amount of the contracted services at the time of presentation of the invoice or according to the agreed conditions. The presentation of any claim does not exempt from the obligation to pay for the contracted services.

2.2.- Rights and obligations of the hotel company

This establishment may seek the assistance of agents of the authorities to evict users who violate this regulation, who intend to access or stay in it for a purpose other than the normal use of the hotel service and also, where appropriate, to people who are not registered as users, attendees at banquets, conventions, etc. or who incur in the suppositions provided in the previous section.

This establishment can request a guarantee of payment for the contracted services, in accordance with the applicable regulations and make the corresponding charge in the users account for damages or malfunctions that occur in the facilities, furniture and elements of the establishment due to negligence or wrong use of those.

It may also vary the time tables of the different consumption, use and enjoyment services, throughout the seasons, depending on seasonality, reserving the right not to admit users outside of said hours, or when the maximum authorized capacity is exceeded. The aforementioned services, the detail of their schedules, their prices and the conditions of use, are exposed at the entrances to the services and in the webapp HES.H10HOTELS.COM, accessible by means of a QR code.

This establishment is obliged to give its prices the maximum publicity at reception and to have them available to users; to inform said users, before hiring, of the conditions of provision of services and their prices; to provide them with the highest quality, according to their category and in the contracted terms; to take care that users are treated correctly, to attend and maintain the facilities and services in good condition; to have a Director as the ultimate responsible for the

establishment to the users; to have complaint forms and to inform about their existence; to provide users who cannot attend, due to overbooking, accommodation in an establishment in the same area, of the same group, modality, where appropriate, specialty, and of the same or superior category. The expenses or surcharges that arise for such cause will be charged to this establishment that, on the contrary, will return to the user the differences that occur in their favor.

2.3.- Occupancy periods of accommodation

Users of this establishment have the right to occupy the accommodation from 12:00 hours on the first day of the contracted period until 12:00 hours on the day indicated as the departure date, except in case of high occupancy, in which the Right to occupy the accommodation unit is 2:00 p.m. The extension in the occupation of the accommodation unit for a time greater than that described will be charged as one more day unless otherwise agreed. Likewise, if the user wants to stay more days than those contracted and specified in the admission document, there must always be an agreement between the parties, otherwise the accommodation unit must be left free on the agreed date.

2.4.- Prices, invoices and information

The rates with the prices and conditions of the different types of accommodation, catering services, bars, congress events, banquets, laundry, rental of safety deposit boxes, deposits for the use of pool towels and complementary services and of individuals or outside entities are detailed at reception available to users who request them.

This establishment may require its users, at any time and after presenting the invoice and its vouchers, to pay for the services provided other than the accommodation, even if the payment for this had been agreed in advance. As well as requesting users a deposit or credit card as a guarantee to cover accommodation and extra expenses derived from their stay in the establishment.

The hotel establishment is not responsible for the price, nor for the use of tools, furnishings and other services, provided outside the hotel establishment, nor for the behavior of non-staff personnel, unless this is expressly stated in its conditions and rates.

Invoices will only be provided for accommodation and services contracted directly to the hotel by users.

3.- USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

3.1.- Reception

At reception, the necessary procedures will be carried out for the admission of people to the establishment. The Director, together with the reception staff, are responsible or relationship centers with users for all internal affairs of the hotel establishment and for information and advice on the same.

3.2.- Currency exchange

Service for the exclusive use of the users of the establishment. In a visible place where the service is carried out there is a panel in which the daily exchange rates of the currencies accepted by the establishment are displayed.

To make any change or collection of traveler's checks, the user must prove their identity with their identification document or passport.

3.3.- Safety deposit boxes

In each accommodation there is a security box installed to rent by whoever wishes, which is covered by a theft insurance up to a maximum of three thousand Euros (€ 3,000.00). At Reception they will inform you of this service and its conditions of acceptance and use. The establishment is not responsible for the loss of objects or values that are not deposited in these boxes.

3.4.- Laundry-Dry cleaning

In each accommodation you will find information with the conditions of these services, their prices and delivery times and return of garments. The establishment is not responsible for garments that, due to their conditions or compositions of use, shrink, fade or deteriorate.

3.5.- Early breakfast and cold dinner service

If a client has their departure before the restaurant's operating time, they can enjoy a cold breakfast. To access this cold breakfast, the user must notify Reception the day before the date on which this service must be provided.

In case of arrival of the client outside the hours of the restaurant, they will be able to enjoy a cold dinner, provided that he or his agency notifies us before 9:00 p.m. of the same day.

3.6.- Change of dinner for lunch

Half board consists of breakfast and dinner in buffet mode, however, you can change dinner for lunch by notifying the reception one day in advance.

You will not be able to recover the services contracted and not consumed.

3.7.- Catering service in rooms

The hotel offers a catering service in the rooms and you can consult the menu and the rest of the services using the QR code in the brochure that you will find in your room.

3.8 Minibar Service

The rooms have a minibar whose service can be hired by the client in several à la carte modalities. The service will be contracted through Reception where the corresponding prices and conditions can be consulted.

3.9.- Swimming pools

Its use and enjoyment are free according to the hours and conditions detailed below:

-The use of the swimming pools is prohibited during their closing hours, as this is when our maintenance staff begins cleaning and chlorinating the water. The establishment is not liable for injuries or damages that occur to people or their belongings due to neglecting said hours.

-In the pools the use of floats, balls and the like is prohibited except floats or swimmers for children.

- It is forbidden to jump into the pools in an inverted position, with the head forward, and to play with balls or the like in the gardens for the good of people and plants.
- The use of devices, instruments or music players at a volume that disturbs the rest of other users is prohibited.
- It is forbidden to consume drinks or meals, not purchased at the establishment.
- It is prohibited, for hygiene reasons, the consumption of food in swimming pools and gardens, except in areas under the control of bars and restaurants.
- The pools have a lifeguard service during their opening times, their hours are displayed on the indicators located in the grounds of said pools.
- The minors must be supervised by their parents or adults who are responsible for them.
- For hygiene reasons, it is mandatory to shower before using the pools, always wear a swimsuit and not to get into the pools with diapers or the like.
- The hotel has pool towels available to customers with service in the pool area. Its delivery is free after identification of the user and formalization of a guarantee deposit at Reception. Deposit that will only be returned to the client upon delivery of the towel. The loss of the towel by the client will result in the loss of their deposit.
- The use of towels, blankets, etc., coming from the rooms, in the swimming pool and garden areas is prohibited.
- The use of the hammocks in the pool area is free. It is not allowed to reserve hammocks by placing in the same clothes or other personal objects for an indefinite time, not making continuous use of them. If necessary and in the circumstances described, the establishment's staff may remove the clothes or objects from the hammocks so that they can be occupied by other users.

3.10.- Despacio Spa Center

The establishment has this facility, upon payment of the corresponding entrance fee, for the enjoyment of its users, being equipped with changing rooms, gym, water area, sauna and Turkish bath, Jacuzzi, cold pool and relaxation room.

The payment of an entrance ticket gives the right to use the venue continuously, it cannot be left and re-entered later.

For security reasons, its use is only allowed to people over 16 years of age, provided with a towel, clothing and footwear suitable for the facilities.

It is the obligation of the clients to fill in an entry form to the facilities which will contain the client's health data necessary for the safe use of the facilities. The concealment of data by the client will exempt the company from responsibility for accidents derived from an incorrect use of the facilities for this reason.

For a correct use of the SPA circuit, the user must always follow the instructions for use that will be found in each area, with the following points being mandatory:

- It is mandatory to wear a swimming cap inside the pools.
- The use of glass cups or glasses is not allowed inside the Spa as well as eating or drinking inside the pool or Jacuzzi.
- It is not allowed to jump into the water, one must always enter through the stairs.
- Shoes must be used to circulate around the enclosure, running is not allowed, the ground may be wet.
- Yelling is not allowed, remember you are in a relaxation area.
- Entry is also restricted for health and safety reasons to people with heart disease or serious circulatory problems, pregnant women over 6 months (consult), people with an infectious skin disease, open wound, pain or inflammation, those who are taking anticoagulants, anti-histamines, vasodilators, vasoconstrictors, stimulants, narcotics, tranquilizers, that cause drowsiness, etc ... The water area cannot be used if at least one hour and a half has not elapsed after taking food and / or drinks with alcohol.

3.10.1.- SAUNA / TURKISH BATH

Always follow the rules and advice for use posted outside the sauna for a correct and safe use of the same.

- The sauna cannot be used if you suffer from cardiovascular problems or high or low blood pressure. Also consult previously with your doctor if you are diabetic.
- Do not use within 2 hours after a meal.

3.11.- Various

- Minors are not allowed to use the elevators without the accompaniment of a responsible adult.
- Access to the establishment of animals is not allowed, except as indicated for guide dogs for the disabled.
- It is not allowed to wander through the spaces and common areas without shoes and with a naked torso. In the restaurant at dinner, gentlemen wearing shorts and tank tops will not be allowed in.
- After 22:00 hours, it is mandatory to keep due silence in the corridors and accommodation in order not to disturb the rest of the other users.
- Before entering the consumption centers, users must show, to those responsible for them, the admission document or card, in order to be able to control the charges that correspond to them for the consumption they make.
- It is not allowed to hang clothes on the railings of the terraces.
- The use, consumption or possession of dangerous products and substances is expressly prohibited in all areas and annexes of this establishment, in application of current legislation on public health.
- In order to guarantee the security, privacy and tranquility of the users, this establishment has technical electronic surveillance devices, with permanent recording elements.