

INTERNAL RULES AND REGULATIONS HOTEL AGAMENÓN
TOURIST REGISTRATION No.: H/PM/1288

****H ******

GENERAL PROVISIONS

Any person accessing Hotel AGAMENÓN is obliged to comply with the provisions of these regulations, as well as those contained in the Balearic tourism regulations Law 8/2012, of July 19, on Tourism of the Balearic Islands, amended by Law 3/2022, of June 15, on sustainability and circularity of tourism.

RECEPTION

In accordance with the provisions of articles 29, 30 and 31 of Subsection 4 of Decree 159/2012, of November 20, of Tourist Accommodation Establishments:

CHECK-IN REGISTRATION

- Every user must prove their identity at the time of entering the establishment by presenting a document that sufficiently proves their identity, as well as signing the corresponding traveler entry form according to Order IRP/352/2009, of July 3, on registration books and traveler entry forms in hospitality establishments and other similar establishments. The collection and processing will be carried out in accordance with Organic Law 03/2018, of December 5, on Personal Data Protection and under article 12.1 of Organic Law 4/2015, on Personal Data Protection and guarantee of digital rights and under article 12.1 of Organic Law 4/2015, of March 30, on the protection of citizen security.
- The check-in time for rooms is set from 14:00 hours according to art. 30 of Decree 159/2012. In periods of high occupancy it will be delayed up to a maximum of two hours.
- Upon arrival, you will be provided with a welcome card, whose acceptance and signature will be carried out by electronic device (signature pad). In said card you will be informed of the contracted board basis, the assigned accommodation unit and other relevant information, in accordance with article 20 of Decree 159/2012, of November 20, of Tourist Accommodation Establishments. Likewise, one card will be delivered per room. The hotel reserves the right to issue a duplicate for internal use in our points of sale, upon presentation of a credit card as guarantee.

BALEARIC TOURIST TAX

- The client will be obliged to pay the tourist tax.
The price will range between €1 and €4 per person and stay unit (days or fraction of day), depending on the type of establishment. In Hotel Agamenón a price of €3.30 and €0.83 in low season is established.
- Persons under 16 years of age or those guests with stays subsidized by social programs of a public administration of any Member State of the European Union will be exempt from paying this tax.
- The invoice of the payment, regardless of who makes it, must reflect the amount of the tax separately.
- The right of users to access tourist accommodation establishments
- The holder of the company may invite to leave the facilities (after payment of what has been consumed) all those persons who fail to comply with the provisions of Law 13/2002, of June 21,
- The condition of tourist user is acquired upon signing the mandatory admission document immediately after accessing it.
- To carry out CURRENCY EXCHANGE, identification of the person carrying it out is mandatory, this service will be carried out only and exclusively to guests staying in the establishment.

In our MYSENATOR Loyalty Program, to which you can join free of charge either at any of our receptions with a QR code, through our reservations center +34950335335, or through our website <https://www.senatorhr.com/my-senator-signup/>. There are a series of customer levels with advantages and discounts to which you may adhere.

The conditions of the Loyalty Program are found in the section dedicated to it.



BILLING, RATES, OFFERS AND STAY

- You must pay the amount of your stay, in cash or by card upon arrival at the hotel.
- The hotel may require guarantees of payment of the contracted services by means of credit card number, if you do not have a credit card you must pay the invoice of the contracted services upon arrival at the hotel. The price rates are at your disposal at the Hotel reception. In addition, in the different points of sale, such as Bar, ., there are the corresponding rates for the services provided in each of them.
- You must pay the amount of the contracted services at the time of presentation of the invoice or under the agreed conditions.
- If you have contracted your stay and services in our hotel 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 make the full payment of the reservation at the time of check-in, only in the case of solving the incident, the pre-paid amount will be returned.
- Regardless of whether the company and the Guest may or may not agree, at the time of entry or formalization of the reservation, the advance payment of the stay, this establishment may require, at any time, its guests and upon presentation of the corresponding invoice, the payment of the services provided.

The hotel may claim, regardless of the above, the payment of invoices whose amount exceeds €300 during your stay.

- Personal checks are not accepted.
- This establishment has complaint forms available to customers who request them.
- For greater safety, do not allow your children to use the lifts if they are not accompanied by an adult. Never use in case of fire.
- If you wish to use the wake-up service, inform reception.
- The Hotel management reserves the possibility of calling a tow truck to remove vehicles that are parked in the access to the hotel, as this is a loading and unloading area, as well as one of the evacuation exits of the establishment.
- The hotel has parking spaces available for customers within the hotel area.
- The hotel management reserves the right to modify schedules or services according to internal needs of the hotel and after the appropriate public notifications.

- Children discounts are subject to proof of age upon arrival at the hotel (ID, Family Book, Passport).
- Babies are considered from 0 to 2.99 years old.
- Children are considered from 3 to 11.99 years old.
- If any non-compliance regarding ages to benefit from an offer is detected, the hotel is obliged to charge the difference of the price of the rates in force at that time. In the case of making a reservation through third parties, and since we do not know their retail prices, the hotel's own rates will be applied.
- In case you have contracted a reservation with the "early booking" offer or similar, any change made to your stay in the Hotel will be understood as a breach of its conditions, losing all its benefits.
- By virtue of Law 28/2005, of December 26, on health measures against smoking, smoking is prohibited throughout the establishment. The use of cigars, electronic cigarettes and any other smoking device is not allowed inside. Smoking in your room will cost you a cleaning fee of €150.

ROOMS

According to what is established in articles 30 and 31 of Decree 159/2012, of November 20, of Tourist Accommodation Establishments:

- The person staying must leave the room they occupy before 12:00 noon, in case of not complying with this rule, the establishment may request the assistance of the public forces for their eviction. If the guest needs to stay longer in the room, they may request a late check-out at reception (subject to availability) by paying an additional supplement.
- The enjoyment of the accommodation and of other services lasts for the period agreed between the holder of the establishment and the user or their representative. Any extension or reduction of the previously agreed period is subject to mutual agreement between the holder of the establishment and the user.
- In the event that the agreed accommodation period has ended, that the invoice has not been paid or that the person has been evicted, the holder of the establishment may dispose of the accommodation unit.
- The removal of belongings by the owners entails the payment of the price established in these cases by the establishment, and failing that, the daily price according to current rates, as well as the transport costs incurred.
- This establishment has room service from 08:00 hasta las 22:00, 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/board basis contracted (bed and breakfast, half board, full board or all inclusive, as applicable), for more information consult reception.

<https://agamenon.senatorhr.app>

- The hotel is not responsible for valuables that you have in the room and are not deposited in the safe. The establishment has insurance for theft up to €1,500 per safe. You can rent the safebox at the reception with the price 3 € per day and 15 € per week.
- The establishment is not responsible for valuables/personal belongings that are not under your control in common areas, restaurant, pool, etc. We ask you to pay attention to your belongings.
- The towels in the rooms are for exclusive use in them.
- By using the towel change system indicated in your room you will help us protect the environment by saving water, energy and detergents.
- For aesthetic reasons, we ask you not to place your garments on the window frame of the room.
- Out of respect for other guests, control the volume of the television and music equipment in your room. Likewise, keep silence in the corridors from 22:00 hours.

- The hotel reserves the right to carry out the appropriate actions for damages or breakages that occur in the contents or structure of the rooms or hotel facilities caused by the guest.
- If you wish to use the laundry service, contact reception, the service takes 48 hours, although for a higher supplement, you may have access to express service.
- Room cleaning is daily and is carried out from 10:00 to 14:00 hours, being able to extend until 16:00 in moments of high occupancy.

MEAL PLANS, RESTAURANTS AND BARS

- The card delivered upon your arrival is personal and non-transferable. In it you have recorded the contracted services, the room key and credit to make charges to the room, provided that you have activated this last function by means of a credit card as guarantee.
- In the Half Board regime (breakfast and dinner) DRINKS ARE NOT INCLUDED, and must be paid or charged to the account. This service will be provided in the Hotel restaurant.
- To access the restaurant, the use of appropriate clothing is mandatory. Entry without footwear, without shirt or T-shirt or in swimwear is not allowed. Entry while wet is also not allowed.
- If you wish to request a picnic or cold breakfast, you must request it at reception the day before, before 20:00 hours.
- If for health reasons you need to follow a special diet, do not hesitate to speak with our F&B manager or Reception so that it can be coordinated with the kitchen.
- We remind you that it is not allowed to bring in or take out food or drinks from the restaurant. In case of removing them, we will be obliged to charge them as extras.
- The breakfast time is from 8 to 22:30 hrs at the restaurant -1 floor.
- You can enjoy breakfast at the restaurant -salon from 09:30 to 12:30.
- Beside the dinner buffet you have the option for the snack bar to lunch or dinner.
- Dinner schedule is from 19:30 to 22:00 at the restaurant in -1 floor.

MISCELLANEOUS

- For your safety, do not walk barefoot or with wet feet inside the hotel.
- The hotel only has a first aid kit, and no type of medication will be dispensed under any circumstances, such as aspirin etc. Our staff is not authorized for this, so we ask you to go to the nearest pharmacy or doctor. At the Hotel Reception they can inform you of the pharmacies on duty or the nearest medical centers.

SWIMMING POOLS

- We have a free towel service for all those pool users who request it, with a deposit set at reception of 10 €. As many towels will be delivered as occupants are in the room. Said towels must be returned upon departure from the hotel in order to proceed with the return of the deposit. This delivery and return will only be allowed at check-in and check-out and not during the stay. In that case the next delivery will be considered as a "Change", with a cost of 1 €. In case you lost the towel, you will pay 10 €.
- As a user of the pools, you must follow the instructions of the information signs, in any case respect the rules detailed below:

- The pool will be opened from 9:00 to 19:00 hours.
- Avoid entering the bathing area with footwear or street clothes.
- Use the shower before immersion.
- Do not throw or leave waste or rubbish in the pool area. For this purpose use the bins or other containers intended for this purpose.
- Do not use glass containers or utensils that may break in the pool area.
- Smoking and the consumption of alcoholic beverages are not allowed inside the pool.
- The pool facilities are for the exclusive use of guests staying in our establishment.
- It is forbidden to use inflatables, balls or other objects that may cause disturbance to other guests in the pool.
- It is expressly forbidden to access the pool enclosure with animals, without prejudice to what is established in Law 19/2009, of November 26, on access to the environment of persons accompanied by assistance dogs.
- Diving is strictly prohibited in any pool of the establishment. The establishment declines all responsibility for non-compliance with this rule.
- The use of the pools is prohibited while suffering from a transmissible disease.
- Please use the existing bins.
- The use of the pool area by minors without the careful supervision of their parents is not allowed, nor for people who do not know how to swim.
- Out of respect and as a rule of coexistence, the use of music devices or any electronic device that may interfere with the rest of other guests is not allowed.
- Our staff has instructions to remove objects, towels, that are found in the pool area outside its opening hours.
- The reservation of sunbeds in the pool is not allowed. Any personal object including towels, that is unattended for one hour, will be removed by our staff and will be kept at the pool or reception.
- Respect the opening hours of the pool. 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.

PETS

This establishment allows pets with a maximum weight of 25 kg with prior payment, except for guide dogs, which are free of charge. The established price is €25 the first day + €12 per day for cleaning. Two pets may not stay in the same room if both exceed 25 kg. Below we detail safety and hygiene rules for stays with pets.

- For hygiene reasons, avoid allowing your pet to get on beds or sofas.
- Make sure that your dog does not bark, especially inside the room, to avoid disturbing other guests.
- For safety and hygiene reasons, access to bars / restaurant / pool is not allowed, except for guide dogs.
- Do not leave your dog loose in the common areas of the establishment.

The guest is responsible for any damage, loss or deterioration caused to the hotel's facilities, furniture or equipment during their stay, whether intentional or accidental.

SMOKING PROHIBITED

- By virtue of Law 28/2005 of December 26, on health measures against smoking, smoking is prohibited throughout the establishment. The use of cigars, electronic cigarettes and any other smoking device is not allowed inside. Smoking in the room will incur a cleaning fee of €150.



FIRE PREVENTION RULES

- The use of unauthorized heating devices in the rooms is not allowed.
- Express prohibition of transporting or using flammable objects or liquids.
- Do not tamper with the electrical installation.
- Smoking in the rooms is strictly prohibited.
- Do not throw cigarette butts into bins or out of the windows.
- Do not use plant pots to extinguish cigarettes, the peat is highly flammable and slow combustion.

OBLIGATIONS OF USERS OF THE ESTABLISHMENT

In accordance with the current tourism regulations in the Balearic Islands, especially Law 8/2012, of July 19, on Tourism of the Balearic Islands, amended by Law 3/2022, users of the establishment are obliged to:

- a) Observe the rules of coexistence, hygiene and proper use of the facilities dictated by the management of the establishment.
- b) Comply with the internal regulations of the hotel, provided that they are not contrary to current regulations.
- c) Pay the amount of the contracted services at the time of presentation of the invoice or under the previously agreed conditions. In no case will the presentation of a complaint exempt from the fulfillment of payment obligations.
- d) Make proper use of the facilities, equipment and furniture of the establishment, being responsible for the damages caused by improper or negligent use.
- e) Respect the environmental surroundings, in line with the principles of sustainability and circular tourism established in the Balearic regulations.

RIGHT OF ADMISSION AND ACCESS TO THE ESTABLISHMENT

In accordance with the current tourism regulations in the Balearic Islands, access to hotel establishments is free, with no limitations other than those derived from applicable laws and regulations.

However, the management of the establishment may deny access or permanence in the following cases:

- a) When the maximum accommodation capacity or the capacity of the facilities has been reached.
- b) When the admission requirements established in these internal regulations are not met.
- c) When behaviors are adopted that may cause disturbance, risk or harm to other clients, staff or the normal functioning of the establishment.

In no case may access be restricted for reasons of disability, origin, race, sex, age, religion, opinion or any other personal or social circumstance.

The establishment may orient the provision of its services to certain segments of clients, always within respect of current regulations.

CONDITION OF USER OF THE ESTABLISHMENT

The condition of user of the establishment is acquired by means of the formalization of the corresponding admission document at the time of check-in.

This condition implies the express acceptance of the rules contained in these internal regulations.

CUSTOMER SERVICE AND COMPLAINTS

The person in charge of the establishment and the customer service department will be at the disposal of the users to attend any complaint, suggestion or incident during their stay.

The establishment has official complaint forms available to customers.

Complaints submitted after departure from the establishment will not be accepted, except those that are processed through the official channels established by current regulations.

The manager of the establishment and our customer service department are at your disposal to attend your complaints or suggestions during your stay. Complaints submitted after your departure will not be accepted.

Sincerely,
The Management