

INTERNAL RULES AND REGULATIONS

APARTHOTEL CIUDAD LAUREL

1. PURPOSE OF THE RULES

The purpose of these Internal Regulations is to ensure the harmonious coexistence, safety, peace and well-being of all guests staying at the Aparthotel Ciudad Laurel, as well as the proper use of its facilities and services.

Staying at the establishment implies acceptance of and compliance with these rules, in accordance with current tourism regulations in the Balearic Islands and the company's internal provisions.

The Aparthotel Ciudad Laurel is a family-friendly complex comprising 220 apartments spread over an area of approximately 45,000 m², with extensive garden areas, swimming pools, a restaurant, bars, a gym, sports facilities and a Mini Club for children.

These Internal Regulations are approved in accordance with Law 8/2012 of 19 July on Tourism in the Balearic Islands, and with the amendments introduced by the fourth final provision of Law 4/2026 of 11 June, and are in line with current regulations governing tourist establishments in the Balearic Islands.

These regulations will be made available to guests and users of the establishment and must be strictly observed throughout their stay.

2. ADMISSION AND REGISTRATION

2.1 Check-in and Check-out

- Check-in will take place from 14:00.
- Check-out must take place before 12:00.
- All guests must present the documentation required by current legislation for registration.
- The Aparthotel uses wristbands to indicate dietary requirements, and their use is compulsory.

2.2 Minors

- Minors must be accompanied at all times and remain under the responsibility of their parents, guardians or legal representatives.
- The establishment may request supporting documentation where necessary.

3. GENERAL RULES OF CONDUCT

3.1 Respect and behavior

Guests must:

- Behave respectfully towards other guests and staff.
- Respect the rest and quiet of other guests.
- Make appropriate use of the facilities and equipment.
- Follow the instructions of the establishment's staff.

3.2 Quiet hours

Quiet hours are in force between 23:00 and 08:00.

During this period:

- Loud music is not permitted.
- Noisy gatherings in apartments, on terraces or in communal areas must be avoided.
- Any noise that may disturb other guests must be kept to a minimum.

4. USE OF THE APARTMENTS

Maximum occupancy

- The apartments at the Aparthotel Ciudad Laurel are designed for a maximum occupancy of four (4) guests, comprising a maximum of two (2) adults and two (2) children.
- Exceeding the maximum authorized occupancy per apartment is not permitted. Occupancy by unregistered persons or over-occupancy may result in the application of the right of admission, cancellation of the stay or the imposition of additional charges in accordance with current regulations and the establishment's terms and conditions.

Furthermore:

- It is not permitted to accommodate unregistered guests.
- The apartments must be used exclusively for tourist accommodation purposes.
- It is prohibited to hold parties, large gatherings or activities that disturb the peace and quiet of other guests.
- Guests must keep the flat in a suitable condition for use and maintain proper hygiene standards throughout their stay.
- Any faults or incidents must be reported immediately to reception.
- Damage caused by misuse will be charged to the guest responsible.
- It is compulsory to keep the premises in a good state of repair.
- Tampering with electrical installations, air-conditioning systems or technical equipment is not permitted.

The following is prohibited:

Carrying out dangerous or illegal activities.

Using appliances that may pose an electrical or fire hazard.

Throwing objects out of windows or from terraces.

5. SWIMMING POOLS AND WATER PARK

The complex has a main swimming pool for adults; a children's pool and a water play area for children.

Rules of use:

- Please observe the opening hours from 10.00 to 18.00.
- Follow the Lifeguard's instructions.
- You must shower before entering the pool.
- Children must be supervised at all times by an adult.
- Running around the pool is not permitted.
- It is forbidden to dive in a dangerous manner or to play games that could cause accidents.
- Glass or sharp objects must not be brought into the pool area.
- The use of glass or earthenware tableware is prohibited in the swimming pool area. For safety reasons, the use of glasses, bottles, plates or any other glass or earthenware containers is prohibited in the swimming pool

areas, on the sun terrace, on sun loungers and near ornamental fountains. Guests must use containers made of non-breakable materials, such as methacrylate, polycarbonate, cardboard or other unbreakable materials.

- For reasons of hygiene, safety and maintenance of the facilities, it is prohibited to eat food on sun loungers, at the edge of or around the swimming pools, or to drink beverages within the pool areas. Food and drink must be consumed exclusively in the areas designated for this purpose.
- Sun loungers may not be reserved using towels or personal belongings for prolonged periods. Management reserves the right to remove any items left unattended.

6. CHILDREN'S PLAY AREAS

- The complex features:
- A children's water park.
- Outdoor play area.
- Mini Club.
- Family-friendly garden areas.

Children must use these facilities appropriately and must always be supervised by their parents or carers.

7. MINI CLUB AND CHILDREN'S ACTIVITIES

The Aparthotel Ciudad Laurel has a Mini Club dedicated to the entertainment and organization of recreational activities for children staying at the establishment.

Opening hours

- The Mini Club will be open at the following times:
- Mornings: from 10:00 to 12:30

Afternoons: from 15:00 to 17:00.

The management reserves the right to amend these opening hours for operational, organizational or safety reasons.

Terms and Conditions

1. The Mini Club is intended for children aged between 4 and 14.

2. To ensure the children's safety, only those children who are personally handed over by their parents, guardians or legal representatives to the Mini Club supervisor will be admitted.
3. Parents or guardians must provide a contact telephone number that will be available throughout the duration of the activity, and must inform staff of any relevant circumstances that may affect the child (allergies, special needs, medical or dietary restrictions, etc.).
4. Parents or guardians must inform the Mini Club manager of their whereabouts whilst the activities are taking place, so that they can be located quickly if necessary.
5. Parents or guardians are advised to visit the Mini Club or the venue where the activity is taking place from time to time to check that the child is comfortable, participating appropriately and that everything is proceeding normally.
6. Children must follow the instructions of the entertainment staff at all times and respect the other participants, the facilities and the equipment used.
7. The establishment reserves the right to refuse or suspend the participation of any child whose behavior may compromise safety, well-being or harmonious coexistence within the scheduled activities.
8. Participation in Mini Club activities does not relieve parents or guardians. Participation in Mini Club activities does not relieve parents or guardians of their legal responsibility for the children, who must remain contactable at all times during the services operating hours

Mini Disco and entertainment

- Children must remain under parental supervision when not taking part in organized activities supervised by the entertainment staff.
- During evening shows and activities, respect must be shown to other guests.

8. RESTAURANT AND BARS

The hotel has a buffet restaurant and two bars.

Restaurant Opening Hours

- Breakfast: 07:30 – 10:00
- Lunch: 12.30 -14.00
- Dinner: 18:30 - 21:00

Rules:

- Please wear appropriate clothing (avoid wearing swimwear) and do not enter the restaurant whilst wet.
- It is forbidden to enter the restaurant barefoot.
- Please behave respectfully.
- Please do not waste food.
- No food or drinks may be taken out of the restaurant without express authorization; refilling bottles is not allowed.

Bar Opening Hours

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|---------------------------------------|-------------------------------------|
| • Pool Bar 10:00 -18:30 | * Snacks 10:30 -15:00 |
| • Bar and lounge 18:30 – 24:00 | * Sweet snacks 15:30 – 17:00 |
| | * Ice cream 10:30 – 22:30 |

All-inclusive is available until 23:00.

Opening hours are subject to change depending on the season.

9. GYM AND SPORTS ACTIVITIES

The aparthotel has a gym and organizes activities such as:

- Aquagym.
- Aerobics
- Water polo.
- Pétanque.
- Archery.
- Darts.
- Fitness activities.

Rules:

- The gym is open from 08:00 to 20:00.
- Please ask for the gym key at reception, leaving a €10 cash deposit.
- Please use the equipment correctly.
- Wear suitable sports clothing and footwear.
- Please clean the equipment after use.
- Minors must comply with the access conditions set by the management.

10. PET POLICY

The Aparthotel Ciudad Laurel allows pets in accordance with the conditions set by the management and the current Pet Admission Policy.

Admission conditions

1. A maximum of one (1) pet (dog or cat) is permitted per apartment.
2. Only domestic cats and dogs weighing up to 30 kg will be permitted.
3. Pets may only stay in Standard Apartments. They are not permitted in Garden/Pool view Apartments or Premium Apartments.
4. The admission of pets is always subject to availability and prior confirmation by the establishment.
5. There is a supplement of €16 per night for pets, payable directly at the
6. The service includes a pet bed, food bowl, water bowl and access to the designated dog area.
7. Owners must sign the Pet Admission Policy during the check-in process.

Rules of stay

1. Pets must remain under their owners' control at all times.
2. In communal areas, they must be kept on a lead or in a carrier.

3. During room cleaning or any other service provided in the room, the pet must remain outside the apartment or be properly supervised by its owner.
4. Owners must immediately clear up any waste produced by their pets and maintain appropriate hygiene standards.
5. Guests must have all the necessary legal documentation for their pet and present it when requested by the Management.

Restricted Areas

For reasons of safety, hygiene and the well-being of all guests, pets are not permitted in:

- Swimming pools and bathing areas.
- Buffet restaurant.
- Indoor bars and other areas where food or drink is served.
- Mini Club.
- Children's play areas.
- Volleyball court and sandpits for children to play in.

Dogs will be permitted at the outdoor tables provided by the establishment, provided they are kept on a Lead at all times and do not cause a nuisance to other guests.

The above restrictions do not apply in the case of a guide dog belonging to a blind guest who requires the dog's assistance to ensure mobility within the Aparthotel.

Liability

1. Pet owners will be liable for any damage to property or personal injury caused by their pets.
2. The establishment may charge the guest for the costs of any extra cleaning, repairs or replacement of damaged property.

3. The Aparthotel Ciudad Laurel may cancel the stay or require the pet to be removed immediately if it disrupts the peace, causes ongoing disturbance or poses a risk to other guests, staff or animals.

11. SECURITY

For safety reasons:

- Lighting fires or barbecues is not permitted.
- Smoking is prohibited in all areas of the Aparthotel, except in those areas expressly designated and signposted for this purpose. This prohibition must be strictly observed by all guests and visitors.
- Emergency exits must be kept clear.
- Any incident must be reported immediately to reception.

Reception is staffed around the clock by multilingual staff.

12. PERSONAL BELONGINGS

- The establishment accepts no responsibility for items Left outside the designated areas.
- We recommend using the safes available at reception, which are subject to an additional charge.

13. RIGHT OF ADMISSION

The management reserves the right to refuse accommodation or access to any person who:

- Fails to comply with these regulations.
- Engages in behaviour that is disruptive, dangerous or contrary to the spirit of community.
- Causes damage to the premises or to third parties.
- Fails to comply with current tourism or safety regulations.

- Any behaviour involving physical or verbal aggression, threats, coercion, insults, disparagement, contempt, humiliation or any other conduct that violates the dignity, honour, physical or moral integrity, or the right to due respect of the establishment's staff shall constitute grounds for refusing access to or continued stay at the establishment- Such conduct shall be deemed incompatible with harmonious coexistence and the normal operation of the hotel, and the guest's status as a customer shall not justify or excuse such behaviour.

14. LIABILITY FOR DAMAGE

Guests shall be liable for any damage caused by themselves, their companions or minors in their care to apartments, furniture, facilities or communal areas.

15. ACCEPTANCE OF THE RULES

The completion of the booking and/or stay at the Aparthotel Ciudad Laurel implies full acceptance of these Internal Regulations.

This document is for internal use and is binding on all guests.

These Internal Regulations are approved in accordance with Law 8/2012 of 19 July on Tourism in the Balearic Islands, and other tourism regulations applicable to tourist accommodation establishments in the Autonomous Community. The regulations will be made available to guests and users of the establishment and must be strictly observed throughout their stay.

Aparthotel Ciudad Laurel

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