

**INTERNAL REGULATIONS
HOTEL PLAYA MOJÁCAR
TOURISM REGISTRY NUMBER: H/AL/00755
**CATEGORY: H **
TYPE: BEACH HOTEL**

GENERAL PROVISIONS

Every person entering **HOTEL PLAYA MOJÁCAR** is required to comply with the provisions of these regulations, as well as those established in Law 13/2011 of December 23rd on Tourism in Andalusia, and Decree 143/2014 of October 21st on Hotel Establishments by the Ministry of Tourism, Trade and Sports.

RECEPTION

CHECK-IN REGISTRATION

- Every person over the age of 14 staying at the hotel must sign a check-in form and present a national identity document or passport, in accordance with Royal Decree 933/2021 of October 26th. They must also sign the corresponding traveler entry form as required by Order INT/321/2021 of March 31st on registration books and entry forms for guests at hospitality establishments and similar.
- The application of children's discounts, whether through direct booking with the hotel, through our central reservation system at Grupo Hoteles Playa S.A., or by presenting a voucher issued by your travel agency, is subject to age verification upon arrival at the hotel. This verification must be done by presenting one of the following original documents: national ID, family record book, or passport. Children from 3 to 14.99 years of age and infants up to 2.99 years of age (free depending on the season). If age verification cannot be provided at check-in, a deposit will be charged at the reception, payable by credit card, debit card, AMEX, or cash, until verification can be confirmed.
- Check-in time is from 2:00 PM onwards. During high occupancy periods, this may be delayed by up to 4 hours, in accordance with Article 15 of Decree 143/2014.
- Although, in compliance with Article 33 of the Andalusian Tourism Law and Article 5 of Decree 143/2014 of October 21st, access to tourist establishments is generally unrestricted, the hotel management reserves the right to ask guests to leave the premises (after settling any outstanding charges) if they violate Article 24 of the Andalusian Tourism Law, Article 9 of Decree 143/2014, or any part of these Internal Regulations, or if they intend to use the facilities for purposes other than their intended normal use.
- The status of "tourist user" is acquired upon signing the required admission document immediately after entering the premises.

- To access the hotel's indoor facilities and consume at any of its service points, guests must be registered as clients.
- For currency exchange, identification of the person making the transaction is required. This service is exclusively available to guests staying at the hotel.

Our MYSENATOR Loyalty Program, which you can join free of charge either at any of our front desks via a QR code, through our reservations center +34950335335, or on our website <https://www.senatorhr.com/my-senator-signup/> , offers several membership levels with associated benefits and discounts. The terms and conditions of the Loyalty Program can be found in the section dedicated to it.



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- To receive these benefits, it is essential to present your registration in the **My Senator** platform.

BILLING, RATES & STAY

- Price rates are available at the hotel reception and in other service areas.
- Payment for contracted services must be made upon presentation of the invoice or as agreed.
- Reception may request a credit card as a guarantee at check-in to cover any additional charges during your stay.
- If your stay is booked through an agency without a credit agreement with the hotel and the reservation hasn't been prepaid, we reserve the right to deny admission unless payment is guaranteed by credit/debit card, AMEX, or cash.
- Regardless of any agreement for advance payment at check-in or reservation, the hotel may at any time require guests to pay for services rendered upon presentation of the corresponding invoice.

- The hotel may demand payment during your stay for invoices exceeding €300.
- Personal or company checks are not accepted.
- Pets up to 25 kg are allowed for a fee, except for guide dogs, which are free. Pet stay rules:
 - Avoid allowing your pet on beds or sofas.
 - Ensure your pet does not bark inside the room to avoid disturbing other guests.
 - For hygiene and safety, pets are not allowed in bars (except the bar terrace), restaurant, or pool areas—except guide dogs.
- **In the event of damages caused by the pet, the Hotel will charge the guest's bill the amount required to repair the damage, plus a compensation of €100 for the repair of the damages caused."**
- Pet price: €25 on the first day, €12 per additional day.
- Complaint forms are available upon request at the reception.
- For safety, children should not use elevators without adult supervision.
- Children should not use or play with the automatic/revolving doors. The hotel is not responsible for accidents caused by improper use. These doors are automatic—**never force or reverse them.**
- If you wish to use the **wake-up call service**, inform reception.
- The hotel may call a tow truck to remove vehicles parked in the loading/unloading zone or evacuation route.
- The hotel has limited parking spaces. Rates available at reception. The hotel is not liable for damages to vehicles parked unless caused by a facility malfunction.
- The hotel management reserves the right to modify service hours based on internal needs, with proper public notice.

ROOMS

- **Check-out time is 12:00 PM.** Failure to comply may result in being charged an additional night (per Article 15 of Decree 143/2014). For late check-out (until 4 PM or 6 PM), inquire at reception—subject to availability and an additional fee.
- Room service is available (details in the room menu). This is an **extra service** not included in any meal plan.
- The hotel is not responsible for valuables left in the room that are not secured in the **safe** (available for an additional charge—ask reception).

- The hotel is not responsible for personal belongings left unattended in public areas such as the lobby, restaurant, pool, or parking.
- Room towels are **for in-room use only**.
- You may customize your minibar selection—request this at reception and pay for the items ordered.
- Changing **pool towels** has a €1 charge per towel. This contributes to water, energy, and detergent savings and supports **tree planting** in our **Oasys Desert Theme Park**.
- Keep TV volume at a respectful level and remain quiet in hallways after 10:00 PM.
- Guests are responsible for damages caused to the room or hotel property.
- Laundry service is available (48-hour turnaround—no express service). Contact reception.
- **Daily housekeeping** is from 10:00 AM to 2:00 PM. It may extend to 4:00 PM during peak seasons.

RESTAURANTS & BARS

- **M+ (Half Board)** includes breakfast and either lunch or dinner (guest can choose without prior notice). Drinks at the buffet are included.
- **P+ (Full Board)** includes breakfast, lunch, and dinner with drinks included.
- **All-Inclusive** includes full board and drinks until 12:00 AM (1:00 AM in high season). Drinks match those on the bar and restaurant menus, except items marked in yellow and special menus (e.g. premium beers, impulse ice creams, minibar, room service, Beach Club, snacks).
- **Only guests staying in the same room** can use the all-inclusive card. Sharing with others is not allowed. Misuse will result in cancellation of the all-inclusive plan without refund. Staff are instructed to serve one drink per guest per request, matching the number of guests per room.
- Meals included in your hotel plan cannot be consumed at **Oasys Desert Theme Park**. Meals at the park must be purchased separately. Discounts may be available for **My Senator** members.
- Appropriate attire is **mandatory** in the restaurant. No bare feet, no swimwear, and shirts are required during breakfast, lunch and dinner.
- To request a picnic or cold breakfast, notify reception by **8:00 PM the day before**.
- If you have dietary restrictions or allergies, speak with our **F&B Manager or reception**.
- **No outside food or drinks** are allowed into or out of the restaurant. Items taken out will be charged as extras.

- Reserving or grouping tables is not permitted.

MISCELLANEOUS

- Game area hours: **10:00 AM – 3:00 PM and 5:00 PM – 9:00 PM**. Lost or damaged items will forfeit your deposit and be charged.
- No game items will be loaned to children under 10 without adult supervision.
- For everyone's comfort, **games, balls, mini-golf clubs**, etc. are not allowed in common areas unless specifically designated.
- The hotel is not responsible for **accidents caused by misuse** of the facilities.
- For your safety, do not walk barefoot or with wet feet inside the hotel.

POOLS

- **Free pool towels** are provided—one per registered guest. Towels must be returned at check-out to avoid a **€10 charge per towel**. Changes during your stay are considered towel replacements and charged accordingly.
- Towel replacement fee will be donated to **tree planting at Oasys Desert Theme Park**.

Pool Rules

- No street clothing or shoes in the pool area.
- Shower before entering the pool.
- Lifeguards are present during posted hours.
- Use trash bins—no littering.
- No glass items in the pool area.
- No smoking in the pool area.
- No inflatables, balls, or disruptive items in the pool.
- **No animals** allowed in the pool area, except guide dogs (per Andalusian law).
- **No diving** is allowed in any hotel pool—violators bear full responsibility.
- Do not swim if suffering from a contagious disease.
- Smoking and drinking are **prohibited** in the **indoor pool area**.
- Use bins provided.
- Follow lifeguard instructions and posted rules for waterslides.

- Children must be supervised **at all times** by adults.
- **No loud music** or devices that disturb other guests.
- **Jacuzzis are for adults only** (15+). The hotel is not responsible for accidents involving unsupervised minors.
- Towels and items left unattended for over 1 hour in the pool area will be removed and stored at reception.
- No reserving of sun loungers.
- Pool hours: **10:00 AM – 8:00 PM**. Use outside these hours may result in health issues due to cleaning and chemical processes.
- Pool facilities are **exclusively for registered guests**.

FIRE PREVENTION RULES

- Unauthorized heating devices are not allowed in rooms.
- Flammable materials/liquids are strictly prohibited.
- Do not tamper with electrical systems.
- Pursuant to Law 28/2005 of December 26, on sanitary measures against smoking, **SMOKING IS PROHIBITED THROUGHOUT THE ESTABLISHMENT** Do not throw cigarette butts in bins or out the window.
- Do not use plant pots to extinguish cigarettes—peat is highly flammable.

Obligations of Tourism Service Users

Article 24, Law 13/2011 of December 23, on Tourism in Andalusia

For the purposes of this Law, and without prejudice to other applicable regulations, users of tourism services are required to:

- a) Observe the rules of coexistence and hygiene established for the proper use of tourist establishments.
- b) Respect the internal regulations or rules of use of the tourist establishments, provided that they do not contradict this Law or its implementing provisions, and that they are duly approved and authorized by the Administration.
- c) Pay the price of the contracted services upon presentation of the invoice or within the agreed term; under no circumstances shall the filing of a complaint exempt the user from the obligation to pay.
- d) Respect the establishments, facilities, and properties of the tourism companies they use or visit.
- e) Respect the environmental surroundings of Andalusia.

Access to Hotel Establishments

Art. 4 of Decree-Law 13/2020 of the Ministry of Tourism and Sport of the Regional Government of Andalusia

Without prejudice to the provisions of the second paragraph of Article 3.1 of this Decree, regarding complementary public-use services, hotel establishments shall be considered, for all purposes, as public-use establishments. Access to them shall be free, subject only to restrictions derived from laws and regulations.

1. Admission to or stay in hotel establishments may only be denied:
 - a) Due to lack of accommodation capacity or availability of facilities.
 - b) For failing to meet the admission requirements established in their internal regulations.
 - c) For engaging in behavior that may cause danger or inconvenience to others, or that may hinder the normal operation of the establishment.
2. Under no circumstances may access to hotel establishments be restricted on the basis of disability, race, place of origin, gender, religion, opinion, or any other personal or social circumstance.

Obligations of Hotel Establishment Users

Art. 22 of Andalusian Tourism Law 13/2011

For the purposes of this Decree, and without prejudice to other applicable regulations, users of hotel establishments are required to:

- a) Complete the corresponding admission document prior to using the facilities.
- b) Observe the safety, coexistence, and hygiene rules established by the management for the proper use of the establishment.
- c) Comply with the rules set forth in the internal regulations that may exist in the establishment.
- d) Respect the establishment, its equipment, and facilities.
- e) Pay the amount of the contracted services upon presentation of the invoice at the establishment or under the agreed conditions. Under no circumstances does the filing of a complaint exempt the user from the obligation to pay.

The hotel manager and our customer service department are available to handle your complaints or suggestions during your stay. Complaints submitted after check-out will not be accepted.