

**REGLAMENTO DE RÉGIMEN INTERIOR  
WAWA TARIFA  
Nº REGISTRO TURISTICO: H/CA/00809  
MODALIDAD PLAYA**

**GENERAL INFO**

Any person who accesses the **WAWA TARIFA**, is obliged to comply with the requirements of this Regulation and those contained in the Law 13/2011 of 23 December from the 23th and Decree-Law 13/2020, of May 18, which introduces measures applicable to hotel establishments and other tourist areas, and Decree 31/2024, of January 29, which modifies various provisions regarding tourist rental housing, tourist apartments, and hotel establishments in the Autonomous Community of Andalusian Hotel Establishments and Tourism Department, Trade and Sports Decree

**RECEPTION**

**REGISTRATION ENTRANCE**

- Anyone over 14 who is staying must sign the entrance card, exhibiting national identity card or passport as established by Decree 933/2021 of 26 October. And also sign the entry card for travelers according Int./1922/2003 Order of 3 July on record books and establishments.
- Child discounts are subject to proof of age upon arrival at the **establishment..** This accreditation will be done by presentation of one of the following original documents: ID card, family book or passport. Children 3 to 14.99 years and babies up to 2.99 years. In case of not being able to present accreditation upon arrival the amount will be charged by reception as a deposit by credit card or cash until the accreditation can be checked.
- The check in time of entry into the rooms is from 14.00h. In times of high occupancy it will be delayed up to two hours according to 26<sup>th</sup> of decree law 13/2020 May 18<sup>th</sup>. As the standard check-out time is 12:00, if you wish to extend your check-out time or bring forward your check-in time, you must first check availability with reception; in both cases, an additional charge will apply.
- Upon arrival you will be given a signature pad to be signed, where you will be informed of such maintenance, your accommodation unit and other information according to Article art 20.2 of the decree law 13/2020 May 18<sup>th</sup>.
- In compliance with the provisions of Article 36 of the Law on Tourism of Andalusia and Article art. 4 of decree law 13/2020 May 18<sup>th</sup>, access to tourist accommodation is free, without any previous restrictions, the owner of the company may invite leave the premises (on payment of intake) to all those who breach the provisions of Article 24, decree law 13/2020 May 18<sup>th</sup> and the established in this Internal Regulation or that has

the intention to remain in the facilities with a purpose other than the normal use of services.

- The condition of tourist user is acquired by signing the mandatory admission document immediately after access it.
- 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.



- The operating companies of the establishments may request the help of the Security Forces and Bodies to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to access or remain in them with a purpose other than misuse of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.

## **BILLING RATES AND STAY**

- The price lists are available at the reception. In other places where services are rendered they will be found there.
- You must pay the amount of the contracted services at the time of submission of the invoice or the agreed conditions.
- Under Law 28/2005 of 26 December on public health measures to combat smoking, smoking is prohibited throughout the premises. The use of cigarettes, e-cigarettes and any

other smoking devices is not permitted indoors. Smoking in your room will incur a charge of €150. There is a designated smoking area only; please ask at reception.

- The reception can take, at the time of registering, a credit card as security for any extra charges you make during your stay.
  - If you have hired your stay and services at our establishment with an agency with which we have no credit, and your reservation has not been previously paid upon arrival we reserve the right to refuse admission, unless you ensure payment of it by credit card or cash.
  - The contracted services bill must be paid when the invoice is shown or under the agreed conditions.
  - The establishment can claim, regardless of the above, payment of bills during your stay whose amount exceeds 300 €.
  - Checks and personal checks are not accepted.
  - This establishment admits dogs up to 25 kg, upon payment of the daily rate (with the exception of guide/companion dogs and those that need to be there for medical and therapeutic reasons, which are free). The latter must prove it in writing. Upon arrival you will be informed and will charge a supplement of 25.00 euros for cleaning costs and for the stay, plus 12.00 euros per day of stay.
  - Pets are not allowed in the accommodation listed as Bungalow.
  - We detail safety and hygiene standards for stays with pets; During the room cleaning period (the exact time of which will be confirmed at check-in), pets are not permitted in the room. Pets must be accompanied by their owner at all times.
  - As for the garden at the front of the establishment, you may use it provided it is fenced off and under the owner's supervision.
  - For hygiene reasons, prevent your pet from climbing onto beds or sofas. o Make sure your dog does not bark, especially inside the room, to avoid disturbing other guests. For safety and hygiene, access to bars / restaurants is not allowed, except for guide dogs.
  - Do not let your pet loose in the common areas of the establishment.
  - To carry out the daily cleaning of your room, please contact reception or the housekeeper. During the cleaning time of your room you must take your pet out of the room to facilitate proper
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- This establishment has complaint forms available to customers on request.
  - The establishment has an outdoor car park for the exclusive use of guests, subject to availability. Parking is free of charge and does not require prior booking. The establishment accepts no liability for theft, damage, breakages or any other loss that may be suffered by vehicles, their contents or any items left inside them whilst they are parked in the car park.
  - The establishment management reserves the right to modify schedules or services depending on the internal needs of the establishment and after appropriate public notice.

## ROOMS

- The maximum time out of the room is 12.00. In case of no comply with this rule will be charged an extra day of stay as Article 26 of decree law 13/2020. If you want to extend your stay you must inform reception in advance.
- This establishment offers room service, as detailed in the QR code menu we have provided in your room. This is an additional service NOT INCLUDED in any of the room rates or meal plans you have booked. The minimum order is four items. We offer the option to customize your own selection of beverages for the minibar; please request this at the front desk, and you will be charged for any beverages you order.
- The establishment is not responsible for personal items or value that are not controlled by you in public areas, restaurants, pools, parking, etc.
- Room towels are for use in them. Using the towel replacement system provided in your room will help us protect the environment by saving water, energy and detergent.
- Out of respect for the other guests, control the volume of television set in your room, also silent in the halls from 22.00 h.
- The establishment reserves the right to carry out pertinent actions for any damage or breakages that occur in the content or continent of the rooms or the establishment produced by the own Guest.
- To use the laundry service please contact the reception. establishment responsibility in case of loss or damage, can never exceed five times the marked price for the service.
- The cleaning of the room is daily and takes place from 10 to 14 h. Being able extended to 15.30h in times of high occupancy.
- Under the law 28/2005, of December 26<sup>th</sup>, on health measures against tobacco addiction, **smoking is forbidden in all the establishment**. The use of cigarettes, electronic cigarettes and any other smoking devices is not allowed indoors. Smoking in your room will cost you a cleaning fee of 150€.

## RESTAURANTS AND BARS

- The card given on arrival is personal and nontransferable.
- To access to the restaurant you must wear appropriate dress. Is not allowed entry without shoes, shirt, or swimsuit. Also it not allowed to enter wet.
- If you want to deliver a picnic or cold breakfast, please request at reception the day before, before 20.00.
- If for health reasons need to follow a special diet, do not hesitate to talk to our responsibility for F & B or reception so they can coordinate with kitchen.
- We remind you that you are not allowed to bring in or bring out the restaurant food or drink. In that case we will have to charge as extras.
- Pets are not permitted in the restaurant or cafe.

## **SWIMMING POOL**

- To respect the other Guests are not allowed the use of game elements, balls, etc. in public areas of the establishment.
- The establishment is not responsible for any accident / incident taking place at its facilities by misuse of them.
- For your safety do not go barefoot or with wet feet inside the establishment.
- Towels must be used. Towels from the room may not be used.
- If you do not have a towel, reception can provide you with one on loan, subject to a deposit. We will require your credit card details as a guarantee. If you wish to exchange your towels for clean ones, you will be charged €1 per set to cover the cost of cleaning them. If you do not return the towel, reception may charge €10 to the credit card provided. A swimming cap is recommended.
- Compulsory: Please shower before using the facilities
- Please use the steps to access the swimming pools. Diving is prohibited.
- In accordance with Law 4/2017 of 25 September, food and animals are not permitted on the premises.
- Glass-lensed swimming goggles are not permitted.
- It is prohibited to take photographs without prior authorization, in accordance with Organic Law 1/1982 of 5 May on the civil protection of the right to honour, personal and family privacy, and one's own image.
- Before leaving, and to avoid falls, please ensure you dry off properly in the sun lounge area.
- This is a relaxation area; please respect the peace and quiet.

## **RULES TO PREVENT FIRE RISKS**

- It is not permitted to use heating devices that are not allowed in the rooms.
- It is forbidden to transport or use flammable objects or liquids.
- Do not handle the electrical fittings
- By virtue of Law 42/2005 of December 26, modified by Law 42/2010 of December 30, smoking is not allowed in the establishment. Smoking is not permitted anywhere on the premises, except in the one designated smoking area.
- The use of cigars, electronic cigarettes and any other smoking device is not allowed inside the establishment or in the room. Smoking in your room will cost you a special cleaning fee of €150.

### **Obligations of the user of tourist services. Art. 24, December 23<sup>rd</sup> Tourism Law Of Andalusia.**

For the purposes of this Law, and without prejudice to the provisions of other applicable provisions, the user of tourist services is obliged to:

- a) Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments.
- b) Respect the rules of the internal regime of tourist establishments, provided that they are not contrary to the law.
- c) In the case of the tourist accommodation service, respect the agreed date of departure from the establishment, leaving the occupied unit free.
- d) Pay for the contracted services at the time of presentation of the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment.
- e) Respect the establishments, installations and equipment of tourist companies.
- f) Respect the environment, the historical and cultural heritage and the tourist resources of Andalusia.

**Access to the hotel establishments.** Art. 4 of Decree Law 13/2020 of Department of Sports and Tourism of Andalusia.

- 1. Without prejudice to the provisions of the second paragraph of article 3.1 of this Decree, regarding complementary services for public use, establishments will be considered, for all purposes, as establishments for public use, with free access to the same, with no restrictions other than those derived from laws and regulations.
- 2. Admission or stay in establishments may only be denied:
  - a) Due to the lack of accommodation capacity or its facilities.
  - b) For failing to comply with the admission requirements established in its internal regulations.
  - c) For adopting behaviours that may cause danger or inconvenience to other people or users, or that hinder the normal development of the activity.
- 3. In no case may access to establishments be restricted for reasons of disability, race, place of origin, sex, religion, opinion or any other personal or social circumstance.

**Obligations of the users of the Hotel establishment. Art. 22 Law 13/2011 of Tourism of Andalusia**

For the purposes of this Decree and without prejudice to the provisions of other applicable provisions, users of establishments have the obligation to:

- a) Formalize, prior to using the facilities, the corresponding admission document.
- b) Observe the rules of safety, coexistence and hygiene dictated by the management for the proper use of the establishment.
- c) Comply with the rules contemplated in the internal regulations that, where appropriate, exist in the establishment.
- d) Respect the establishment, the equipment and its facilities.
- e) Pay the amount of the contracted services at the time of presentation of the invoice in the same establishment or in the agreed conditions. In no case does the fact of submitting a claim exempt from payment obligations.

**Article 3. Legal regime.**

1. Establishments will be subject to the provisions of the Tourism Law, to the provisions of this Decree and to the sectoral regulations that, where appropriate, apply to them.

In particular, the complementary services provided to the general public will also be subject to the current regulations applicable to public shows and recreational activities.

The manager and our guest attention department are at your disposal to give full satisfaction to your complaints or your suggestions during your stay. Claims made out after your exit won't be admitted.

## THE MANAGEMENT

