



Hotel Teremar

Booking conditions, cancellation policies and other internal regulations.

In compliance with the provisions of Decree 10/2021, of January 22, of the Consell de la Generalitat Valenciana, which regulates tourist accommodation in the Valencian Community, the reservation conditions between clients and Hotel Teremar, SL, as well as the cancellation policy, are set out below, publicly and for general knowledge.

BOOKING CONDITIONS and CANCELLATION POLICIES

We will distinguish several possible scenarios depending on the booking channel used by the customer:

1. Direct bookings
2. Bookings made through booking.com
3. Bookings made through third-party websites
4. Bookings made through travel agencies or any other valid intermediary

1. Direct bookings

These are reservations made directly by the customer with the hotel and are considered, in themselves, a contract between the hotel and the customer, where the hotel undertakes to provide the customer, during the reserved days, accommodation of the agreed characteristics with the agreed food regime, if any, and, for his part, the customer undertakes to pay the agreed price under the agreed conditions, consuming each and every one of the reserved days.

These can be done either by telephone, email, any other electronic messaging service (WhatsApp or another that the hotel may offer in the future) or through the hotel's official website at <https://www.hotelteremar.es/> and at <https://booking.obehotel.com/>, which corresponds to our booking engine.

To **confirm** these reservations, the hotel will request **payment for the first night of the stay for each room booked**. The client must make the payment after receiving the reservation information, either by bank transfer or by secure credit card payment via a link to the hotel's bank payment gateway. In accordance with current regulations regarding card payments, the client will provide their card details to the bank; this information will not be held by the hotel under any circumstances.

If you decide to make the payment for the first night by bank transfer, you must send proof of payment by email or electronic messaging in order to expedite the formalization of the payment until our administration department receives confirmation from our bank that the payment has been successfully completed.

If you choose to pay by credit card through our bank's payment gateway, and once the transaction has been confirmed by the bank, you will not need to do anything else.



The reservation becomes valid as a contract between the parties only after payment is confirmed. Before that point, neither party is bound by any obligation.

Payment for these reservations must be made before check-in. Please note that current regulations do not allow cash payments for reservations exceeding €1000.00. Tickets will not be issued until the full reservation amount has been paid.

The cancellation policy for this type of reservation will be as follows:

Up to 8 days before the agreed arrival date, the amount paid as confirmation of the reservation will be refunded, with an estimated administrative delay in said refund of between 7 and 14 days.

For cancellations made within 7 days prior to arrival, the amount paid for the first night of each room in the reservation will be penalized.

If the client does not appear on the day of arrival (no-show), the amount paid will be penalized and the contractual relationship between the client and the hotel will be considered terminated.

2. Reservations made through booking.com

These are bookings where the customer has contracted the hotel's services through the booking.com platform.

The formalization of these will be regulated by booking.com and it will be with this intermediary that the client must resolve any claim or situation that may arise in relation to the reservation and the conditions contracted therein.

The cancellation policy for this type of booking will be as follows:

For cancellations made within 7 days prior to arrival, a penalty will be charged equal to the cost of the first night of each room in the reservation.

If the client does not appear on the day of arrival (no-show), the amount paid will be penalized and the contractual relationship between the client and the hotel will be considered terminated.

Non-refundable reservations do not offer refunds regardless of when the cancellation is made or if it is a no-show.

3. Reservations made through third-party websites

These are those in which the client has contracted the hotel's services through a third-party platform or website

The formalization of these will be regulated by said third party and it will be with this intermediary that the client must resolve any claim or situation that may arise in relation to the reservation and the conditions contracted therein.



Under no circumstances will the hotel be responsible for information regarding services, quality or any other aspects advertised or reported to the client by that third party that do not match the reality of the characteristics of our establishment or the services provided therein.

The cancellation policy for this type of booking will be the one agreed between the client and the third party.

4. Reservations made through travel agencies or any other valid intermediary

These are those in which the client has contracted the hotel's services through a third-party platform or website

The formalization of these will be regulated by said third party and it will be with this intermediary that the client must resolve any situation or claim that may arise in relation to the reservation and the conditions contracted therein.

Under no circumstances will the hotel be responsible for information regarding services, quality or any other aspects advertised or reported to the client by that third party that do not match the reality of the characteristics of our establishment or the services provided therein.

The cancellation policy for this type of booking will be the one agreed between the client and the third party.

The rooms, regardless of the number of beds they physically have, are for the exclusive use of the people registered at check-in.

If a room is occupied by fewer people than its bed configuration allows, after the new occupant has registered and paid the supplement, they may request to join the room at reception, provided they do so until the end of the contracted stay and under the same meal plan as the reservation. These cases are subject to hotel approval.

OTHER INTERNAL REGULATIONS

General issues

In the event that the client violates the hotel rules, does not heed the instructions of our staff, maintains an antisocial attitude that bothers other clients, or seriously disrespects our staff or other clients, the hotel will issue a written warning and if, despite everything, the client persists in that attitude, the hotel will terminate the reservation contract, penalizing the client with 100% of the unused portion.

Under certain circumstances, the hotel may require a security deposit, preferably via a pre-authorization (a hold on a specific amount) on a credit card, if not in cash, to cover any potential damages that guests may cause, including extra cleaning by our staff or any antisocial or inappropriate behavior that might disturb other guests. If none of the above circumstances occur, the deposit will be refunded. Otherwise, the deposit will not be returned.

Should the guest decide to leave their stay early, the hotel will charge a penalty of 100% of the unused portion of the stay. In the event of force majeure, and provided that this is duly justified at the discretion of Management, the hotel will determine whether a refund is due and, if so, the amount.



Should the guest wish to extend their stay, they should inquire at reception, where they will be informed of the possibility and cost, subject to availability. Under no circumstances may the guest unilaterally decide to extend their stay.

About pets

For guests wishing to travel with their dog, please note that this is only possible when booking directly with the hotel. Guests must inform us of this when making their reservation, and the hotel will confirm the dog's availability, subject to pet capacity for the requested dates.

Only one dog, weighing approximately 5 kg maximum, is allowed per room. This service incurs an additional charge, payable upon check-in. No other types of animals are permitted. Guests traveling with their dog must comply with the **hotel's internal pet policy**. Failure to do so may result in cancellation of the stay.

Under no circumstances will guests be allowed to check in with their pet without prior written confirmation from the hotel. Verbal confirmations are not given. Check-in will also be denied if the dog's characteristics differ from those specified.

If hotel staff detect the presence of any undeclared pet, the hotel will terminate the reservation contract, penalizing the guest with 100% of the unused portion.

About board types

It is necessary that you inform us in advance about any food allergies or intolerances that any guest staying at the hotel may have and who has or will contract a meal service (breakfast, lunch or dinner).

For bookings with a half-board meal plan, breakfast and dinner are included by default. You can change to breakfast and lunch by requesting this at reception during check-in on the day of arrival, but this change will apply to all days of your stay.

For reservations where a full board meal plan is booked, failure to use any of the services (breakfast, lunch or dinner) does not entitle the hotel to any refund.

During peak season, drinks are not included in meal services and must be paid for directly in the dining room. Please check with reception.

Ice service is only included for purchased drinks, not for included drinks, which will have an additional cost.

If a reservation that includes lunch is delayed and guests are unable to enjoy lunch on the first day, the hotel offers the option to exchange it for lunch on the day of departure, upon request at reception. Alternatively, if lunch is included on the day of departure, guests can request packed lunches at reception at least 24 hours in advance.

During any day of their stay, any guest may request, upon payment of the price and after consulting at reception, access to any of the services (breakfast, lunch or dinner) that they have not contracted, subject to availability.

Meals (breakfast, lunch, and dinner) are served buffet-style. For the benefit of all guests, please serve yourself only the food you intend to eat.

Removing food from the dining room is not permitted. If our staff notices a guest removing anything (food, fruit, yogurt, ice cream, cutlery, tableware, etc.) from the dining room, they will notify reception,



and a €20 penalty will be charged. Continued violations or failure to pay penalties will result in the cancellation of the reservation, and the remaining balance of the stay will be forfeited without refund. Bringing outside food or drinks into the dining room is also prohibited.

About the pool and terrace

Customers will be required to comply with the bathing hours rules since, outside of those hours, the pool is undergoing water purification treatments.

Customers are strongly encouraged to use the shower before entering the pool, especially if they are using suntan lotion or sun oil, or if they are returning from the beach with sand on their body or swimsuit.

To prevent accidents, it is strictly forbidden to be in the bathing area with glass cups or bottles, and even to enter the water with any food or drink.

Glass may only be used at the cafe's terrace tables and while seated at the tables while consuming food or drinks.

The sun loungers and plastic chairs are for sunbathing and cannot be reserved. Their use is only permitted while you are occupying them, and you may keep them for a short time while swimming, showering, or using the restroom. Sunbathing is not permitted on the chairs at the tables.

If our staff notices, or is informed by another guest, that sun loungers, plastic chairs, or chairs are occupied without guests, the towels and belongings will be removed and stored at reception.

The use of any chairs, sun loungers, or parasols other than those provided by the hotel is not permitted on the terrace. Leaving any items (sun loungers, beach chairs, parasols, trolleys, etc.) on the terrace or in any common area is also prohibited.

It is not permitted to move sun loungers or plastic chairs outside the solarium area (from the shower to the terrace entrance from the street). It is also not permitted to bring chairs from the cafe terrace tables into the aforementioned solarium area.

Sleeping on the pool terrace or in any other common area is expressly prohibited, whether on the furniture provided by the hotel, on a towel, or on the floor.

Both on the terrace area and inside the pool, the use of inflatables such as mattresses, floats, balls, etc. is prohibited.

Due to the shallow depth of the pool and to avoid disturbing other users, jumping into the water from the edge of the pool is not allowed; the stairs are the correct way to access it.

Only guests staying at the hotel are allowed to use the bath.

In case of thunderstorms, customers who are in the pool should suspend swimming and even leave the terrace, especially in the area of the trees.

Other issues

The hotel recommends that guests, if they deem it necessary, deposit their valuables and/or money in the in-room safe. This is a paid service managed by the hotel, provided by an external company, and covered by insurance. The terms and conditions are specified in the document signed when renting the



safe. Please inquire at reception.

The hotel is not responsible for the disappearance of items and/or money from either the rooms or common areas. However, upon request, the hotel will conduct an internal investigation and will only provide the authorities, if a report is filed and if requested, with information from security cameras and room lock opening records to assist in clarifying the situation.

Please use the furniture in the common areas properly, refraining from putting your feet on tables, chairs, and armchairs. It is also mandatory to use the lounge armchairs properly, remaining seated correctly; lying down is expressly prohibited.

Do not pile suitcases and/or belongings on the furniture during check-in, your stay, or check-out.

It is not permitted to consume any type of drink or food that has not been purchased in the hotel cafeteria in any of the common areas.

To ensure everyone's well-being, it is prohibited in common areas to listen to music, watch videos, or play games at a volume that may disturb other guests, whether on mobile phones, tablets, computers, or any other device. This prohibition also applies to guest rooms if the volume and/or time of day is deemed inappropriate.

Guests may receive visitors not staying at the hotel only in the common areas on the ground floor, namely the reception lounge, cafeteria, and cafe terrace. Visitors may not use the swimming pool or solarium.

Under no circumstances is access to the upper floors or guest rooms permitted for non-guests.

Customers who delay their departure beyond 12 hours on the final day of their stay will incur a penalty of 50.00 euros.

If guests, after checking out, need to remain at the hotel beyond their scheduled departure time, they may do so upon request to our reception staff, subject to availability, as space is limited and intended for the use of our guests. If it is not possible to remain in the hotel's common areas, we offer, subject to availability, the option of storing your luggage while you wait to explore the city.

Luggage will not be available for retrieval until your departure time.

Guests who leave their rooms excessively dirty or alter the furniture configuration will be charged an extra 100.00 euros.

Failure to comply with the rules communicated by our staff may result in the suspension of your stay without the right to a refund.