

RULES AND USES OF THE ALL-INCLUSIVE AND ALL-INCLUSIVE PLUS SERVICE

- ✓ Upon arrival, the Hotel will give the client all the details of the *All Inclusive Service* booked and the Rules and uses of this service. The client has to accept and follow these rules.
- ✓ The Hotel will provide the client with a bracelet for the correct identification of the promotion.
- ✓ The client must carry identification during his stay.
- ✓ Upon arrival at the Hotel Cap Roig Nature, you will receive a "Welcome Card and Key" that will be requested by the Restaurant and Bar staff at each service, just to have a record of consumption.
NOTE: The client must always carry and show the welcome card and key to consume, both in the Bar and in the Restaurant, to verify and prove their identity.
- ✓ The welcome card with the *All Inclusive Service* is issued to each room, is NOT transferable and will be requested at each service or consumption.
- ✓ All drinks served at the Pool Bar will be served in plastic or paper cups as local authority safety regulations apply.
- ✓ A welcome cold snack service will be offered at the restaurant entrance from 12:00pm to 1:00pm and from 4:00pm to 6:00pm.
- ✓ We kindly request that early breakfast and picnic lunches will be requested in advance at the front desk before 7:00pm the previous day.
- ✓ It is not allowed to bring food into the rooms or to eat and drink in unspecified areas in application of local authority health and safety regulations.
- ✓ The *All Inclusive Service* in the Bar ends the day before check-out at 12:00am (midnight) and in the Restaurant it ends with the last service booked.
NOTE: If your first meal booked is lunch, your last service will be breakfast and if your first meal is dinner, your last service will be lunch.
- ✓ The *All Inclusive Service* will be offered only during the time indicated.
- ✓ The client may order one drink or soft drink during the delimited times and it is not allowed to invite other clients. It is not allowed to order more than one drink at a time per person.
NOTE: If this happens, customers will be excluded from the *All Inclusive Service*. The Hotel will create a control system to avoid these practices.
- ✓ The Hotel will indicate which point of sale will offer the *All Inclusive Service* at any given time. The Hotel will guarantee that there will be at least one point of sale open during the time of service offered by the *All Inclusive Service*.
- ✓ Local beverages chosen by the hotel: all our alcoholic or non-alcoholic products in this promotion are local brands. The *All Inclusive Service* you have selected includes water, soft drinks, coffees, wine and beer. It does NOT include alcoholic products other than beer and wine of the selected local brands. Other national or international brands are not included and the client will have to pay for them separately and directly at the Hotel.
- ✓ If you wish to upgrade to the *All Inclusive Plus Service*, ask for upgrade at the reception desk.
- ✓ Guests of the *All Inclusive Service* and *All Inclusive Plus Service* have special rates on the products included in the menu of the Bar and Restaurant (except ice cream not included in the menu).
- ✓ If the Hotel detects that a guest is behaving inappropriately and causing a disturbance to other guests or staff, the Hotel shall have the right to stop serving alcoholic beverages to this guest.
- ✓ The Hotel management reserves the right to withdraw the *All Inclusive Service* if used fraudulently.
- ✓ It is not allowed to reserve sun loungers at the swimming pool.
- ✓ Please check our daily activity board in the reception room for the entertainment program.
- ✓ If you have any complaints or problems, it is very important that we know so that we can resolve the situation in the best possible way. We want you to have the best stay in our hotel, that is why, if you have any needs, please tell us at the reception, by phone at +34 977 593 800, or by email at repcion@hotelcaproignature.com. We are happy to help you.