

INTERNAL RULES OF THE RESORT

All persons staying at the resort accept these regulations, which shall be deemed a binding contract. The management of the resort may require persons, in case of disagreement to such regulations, to immediately vacate the room.

- 1.** The guest has an unavoidable obligation to register, personally by filling out the registration card. The guest, head of the room will be held responsible for the statements made on behalf of his companions, which will be deemed to be true.
- 2.** The resort assumes no liability for any lost objects inside the guest's room. Valuables (money, jewelry, documents, electronic devices, etc.) must be locked in the safety deposit box found in the room. This amenity is free of charge.
- 3.** Lodging Room charges are generated upon check-in at 3:00 pm and are due at 12:00 pm on the day of your departure. Guest room which is not vacated within the specified hour will be billed as an additional lodging day, from a one-hour leeway on.
- 4.** Minors should not be outside their rooms by themselves, neither in the halls, pool areas, gardens or other premises, nor on the beach, unless accompanied by an adult. The resort assumes no liability for accidents that may occur.
- 5.** Any damages caused by the guest to the furniture, decor, equipment and any facilities of the Resort will be charged to the guest's bill based on the price of purchase, replacement and/or repair of the item(s), in case the latter is possible, also considering indirect fees such as labor, transportation and appraisal costs. In any and all of the aforementioned cases, the guest will be supplied documentation confirming said costs.
- 6.** In the event of epidemiological risk or of any other type that implies a risk to public health, the Resort, in coordination with national and international health authorities, may apply extraordinary measures to minimize the risk of contagion. The guest, head of the room and companions are obliged to strictly abide by the protocol of the Resort, which reserves the right to deny the lodging service in case that the guest or his companions do not agree to be adhered to the protocols and the sanitary measures imposed or, he / they will be asked to leave the facilities in case of having provided false information that implies a risk to the health of the other guests as well as to the staff of the Resort. If any of the guests becomes ill, the Front Desk will call a local doctor who will visit the guest in his room, or he will have to go directly to the resort's doctor office, and the amount of medical services will be covered by the guest. If the disease is contagious, the guest will be transferred, on his own, to the appropriate place. All medical expenses and medications will be paid by the guest. The protocols implemented by the Resort comply with standards set by the health authorities.
- 7.** The guests of the resort are not able to accommodate in their rooms people other than those registered at the time of check-in and must notify the front desk in advance of any variation in the number or identification of the people originally registered. Guests are not allowed under any circumstances to house a larger number of guests than those assigned to each room. The hotel reserves the right to accept or not additional guests or visitors in rooms who are not properly registered.
- 8.** Guests or clients whose behavior, within the restaurants, bars and other service areas, does not comply with moral and decency codes, or if a guest becomes a nuisance to other guests or the Resort staff, may be required to vacate their room or leave the premises of the resort where they are located, with no obligation to reimburse such guests for the remaining days of their stay.

For cases in which the conduct could be classified as a crime, physical and/or verbal aggression, harassment, damage, or in the case of non-compliance with these regulations that are not corrected by the guest upon request of the Resort staff, said staff will have the power to prevent the guest from re-booking at any Hotel of the Palace Resorts chain for a period of 30 days from the date on which the guest is removed from the Resort and in cases of recurrence, Palace Resorts may reserve the right not to allow access to the guest in question again.

- 9.** The Resort staff shall have the authority to restrict access to restaurants, bars and other service areas to guests or clients who are wearing clothing that may represent a risk to the physical integrity of the guest or could cause damage to the furniture, in light of the above, the aforementioned establishments have dress code suggestions.
- 10.** Guests shall be solely responsible for the possession and use of their card keys and wristbands with access to the room as long as said keys are entrusted to them and have not been reported lost.
- 11.** Retail shops located inside the building have their own management and the resort assumes no liability for their operations.
- 12.** Palace Resorts is a smoke free company, thus, guests are not authorized to smoke cigarettes, cigars, pipes or any electronic cigarettes or vapers in internal areas of the hotel, they are only authorized to smoke in designated areas outdoors
- 13.** The use, possession or distribution of drugs, is illegal in Mexico; all individuals who are found to be in violation of this law shall be turned over to the responsible authorities
- 14.** All taxi services operate independently of the services and responsibilities of the resort.
- 15.** Guests must abide by the hours and rules set forth for the use of the facilities in guest areas.
- 16.** Access to pets at the Resort is not allowed, except for dogs identified as guides, service animals and/or dogs for emotional support, their stay at the resort will be subject to compliance with the provisions imposed by the authorities on the matter.
- 17.** Guests are strictly prohibited from using, carrying or otherwise having in their possession firearms, ammunitions, explosive devices or any other object designed primarily or capable of being used as a weapon on Hotel property.
- 18.** In the case of an emergency, the guest is obliged to comply the instructions given by authorized personnel of the Resort.
- 19.** Out of respect for the right to privacy, the protection of personal data and the integrity of people who for any reason are in the facilities of Palace Resorts, the use of personal drones is not allowed on this property or its airspace. This prohibition includes drones used to take photos or record videos, as well as any use of drones by the media or journalists. Likewise, guests are invited to make responsible use of their social networks by avoiding sharing images that may violate the privacy of other guests, damaging their image or reputation, as well as that of the Resort.

Management at all our resorts welcomes suggestions and constructive criticism that serves as a tool for improving our service. Please help us preserve the prestige of Palace Resorts.