



Internal Rules

Version: 29/06/2018

1. General

- A. Children under 14 years old are not admitted.
- B. Front Desk works from 7:00 am to 22:50 pm.
- C. *Check-In* time: starts at 3:00 pm.
- D. *Check-Out* time: until 1:00 pm.
- E. Breakfast is served from 7:30 am to 10:30 am.
- F. Afternoon tea is served from 5:00 pm to 6:00 pm.
- G. Pool area is open from 8:00 am to 9:30 pm.
- H. Pool service is available from 9:00 am to 5:00 pm.
- I. Private beach access is open from 9:00 am to 6:00 pm.
- J. Pets are not allowed in the hotel, except guide dogs.
- K. Accommodation keys shall be handed over to front desk upon *Check-Out*. Losing or failing to deliver the keys results in R\$ 50.00 (fifty reais) penalty.
- L. At *Check-In* time it is required to present a valid identity document, (of all guests), which will be copied by front desk staff.
- M. For reservations made by credit card, at *Check-In* time, the customer must physically present the same card used for booking - which will be copied by Front Desk staff. The card must necessary belong to the guest and he must sign the debit receipt.
- N. In the case above ("M"), if it is found that the card used for booking did not belong to the guest, he must proceed with a new payment, at the Front Desk, in cash or with a credit card of his own.



Internal Rules

Version: 29/06/2018

(The previously charged amount of the credit card used during booking will be reversed by the hotel).

2. Hosting

- A. The hotel does not allow *Late Check-Out*. Thus, not vacating the room until *Check-Out* time (1:00 pm) implies a serious problem once there are only few rooms in the hotel and immediately followed reservations. So if the customer fails to vacate the room it is hereby authorized the withdrawal of all guest's belongings from the room by hotel employees. Such attitude by the hotel is unclaimable for any sort of moral damage compensation. Furthermore, if the safe is being used, it will remain closed until the next guest makes time for its opening by the previous guest.
- B. **NO** smoking is allowed on the premises of the accommodations (bedroom, bathroom, hall, balcony etc). Violations result in a fine equivalent to **R\$ 500,00 (five hundred reais)** each time it is found smoking evidence (ash, smell, butts etc). Under such conditions the guest may also be forced to leave the hotel without any kind of compensation while still responsible for paying for what is left of his hosting and consumption.
- C. Any damage to hotel property caused by the guest shall be compensated immediately.
- D. The hotel does not accept checks as payment. The guest must verify which credit cards are accepted during booking procedure and at the *Check-In* time.
- E. For questions regarding hosting changes, cancelations and refund it is valid the document named "*Booking Policy*" available on www.hotelmarlins.com and at hotel front desk.



Internal Rules

Version: 29/06/2018

3. Housekeeping

- A. Accommodations are daily cleaned from 10:00 am to 5:00 pm.
- B. The hotel determines the housekeeping schedule in order to make it as fast as possible – the room cleaning sequence is not subjected to the guest's will.

4. Automobiles and Parking

- A. Each accommodation is entitled to one single parking spot in the hotel parking lot.
- B. The hotel parking lot has fewer spots than the number of total accommodations. Therefore, in case the maximum capacity is achieved, the hotel guarantees free parking in other parking establishments nearby.
- C. In the event of achieving the maximum parking capacity, the selection of vehicles to remain at the hotel private parking lot and those to be transferred to other establishments is entirely decided by the hotel, regardless of the order of guest arrivals or any guest requests.
- D. Vehicles parked at the hotel parking lot must, **WITHOUT EXCEPTION**, have their keys handed over to the front desk staff who will keep them while the vehicle remains there.
- E. It is hereby authorized the maneuvering of the vehicle by hotel staff whenever it is needed.
- F. Hotel Marlin's is **NOT** to be responsible for personal belongings left inside vehicles.
- G. If the guest hits another parked vehicle when maneuvering his own vehicle, on him rests the responsibility to pay for the damages and losses caused to the other guest or third parties. The hotel may or may not mediate the conflict.



Internal Rules

Version: 29/06/2018

- H. The hotel requires little time (15 to 30 minutes) to ensure a vehicle to leave its parking lot due to possible necessary maneuvers of other parked cars. If the guest intends to exit by car during the night he shall previously inform this to the front desk so the hotel may arrange a better organization of the parked vehicles.
- I. Under no circumstances may a guest maneuver a vehicle of another guest.

5. Security and Valuables

- A. None of Hotel Marlin's members is allowed to keep money, documents or other value object for guests.
- B. Value objects such as cameras, jewelry, credit cards, cash, passports etc are **NOT** under the hotel's responsibility. For a better safety of those items the guest shall make use of the digital safe available in the accommodation.
- C. Losing or forgetting the safe password may result in delays for its opening once only the hotel manager possess its master key.
- D. Hotel Marlin's is equipped with internal security camera system and night surveillance. Yet for a greater security the hotel recommends its guests to keep both the accommodation front door and balcony door closed - especially at night or whenever out of the accommodation.
- E. Images recorded by the internal security camera system are confidential and protected by law.
- F. For security reasons the hotel kindly asks its guests no to talk to its guards when not necessary.
- G. The guest must never open its accommodation door to anyone who identifies himself as a hotel employee without having previously received an internal call notifying the direct contact.



Internal Rules

Version: 29/06/2018

6. Children

- A. Hotel Marlin's does not accept children under 14 years old as a matter of safety – the hotel is located on a cliff and its structure is composed by several balconies, railings, swimming pool and other spaces improper to children.
- B. Even in case of children over 14 years old the hotel cannot be responsible for accidents they may suffer for the lack of attention or vigilance of their parents or guardians. Nevertheless, the hotel may warn parents and guardians whenever it notes the lack of their supervision over their kids, and depending on the severity or recurrence of the careless attitude the guest may also be forced to leave de hotel (without any reimbursement for the already paid amount and still responsible for discharging any other hosting or consumption debts).

7. Friends and Parties

- A. It is strictly **PROHIBITED** receiving friends inside guest's accommodation (including its balcony). Violations to this rule result in a fine equivalent to **R\$ 500,00 (five hundred reais)** each time this occur. Under such conditions the guest may also be forced to leave the hotel without any kind of compensation while still responsible for paying for what is left of his hosting and consumption.
- B. It is strictly **PROHIBITED** receiving friends in the pool area (no matter the reason). Violations to this rule result in a fine equivalent to **R\$ 500,00 (five hundred reais)** each time this occur. Under such conditions the guest may also be forced to leave the hotel without any kind of compensation while still responsible for paying for what is left of his hosting and consumption.
- C. Guests may receive friends in all hotel areas (except for the pool area) – gardens, coffee-bar, restaurant, front desk, solarium etc – **during front desk working hours.**



Internal Rules

Version: 29/06/2018

- D. Private parties and celebrations are **NOT** allowed on the hotel premises. Likewise it is prohibited using sound equipment (dock stations) in the hotel common spaces as these may interfere in the tranquility of other guests. Violations to any of these rules result in a fine equivalent to **R\$ 500,00 (five hundred reais)** each time of occurrence. Under such conditions the guest may also be forced to leave the hotel without any kind of compensation while still responsible for paying for what is left of his hosting and consumption.

8. Others

- A. The hotel does **NOT** keep lifeguard personal in its pool area; it is the guest entirely responsibility to respect his own swimming ability.
- B. In the hotel public areas it is only allowed the consumption of products from its restaurant or bar. External alcoholic beverages may be consumed upon payment of a *Corkage Fee*.
- C. Breakfast and afternoon tea are exclusively for hotel guests. Guest's friends are only allowed to attend to those services with the prior hotel authorization and upon separated payment.
- D. The hotel keeps a list of outsourced service providers - masseurs, hairdressers etc - authorized to work inside the hotel at guest request. Other professionals not registered are prohibited from entering the hotel premises, except if previously authorized by hotel management.
- E. Although modernized, the hotel building is old and was not designed to completely fulfill modern accessibility standards for wheelchair users or people with reduced locomotion ability. The building was adapted to its best form for that purpose but its construction over a cliff represents a natural limitation for a total adaptation. Hotel staff will always be ready to do whatever it takes so a person in those conditions may enjoy his hosting as well as any other guest, still the hotel cannot be responsible for the difficulties or constraints that such structural issues might entail.



Internal Rules

Version: 29/06/2018

- F. Hotel Marlin's will not allow any demonstration of prejudice or racism on its premises.

9. Terms and meanings

- A. *Booking Policy*: it is the document that presents the hotel booking rules and procedures available on www.hotelmarlins.com and also at the hotel front desk.
- B. *Internal Rules*: it is the present document.
- C. *Check-In*: it is the date of entry into the hotel (starts at 3:00 pm).
- D. *Check-Out*: it is the date of departure from the hotel (until 1:00 pm).
- E. *Corkage Fee*: it is the fee charged for the consumption of alcoholic beverage from other establishments.