



HOUSE RULES AND INTERNAL REGULATIONS DUNAS LUXURY BEACH RESORT

Last updated: June 20, 2026

Introduction

These Internal Regulations establish the rules governing guest conduct, use of facilities, and the provision of services at Dunas Luxury Beach Resort.

1. Purpose and Scope

These Regulations govern access to, occupancy of, use of facilities, and services provided by the Resort. They are binding on all guests, visitors and users.

2. Access, Registration and Identification

All guests must register upon arrival and present a valid identification document in accordance with applicable regulations. Access may be denied to persons who fail to comply with admission requirements or whose conduct may affect safety, coexistence or the normal operation of the Resort.

3. Check-in and Check-out

Check-in begins at 3:00 p.m. Check-out must be completed before 11:00 a.m. Early check-in and late check-out are subject to availability and may incur additional charges.

4. Reservations, Payments and Cancellations

Reservations are personal and non-transferable. Guests must pay for all services contracted or consumed. Low season cancellations are free up to 72 hours before arrival; high season cancellations are free up to 7 days before arrival. Non-refundable rates are not eligible for refunds.

5. Right of Admission and Grounds for Removal

Management reserves the right to refuse admission or require immediate departure in cases of misconduct, safety risks, unlawful activities, damage to property, non-payment, or breaches of these Regulations.

6. Use of Accommodation Units

Accommodation units are for registered guests only. Parties, overcrowding, unauthorized overnight visitors, and commercial activities are prohibited.

7. Accommodation Inventory and Equipment

All furniture, equipment, textiles, decorative items and other inventory remain the property of the



Resort. Missing or damaged items may be charged to the reservation holder.

8. Security Deposit and Liability for Damage

A security deposit of €500 is required at check-in. The Resort may retain or charge amounts corresponding to damages, missing items, unpaid services or extraordinary cleaning costs.

9. Responsibility of the Reservation Holder

The reservation holder is responsible for ensuring compliance with these Regulations by all occupants and authorized visitors associated with the booking.

10. Visitors

External visitors must be authorized by Management, register at Reception and present valid identification. Overnight stays by unregistered visitors are not permitted.

11. Pets

Pets are permitted only in authorized accommodations, subject to prior notification and availability. A maximum of two dogs per accommodation is allowed. Assistance and guide dogs are admitted in accordance with applicable law.

12. Facilities and Common Areas

Guests must use all facilities responsibly and comply with safety, hygiene and coexistence rules. Fires, barbecues and unauthorized installations are prohibited.

13. Children's Activities and Play Areas

Parents or legal guardians remain responsible for supervising minors at all times, including during organized activities and while using play areas.

14. Rest, Coexistence and Noise Control

Quiet hours are from 11:00 p.m. to 8:00 a.m. Rest period is from 3:00 p.m. to 5:00 p.m. Excessive noise, parties and disruptive behavior are not permitted.

15. Smoking Policy

Smoking is prohibited inside accommodations, buildings and enclosed facilities, as well as in designated smoke-free areas. Smoking is permitted only in the designated smoking area.

16. Vehicles, Parking and Internal Mobility

Private vehicles are not allowed to circulate within the Resort grounds. Vehicles must be parked in designated parking areas. Bicycles, scooters and similar devices are not permitted inside the Resort unless expressly authorized.



17. Housekeeping, Linen and Waste Management

Standard housekeeping is provided every 48 hours. Bed linen and towels are changed every four days. Guests are encouraged to use recycling stations and dispose of waste responsibly.

18. Safety and Emergencies

Guests must follow staff instructions during emergencies and comply with all evacuation and safety procedures.

19. Liability, Insurance and Lost Property

The Resort maintains liability insurance as required by law. Lost-and-found items are retained in accordance with the Resort's internal procedures.

20. Photography and Recording

Photography and recording for personal use are permitted provided the privacy and image rights of others are respected. Professional or commercial recordings require prior written authorization.

21. Opening Hours

Operating hours for reception, services and facilities are communicated through official Resort channels and may be modified when necessary.

22. Final Provision

Use of the Resort's facilities and services implies acceptance of these Regulations. Management reserves the right to amend these Regulations when necessary.

The Team at
Dunas Luxury Resort

dunastarifa.com