



# HOUSE RULES DUNAS LUXURY BEACH RESORT

Last updated: 20 June 2026

## Introduction

These House Rules set out the standards governing guest conduct, the use of the facilities, and the services provided at Dunas Luxury Beach Resort. Their purpose is to ensure a safe, comfortable, and enjoyable stay for all guests while protecting the Resort's facilities and ensuring compliance with applicable regulations.

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## 1. Purpose and Scope

These House Rules govern the conditions of access to, occupancy of, use of the facilities at, and provision of services by Dunas Luxury Beach Resort.

These Rules shall be binding upon all guests, visitors, and users of the Resort, without prejudice to the application of any applicable tourism, public health, environmental, safety, or other legal regulations in force.

## 2. Access, Registration and Identification

Access to and stay at Dunas Luxury Beach Resort are subject to compliance with the applicable tourism legislation, these House Rules, and the standards of conduct established by the Resort.

Access to or continued occupancy of the Resort may be refused to any person who fails to comply with the conditions of admission set out in these House Rules or whose behaviour may jeopardise the safety, wellbeing, peaceful enjoyment, or normal operation of the Resort.

All guests must be duly registered upon arrival by presenting the identification documents required under applicable legislation.

Guests are required to present a valid, current official identity document during the check-in process.

The following identification documents will be accepted:

### **Spanish nationals:**

National Identity Card (DNI).

Passport.

Driving licence issued in Spain.

### **Foreign nationals:**

Passport.

National identity card or an equivalent official identification document issued by their country of nationality.

### **Foreign nationals residing in Spain:**

Foreigner Identity Card (TIE).

Valid residence permit.

Passport.

Management reserves the right to request any additional documentation necessary to comply with the legal obligations relating to guest registration and traveller reporting required under applicable legislation.



Minors staying at the Resort without their parents or legal guardians must present, in addition to a valid identity document, a written authorisation signed by their parent(s) or legal guardian(s), together with a copy of the identification document of the person granting such authorisation.

Management reserves the right to refuse accommodation where the documentation provided is insufficient or does not allow the validity of the authorisation to be properly verified.

Access to accommodation units, facilities, or services will not be permitted to any person who has not been duly registered or authorised by Reception.

For security, access control, or legal compliance purposes, Management may request proof of identity from guests, visitors, or users at any time during their stay.

For security and regulatory compliance reasons, every person staying overnight at the Resort must be duly registered. The occupation of any accommodation by unregistered persons may result in the application of the measures provided for in these House Rules.

### **3. Check-in and Check-out**

Check-in is available from 3:00 p.m. on the scheduled day of arrival.

Guests must check out and vacate their accommodation by 11:00 a.m. on the scheduled day of departure.

Early access to the accommodation or late check-out may be granted subject to availability and prior authorisation by Management. Where applicable, an additional charge may apply.

During the check-in process, all guests must present the identification documents required by applicable legislation, complete the registration formalities, and comply with the payment and security deposit requirements established by the Resort.

Upon departure, guests must return all keys, access cards, remote controls, or any other items provided during check-in and leave the accommodation in a clean, orderly, and satisfactory condition.

The accommodation will remain reserved for the guest until the contracted departure date. An early departure at the guest's request shall not entitle the guest to any refund unless expressly provided for under the terms and conditions of the applicable rate.

Guests wishing to depart before Reception opens must notify the Resort in advance and settle all outstanding charges prior to their departure.

Occupying the accommodation beyond the official check-out time without prior authorisation may result in additional charges and, where appropriate, the cost of an additional night's stay.



#### **4. Reservations, Payments and Cancellations**

Reservations made at Dunas Luxury Beach Resort are personal, non-transferable, and subject to the terms and conditions in force at the time the booking is confirmed.

Reservations will be held until 12:00 midnight on the scheduled day of arrival. If the guest fails to arrive and has not previously notified the Resort of a delayed or amended arrival, the reservation may be treated as cancelled, and the applicable cancellation policy will apply.

Any request to amend a reservation must be submitted in writing by the lead guest through the Resort's official communication channels. Acceptance of any amendment is subject to availability and to the terms and conditions in force at the time the request is received.

Requests to amend reservation dates made within seven (7) days prior to the scheduled arrival date may be declined. Where an amendment results in an increase in the cost of the stay, the guest shall be required to pay the corresponding price difference.

Unless otherwise specified in the booking conditions, the total amount due for the stay must be paid upon check-in.

Guests are required to pay for all accommodation, services, and any additional items consumed during their stay.

#### **CANCELLATION POLICY**

##### **Low Season**

Cancellations notified at least 72 hours prior to the scheduled arrival date will be eligible for a full refund of all amounts paid.

Cancellations made within 72 hours of the scheduled arrival date, or failure to arrive without prior notice (no-show), will result in a charge of 100% of the total booking value, with no entitlement to a refund.

##### **High Season**

Cancellations notified at least seven (7) days prior to the scheduled arrival date will be eligible for a full refund of all amounts paid.

Cancellations made within seven (7) days of the scheduled arrival date, or failure to arrive without prior notice (no-show), will result in a charge of 100% of the total booking value, with no entitlement to a refund.

##### **Non-Refundable Rates**

Reservations made under a Non-Refundable Rate require payment of 100% of the total booking value at the time the reservation is confirmed.



Payments made under this rate are non-refundable under all circumstances, regardless of the cancellation date, reservation amendments, early departure, or failure to arrive.

### **Reservation Amendments**

Requests to amend the dates or conditions of a reservation are subject to availability and must be expressly approved by the Resort.

### **5. Right of Admission, Termination of the Accommodation Agreement and Grounds for Removal**

Access to and continued stay at Dunas Luxury Beach Resort are subject to compliance with the applicable tourism legislation, these House Rules, and the Resort's standards of conduct, safety, hygiene, and peaceful coexistence.

Management reserves the right of admission and the right to require guests or visitors to leave the Resort in accordance with applicable law. Access may be refused, or immediate departure required, in any of the following circumstances:

Failure to comply with these House Rules.

Behaviour that disturbs the peaceful enjoyment, safety, or wellbeing of other guests.

Aggressive, offensive, intimidating, or disrespectful conduct towards other guests or members of staff.

Damage to the Resort's accommodation, facilities, equipment, gardens, or any other property.

Engagement in unlawful activities or conduct contrary to public order.

Entering or remaining on the Resort premises while under the influence of alcohol or narcotic substances where such condition affects the safety, peaceful enjoyment, or normal operation of the Resort.

Use of the Resort's facilities for purposes other than accommodation or the services provided by the Resort.

Failure to comply with the financial obligations arising from the stay or from any services contracted.

Management may also terminate the accommodation agreement where any of the above circumstances arise or where any other legally recognised grounds for termination apply.

In the event of a serious or repeated breach of these House Rules, Management may require the immediate removal of the guest from the Resort without prejudice to its right to claim compensation for any loss or damage incurred.

Where necessary to safeguard the safety of guests, staff, or the Resort's facilities, Management may



request the assistance of the competent law enforcement authorities.

The Resort reserves the right to refuse admission to any person who has previously been removed from Dunas Luxury Beach Resort for a serious breach of these House Rules or who has outstanding debts relating to previous stays or services provided by the Resort.

### **6. Use of the Accommodation**

The accommodation units are intended exclusively for the accommodation of guests who have been duly registered during the check-in process.

Under no circumstances may the maximum occupancy established for each accommodation unit be exceeded, nor may unregistered persons be accommodated or permitted to stay overnight.

Guests must use the accommodation, furniture, fixtures, fittings, equipment, and decorative items responsibly, taking reasonable care to preserve them and avoiding any misuse that may result in damage or deterioration.

Furniture, furnishings, textiles, equipment, kitchenware, or any other items must not be moved from one accommodation unit to another or to any common area without the prior authorisation of Management.

Parties, private events, large gatherings, or any activity likely to disturb the peace, safety, or comfort of other guests are strictly prohibited.

Guests must promptly report to Reception any malfunction, incident, defect, or damage discovered during their stay.

Throughout the stay, guests are expected to keep the accommodation in a reasonably clean, tidy, and well-maintained condition.

The accommodation may not be used for professional, commercial, promotional, or business activities without the prior written authorisation of Management.

Management reserves the right to enter the accommodation whenever reasonably necessary to carry out maintenance, repairs, housekeeping, safety inspections, or any other work essential to the proper operation of the Resort.

### **7. Accommodation Contents and Equipment**

All furniture, fixtures, fittings, textiles, kitchenware, electronic devices, decorative items, and any other property provided for guests' use form part of the accommodation inventory.

Certain items are accompanied by a price list displayed within the accommodation. Guests may purchase any of these items by notifying Reception in advance.



In the event of the loss, removal, damage, or disappearance of any inventoried item, the Resort reserves the right to charge the lead guest the corresponding amount in accordance with the price list displayed in the accommodation or, where no price has been specified, the applicable replacement or repair cost.

The accommodation inventory may be inspected during or after the guest's stay. Any missing items or damage attributable to the guest may result in the corresponding charges being applied in accordance with the security deposit and guarantee provisions set out in these House Rules.

### **8. Security Deposit and Liability for Damage**

To ensure the proper use of the accommodation, facilities, and services provided by Dunas Luxury Beach Resort, guests will be required at check-in to provide a security guarantee by means of a valid credit card or, where this is not possible, a cash deposit.

The amount of the security deposit shall be €500.

By providing the security deposit, the guest authorises the Resort to retain or recover any amounts corresponding to:

Damage caused to the accommodation, furniture, fixtures, fittings, equipment, or common areas during the stay.

Loss of or damage to keys, access cards, remote controls, kitchenware, textiles, or any other items provided for the guest's use.

Accommodation charges, services, or other amounts incurred during the stay that remain unpaid at the time of departure.

Additional cleaning costs arising from improper or inappropriate use of the accommodation.

Following the guest's departure, the accommodation will be inspected by the Resort's staff.

The security deposit will be released or refunded once the accommodation has been inspected, its satisfactory condition has been confirmed, and any outstanding charges have been settled.

The provision of a security deposit shall not limit the Resort's right to recover any additional sums where the loss or damage exceeds the amount of the deposit.

### **9. Responsibility of the Lead Guest**

The lead guest shall be responsible for ensuring that all occupants of the accommodation, including minors, authorised visitors, and any other persons associated with the reservation, comply with these House Rules.

The lead guest shall also be liable to the Resort for any damage, loss, deterioration, inappropriate



conduct, or breach of these House Rules caused by any person included in the reservation or admitted to the Resort under the lead guest's responsibility.

Management reserves the right to recover from the lead guest the cost of any repairs, replacements, additional cleaning, or any other loss or damage arising during the stay as a result of the actions or omissions of any occupant or authorised visitor associated with the reservation.

### **10. Visitors**

To ensure the safety, privacy, and comfort of all guests, access to Dunas Luxury Beach Resort by external visitors is subject to the prior authorisation of Management.

All visitors must identify themselves and complete the required registration at Reception by presenting a valid official identity document.

Visitors may enter the Resort only under the responsibility of the guest receiving them, who shall remain responsible for their conduct and for ensuring compliance with these House Rules.

Management reserves the right to establish access restrictions, visiting hours, maximum visitor capacity, or any other specific conditions applicable to visitors, taking into account occupancy levels, seasonal requirements, or operational considerations.

Authorised visitors may remain on the Resort premises only for the period expressly authorised by Management.

Under no circumstances may visitors stay overnight in the accommodation or make use of it as guests unless they have been duly registered and authorised by Reception.

During the high season or at any other period of high occupancy determined by Management, the admission of external visitors may be restricted or temporarily suspended.

### **11. Pets and Assistance Animals**

Pets are permitted only in accommodation units specifically designated for this purpose, subject to prior notification at the time of booking or during check-in and to availability.

Any pet authorised to enter the Resort must be properly identified and accompanied by the health documentation required under applicable legislation.

Pets must remain under their owner's control at all times and must be kept on a leash while in all common areas.

Owners must ensure that their pets do not bark excessively or display behaviour likely to disturb the peace and comfort of other guests.

Pets are not permitted in children's play areas, public restrooms, Reception, the supermarket, or food



and beverage outlets, except where otherwise required by law in relation to guide dogs or assistance dogs.

Pet owners shall be fully responsible for any personal injury, property damage, or other loss caused by their animals.

Rules applicable within the accommodation:

A maximum of two dogs is permitted per accommodation unit.

Pets are not permitted on beds, sofas, or other furniture.

Bathing pets in showers, washbasins, or kitchen sinks is strictly prohibited.

Any damage caused to the furniture, fixtures, fittings, or equipment will be charged to the pet owner.

As an exception, guide dogs and assistance dogs are permitted in accordance with applicable legislation.

## **12. Facilities and Common Areas**

The Resort's facilities and common areas are intended exclusively for the enjoyment of registered guests and must be used responsibly, respectfully, and in accordance with the instructions provided by Resort staff.

Guests must comply at all times with the safety, hygiene, and conduct rules applicable to each facility or service.

Management reserves the right to establish specific rules governing the use of particular facilities and to restrict or suspend access temporarily for reasons including maintenance, safety, adverse weather conditions, or any other circumstances deemed necessary.

Guests are expected to respect and take proper care of all furniture, equipment, gardens, landscaping, and other features forming part of the Resort's common areas.

For fire safety and prevention purposes, lighting fires or using barbecues, camping stoves, portable cooking appliances, or similar equipment anywhere within the Resort is strictly prohibited unless expressly authorised by Management or in areas specifically designated for such activities.

In order to preserve the appearance, safety, and natural environment of the Resort, guests may not install hammocks, ropes, clotheslines, or any other items between trees, vegetation, or structures not intended for that purpose.

Guests must use only those facilities, equipment, and designated areas expressly provided by the Resort for their intended purpose.



### **13. Children's Activities and Play Areas**

Dunas Luxury Beach Resort may organise children's activities, recreational programmes, and entertainment for the enjoyment of its guests.

Parents and legal guardians are responsible at all times for the supervision, care, and conduct of the minors in their charge.

During organised activities, parents or legal guardians must remain contactable and available to attend to any incident or emergency involving the child.

Children's play areas and recreational facilities must be used responsibly, with due respect for the facilities and for other guests.

Participation in certain activities may be subject to age restrictions, maximum capacity, specific schedules, or safety requirements, which will be communicated by the Resort in advance.

Minors must remain under the supervision of their parents or legal guardians at all times while in the Resort's common areas, particularly in gardens, recreational areas, walkways, and the natural areas within the Resort grounds.

### **14. Quiet Enjoyment, Guest Conduct and Noise Control**

Dunas Luxury Beach Resort is a resort dedicated to rest, tranquillity, and the enjoyment of its guests.

All guests are therefore expected to respect the standards of good conduct and avoid any behaviour that may disturb the comfort or wellbeing of others.

The following quiet periods apply throughout the Resort:

Afternoon Quiet Hours: from 3:00 p.m. to 5:00 p.m.

Night Quiet Hours: from 11:00 p.m. to 8:00 a.m.

During the Afternoon Quiet Hours, guests are expected to keep conversations, activities, and all sources of noise to a reasonable level so as not to disturb other guests.

During the Night Quiet Hours, guests must refrain from making excessive noise, including loud conversations, gatherings, music, or any other activity likely to interfere with the rest and comfort of others.

The use of music systems, portable speakers, or any sound reproduction devices that can be heard outside the accommodation unit or the area occupied by the guest is not permitted.

Televisions and other audiovisual equipment must be operated at a reasonable volume that cannot be heard from neighbouring accommodation units.



Ball games and similar recreational activities may only take place in areas specifically designated for such purposes.

Guests are expected to behave respectfully towards other guests, visitors, and members of the Resort staff at all times.

Private parties, celebrations, stag or hen parties, large gatherings, or similar events that may disrupt the peaceful atmosphere of the Resort are not permitted unless expressly authorised in advance by Management.

### **15. No- Smoking Policy**

To ensure the comfort, safety, and wellbeing of all guests, smoking is strictly prohibited inside the accommodation units, buildings, enclosed facilities, and any areas expressly designated as smoke-free.

A designated smoking area is available at the main entrance to Dunas Luxury Beach Resort and is clearly signposted for guests' convenience.

Guests are kindly requested to respect this policy in the interests of the comfort, wellbeing, and peaceful enjoyment of all.

### **16. Vehicles, Parking and Internal Mobility**

In order to preserve the safety, tranquillity, and pedestrian nature of Dunas Luxury Beach Resort, private vehicles are not permitted to circulate within the Resort grounds.

Upon arrival, guests may stop their vehicle temporarily in the designated arrival area to complete the check-in process and unload their luggage, while following the instructions of Resort staff at all times.

Once the check-in process has been completed, all vehicles must be parked in the designated parking areas provided by the Resort.

The use or circulation of bicycles, scooters, personal mobility vehicles (PMVs), or any similar means of transport within the Resort grounds is not permitted.

This restriction does not apply to mobility aids used by persons with reduced mobility or to any vehicles or devices expressly authorised by Management.

Management accepts no liability for loss, theft, damage, or any other incident affecting vehicles parked on the Resort premises, except where liability is required under applicable law.

### **17. Housekeeping, Linen and Waste Management**

To ensure guests' comfort and the proper maintenance of the accommodation, Dunas Luxury Beach Resort provides a regular housekeeping service throughout each stay.

Routine housekeeping will be carried out every 48 hours, on alternate days.



Bed linen and towels will be changed every four days. As part of the Resort's commitment to environmental sustainability and the responsible use of natural resources, towels will only be replaced if they are left on the bathroom floor by the guest.

Guests may request additional housekeeping services, linen changes, or other supplementary services, subject to availability and the applicable charges.

Throughout their stay, guests are expected to keep the accommodation in a reasonably clean, tidy, and well-maintained condition.

Upon departure, guests are requested to leave the accommodation in an appropriate condition, dispose of their waste at the recycling stations and designated waste collection points located throughout the Resort, and avoid excessive accumulation of rubbish inside the accommodation.

The Resort provides recycling stations and selective waste collection points throughout the premises to facilitate proper waste disposal during guests' stay.

Guests are kindly requested to use the designated waste disposal facilities and to separate recyclable materials appropriately, thereby contributing to the protection of the natural environment and supporting the Resort's sustainability initiatives.

Where the condition of the accommodation requires extraordinary cleaning or specialist restoration work as a result of misuse, excessive dirt, or failure to comply with these House Rules, Management reserves the right to charge the lead guest the additional costs incurred.

### **18. Safety and Emergency Procedures**

Dunas Luxury Beach Resort operates an Emergency and Self-Protection Plan in accordance with the applicable legal requirements.

In the event of an emergency, guests must remain calm and follow the instructions of Resort staff and the emergency services at all times.

Where necessary for safety reasons, Management may order the partial or complete evacuation of the Resort.

Guests must immediately notify Reception of any situation that may pose a risk to the safety of persons or property.

Where emergency or evacuation drills are conducted, guests are expected to cooperate fully with Resort staff and follow all instructions provided.

Any behaviour that may endanger guests, staff, accommodation units, Resort facilities, or the surrounding natural environment is strictly prohibited, particularly the unauthorised use of fire, flammab19. Liability, Insurance and Lost Property.



## **19. Liability, Insurance and Lost Property**

Dunas Luxury Beach Resort maintains public liability insurance in accordance with the applicable legal requirements.

Management accepts no liability for the loss, theft, damage, or misappropriation of guests' personal belongings, sports equipment, vehicles, or any other personal property, except where such liability is required under applicable law.

Any item found on the Resort premises will be recorded and held in safekeeping in accordance with the Resort's Lost Property procedure.

Items of minor value will be retained for a period of one (1) month.

Items of significant value will be retained for a maximum period of six (6) months.

## **20. Photography and Recording**

Guests may take photographs and make video recordings for personal use during their stay, provided that the privacy, image rights, and other rights of fellow guests and members of the Resort staff are fully respected.

Professional, commercial, promotional, or advertising photography or filming may only be carried out with the prior written authorisation of Management.

The use of drones or similar devices for capturing aerial photographs or video footage is prohibited unless expressly authorised by Management and carried out in compliance with all applicable laws and regulations.

## **21. Resort Operating Hours**

The operating hours of Reception, guest activities, facilities, services, and all other Resort amenities will be communicated through the Resort's official communication channels, Reception, and the signage displayed throughout the Resort.

Reception operates according to the schedule in force at any given time, which will be communicated to guests during their stay.

Guests are expected to observe the operating hours established for each service, activity, and facility.

Management reserves the right to modify the operating hours of any service or facility temporarily for operational, organisational, maintenance, safety, weather-related, or any other justifiable reasons.

## **22. Final Provision**

These House Rules are binding upon all guests, visitors, and users of Dunas Luxury Beach Resort.



The use of the Resort's facilities and services constitutes acceptance of the provisions contained in these House Rules.

Management reserves the right to amend or update these House Rules whenever necessary to reflect changes in applicable legislation or the operational requirements of Dunas Luxury Beach Resort.

Any matter not expressly provided for in these House Rules shall be determined by Management in accordance with the applicable legislation and the principles of good faith, mutual respect, and the proper use of the Resort's facilities.

The Team at  
Dunas Luxury Resort

[dunastarifa.com](http://dunastarifa.com)