

PRIVACY CLAUSE

The client is informed that the information provided when completing the services and booking form shall be subject to the following data processing treatment:

Identity of the controller

PLAYA SOLEIL IBIZA, S.L.

Purpose of data processing

The continuation and fulfilment of the guest's contract, the sending of commercial communications on tourist products and services from the controller to its clients.

Legitimation

The client accepts the service and the legitimate interest of the controller to receive commercial communications on its products.

Rights owners

The client may exercise their rights of access, rectification, limitation of data processing, cancellation, opposition and portability of their personal information by writing to the hotel group's customer service department, at Calle De Lopez de Hoyos num.198- Planta 2, puerta E. 28002 Madrid. Mail: bookings@apartmentsborabora.com

Right of access to events included in the stay.

Room bookings may include the right of access to events organised by the hotel establishment or its promotional partners during the guest's days of stay.

This right of access shall be subject, in all cases, to compliance with these terms and conditions, including the specific rules relating to capacity, timetables, minimum age, right of admission and any other requirements established by the establishment or, where applicable, by the promoter or organiser of the event.

Nature of the right of access included in the room booking

The right of access included in the room booking is limited exclusively to events taking place during the guest's period of effective stay and within the timetables, capacities, areas and conditions established for each event. This right is personal and non-transferable, being linked to the guest's status as a resident of the establishment and may not be subject to assignment, transfer or refund.

The establishment may require, in order to access the events, proof of guest status by means of such documentation as it deems appropriate, and may deny access to anyone who does not sufficiently prove such status.

Timetables, programming and capacity

The programming of events, including artists, performances, timetables, duration, spaces or any other elements of their organisation, may be modified for organisational, technical, artistic, operational, safety, weather-related, health-related or administrative reasons, due to capacity limitations or on the instructions of the competent authorities.

Access shall be conditional on the maximum legally or technically permitted capacity, as well as on the safety measures applicable at any given time. Guests must observe opening and closing times, as well as the instructions of the staff responsible for the organisation.

Right of admission and access control

The establishment reserves the right of admission on the terms provided for by applicable regulations. In particular, access may be denied or expulsion from the event agreed for any person who:

- Does not prove their status as a guest;

- Fails to comply with staff instructions;
- Is under the effects of alcohol or substances that may affect the safety or normal conduct of the event;
- Adopts violent, intimidating, discriminatory or offensive behaviour;
- Disrupts order, disturbs the conduct of the event or represents, according to the reasonable judgement of the responsible staff, a risk to their own safety, that of third parties, the facilities or the normal running of the event.

Minimum age and minors

Certain events may be reserved exclusively for persons of legal age or subject to specific access requirements depending on their content, timetable, applicable regulations or safety criteria.

The establishment may request the presentation of an official identity document to verify the guest's age. Refusal to provide such proof or the inability to sufficiently verify age may result in the denial of access.

Conduct during the event

Attendees must at all times maintain respectful behaviour towards other guests, artists, establishment staff, neighbours and third parties, and must avoid any conduct that may affect the safety or proper running of the event.

Failure to comply with these obligations may give rise to immediate expulsion from the event and, where applicable, to the adoption of such additional measures as may be appropriate.

Personal belongings

The guest shall be responsible for the safekeeping of their personal belongings during the event, including, among others, documentation, money, mobile phones, bags, clothing and other belongings.

The establishment shall not be liable for the loss, theft, robbery, damage or deterioration of guests' personal belongings.

Cancellation, postponement, suspension or interruption of events

Events may be cancelled, postponed, interrupted or ended early for organisational, technical, artistic, operational, safety or weather-related reasons, on grounds of force majeure or by decision of the promoter, the artist, the competent authorities or the management of the establishment. By way of example and without limitation, the following may constitute justified grounds for cancellation, suspension, modification or early interruption:

- Adverse weather conditions or reasonable expectation of a safety risk;
- Technical incidents relating to sound, lighting, electrical supply or infrastructure;
- Illness, delay or cancellation of the artist, supplier or promoter;
- Safety incidents or emergencies that advise the suspension of the event;
- Restrictions or requirements imposed by administrative, health, police or judicial authorities;
- Any circumstance beyond the reasonable control of the establishment that prevents or makes inadvisable the normal holding of the event under adequate conditions of safety or normality.

Where the cancellation, suspension, modification or interruption occurs before or during the guest's stay, the establishment shall endeavour to provide notice thereof by such reasonable means as are available, such as the website, email, reception, signage or communication from staff.

The cancellation, suspension, modification or interruption of an event shall not give rise to any right to indemnity, compensation or reduction in the price of the accommodation.

Image, photographs, recordings and promotional use

During the events, photographs or recordings may be taken by the establishment, the promoter, artists or authorised third parties. Attendance at the event entails the possibility that the guest's image may be captured incidentally or ancillary within the general environment.

Data source

The personal data has been provided by the client, their legal representation or the tour operators or travel agents through whom they have booked a package holiday.