

GENERAL TERMS AND CONDITIONS OF UNIVERSAL HOLIDAY CENTRE (UHC)

1. BOOKING PROCESS

You may book tourist accommodation with UHC by either of the following means:

- ONLINE: Quickly and securely via our website at www.universalholidaycentre.com.
- TELEPHONE / WHATSAPP: +34 977 353 010. This option is only available for bookings made less than 48 hours prior to the arrival date.

2. METHODS OF PAYMENT

At the time of making the booking, UHC will require payment of 40% of the total amount.

Payment may be made in either of the following ways:

- ONLINE: In a fully secure manner and in compliance with the applicable data protection regulations.
- BANK TRANSFER: You will have 2 days to send us proof of payment. UHC does not assume the costs of the transaction. If we do not receive such proof, the booking may be cancelled automatically.

For bookings made 10 days or fewer prior to the arrival date, payment must be made online.

3. CHECK-IN / REGISTRATION

- Online registration must be completed in advance and no later than 5 days before arrival. The details of all occupants of the accommodation, including children, must be provided, and the balance of the booking, the security deposit and the tourist tax must also be paid online.
- All guests over 14 years of age must be registered by completing a specific form, which will be sent to the booking holder before the start date of the rental period.
- This form must be completed either in advance or at the time the keys are handed over to the guest who is the holder of the rental agreement signed during the traveller registration process.
- If this obligation, established by Royal Decree 933/2021 of 26 October, which sets out the documentary registration and information obligations for individuals or legal entities carrying out accommodation and motor vehicle rental activities, is not complied with, the keys will not be handed over and access to the accommodation will not be permitted.

4. KEY COLLECTION

Keys must be collected exclusively from the UHC office located at Avenida del Batlle Pere Molas 3, 43840, Salou.

Key collection times:

- Between 12/04/2025 and 02/11/2025: every day from 16:00 to 19:00 (1).
- Between 03/11/2025 and 27/03/2026: Monday to Friday from 16:00 to 17:00 (2).
- Between 28/03/2026 and 01/11/2026: every day from 16:00 to 19:00 (1).
- Between 02/11/2026 and 18/12/2026: Monday to Friday from 16:00 to 17:00 (2).

(1) Arrivals after 19:30

Applicable during the following periods:

- Between 12/04/2025 and 02/11/2025.
- Between 28/03/2026 and 01/11/2026.

An additional charge of €50 applies. Key handover takes place from 16:00 to 19:00, but a 30-minute grace period is allowed until 19:30.

The additional charge of €50 covers the extra arrangements required to manage your booking and hand over the keys, as well as the fact that a member of staff remains on telephone standby in order to assist you should any issue arise upon your arrival.

Keys will only be made available via a coded key box if the online check-in process has been completed in full, including all mandatory payments. If any part of the process remains incomplete, Universal Holiday Centre cannot guarantee access to the keys.

It is also possible for a third party to collect the keys, at no additional charge, during office hours, provided that this option has been communicated in advance and expressly confirmed by UHC.

If you are unable to arrive before 19:30, this must be indicated at the time of booking. In the event of unexpected delays, you must inform us as soon as possible and no later than 19:00 on the day of arrival.

The keys will be collected from a coded key box located outside the office. If late arrival is not notified and/or the online registration has not been completed, UHC cannot guarantee access to the accommodation.

The office will close at 19:30 until the next working day, and the guest must therefore arrange alternative accommodation for the first night, with no entitlement to any refund. The keys may be collected on the next working day during normal office hours.

(2) Arrivals after 17:00

Applicable during the following periods:

- Between 03/11/2025 and 27/03/2026.
- Between 02/11/2026 and 18/12/2026.

If you are unable to arrive before 17:00, this must be indicated at the time of booking. In the event of unexpected delays, you must inform us as soon as possible and no later than 17:00 on the day of arrival.

The keys will be left in a coded key box located outside the office. If late arrival is not notified and/or the online registration has not been completed, UHC cannot guarantee access to the accommodation.

The office will close at 17:00 until the next working day, and the guest must therefore arrange alternative accommodation for the first night, with no entitlement to any refund. The keys may be collected on the next working day during normal office hours.

5. CONDUCT AND RULES WITHIN THE ACCOMMODATION

- The booking holder is responsible for the proper conduct of all occupants. It is not permitted to sublet, share, assign or resell the accommodation, nor to use it for commercial purposes. If UHC suspects that acts are taking place which infringe the law, our guidelines, public order or peaceful coexistence, it shall have the right to enter the accommodation in order to verify this. If the suspicion is confirmed, UHC shall have the right to terminate the contract and require the person or persons concerned to leave the accommodation immediately, without refund of the rental amount.
- Our accommodations are located in residential areas, and therefore both the general rules and the specific rules of each community must be respected. Any breach may result in retention of the security deposit or expulsion without compensation, in accordance with Article 39 bis of Law 13/2002 of 21 June on Tourism.
- The maximum occupancy of the accommodation, including children, must never exceed that expressly authorised by UHC. Occupancy shall be understood as overnight stay in the accommodation. Although visitors are allowed, such visits must be occasional and must not involve excessive or ongoing use of the facilities and/or utilities of the accommodation and the building or complex. For example, if one family (A) rents accommodation without a swimming pool and another family of friends (B) rents accommodation with a swimming pool during the same period, family (A) is not permitted to access family (B)'s complex in order to use the swimming pool every day during their stay. Although they may visit them once or twice occasionally, family (A) is not permitted to make regular use of the pool facilities.
- The quiet hours and the timetable for the use of swimming pools and other facilities set by each community must be respected. Any type of noise or music during such hours is prohibited.
- Smoking inside the accommodation is not permitted.
- Children must always be supervised by adults and remain under their responsibility. Universal Holiday Centre accepts no liability in the event of an accident.
- Pets: If you wish to travel with your pet, you must inform UHC before booking and confirm that pets are permitted in your chosen accommodation, together with the applicable conditions. Pets must always remain under control and dogs must not be left locked on terraces or patios. Although some properties do not accept pets, we cannot

guarantee that pets have never previously been present there, and we therefore accept no responsibility for possible allergies. Guests are advised to inform themselves of the relevant local regulations for their own safety and that of others.

- Awnings: Unless expressly stated otherwise, and even where shown in the accommodation photographs, our experience over many years has shown that awnings are frequently damaged, which may lead to costly repairs and unnecessary disruption during your stay. For this reason, we have decided to disable them for guest use and apologise for any inconvenience this may cause.
- Internet/Wi-Fi: Available only where expressly stated in the accommodation description. In some complexes, the network is communal and only available in certain areas, which means there may be no coverage inside the accommodation. The connection is provided free of charge for uses that do not involve high data consumption. This service has not been taken into account in setting the price of the accommodation and therefore no claim may be made in respect of speed issues or lack of connection. In accommodations where Wi-Fi availability is not expressly stated, it may be possible to contract this service optionally through a portable router, at an additional daily charge. In certain areas of the Costa Dorada, coverage may be insufficient for the provision of this service; guests will be informed accordingly if requested. In that case, the guest may cancel the service and recover the proportional amount corresponding to the unused period.
- The guest shall be responsible for paying the costs arising from the loss of the keys and any resulting lock replacement. If keys are left inside the accommodation and staff are required to attend, an additional charge will apply.
- Water, electricity and air conditioning must be used reasonably and responsibly. When the air conditioning is in operation, doors and windows must remain fully closed. In the event of a prolonged absence (half a day or a full day), guests are kindly requested to switch off the air conditioning and lights. It only takes a few minutes to cool the accommodation. The installation of portable air conditioning units, heaters or any other devices that significantly increase water, gas or electricity consumption is strictly prohibited without UHC's prior authorisation.
- As part of our commitment to the environment and to meeting our guests' needs, we have introduced measures to reduce the use of plastics in our properties. Accordingly, we do not provide soap or single-use hygiene products. Upon arrival, you will find a basic cleaning kit for the first few days, one complimentary toilet roll per bathroom and reusable cleaning tools, such as brushes and mops, to help you keep the accommodation in suitable condition during your stay. Likewise, in order to minimise our environmental footprint, we do not supply food items such as oil or salt. We recommend bringing your own supplies or purchasing local and sustainable products, thereby also supporting the local community.
- Personal belongings may not be stored in communal areas.

- Hanging towels or other items over terrace railings is prohibited.
- Parking: If the accommodation includes a parking space, the allocated space must be used. Please enquire in advance if your vehicle is particularly tall or wide. UHC is not obliged to provide an alternative parking space if your vehicle does not fit, there is insufficient room to enter or exit comfortably, it causes inconvenience to another vehicle, or the space is occupied by a third party, although we will do our utmost to resolve the matter. Our accommodations do not have electric vehicle charging points, and charging from a conventional power socket is prohibited, as it may cause overheating, damage to the electrical installation and even fire.
- Barbecues: Prohibited, except in accommodations where they are provided and expressly authorised.
- Swimming pools: Showering before using the pool is compulsory. Shampoos, soaps, rough games, inflatables, floats and sticking objects into the grass are not permitted.
- Some accommodations may contain locked cupboards or even locked rooms used to store the owner's belongings. These spaces are not included among those stated in the advertisement. The remainder of the equipment and spaces may be used freely.

6. CHECK-OUT / DEPARTURE

- Departure from all accommodations must take place no later than 10:00. If you wish to depart later, you must consult our staff regarding the possibility of a late check-out and any additional charge that may apply. This service is subject to availability and must be requested no later than the day before the scheduled departure.
- As a general rule, all keys must be left on the living room table and the door simply closed upon departure. In some specific accommodations, guests may be asked to lock the door and leave the key in a key box located on the door.
- We may store your luggage free of charge at our office on the day of arrival and the day of departure, only during opening hours.
- The accommodation must be left in a proper condition. Although a professional cleaning team attends after each guest, it remains the guest's responsibility to leave the accommodation in a minimum standard of cleanliness such as not to require deep cleaning. It is not necessary to wash bed linen or towels. You may arrange a final cleaning service, subject to prior enquiry as to the price, which covers the general cleaning of the accommodation after departure. However, this service does not exempt guests from the basic departure obligations, such as removing rubbish, leaving no food remains, leaving the crockery clean, emptying the dishwasher, and cleaning the oven or barbecue, where applicable. Failure to comply with these obligations may result in deductions from the security deposit.

7. SECURITY DEPOSIT

A security deposit is mandatory for all accommodations. The deposit constitutes a guarantee in favour of UHC and the property owner and is intended to cover, amongst other matters, damage, breakages or any harm caused to the accommodation or its facilities beyond normal wear and tear, inadequate final cleaning, breach of the accommodation rules, or costs arising from extraordinary and unjustified utility consumption.

The security deposit is payable exclusively by bank card 5 days before arrival, and reimbursement will be arranged between 7 and 10 days after departure. The amount of the deposit will depend, amongst other factors, on the size of the accommodation and its facilities. The amount is stated on our website and displayed prior to the booking being finalised. The refund of the security deposit will be made no later than 10 days after the end of the rental period. If, exceptionally, we need to retain part or all of the deposit, you will be duly informed and that amount will be deducted before the refund is made. Should the amount claimed exceed the value of the deposit, we reserve the right to claim the difference from you.

8. CANCELLATION AND AMENDMENT POLICIES

Cancellations

- All bookings are subject to a non-refundable administration fee of €35.
- Our rates are cancellable without any additional penalty, except for the €35 administration fee and bookings for luxury villas. Cancellation may be made up to 15, 30 or 42 days before the arrival date, depending on the accommodation and the dates booked. Please review the specific conditions during the booking process.
- Cancellation must be notified by email to info@universalholidaycentre.com.
- In the event of an unforeseen departure before the end of the stay, no refund will be made.
- If your booking was made through an external platform (Booking, Airbnb, TripAdvisor, etc.), their cancellation policies will apply and the booking may only be cancelled through that platform. In the event of a no-show without prior cancellation, no refund shall be due.
- UHC accepts no responsibility for losses arising from lack of passports, visas or any other necessary documentation.
- These conditions fall within the exclusions from the right of withdrawal in accordance with Articles 101, 97.1.i and 103 of Royal Legislative Decree 1/2007 of 16 November.

Amendments

- The booking holder may request an amendment to the booking, provided that this is possible and authorised by UHC.
- Amendments must be notified by email to info@universalholidaycentre.com.
- Changes are not accepted for accommodations booked under special rates or offers. In any event, amendments shall only be valid for dates falling within the current season.

- Any amendment shall, where applicable, involve payment of the relevant price difference together with a €35 administration fee.

9. SUBSTITUTION OR CANCELLATION BY UHC

- In the event of force majeure or non-renewal of the management agreement with the property owner, UHC may cancel bookings relating to stays affected by such circumstance. In such case, similar alternative accommodation will be offered or, failing that, a full refund of the sums paid will be made.
- Groups of young people: UHC primarily manages holiday accommodation for families and couples. At the time of booking, groups of young people must expressly declare this. Unless expressly stated otherwise in the accommodation description, a “group of young people” shall mean a group composed mainly of at least 3 persons under 21 years of age. However, the age limit may be higher for certain types of accommodation, in which case this will be stated in the relevant description. If the booking concerns a group of young people and no express authorisation has been granted by UHC, the booking may be cancelled without refund. The accommodation descriptions expressly indicate whether groups are accepted.
- UHC reserves the right not to accept a booking request or to cancel it before the start of the stay where operational, contractual, availability, security or force majeure reasons apply. In such cases, the amounts paid will be refunded in full unless an equivalent alternative is offered and accepted by the guest.
- As the accommodation may be offered simultaneously on other holiday rental platforms, and in order to avoid double bookings, UHC reserves the right to cancel the booking within 24 hours of the request, refunding all sums paid in full, without additional compensation, or alternatively offering alternative dates or accommodation.

10. COMPLAINTS

- Any damage or incident must be reported within a maximum period of 24 hours from arrival. However, issues relating to cleanliness, inventory and/or bed linen or towels must be notified immediately upon arrival or as soon as they are detected, so as to allow proper verification and resolution. After that period, any damage may be attributed to the guest.
- The cleaning staff carry out an inspection of the accommodation after each stay. However, if you consider that any issue may have gone unnoticed, we kindly ask you to inform us as soon as possible so that we may assist you. Our aim is to ensure that guests fully enjoy their stay. If you experience any problem affecting your enjoyment of the accommodation, you must report it as soon as possible and in writing to info@universalholidaycentre.com.
- UHC must be given the opportunity to resolve any issue raised during the stay, and the

guest must take into account the local conditions and the reasonable time necessary for its resolution. As a general rule, a period of between 24 and 48 hours from notification of the incident shall be considered reasonable, depending on its seriousness, and no compensation claims will be accepted before that period has elapsed.

- Complaints raised for the first time after the end of the stay will not be accepted where the issue was not previously reported during the stay and UHC was not given a reasonable opportunity to verify or remedy it.
- The guest authorises UHC staff and maintenance and cleaning personnel to enter the accommodation in order to carry out necessary repairs. If maintenance assistance has been requested and access is subsequently denied to the staff attending the accommodation, deductions may be made from the security deposit to cover the technician's call-out costs.
- The photographs used on our website are not contractual in nature, and certain items, such as awnings, sun loungers, barbecues or decorative elements, may differ or may not be available for use in the accommodation upon arrival. Differences between the website description and photographs and the actual features found in the accommodation shall not constitute grounds for cancellation, refund or other claims against the company, unless they significantly alter the nature of the accommodation. In this regard, please note that in certain complexes (Larimar, Novelty, Paradise Village, Ventura Park, Costa Linda, Riviera, etc.) it is expressly stated in the description that a "type" or "class" of accommodation is being booked rather than a specific unit. Therefore, some secondary features or the furniture/decor may vary slightly depending on the exact unit assigned, while always maintaining the principal advertised characteristics. In such cases, special requests such as a specific unit, view or floor are not guaranteed and remain strictly subject to availability.
- All information contained on our website has been compiled from up-to-date data and we have endeavoured to ensure that it is accurate. Nevertheless, there may be occasions when advertised equipment or facilities are altered or unavailable. Such situations may arise due to local circumstances, maintenance requirements, water shortages, unsuitable weather conditions, fuel shortages, power cuts or other circumstances beyond our control. If UHC becomes aware of this, it will endeavour to notify the guest as soon as possible, but cannot accept liability in such circumstances. Similarly, some local facilities or services, such as shops, restaurants, swimming pools, play areas or sports facilities, may not operate at all times throughout the year.

11. UHC SHALL NOT BE LIABLE IN THE FOLLOWING CASES

- Negligence or omission in services provided by third parties.
- Direct or indirect damage arising from misuse of the accommodation by the guest, fires, theft, accidents, adverse weather conditions or other causes beyond UHC's control. The proper use and enjoyment of the accommodation and any ancillary facilities shall at all

times remain under the sole responsibility of the user.

- Absence or limitation of communal services, such as swimming pools, sports facilities or children's play areas, by decision of the community or due to unforeseen reasons.
- Nuisance, such as noise or odours, originating outside the boundaries of the accommodation or beyond UHC's control, including nearby building works or construction, noise from sports facilities or third parties such as restaurants, bars, nightclubs and/or neighbours, as well as smells from drains, industrial activity, agricultural activity or hospitality businesses.
- Breakdown of mechanical or electrical equipment, such as washing machines, hobs, grills, ovens, toasters, fridges/freezers, air conditioning units, pumps, boilers or swimming pool filtration systems, as well as furniture such as mattresses, furniture or cushions, or failures in public utility services such as water, gas and electricity. During your stay, we will do our utmost to ensure that repairs are attended to as quickly as possible once notified. However, due to circumstances beyond our control, such as the need to order parts or the lack of availability of technicians or suppliers, immediate repair may not be possible. In such circumstances, UHC shall accept no liability whatsoever and no refunds shall be made for losses arising from such breakdowns, such as spoiled food in fridges or clothing damaged by washing machines. If repairs cannot be attended to promptly, we will do our utmost to provide a replacement appliance where possible.
- The occasional appearance of insects or other animals in or around the accommodation due to natural causes, particularly in certain areas and at certain times of the year. If the guest detects this type of issue during the stay, UHC will take such reasonable measures as are available to it as quickly as possible from the time of notification. However, in some cases complete and immediate elimination may not be possible. In certain areas, the presence of insects such as mosquitoes, ants or cockroaches is common. Guests are advised not to leave food remains in the kitchen or on terraces and balconies, as this may attract insects. It is also recommended that rubbish be disposed of daily. Rubbish containers can be found near the accommodations.
- Deterioration in the quality of swimming pool water, in those accommodations that have such a facility, caused either by natural phenomena such as wind, plants, insects, rain or sand, or by improper use of the pool by the guest, such as the use of creams and sun oils or lack of hygiene.
- Neither the property owner nor UHC shall be liable for any loss or damage arising from the use of the accommodation and its facilities, including damage, injury, allergic reactions, accidents, losses, theft, damage to property, natural disasters, vandalism, fire or any other incident occurring therein. UHC shall not be responsible for the guest's personal belongings in the rented property or for items lost or forgotten after check-out. Personal belongings found in the properties will be kept at the UHC office for two weeks from the date they are found, provided they can be stored safely and without deterioration. Under no circumstances will unstable, potentially dangerous items or food be stored. If an item

has been found and claimed within that period, the guest may recover it in person or authorise a third party to do so. Under no circumstances shall UHC be responsible for returning any such item to the guest at its own expense. After the two-week period, UHC will dispose of any uncollected item.

12. OTHER PROVISIONS

- UHC recommends taking out travel insurance covering any unforeseen event during your holiday, as our agency will assume that you have arranged your own policy and it is your responsibility to ensure that the insurance cover you obtain is adequate and sufficient for your needs. If you decide to travel without adequate insurance cover, we shall not be liable for any loss which, by its nature, could have been covered by such insurance.
- We have communicated all information on our website as accurately as possible. As these are privately owned holiday properties, information may be subject to change. We accept no responsibility for such changes or for errors in images or printing. Any commercial use, including full or partial reproduction of the commercial material, is prohibited.
- You may consult our Privacy Policy on our website in order to understand how we process your personal data. By providing us with your data, you accept its processing in accordance with that policy.

The completion of a booking with UHC implies acceptance of these General Terms and Conditions and the jurisdiction of the competent courts. If any clause or part of a clause of this document is invalid, becomes invalid, illegal or unenforceable, it shall be deemed deleted, and this shall not affect the validity and enforceability of the remaining provisions of this Agreement.

These terms and conditions were originally drafted in Spanish and subsequently translated. In the event of any discrepancy, doubt or inconsistency regarding any contractual clause, the Spanish version shall prevail and shall be the definitive version.