COSTEIRA PALACE

BEACH RESORT

ALL INCLUSIVE

GUEST POLICY MANUAL

INFORMATION, RULES AND GUIDELINES
FOR AN UNFORGETTABLE EXPERIENCE

HOSPITALITY AND EXCELLENCE

LEISURE FOR THE WHOLE FAMILY

ALL INCLUSIVE GASTRONOMY

SAFETY AND COMFORT

SUSTAINABILITY AND RESPONSIBILITY

EFFECTIVE AS OF FEBRUARY 2025

GUEST POLICY MANUAL

COSTEIRA PALACE BEACH RESORT ALL INCLUSIVE

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1. PRESENTATION

Welcome to Costeira Palace Beach Resort All Inclusive.

This Guest Policy Manual was prepared with the objective of providing a transparent, comfortable, safe and welcoming experience throughout the stay.

It gathers the main information about reservations, accommodation, use of accommodations, services, common areas and rules of coexistence, allowing all guests to fully enjoy the structure and services offered by the resort.

Costeira Palace Beach Resort may revise or update these policies whenever necessary, due to operational or legal changes or the implementation of improvements in its services.

2. QUICK INFORMATION

Item	Information
Check-in	From 03:00 pm
Check-out	Until 12:00 pm
Early Check-in	Subject to availability
Late Check-out	Subject to availability
Reception	24-hour operation
Wi-Fi	Free in all areas
Voltage	220 volts
Parking	Service with additional charge
Meal plan	All Inclusive
Pet Friendly	No
Adapted rooms	Subject to availability
Cribs	Upon request
Children's bathtubs	Upon request
Baby Pantry	Available
Ironing Room	Available

3. GENERAL INFORMATION

3.1 About the Resort

The Costeira Palace Beach Resort All Inclusive is located on Via Costeira, in Natal/RN, one of the most privileged regions of the Potiguar coast, offering a complete structure of accommodation, leisure, gastronomy and entertainment for guests of all ages.

The resort's team works continuously to provide an excellent experience, based on hospitality, comfort, safety and quality of the services provided.

The cover photo of this manual is for illustrative purposes only. The décor, landscaping, and outdoor areas may differ from their current condition, including as a result of weather conditions, renovations, or updates.

3.2 All Inclusive

The resort operates exclusively on an All Inclusive basis, in which meals, drinks and pre-defined services are included in the contracted rate.

The use of the services must respect the opening hours, the places of service and the conditions established by the resort.

Some specific products, experiences and services are not part of the All Inclusive and have an additional charge. This information is detailed in this manual.

3.3 Opening Hours

The opening hours of restaurants, bars, recreation, swimming pools, entertainment, SPA and other services may be changed without prior notice for operational, climatic, maintenance, security or force majeure reasons.

Whenever possible, any changes will be communicated to guests.

3.4 Wi-Fi

Free Wi-Fi is available in all accommodations and common areas of the resort.

The quality of the connection may fluctuate due to external technical factors.

3.5 Voltage

All accommodations have outlets with a voltage of 220 volts.

It is recommended to check the compatibility of electrical equipment before connecting it to the outlets.

The resort shall not be liable for damages resulting from the improper use of appliances incompatible with the available voltage when such damages are caused solely by the guest, third parties, or external unforeseeable events.

3.6 Parking

Parking is available to guests upon payment of an additional fee.

The resort's responsibility is limited to the safekeeping of vehicles parked on its premises.

The resort shall not be liable for items left inside vehicles when the loss or damage results solely from the fault of the guest, a third party, or an external unforeseeable event.

3.7 Tourist Tax

The resort offers the guest the option of voluntary contribution of the Tourism Tax. The value is R$ 4.00 per room and per day, and its collection contributes to actions to promote and develop local tourism.

The payment of the Tourist Tax is not mandatory.

3.8 Pets

Pets are not allowed to be housed or stay on the resort premises.

This restriction does not apply to guide dogs or emotional support dogs as provided for under Brazilian law.

3.9 Accessibility

Costeira Palace Beach Resort offers accommodation adapted for people with disabilities or reduced mobility.

Adapted units are available upon prior reservation and subject to availability.

If the guest needs any specific assistance during their stay, it is recommended to inform this need at the time of booking so that the staff can provide adequate support.

3.10 Sustainability

The resort encourages sustainable practices that contribute to environmental preservation.

During the stay, it is recommended the conscious use of water and electricity, the correct disposal of waste and the responsible use of towels and layettes.

Small attitudes contribute significantly to the conservation of natural resources and to the reduction of environmental impacts.

3.11 Protection of Personal Data

The processing of guests' personal data is carried out in accordance with the Brazilian legislation Lei Geral de Proteção de Dados Pessoais (Lei nº 13.709/2018).

The information provided is used exclusively for the execution of the contracted services, compliance with legal obligations, communication during the stay and improvement of the guest experience.

The resort adopts security measures aimed at protecting the personal information under its responsibility.

3.12 Guest Services

The Reception team is available 24 hours a day to provide information, answer questions and assist with requests related to accommodation.

Whenever necessary, the guest can contact the Reservation Center or go to the Reception for guidance on the services offered by the resort.

3.13 Third-Party Services

The resort is not responsible for:

- tours sold by third parties;
- transportation arranged through external providers;
- ride-hailing and food delivery apps;
- taxis;
- independent third-party companies.

4. RESERVATIONS, PAYMENTS AND CANCELLATIONS

4.1 Booking Channels

Reservations can be made through the following official channels:

- Official website of Costeira Palace Beach Resort All Inclusive;
- Reservation Center;

- Travel agencies;
- Tour operators;
- Authorized partner platforms.

By making a reservation, the guest declares to be aware of and in accordance with the tariff conditions, accommodation policies and commercial rules in force on the date of contracting.

4.2 Booking Confirmation

The reservation will only be considered confirmed after:

- payment approval, where applicable;
- confirmation of accommodation availability;
- issuance of the reservation receipt by the resort or the responsible sales channel.

It is recommended that the guest carefully check all the information on the voucher or booking confirmation, including:

- name of the holder;
- period of accommodation;
- number of guests;
- accommodation category;
- contracted rate;
- meal plan;
- services included.

4.3 Reservation Holder

The reservation is personal and linked to the holder informed at the time of contracting.

If it is necessary to change the holder, the request must be made before the date of arrival, subject to analysis and current commercial conditions.

4.4 Payment Methods

For bookings made directly with the resort, the following payment methods are accepted:

- PIX;
- credit cards.

The accepted flags and the installment conditions will be announced through the resort's official channels.

4.5 Payment of Expenses During Accommodation

Expenses not covered by the All Inclusive must be paid at the time of check-out, unless there is another condition previously authorized by the resort.

The following forms of payment are accepted:

- cash;
- PIX;
- physical debit cards;
- physical credit cards.

The accepted flags and the installment conditions will be announced through the resort's official channels.

For security reasons, the resort does not authorize payments made through links.

4.6 Rates

Rates may vary according to:

- period of the year;
- availability;
- promotional campaigns;
- accommodation category;
- number of guests;
- sales channel used.

The rate confirmed in the reservation will remain valid for the contracted period.

Changes in the reservation may imply a fare revision according to the conditions in force on the date of the modification.

4.7 Booking Changes

Requests to change dates, room category or number of guests will be subject to:

- availability;

- the rules of the contracted rate;
- the payment of any fare difference.

During periods of high occupancy, holidays and special events, changes may not be possible.

4.8 Cancellations

Reservations canceled within 7 days of purchase will be exempt from charge. In case of cancellation after this period, a fine corresponding to the total amount of the reservation will be applied.

The reservation may be canceled, without penalties, in cases of force majeure that prevent the guest from attending the resort, upon presentation of supporting documentation. In this case, the amount previously paid will be converted into credit for use in a future reservation, according to the commercial policies in force on the date of cancellation.

4.9 Right of Withdrawal

For confirmed reservations, the right of withdrawal will be observed under the terms of the Consumer Protection Code.

When applicable, cancellation may be requested within the legal period counted from the confirmation of the purchase, provided that the accommodation has not yet started.

4.10 No-show

No-show is considered the guest's non-attendance on the date scheduled for the start of the stay, without prior notice to the resort.

In this situation, a fine corresponding to the total amount of the reservation will be applied.

4.11 Early Departure

In case of voluntary closure of the accommodation before the scheduled check-out date, a fine corresponding to the total amount of the reservation will be applied.

If the early departure occurs due to force majeure, upon presentation of supporting documentation, the amount corresponding to the unused daily rates will be converted into credit for use in a future reservation, according to the commercial policies in force on the date of departure.

4.12 Reservations Made by Agencies and Operators

Reservations made through travel agencies, tour operators or third-party platforms are governed by the commercial conditions of the respective sales channel.

Requests related to:

- cancellations;
- changes;
- refunds;
- issuance of documents;
- registration corrections;
- commercial conditions,

must be dealt with directly with the company responsible for the commercialization of the accommodation.

The resort may not change contractual conditions established by third parties.

4.13 Groups and Events

Reservations for groups, corporate events, weddings, conventions or special celebrations may be subject to specific contracts, containing their own commercial, operational and cancellation conditions.

4.14 Operational Changes

In exceptional situations, the resort may make changes in:

- opening hours;
- recreational programming;
- restaurants;
- bars;
- activities;
- services offered.

These changes may occur due to:

- weather conditions;
- preventive or corrective maintenance;
- legal determinations;

- special events;
- security reasons;
- fortuitous or force majeure cases.

Where possible, guests will be informed in advance.

4.15 Fortuitous or Force Majeure Cases

The resort shall not be liable for changes or interruptions in services arising from events beyond its control, including, but not limited to:

- natural phenomena;
- adverse weather conditions;
- failures in the supply of electricity, water or telecommunications by concessionaires;
- acts of public authorities;
- pandemics, epidemics or health emergencies;
- strikes or other unpredictable situations.

In these cases, the resort will take the measures reasonably possible to minimize any impact on the guest experience.

4.16 Reservation Center Contacts

Questions related to reservations, payments, changes or cancellations can be clarified directly through the official channels of Costeira Palace Beach Resort All Inclusive.

It is recommended that all communication be carried out through the contacts available on the resort's official website, ensuring greater security and traceability of information.

5. CHECK-IN, CHECK-OUT AND STAY

5.1 Check-in

Check-in time starts at 3:00 pm, respecting the availability of accommodations and the resort's operating procedures.

To complete the check-in, it is necessary that all guests present the mandatory documentation and fill out the Ficha Nacional de Registro de Hóspedes (FNRH).

After completing the process, the access identification to the resort's premises will be delivered and initial guidelines on accommodation will be provided.

5.2 Early Check-in

The Early Check-in service consists of the guest entering before the official check-in time. This service:

- depends on the availability of the accommodation;
- it must be requested in advance or directly at the Reception;
- may be charged according to the current commercial policy.

The advance request does not characterize confirmation of the service.

5.3 Check-out

Check-out must be carried out by 12:00 pm on the date scheduled for the end of the accommodation.

Before leaving, it is recommended that the guest check their belongings and request the closure of the account for any extra consumption.

After vacating the accommodation, access to the services of the All Inclusive will be closed, except in the situations provided for in this manual.

5.4 Late Check-out

The Late Check-out service consists of the guest leaving after the official check-out time. This service may be made available by:

- operational availability;
- prior request;
- payment of the corresponding fee.

If not authorized, the accommodation must be vacated by the regular check-out time.

5.5 Lunch after Check-out

According to the current commercial policy, the guest with a minimum stay of 4 nights will be entitled to stay for lunch after the end of the stay.

For bookings with less than 4 nights of stay, an additional fee will be charged for lunch after check-out.

The service will be offered at the Atlântico Restaurant, from 12:00 pm to 01:30 pm, with drinks included.

Promotional campaigns may provide for the inclusion of this benefit at no additional cost.

5.6 Stay on the Resort Premises

After check-out, the stay in the common areas will depend on the conditions applicable to the reservation and the services that may be contracted.

The resort may restrict access to leisure areas after the end of the stay, according to the current policy.

6. MANDATORY DOCUMENTATION

6.1 Guest Identification

All guests, regardless of age, must present their passport at check-in.

The resort reserves the right to refuse passports that are illegible, damaged, or do not clearly identify the holder.

6.2 Ficha Nacional de Registro de Hóspedes (FNRH)

In compliance with Brazilian legislation, all guests must fill out the Ficha Nacional de Registro de Hóspedes (FNRH).

Whenever possible, the registration will be sent electronically before arrival, allowing greater agility in the service of the Reception.

Failure to fill in will prevent the completion of check-in.

6.3 Cadastral Update

It is the guest's responsibility to keep their registration data updated throughout the stay.

In the event of any change in the information provided, the Reception must be notified immediately.

7. ACCOMMODATION FOR CHILDREN AND ADOLESCENTS

7.1 Guest Policy

The Costeira Palace Beach Resort strictly observes the provisions of the Brazilian legislation Estatuto da Criança e do Adolescente (Lei nº 8.069/1990).

The accommodation of minors will only be allowed upon presentation of the documentation required by current legislation.

7.2 Documentation

Children and adolescents must present a passport that allows their identification and proves their parentage.

The passport must be in good condition and allow the minor to be properly identified.

7.3 Unaccompanied Minors

The accommodation of minors unaccompanied by parents or legal guardians will fully comply with Brazilian legislation.

When applicable, a specific notarized authorization or equivalent document provided by the competent authorities will be required.

In the absence of mandatory documentation, the resort will not be able to accommodate the minor.

7.4 Consumption of Alcoholic Beverages

The sale, supply or consumption of alcoholic beverages by minors under 18 years of age is expressly prohibited.

Whenever necessary, the team may request an official document to confirm the guest's age.

7.5 Supervision of Children

Children must remain under the supervision of their parents or legal guardians at all times throughout their stay.

The resort is not responsible for the custody or continuous supervision of minors, including in recreational areas, swimming pools, the beach, and other leisure facilities.

8. ACCOMMODATIONS

8.1 Categories

Costeira Palace Beach Resort has the following accommodation categories:

- Superior Room without Sea View;
- Luxury Room with Sea View;
- Family Suite.

The accommodations were designed to offer comfort, functionality and well-being to guests.

8.2 Maximum Capacity

The rooms accommodate a maximum of 4 people, including children, and are configured with 2 double beds

The suites accommodate up to 5 people: 3 adults and 2 children from 0 to 12 years old each, or 2 adults and 3 children from 0 to 12 years old each, and are configured with 2 double beds and 1 single sofa bed.

Each category has a maximum occupancy defined by comfort, safety and legislation criteria.

People above the capacity established for each accommodation will not be allowed.

The maximum composition of guests must respect the confirmation contained in the reservation.

8.3 Bed Configuration

The accommodations have pre-defined bed configurations.

Change requests may be met according to operational availability, not constituting an obligation of the resort.

8.4 Child Gratuity Policy

Free accommodation is granted for 1 child from 0 to 12 years old when accommodated in a double or triple room. From 13 years of age, the guest will be considered an adult for accommodation and rate purposes.

8.5 Adapted Rooms

The resort has rooms adapted for people with disabilities or reduced mobility.

These units must be requested at the time of booking and will be made available subject to availability.

8.6 Cribs

Cribs can be made available free of charge upon advance request.

The service will be subject to the availability of equipment.

8.7 Children’s Bathtubs

Children's bathtubs can be requested from the Reception, subject to availability.

It is recommended that the request be made prior to arrival at the resort.

8.8 Baby Pantry

The Baby Pantry is intended for the preparation and heating of infant food.

The space has basic equipment to support the families hosted and should be used in a shared and responsible way.

8.9 Ironing Room

The resort offers an Ironing Room for guests to use.

Guidelines for use can be obtained from the Reception.

The equipment must be used exclusively in the premises intended for this purpose.

8.10 Minibar

The minibar will be supplied daily with mineral water.

Any replacements will occur according to the established operational routine.

8.11 Conservation of Accommodations

The accommodations must be used properly, preserving the furniture, equipment and other items made available.

Any damages caused by improper use, negligence or misuse may be charged to the person responsible for the accommodation.

8.12 Forgotten Objects in Accommodations

Objects found after check-out will be sent to the Lost and Found sector.

The guest can request information from the Reception or through the resort's official channels.

Expenses related to the shipment of objects will be the responsibility of the applicant.

9. ALL INCLUSIVE

9.1 Concept

The Costeira Palace Beach Resort operates exclusively on an All Inclusive basis, providing guests with a complete lodging experience, with food, drinks and leisure options included in the daily rate, according to the times, locations and conditions established by the resort.

The All Inclusive only includes the services expressly indicated by the resort. Products, experiences and services not included will be identified in advance and will be subject to additional charges.

9.2 Operation

All Inclusive services will be available exclusively during the period of stay between check-in and check-out.

Consumption must occur at the places and times determined for each restaurant, bar or service point.

For operational, food safety, and service quality reasons, guests are not permitted to supply personal containers with food or beverages.

9.3 Operational Changes

The hours and places of operation of the services may change due to:

- weather conditions;
- preventive or corrective maintenance;
- special events;
- operational need;
- force majeure.

Whenever possible, these changes will be communicated to guests in advance.

10. GASTRONOMY

10.1 Restaurants

The resort has different gastronomic options, providing a variety of flavors throughout the stay.

Restaurants will be able to operate at specific times, previously disclosed to guests.

Operation may vary according to resort occupancy and operational needs.

10.2 Themed Restaurant

The Jacumã themed restaurant offers a gastronomic experience of contemporary cuisine, by reservation made at the Reception, from 11:00 am to 4:00 pm.

The use will observe the following criteria:

- minimum stay of 5 nights;
- availability of vacancies;
- current reservation policy;
- resort-established hours.

Booking confirmation does not guarantee changes to the menu or fulfillment of unforeseen requests.

It is recommended that guests show up at the booked time.

Delays exceeding the established grace period may result in the automatic cancellation of the reservation, allowing the use of the table by other guests.

10.3 Dress Code

To preserve the environment and provide greater comfort to all guests, casual dress code is recommended.

Access to restaurants will not be allowed using:

- bathing suits;
- shirtless people;
- inappropriate clothing for the venue.

The resort may restrict access whenever it considers that clothing compromises the comfort of other guests.

10.4 Dietary Restrictions

Dietary restrictions are available exclusively for guests with diabetes or on a low-sodium diet.

For guests with celiac disease (gluten-free diet), lactose intolerance, cow's milk protein allergy (CMPA), vegan diet, vegetarian or any other specific dietary needs, resort preparations are not designed to fully meet these restrictions.

Upon prior request, the resort's kitchen may only exclude the ingredient causing the intolerance or restriction, and it is not possible to guarantee the absence of cross-contamination or traces of said ingredient in the preparations.

The available adjustments will be made upon prior request and must be picked up in the central kitchen, with the guest being aware of the limitations of preparation and the risks inherent to the process.

10.5 Conscious Consumption

The food and beverages available on the All Inclusive are intended for consumption by guests during their stay at the resort.

It is requested that consumption occurs consciously, avoiding waste.

This practice contributes to the sustainability and quality of the services provided.

11. BARS AND DRINKS

11.1 Beverages

Drinks included in the All Inclusive will be served exclusively at participating bars and restaurants.

It is not allowed to withdraw drinks in large quantities to the rooms, and only immediate consumption is authorized. Likewise, it is not allowed to withdraw drinks for consumption outside the resort premises, including tours and other external activities.

Availability may vary according to operating hours and operational schedule.

11.2 Responsible Consumption

The resort encourages responsible consumption of alcoholic beverages.

The team may interrupt the supply of alcoholic beverages when it identifies situations that may put the safety of the guest himself, others guests or the team at risk.

This measure aims to preserve a safe and pleasant environment for everyone.

11.3 Minors

It is forbidden to provide alcoholic beverages to minors under 18 years of age.

Whenever necessary, official documentation may be requested to prove age.

12. INCLUDED SERVICES

Depending on the period of accommodation and the current schedule, the following may be included:

- food and beverages provided for the All Inclusive;

- recreational programming;
- sports activities;
- access to swimming pools;
- access to the beach;
- gym;
- sauna;
- use of common areas;
- Wi-Fi;
- Baby Pantry;
- Ironing Room;
- children's recreation;
- scheduled artistic and musical presentations.

Services may be subject to changes due to operational factors, including, but not limited to, the following:

- substitution of products with equivalent alternatives;
- changes to the menu;
- variations in beverage offerings based on availability;
- the temporary unavailability of a specific item shall not constitute a breach of contract.

13. SERVICES WITH ADDITIONAL CHARGE

The following are not part of the All Inclusive, except when expressly informed:

- parking;
- laundry;
- external telephone calls;
- massages and SPA treatments;
- photography service;
- babysitting service;
- medical care;
- medicines;

- sightseeing;
- transfer;
- rental of special equipment;
- room decoration;
- private events;
- other services identified by the resort.

The values will be informed prior to hiring.

14. RECREATION AND LEISURE

14.1 Recreational Programming

The resort offers a recreational activities program for different age groups.

Activity schedules and programs will be announced daily.

Children must be accompanied and supervised by their parents or legal guardians during all activities.

The activity program may be changed without prior notice due to weather conditions or operational reasons.

14.2 Babysitting Service

This is a third-party service available at an additional cost. Requests must be made through the Kids Club at least 48 hours in advance, with a minimum booking of three 3 hours. Payment shall be made directly by the guest to the service provider.

The resort has no relationship or affiliation with the company or professional providing the service. Any complaints or claims must be directed to the contracted service provider.

To cancel the service without charge, the guest must notify the Kids Club at least 24 hours in advance.

14.3 Recreational Spaces

Areas designated for recreational activities must be used in accordance with the instructions provided by the responsible staff.

Parents or legal guardians remain responsible for supervising their children.

14.4 Swimming pools

The swimming pools are for the exclusive use of guests.

For safety reasons:

- the use of glass containers is prohibited;
- food may not be consumed on the pool edge or in the swimming pools;
- children must remain under the continuous supervision of their parents or legal guardians;
- guests are advised to observe the posted depth of each swimming pool;
- running is prohibited;
- diving is prohibited in shallow areas;
- use of the swimming pools is at the guest's own risk.

The resort may temporarily close certain areas for maintenance, cleaning, or due to adverse weather conditions, without such closure constituting a breach of contract.

14.5 Beach

The beach located in front of the resort is a public area and is not part of the resort's operational facilities. Its use is subject to the natural conditions of the sea.

The resort recommends that guests follow the instructions of the lifeguards and observe all safety signage.

Children must remain accompanied by their parents or legal guardians.

The resort shall not be liable for any incidents arising from the use of the beach or the sea outside areas supervised by the competent authorities, nor for the natural conditions of the sea.

14.6 Beach and Pool Towels

The resort provides 1 towel per person per day, available inside the rooms.

14.7 Gym

The gym is exclusively for guests.

It is recommended that minors use the equipment only when allowed by law and always under the supervision of a guardian.

The use of the equipment must respect the safety guidelines posted in the gym.

15. RULES OF COEXISTENCE

Costeira Palace Beach Resort All Inclusive seeks to provide a comfortable, safe and enjoyable experience for all guests. To this end, everyone's collaboration is requested in complying with the rules of coexistence described in this manual.

Failure to comply with the rules may result in a warning, restriction of access to certain services and, in serious situations, closure of the accommodation, according to current legislation.

15.1 Identification of Guests

At the time of check-in, all guests will receive the access identification adopted by the resort to control access to the facilities and services available.

This access identification must be used throughout the stay, as directed by the team.

In case of loss, misplacement or damage, the guest must immediately notify the Reception so that the necessary measures can be taken. The resort may charge a replacement fee, according to current policy.

The use of access identification is personal and non-transferable, and its lending or sharing is prohibited.

15.2 Visitors

Access to the resort's facilities is exclusive to guests and people previously authorized by the management.

Occasional visits, when allowed, must observe:

- registration at the Reception;
- presentation of official identification document;
- stay only in the Reception area;
- compliance with the resort's internal rules.

Management may restrict or prevent visitor access during periods of high occupancy, special events, or for security reasons.

15.3 Quiet Hours

To ensure the comfort and rest of all guests, it is requested that the quiet hours between 11:00 pm and 06:00 am be respected.

During this period, the following should be avoided:

- conversations in a high tone;

- use of sound devices at excessive volume;
- any activity that may cause nuisance to other guests.

In case of non-compliance, the team may carry out orientation approaches and adopt the appropriate measures.

15.4 Sound Devices

The use of portable speakers, sound amplification equipment or musical instruments is not permitted in the common areas of the resort.

Failure to comply with this rule will result in a fine in the amount of R$ 500.00 and recurrence will cause contractual termination, determining the guest's departure from the resort.

In the accommodations, it is requested that the volume of televisions, electronic devices and audio equipment be kept at levels that do not harm the rest of other guests.

15.5 Food and Beverage Consumption

The food and beverages provided by the All Inclusive are intended for consumption during the guest's stay on the resort's premises.

For health and operational reasons, the resort may restrict the withdrawal of food from certain restaurants or service points.

15.6 Dress Code in Common Areas

In indoor areas, especially restaurants and gastronomic spaces, appropriate attire is recommended.

Access to restaurants will not be allowed using only bathing suits, without a shirt or with clothing that is not compatible with the venue.

15.7 Smoking

According to Brazilian legislation, smoking is prohibited in closed environments for collective use.

The consumption of cigarettes, electronic cigarettes and similar devices must occur exclusively in completely open areas, such as the beach and parking lot, away from the circulation of guests, employees and service providers.

The disposal of butts must be carried out in the appropriate containers.

If cigarette odor is identified in the room, a fee corresponding to the value of one night in force on the resort's official website will be charged. This charge is intended for the intensive cleaning of

the room after check-out, a procedure that implies the blocking of the unit for one day for its complete decontamination.

15.8 Use of Drones

The use of drones on the resort premises will only be allowed with prior authorization from the management.

The authorization will be subject to compliance with current legislation, the rules of the competent authorities and the preservation of the privacy, safety and comfort of guests.

15.9 Preservation of Facilities

Guests must use the facilities, furniture, equipment and common areas with care and responsibility.

Damages caused by improper use, negligence or incompatible conduct may be charged to the person responsible for the accommodation.

15.10 Decoration of Accommodations

Decorations for special celebrations must be previously authorized by the resort.

It will not be allowed to fix objects on walls, doors, furniture or equipment that may cause damage to the facilities.

Candles, flammable materials and equipment that pose a safety risk may not be used in the accommodations.

15.11 Valuables

For added security, it is recommended that documents, jewelry, money and other valuables be kept in the safe available at the accommodation. Use of the safe is free of charge.

The resort is not responsible for objects left in unprotected places or outside the safe, except in the cases provided for by law.

15.12 Lost and Found

Objects found on the resort's premises will be sent to the Lost and Found sector.

Items will remain in storage for a period of 90 days from the guest's check-out date. After this period, they may be allocated according to the administrative procedures adopted.

Expenses related to the shipment of forgotten objects will be the responsibility of the guest.

15.13 Vehicles

The parking is exclusively for guests and authorized persons.

The resort is responsible for the custody of the vehicle parked on its premises, observing the limitations provided for in the legislation.

Objects left inside vehicles remain the responsibility of their owners.

15.14 Incompatible Conduct

Conduct that endangers the safety, property or well-being of guests, employees and service providers will not be tolerated.

These include, among others:

- physical or verbal aggression;
- discrimination of any kind;
- harassment;
- vandalism;
- consumption or possession of illicit substances;
- carrying weapons without legal authorization;
- acts that compromise the order or security of the resort.

In situations of this nature, the administration may adopt the appropriate measures, including the activation of the competent authorities and the closure of the accommodation, without prejudice to civil and criminal liabilities.

16. SECURITY AND RESPONSIBILITIES

16.1 Guest Safety

The resort adopts safety measures aimed at protecting guests, employees and property.

It is requested that any situation considered unusual be reported immediately to the Reception.

16.2 Emergencies

In emergencies, guests must follow the guidelines of the staff and respect evacuation, safety and first aid procedures.

Escape routes are identified in the accommodations and common areas.

16.3 Medical Care

If medical attention is needed, the Reception team will provide support to activate the health services available in the region.

Any medical expenses, medications, transportation or removals will be the responsibility of the guest, unless otherwise provided in the contract.

16.4 Liability for Damages

The guest will be liable for damages caused to the resort's facilities, equipment or property as a result of improper use, negligence or willful misconduct.

The corresponding costs may be charged to the guest's account following the appropriate assessment.

16.5 Forgotten Objects

Objects left in the accommodations or common areas will be treated in accordance with the Lost and Found policy.

The resort is not responsible for losses arising from failure to report the loss during the stay.

17. RESORT COMMITMENT

The Costeira Palace Beach Resort All Inclusive is committed to providing a lodging experience based on excellence, hospitality, comfort, safety and respect for its guests.

The resort's staff continuously works to maintain high quality standards, seeking to improve its services, preserve heritage, promote sustainable practices and ensure a welcoming environment for people of all ages.

The resort values harmonious coexistence, accessibility, inclusion, socio-environmental responsibility and humanized service, making itself available to meet requests, clarify doubts and seek solutions whenever necessary.

18. RIGHTS AND DUTIES OF GUESTS

Guest rights

Guests are entitled to:

- enjoy the contracted services during the period of the stay;
- receive cordial, respectful and egalitarian care;

- use the resort's facilities in accordance with the established rules;
- request information and clarification about the services offered;
- register suggestions, compliments or complaints through the resort's official channels;
- have your personal data processed in accordance with current legislation.

Guest duties

The duties of guests are:

- comply with the rules established in this Guest Policy Manual;
- preserve the resort's facilities, equipment and furnishings;
- respect the opening hours of the services;
- ensure good coexistence with other guests;
- supervise children and adolescents under their responsibility;
- observe the safety guidelines provided by the team;
- immediately report any risk situation, accident or damage identified.

19. GENERAL PROVISIONS

19.1 Updates

Costeira Palace Beach Resort may change, complement or update this Guest Policy Manual whenever necessary, due to operational, commercial, legal changes or to improve the services provided.

The most up-to-date version will be available on the resort's official website.

19.2 Cases Omitted

Situations not provided for in this manual will be analyzed individually by the resort management, observing current legislation, the principles of good faith, operational safety and the best collective interest.

19.3 Interpretation

In the event of a discrepancy between this Guest Policy Manual and specific conditions of promotional campaigns, special packages, events or private contracts, the conditions expressly provided for in the confirmation of the reservation or in the corresponding contractual instrument shall prevail.

19.4 Official Communication

Official communications between the resort and the guest may occur through:

- e-mail;
- telephone;
- official WhatsApp;
- official social media;
- official website;
- informative materials made available during the stay.

It is the guest's responsibility to keep their contact details up to date.

19.5 Suggestions, Compliments and Complaints

Costeira Palace Beach Resort values the opinion of its guests and encourages the sending of suggestions, compliments and complaints related to the accommodation experience.

These contributions help in the continuous improvement of services and can be forwarded through official service channels.

20. GLOSSARY

All Inclusive
Meal plan in which food, drinks and other services provided for in the daily rate are included, observing the times, places and conditions defined by the resort.

Check-in
Guest check-in procedure, completed upon presentation of the required documentation and completion of the registration process.

Check-out
Guest check-out procedure, including vacating the accommodation and settling any extra charges.

Early Check-in
Early entry to the accommodation before the official time, subject to availability and, where applicable, additional charge.

Late Check-out
Stay in the accommodation after the regular departure time, subject to availability and, where applicable, additional charge.

No-show
The guest's non-attendance on the date scheduled for the start of the stay, without prior notice to the resort.

FNRH
Ficha Nacional de Registro de Hóspedes, a mandatory document provided by the Ministry of Tourism.

LGPD
Lei Geral de Proteção de Dados Pessoais (Lei nº 13.709/2018), responsible for regulating the processing of personal data in Brazil.

21. FREQUENTLY ASKED QUESTIONS (FAQ)

Can I arrive before check-in time?

Yes. The guest can come to the resort before 3:00 pm. Early release of accommodation will depend on operational availability and may be subject to additional charges.

Can I stay at the resort after check-out?

The stay on the resort premises after check-out will observe the policy in force for the period of stay. If lunch is hired after check-out or another specific service, access will be limited to the corresponding areas.

Is it allowed to receive visitors?

Access to the resort's facilities is exclusive to guests and people previously authorized by the management. Occasional visits, when allowed, must observe: registration at the Reception, presentation of an official identification document, stay only in the Reception area and compliance with the resort's internal rules.

Is the resort pet friendly?

No. Pets are not allowed, except in the cases provided for by law for guide dogs and assistance animals.

Is parking included in the rate?

No. Parking is available for an additional fee.

Does the resort offer cribs and children's bathtubs?

Yes. The equipments are available free of charge upon request and subject to availability.

Is there care for dietary restrictions?

Dietary restrictions are available exclusively for guests with diabetes or on a low-sodium diet.

Can I use sound devices in the common areas?

No. To preserve guests' comfort, the use of speakers or sound amplification equipment is not allowed in the resort's common areas.

What to do if I forget an object at the resort?

The guest should contact the official service channels. If the object is located, guidelines for its return will be provided, and the cost of sending it will be the responsibility of the requester.

What happens if I lose my access identification?

The loss must be reported immediately to the Reception. A fee may be applied for the issuance of a new identification, according to the current policy.

How can I contact the resort?

The official service channels are available on the official website and on the booking confirmation. The Reservations Center and Reception team will remain available to provide clarifications and assist with guests' requests.

22. FINAL MESSAGE

The Costeira Palace Beach Resort All Inclusive thanks you for your preference and wishes that each stay is marked by unforgettable moments of leisure, comfort and hospitality.

The collaboration of guests in complying with these policies contributes to a safe, harmonious and welcoming environment, allowing everyone to fully enjoy the experience provided by the resort.