

1. Introduction

- 1.1 These is the code of conduct that apply to you (Tenant), and your guests when you reserve GWS accommodation at any location.
- 1.2 GWS Services feel that everyone should have an understanding of the behavioral standards here in GWS Services, ensuring that all of our guests are able to participate in a safe and enjoyable stay.
- 1.3 Each party is expected to follow the Guest Conduct Policy along with the general moral and ethical standards accepted in the accommodation location, and to comply with applicable laws.
- 1.4 Guest's behavior should not restrict or disturb other guests or GWS staff.
- 1.5 GWS is entitled, but not obliged to inform guests who violate decency or property, despite warnings, of the GWS Management's right to terminate the contract of accommodation.

2. Safety and Security

- 2.1 Safety and Security is everyone's responsibility. Please take care when any floor is wet. Do not run but walk slowly and carefully. There are warning signs relating to slippery floors in the outdoor and indoor areas, stairs, poolside and bathrooms advising all guests to be careful in the GWS.
- 2.2 Upon arrival to your room, guests, in their own interest should check the condition and equipment and should report any faults immediately to reception.
- 2.3 It is not possible to enter the GWS accommodation with a pet and to accommodate the pet in the GWS room.
- 2.4 Items left in any vehicles are at the owner's risk. GWS will not be held responsible.

3. Balcony Safety where applicable

- 3.1 Keep all balcony furniture away from balcony walls or railings so that children are not encouraged to climb on them. Do not leave any potentially hazardous

items on balconies Never lean over, sit or climb on balcony walls or railings. Do not try to pass items to someone on another balcony. Never stand on balcony furniture. Take extra care on balconies after drinking alcohol as your judgement may be impaired.

4. Accommodation

- 4.1 All guests must prove their identity at check-in to the reception staff by submitting their Passport or Identity Card. The GWS has the right to refuse accommodation to a guest who fails to produce the correct or required identification.
- 4.2 Visitors are not allowed into accommodation without registering. An extra fee will be charged to stay overnight, provided there is adequate space in the apartment.
- 4.3 GWS Services are not responsible for the loss of personal property or valuables. Please use the safe boxes in the rooms.

5. Guest and Staff Interaction

- 5.1 All of our staff members are friendly and helpful and will always do their best to make your stay as enjoyable as possible. Please do not misinterpret their friendliness. The guests must acknowledge that the staff (housekeeping, maintenance, management etc.), are entitled to enter the room during the stay in order to perform their duties.
- 5.2 GWS cannot be held responsible for the behaviour of other people, nor for the weather conditions.
- 5.3 The GWS cannot be involved in any civil matters that you may have had with other persons.

6. Inappropriate or Abusive Behaviour

- 6.1 Inappropriate or abusive behavior is not permitted. This includes uninvited physical contact, solicitation, harassment, vandalism, theft, violence. Use of fake/false identification. Underage drinking (see alcohol section below), providing alcohol to those under the allowed age (see alcohol section below). Possession of illegal substances/items. Any illegal or offensive conduct. Placing materials (including signs, banners, decorations etc.) anywhere on the exterior of the accommodation. Placing materials anywhere on the interior of the GWS

which may be deemed by the GWS management as inappropriate.

- 6.2 Guests are requested to respect the quiet hours from 23.00 to 07.00am for other guests' comfort.

7. Unsafe Behaviour

- 7.1 Sitting, standing lying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with the GWSs' equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access any area that is restricted and for the use of staff members, any other unsafe behavior, including failure to follow security instructions is not permitted. Guests are not allowed to use their own electrical appliances in the GWS room. This does not apply to electrical appliances used for personal purposes (shaver, hairdryer etc.) and portable electronics (mobile phones, music players, tablets, laptops etc.) Which meet the applicable standards, otherwise the guest will be responsible for any damage caused. The GWS is not liable for any damage to guest electrical appliances, which occurs as a result of fluctuation of power failure. Make sure that you use the required adaptor suitable for the local voltage.

8. Pools where applicable

- 8.1 Adult pools are not safe for non-swimmers and the depth will change. Slides are not safe for non-swimmers and children under the age of 12 years. There is not never a lifeguard at the pool. There are signs warning that no lifeguard at pool. It is not safe to run around the poolside as it may be slippery when wet. Any incidents occurring in the pool will mean that the pool will need to be cleaned therefore the pool will be closed. If it is windy please close your sun umbrellas.

- 8.2 Never swim when you have been drinking alcohol.

- 8.3 Use the pool at your own risk.

9. Fire safety

- 9.1 Familiarise yourself with the escape routes. Locate the nearest fire exit to your room and identify the method of raising the alarm. You should read the fire instruction notice displayed in your room (behind the main door).

9.2

- 9.3 To prevent a fire, make sure that all smoking materials such as cigarettes are fully extinguished and that any electrical appliances are being turned off when

not in use.

- 9.4 Note smoking is not acceptable in the accommodation.

10. Fire Alarms

- 10.1 Where applicable GWS accommodations are equipped with fire alarms that are connected to a Central Fire Alarm system. Fire detectors react to heat and smoke, and their activation triggers a fire alarm. Handling a fire sensor can trigger a fire alarm. The GWS corridors are equipped with fire alarms identified with red labels. Breaking the protective glass triggers the immediate evacuation fire alarm. GWS is entitled to enforce a charge against any guest that causes damage to a detector. If they are damaged negligently or intentionally by a guest the GWS may charge the guest for damages incurred on these devices.

11. Tenant and Guest Responsibility

- 11.1 For the purpose of this Guest Conduct Policy, a minor is defined as anyone under the age of 18. A young adult is defined as anyone 18, 19 or 20. Tenants are responsible for the behavior and appropriate supervision of their guests including minor(s) and young adult(s) throughout their stay. Tenants must provide escorts and adult supervision in the accommodation for any minor or young adult.

12. Smoking

- 12.1 For the comfort and enjoyment of our guests, our GWS accommodations are designated as non-smoking.
- 12.2 Cigarette, cigar, e-cigarette and pipe smoking is not permitted in closed areas of the GWS. Outdoor areas near restricted areas, restaurant and kids play areas will not allow smoking. All public spaces are smoke free, lounge areas hallways of lifts.

13. Alcohol

- 13.1 Consuming alcohol to excess impairs one's judgement and reduces one's ability to recognise and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The GWS's staff may refuse service to any guest who does not consume alcohol responsibly.

including guests less than 18 years of age, persons apparently affected by alcohol or other intoxicating substances.

14. Prohibited Items

14.1 Items with Heating Elements or Open Flames

14.2 Certain items that generate heat or produce an open flame are not permitted in the GWS. This includes clothing irons, hotplates, candles, incense and any other item that may create a fire hazard.

14.3 Kettles should not be left in the socket without any water in it. Electric devices should not be left in the socket when you leave the room.

15. Weapons, Explosives or other Dangerous Items

15.1 It is not permitted for any weapon, explosive or other item that presents a risk of harm to persons or property in the GWS.

16. Health

17. Hand Washing

17.1 Guests are strongly encouraged to wash their hands for at least 30 seconds with soap and warm water after using the restroom (WC) and before eating or handling food. Medical experts say this is one of the best ways to prevent illnesses from starting or spreading.

18. Fitness to Travel Safely

18.1 Guests with disabilities are not required to travel with another person as a condition of travel to our GWSs. However, all guests must consider that staff members are not required to assist guests with personal tasks or personal hygiene needs. (E.g. assisting with eating, dressing or toileting). Therefore guests requiring assistance with these functions should consider these needs when planning their stay.

19. Medication

- 19.1 Guests must ensure that they bring an adequate supply of any medication they require for the entire duration of the stay. The GWS' accommodation will not have a supply of any needed medication. Pharmacies have no legal license to diagnose illness.

20. Environment

20.1 Rubbish/ Waste Disposal

- 20.1.1 At GWS Services we consider it important to recycle waste materials. There are wastebaskets around the pool area.
- 20.1.2 Specific instructions for waste disposal, recycling and rubbish shall be made available for each property.
- 20.1.3 Failure to adhere to the instructions for rubbish and waste disposal may incur a charge that the Tenant is wholly liable for in full.

21. Damage or Loss to GWS property will automatically be charged.

22. Please follow the Warning & Caution signs for your safety.

- 22.1 We are not responsible for treatments taken from any local spa, hairdresser or shops. All guests are at their own risk while using these facilities. Please request an allergy test and inform if you have skin sensitivity, allergy to cosmetics etc. We do not recommend these facilities if you have a rash on your skin or sensitive, irritated and damaged scalp, dermatitis.
- 22.2 For security reasons, third parties (excluding the tenant & guests) not be allowed to enter GWS accommodation.
- 22.3 The GWS management do not take any responsibility or liability for the activities or tours outside the GWS.
- 22.4 The key-cards should not be left in the electric sockets when you leave the room.
- 22.5 Kettles should not be left in the socket without any water in it.

23. Contact Us

- 23.1 If you require further information or have any questions regarding our website, these Terms and Conditions or other documents forming the Contract, then please email info@gwsmalta.com or telephone us on 028 90131708.