

VENUE POLICY



ENTRANCE POLICY

Our door policy ensures the highest level of safety for our guests and staff. Entrance to CLAP HOUSE is always at the discretion of management, who reserve the right to refuse entry without explanation. Security reserves the right to check all bags before entry and when exiting the venue.

- Outside food and beverages are not allowed in the venue.
- Guests caught with illegal drugs or substances will be immediately removed.
- No weapons or objects that can harm others are permitted.

Original identification must be presented upon request by staff/management/security. A valid, government-issued ID is required for entry and may be requested by CLAP HOUSE staff, management, or security at any time while inside the venue. Refusal to present ID may result in denied entry or removal from the venue. For identification purposes, entry will not be granted to individuals with covered faces (e.g., masks, helmets).

CLAP HOUSE is committed to non-discrimination based on race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status in any of our activities or operations. We highly recommend making an advance reservation; though please note this does not guarantee entrance. Walk-ins are welcome; however, priority is given to pre-booked guests to preserve the exclusivity of the experience.

DRESS CODE & APPEARANCE

Summer and resort wear is encouraged. Alternative dress codes may apply for special events. We reserve the right to deny entry to guests who are inappropriately dressed. The following are not permitted:

- Clothing with offensive language, images, or slogans.
- Hen or stag party paraphernalia that may be deemed offensive. Groups are also not allowed in uniform outfits.
- Offensive prints.
- Glitter, body paint, or staining lotions.
- Guests not dressed for swimming will not be allowed in the pool.
- Topless sunbathing is prohibited.
- In the dining and bar areas, shoes, cover-ups, and shirts with sleeves for men are required (no dining in swimwear).

AGE POLICY

Families with children are welcome in the restaurant and in the family-friendly pool areas. Children are welcome throughout the day during lunch. For dinner, children under 10 are welcome between 8:00 PM and 9:00 PM only. Special events may be restricted to guests aged 18 and over.

All minors must be accompanied by a parent or legal guardian at all times.

POOL USE POLICY / ADULTS-ONLY AREAS

Please note the following rules regarding pool and VIP areas:

- Our pool area (and VIP area where relevant) is for adults only; children under 18 are not allowed in the pool.
- No glassware is allowed in the pool area. Outside pool equipment is prohibited.
- Guests cannot bring outside pool paraphernalia (floaties, noodles, etc.).
- Guests are responsible for their own belongings, as lockers and changing facilities are not available.

PHOTOS/VIDEOS

Photography and videography may be restricted. Staff may ask you to stop photographing or filming; refusal to comply will result in removal from the venue.

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RESERVATION POLICY

We highly recommend making an advance reservation; however, this does not guarantee entrance. All reservations require card details. All reservations require confirmation one day prior to your booking.

For dining reservations, your provisional reservation will be released after 2 hours if card details are not received. For reservations of 1 to 8 people no deposit is required upfront; for reservations of more than 8 people a deposit of €50 per person is required. For groups of 13 to 50 guests prepayment of €120 per person is required. In the event of a delay, please contact the restaurant so that we can try our best to accommodate you. Your table will be held for up to 20 minutes from the reserved time, after which the booking will be released. Tables are reserved for full dining only. Dining reservations do not include access to the pool.

To enjoy the pool, a separate Pool Club booking is required. Pool reservations are only confirmed upon 100% prepayment. Maximum arrival time is 2:00 PM; after this, bookings may be released based on availability.

In the event of severe weather conditions, we reserve the right to allocate your reservation to a more suitable space.

CANCELLATION POLICY

Restaurant reservations are subject to a 24-hour cancellation policy. For pool reservations a written cancellation notice must be received at least 48 hours prior. Deposits are non-refundable in the case of no-show, late cancellation, or a reduction in guest numbers. For individual reservations a charge of €50 per person will apply in case of no-show or cancellation within 24 hours of the reservation. For group bookings if the reservation is not honored or canceled less than 24 hours in advance, the deposit will not be refunded. In the event of bad weather, a credit voucher will be issued. *For any further inquiries, please do not hesitate to contact our team at +34 616 45 04 53.*

PARKING

CLAP HOUSE offers secure gated parking on a first-come, first-served basis, fully operated with valet service for a small fee. Selected SEVEN Wellness memberships include complimentary parking. Valet parking is available at €15 per car, payable upon exit. An overnight stay will incur a charge of €30. However, if a guest or group spends over €100 per vehicle, the valet fee will be waived. Please present your ticket at reception for validation.

PET POLICY

- We welcome small, well-behaved dogs.
- Pets must be on a leash, stay close to your seat, and clear of walkways. Pets are allowed only if carried in a bag, held in arms, or seated on a lap.
- Pets may not be fed from restaurant dishes.
- If a pet appears distressed, CLAP HOUSE staff and management reserve the right to ask the guest to leave the venue and remove the pet.
- Service animals are allowed on the property when required due to a disability, provided the task the animal performs is disclosed to staff.

OTHER

- All prices are in EUR and include applicable taxes. Prices and conditions are subject to change.
- Management is not responsible for lost personal items.
- Valet and parking staff are not responsible for items left in cars.
- Outside décor is not allowed without prior written approval from CLAP HOUSE staff.
- No personal speakers or loud music from phones are allowed.
- Inappropriate behavior towards staff or other guests will not be tolerated.
- Some events may have specific door policies, so please verify details when making a reservation.