



# REGLAMENTO DE RÉGIMEN INTERIOR

NOMBRE DEL ESTABLECIMIENTO:

**HOTEL AGARÓ**

Nº RTA

**H/CA/1470**



### **NORMATIVE**

In accordance with Artº 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regime Regulations that will be mandatory for the clients of the establishment.

*Article 25 of Decree 13/2020 provides:*

- 1. Hotel establishments must have an internal regulation in which mandatory rules will be established for users during their stay, without it being able to contravene the provisions of Law 13/2011, of December 23, or in this Chapter.*
- 2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. These regulations must be published on the establishment's own website, if one exists.*
- 3. The operating companies of the hotel establishments may request the help of the Security Forces and Corps to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to access or remain in them for a specific purpose. different from the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.*



### **INTERNAL REGULATION**

1. Messrs. Clients are required to present an identification document at the time of admission to the hotel establishment.
2. All users of the hotel establishment, before their admission, will be given an admission document that must be signed by the client, and which includes the name, category and registration number of the establishment, number or identification of the unit of accommodation, number of people who are going to occupy it, diet, dates of entry and exit, and the price of the accommodation if the client has contracted directly with the hotel establishment. The admission document, once signed, will be kept by the establishment.
3. Upon signing the admission document, or accommodation contract, you will be given an identification document, which must be presented at the request of the hotel staff at any time when using the services available at the establishment.
4. Obligations of the users of tourist services: The owners of the establishments may prevent the access and permanence in them of the users who fail or have previously failed to comply with any of the following duties (art. 36.3 and 22 Tourism Law 13/2011)
  - Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments.
  - Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
  - Respect the agreed date of departure from the establishment, leaving the occupied unit free.
  - Pay for the contracted services at the time of arrival at the hotel, without the fact of filing a claim implying the exemption of payment.
  - Respect the establishments, facilities and equipment of tourist companies.



- Respect the environmental environment of the historical cultural heritage and tourist resources of Andalusia.
- 5. The hotel establishment may request a prepayment corresponding to at least the first night of your stay, when the free cancellation period expires of your reservation. You can also request a deposit upon arrival to cover extras or possible damage to the facilities.
- 6. The hotel day begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 hours of noon on the day indicated as the departure date. On dates of maximum occupancy of the establishment, it will be possible to delay making the unit available to the user for a period of time not exceeding two hours. Without prior agreement, the extension will not be accepted in their occupation for a period greater than that contracted. In case there is an agreement, the amount designated for such effect depends on the prolongation time you want to carry out the user.
- 7. The stay of more people than the contracted for a room. In that case, the fixed rate for the other people who are going to occupy it.
- 8. Each room has a safe service free security for the custody of money and objects of worth. The establishment is not responsible for the loss or theft of money or valuables that are not deposited in the aforementioned safe deposit box.
- 9. The room cleaning hours are from 9:30 a.m. to 3:00 p.m. hours. Do not make other use of the room towels than that of personal hygiene. It is also prohibited to use them at the pool or the beach.
- 10. Smoking is prohibited in the establishment, except as allowed in Law 28/2005, on sanitary measures against smoking, as well as in law 42/2010, of December 30 that modifies it.

11. It is forbidden to bring food or drinks into the hotel establishment to be consumed inside of the same.
12. Access is prohibited for people accompanied by animals, except for people accompanied by guide dogs, as established by Law 5/1998, of 23 November.
13. For those establishment services intended for both to clients and the general public, access will be prevented and/or the permanence of people, in the following cases:
  - a) When the established capacity has been completed with the users who are inside the premises or establishment.
  - b) When the closing time of the establishment.
  - c) When the minimum age is established for access to the premises, according to current regulations.
  - d) When the person seeking access has not paid for the entrance or location in cases where this be required.
  - e) When the person manifests violent attitudes, in especially, when he behaves aggressively or causes altercations, creates dangerous situations or inconveniences to other attendees.
  - f) When the person does not meet minimum conditions of hygiene.
  - g) When the person carries weapons and susceptible objects be used as such, unless in accordance with the provisions of the regulations at all times specifically applicable, whether they are members of the Security Forces and Corps or private escorts integrated into private companies, and access the establishment in the exercise of its functions.
  - h) When the person is using drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show obvious signs or behaviors of being drunk.

- i) It will also cause expulsion when they cause malicious damage to facilities, scandal, bustle, especially before complaints from other users who are disturbed by their tranquility and privacy.
14. For those areas of the establishment intended only for hosted clients, access and/or permanence will be prevented in them, to people who are not housed or who cannot prove to be so for not presenting the documentation required by hotel staff (admission document, ID or similar)
15. In all these cases, the hotel establishment may resort to the help of the Agents of the Police Authority competent.
16. However, and in the cases described above, the person is obliged to pay the expenses that have generated up to the moment of the prohibition of access or stay in the establishment.

### **CAR PARK**

17. When parking your vehicle, occupy a single parking space.
18. The use of the parking area for the disabled must be justified by display inside the vehicle of the mandatory card.
19. The car park is for the exclusive use of the residents of the hotel establishment, and can be contracted for the entire stay or for individual days. The daily cost of each parking space is €7.50 in low season and €15 in high season, Easter and MotoGP. The use of the parking space begins at the time of contracting it at Reception and ends at the latest at 12 noon. of the day up to which it has been contracted.
20. The establishment reserves the right to notify the tow truck or the relevant authorities in the event that a car occupies a parking space without having been contracted or continues in it after the term for which it has been contracted has expired.

The Establishment is not responsible for the objects deposited within them.



### **MUSCATEL RESTAURANT/GASTROBAR**

21. The opening hours of the Moscatel Restaurant are:

Breakfast: from 8 a.m. to 11 a.m.

Lunch: from 1:15 p.m. to 3:45 p.m.

Dinner: from 8:00 p.m. to 10:30 p.m.

22. It is not allowed to take food or drinks from the Buffet Restaurant.

23. Gastrobar Agaró's hours are from 11 a.m. to midnight.

24. Access to restaurants is not permitted with clothing or bathing shoes.

### **POOL**

25. Swimming is prohibited outside of pool opening hours.

26. Access to the pool will only be allowed to clients staying at the establishment.

27. It is mandatory to use the shower before bathing in the pool.

28. The use of the pool loungers is free, although they cannot be reserved in advance. The staff of the hotel establishment may remove sun loungers that are not used for at least 30 consecutive minutes, even if there are personal belongings on them, as long as there are other users waiting to occupy them. Personal belongings will be removed and kept at the pool bar, delivering them to the hotel Reception if they are not removed before the pool closes.



29. The establishment makes towels available to its customers free of charge for the exclusive use of the pool, after a deposit of 10 Euros, which will be returned once the deposit receipt and the towel have been delivered. In case of loss or deterioration of the towel, the client will not recover the deposit.
30. The use of pool towels for the beach is prohibited.
31. It is forbidden to bring glasses or other glass objects into the pool area.
32. Make use of the bins.
33. Do not put floats or inflatable mats in the pool.
34. The consumption of drinks in the pool is prohibited, if they have not been purchased at the Pool-Bar, or at any other point of sale of the hotel establishment.
35. The hotel reserves the right to close the pool or the Pool-Bar at any time due to bad weather or any other circumstance that the hotel management deems appropriate.

### **INFORMATION AND DOUBTS**

36. For any type of doubt or question related to the operation of the hotel, you can contact our Reception staff, who will assist you and, where appropriate, will contact the person authorized to resolve your doubt or question, the Director being the most responsible for the Hotel.





### **INFORMATION ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES**

37. You can find out at Reception about excursions, services and experiences provided by companies outside the hotel operator.
38. This establishment is not responsible for the services provided by companies other than the hotel operator.
39. All the facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

### **ADVICE AND SUGGESTIONS**

- Monitor and control your luggage. Don't leave it unattended.
- Keep the door closed when you are in your room.
- Close your bedroom door when you leave it, and try opening it again to make sure it's locked properly, even if you're only away for a short time.
- Close your luggage when not in use and put it in your closet. If your luggage has a security lock, always use it.
- Never display jewelry, money, or valuables in your room.
- Immediately notify the Management of any abnormal event that you notice, such as: people in a suspicious attitude in the corridor, repeated telephone calls from people who do not identify themselves, calls to the door of your room from people unknown to you, etc. Todas las instalaciones y servicios ofrecidos por el hotel cumplen con las medidas de seguridad estipuladas al efecto, garantizando y favoreciendo su seguridad.



- Protect your room key. Do not simply leave it at the Reception desk, always return it in hand when you leave the hotel establishment. Never show your room key in public places.
- If you forget or lose your key, only the Reception staff is authorized to provide you with a new key to open your room.
- Safety regulations prohibit the use of irons or any other electrical appliance that could cause a fire in the rooms of the hotel establishment.
- Don't be upset if they ask you at Reception to identify yourself. It's for your safety.
- When socializing with strangers, do not reveal the name of the hotel establishment or your room number.
- Never allow hotel staff to enter your room without having been requested or authorized by the management of the hotel establishment, with the exception of housekeepers to carry out their duties.
- Never allow strangers into your room.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
- If you wish to have your room tidied up, hang the notice, "Please tidy up your room," on the outside of your room door. If you wish not to be disturbed, post the notice: "Please do not disturb."
- Do not hang clothes in the windows, over the terrace railing, or inside it on ropes. In the bathroom there is an extendable clothesline for this purpose.
- If you discover any kind of deterioration or anomaly, contact Reception.
- The electrical installation of your room is 220 Volts.



- Please respect the areas in which the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and gardens of the hotel establishment.
- Please respect the hours of all the facilities of the hotel establishment.
- We appreciate your participation in the event that during your stay at the hotel, any accident and evacuation drill is practiced.
- Some hours may change depending on the time of year.
- The personal data of the Messrs. Clients may be incorporated into our files for purely commercial and promotional purposes, being able to access them at any time to proceed with their rectification, modification or total or partial cancellation by simply requesting it by any means to the hotel establishment. , based on the provisions of Organic Law 15/1999, of December 13, Protection of Personal Data.
- Link to the current regulations on Tourism of the JJAA <https://www.juntadeandalucia.es/institutodeadministracionpublica/publico/libros/turismo/150/>