



# INTERNAL RULES AND REGULATIONS

NAME OF THE PROPERTY:

**HOTEL AGARÓ**

RTA NUMBER:

**H/CA/1470**



## **REGULATIONS**

In accordance with Article 25 of Decree 13/2020 of May 18th, the establishment provides the following Internal Rules and Regulations, which are mandatory for all guests.

### **Article 25 of Decree 13/2020 states:**

1. Hotels must have internal regulations that include mandatory rules for guests during their stay, which may not contravene Law 13/2011, of December 23, or the provisions of this Chapter.
2. These internal regulations must always be available to guests and displayed, at a minimum, in both Spanish and English in a visible and easily accessible location within the establishment. If the establishment has a website, the regulations must also be published there.
3. Hotel operators may request the assistance of law enforcement to remove individuals who fail to comply with the internal regulations, violate usual standards of social behavior, or seek to access or remain in the establishment for purposes other than the normal use of services, in accordance with Article 36.4 of Law 13/2011, of December 23.

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## **INTERNAL REGULATIONS**

1. Guests are required to present identification upon check-in.
2. Before admission, each guest must receive and sign a registration document indicating the establishment's name, category, registration number, assigned unit, number of occupants, board type, check-in and check-out dates, and the accommodation price (if booked directly with the hotel). This document will be retained by the hotel.
3. Upon signing the registration document, the guest will receive an identification card, which must be presented to hotel staff upon request when using services.
4. **Guest Responsibilities** (as per Articles 36.3 and 22 of Law 13/2011):
  - Observe hygiene and behavior standards.



- Respect internal rules (as long as they're lawful).
  - Check out on the agreed date and vacate the room.
  - Pay for contracted services upon arrival.
  - Respect the hotel property and equipment.
  - Respect the environment and local cultural heritage.
5. The hotel may require advance payment (minimum equal to the first night) after the free cancellation period ends and a deposit on arrival for extras or potential damages.
  6. Check-in starts at 3:00 PM; check-out is by 12:00 PM. During peak occupancy, room access may be delayed by up to 2 hours. Extended stays without prior agreement are not allowed. If agreed, extra charges will apply.
  7. No more people may stay in a room than contracted. Extra guests must pay the applicable rate.
  8. Each room includes a free safe for valuables. The hotel is not liable for lost or stolen valuables not stored in the safe.
  9. Housekeeping is from 9:30 AM to 3:00 PM. Do not use room towels at the pool or beach.
  10. Smoking is prohibited, except where allowed under Law 28/2005 and Law 42/2010.
  11. Outside food and beverages may not be consumed inside the hotel.
  12. Pets are not allowed, except guide dogs (Law 5/1998, Nov 23).
  13. Access to hotel services for guests and the public may be denied if:
    - Capacity is full.
    - It's past closing time.
    - The visitor is underage according to regulations.
    - Entry fee has not been paid.
    - The person shows violent, aggressive, or disruptive behavior.
    - The person lacks basic hygiene.
    - The person carries weapons, except authorized security forces.
    - The person is intoxicated or under the influence of drugs.
    - The person causes damage, noise, or disrupts other guests.
  14. Areas designated for hotel guests are off-limits to non-guests who cannot provide required documentation (e.g., ID, registration form).
  15. The hotel may request assistance from law enforcement if needed.



16. Guests must still pay for services used up to the point of denial of access or removal.

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## **PARKING**

17. Park your vehicle within a single designated space.
18. Handicapped spaces require visible display of a valid permit.
19. Parking is for hotel guests only. It may be booked for the full stay or single days. Daily rates: €7.50 (low season), €15 (high season, Easter, MotoGP). Parking use ends at 12 PM on the checkout day.
20. The hotel reserves the right to tow unauthorized vehicles or those overstaying their paid time. The hotel is not responsible for items left in vehicles.

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## **MOSCATEL RESTAURANT / GASTROBAR AGARÓ**

21. **Restaurant Hours:**
  - Breakfast: 8:00 – 11:00
  - Lunch: 13:15 – 15:45
  - Dinner: 20:00 – 22:30
22. Food and beverages may not be taken out of the buffet restaurant.
23. **Gastrobar Hours:** 11:00 – 24:00
24. Swimwear and flip-flops are not allowed in restaurants.

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## **POOL AREA**

25. Swimming is prohibited outside of pool hours.
26. Only hotel guests may access the pool.
27. Showering is mandatory before entering the pool.
28. Sun loungers are free to use but cannot be reserved. If unoccupied for 30+ minutes, staff may remove personal belongings and store them at the pool bar or reception.
29. Pool towels are available with a €10 refundable deposit. Lost or damaged towels forfeit the deposit.
30. Pool towels may not be used at the beach.



31. Glass containers are not allowed in the pool area.
32. Please use trash bins.
33. Inflatable floats or air mattresses are not allowed in the pool.
34. Only beverages purchased at the Pool Bar or hotel facilities may be consumed in the pool area.
35. The hotel may close the pool or Pool Bar at any time due to weather or other justified reasons.

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## **INFORMATION & ASSISTANCE**

36. For questions about hotel services, please contact the Reception desk. The hotel director is the final authority on any matter.

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## **EXTERNAL SERVICES**

37. Information about tours, services, or experiences offered by third-party companies is available at Reception.
38. The hotel is not responsible for services provided by external companies.
39. All hotel facilities comply with current safety regulations to ensure guest protection.

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## **ADVICE & SUGGESTIONS**

- Watch and secure your luggage at all times.
- Keep your door locked when in your room.
- Lock your door when leaving, even briefly.
- Use your suitcase's lock and store it in the closet.
- Avoid displaying valuables in your room.
- Report suspicious behavior immediately.
- Keep your room key safe; return it in person at Reception.
- If your key is lost, only Reception may issue a replacement.
- Do not use personal electrical devices that may cause fires.
- Identification checks at Reception are for your safety.
- Be discreet when socializing with strangers.
- Do not let anyone into your room unless authorized.
- Don't discuss your travel plans with unknown individuals.



- Use "Please make up the room" or "Do not disturb" signs appropriately.
- Do not hang clothes on windows, balconies, or strings. Use the bathroom drying line.
- Report damages or faults to Reception.
- Room voltage: 220V.
- Avoid noise near guest rooms during rest hours.
- Use facilities responsibly; respect furnishings and gardens.
- Follow schedules of all hotel services.
- Participate in emergency drills during your stay if applicable.
- Service hours may vary seasonally.

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## **DATA PROTECTION**

Guest personal data may be stored for commercial/promotional purposes. You may access, rectify, modify, or request deletion at any time by contacting the hotel, as per Spanish Data Protection Law (Organic Law 15/1999, Dec 13).

### **Link to Andalusian Tourism Legislation:**

<https://www.juntadeandalucia.es/institutodeadministracionpublica/publico/libros/turismo/150/>

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If you need this as a downloadable file or formatted document, let me know and I can provide it.