



Terms and Conditions

Thank you for booking at our Hotel. In this document we detail our internal conditions and policies, for acceptance by signature or confirmation in our online check check-in;

Customers are required to pay the amounts of the contracted services at the time of receiving the invoice. The hotel may request a guarantee upon payment by credit card for the services selected, both for the entire reservation and for the extras according to the applicable legislation.

The hotel is not responsible for those valuables not deposited in the room safe.

Check-in time: 3 p.m.

The room departure is at 12:00h,

Departures without authorization after this time will incur **one extra night** charge.

Please note that alcohol will not be served under 18 years of age. Management warns that free access to alcoholic beverages can lead to excessive consumption, and warns that the hotel reserves the right to not serve beverages to guests who demonstrate signs of alcohol poisoning in addition to the right of admission if the situation persists.

Please remain silent from 22:00 hours to not disturb other guests.

Please note that smoking is not allowed in the rooms, otherwise there will be a penalty of 100 euros.

In case of non-compliance with the internal regime, the property reserves the right of admission.

I authorize the Hotel Benalmadena Palace SPA to charge my credit card, presented at the online check-in or on reception, with all outstanding amounts of my account in case of leaving without paying.

Use of the pools is prohibited after 7:00 p.m. which is when the maintenance staff begins cleaning and chlorinating the water. The use of floats, balls, and similar objects, except for specific ones for children, is prohibited in swimming pools. It is totally forbidden to dive into the water headfirst, as well as playing with balls or similar items in the gardens for the safety of people, grass and plants. The use of appliances, instruments or music CD players, etc. with volume that may disturb the relaxation of other guests is prohibited. The consumption of beverages or food that have not been purchased at the property is prohibited by the Management.

Walking in common areas with bare feet and/or torso is not allowed. At the dinner service in the restaurant, gentlemen wearing shorts or tank tops will not be allowed into the restaurant.

LOPD: Responsible, AMO Holidays S.L.

Purposes: Hotel Management. Information that may be of interest to you.

Duration: 6 years, from the end of the contractual relationship.

Legitimation: Execution of a contract and consent of the interested party.

Recipients: No data is transferred to third parties, except legal obligation.

Rights: To access, rectify and delete your data, and others explained in the additional info.

Additional info: <https://clientes.prodat.es/privacidad/MLG/benalmadena-palace>

Accessory consents to the principal, which, if you object, you will not be able to stay at the hotel:

If you pay by card, the cardholder's details, including his signature, will be processed to manage the appropriate charges. You can object using another means of payment.

Your data will be transferred to the authority, according to L.O. 5/2014, of Private Security, and Order INT/1922/2003 on books-registration and parts of entry of travelers in hospitality establishments.