

REGULATION OF INTERNAL REGIME OF THE ESTABLISHMENT

In accordance with Article 25 of Decree-Law 13/2020, on Hotel Establishments, BOJA nº27 of May 13, 2020, the establishment has the following Internal Regime Regulations that will be mandatory for the establishment's clients.

1. Article 25 Internal Regime Regulations.

1. Hotel establishments may have internal regulations in which mandatory rules will be established for users during their stay.
2. The internal regulations that, where applicable, exist, will specify, at a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favors the normal development of the enjoyment of the facilities, equipment. and services.
3. The owners of the hotel establishments may seek the assistance of the agents of the authority to evict from them users who fail to comply with the internal regime regulations or who intend to access or remain in them for a purpose other than the normal use of the hotel. service in accordance with the provisions of Article 33.22 of the Tourism Law.
2. Users have the obligation to pay the amount of the contracted services at the time of presentation of the invoice.
3. The hotel may request prior payment guarantee by credit card for the contracted services, both for the entire reservation and for the extras, in accordance with applicable legislation.
4. The accommodation reservation begins at 3:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day designated as the departure date. For possible changes, please consult reception. The extension of the occupation for a period longer than that described, without prior agreement, will cause the obligation to pay one more day. The incoming reservation will allow the cleaning service the time necessary for the proper development of its functions.
5. Two people will not be allowed to stay in a double room that has been booked as a single. In this case, the rate set for double use will be paid.
6. Room cleaning hours will be from 8:00 a.m. to 2:00 p.m. From that moment on, only towels will be changed. Likewise, the client must leave the room free to facilitate the function of the cleaning staff, also taking into account the end time of the service.
7. If there is parking, it is for use exclusively by hotel residents, this right beginning with the signing of the accommodation contract and ending with check out, after prior arrangement at reception.
8. The garage is a service for hotel residents whose use is conditional on payment of the stipulated fee.
9. Smoking is prohibited in "non-smoking" places.

10. It is prohibited to bring food or drinks into the hotel to be consumed inside the establishment.

11. Food, meals or drinks are not allowed to be taken out of the hotel dining rooms.

12. Access by people accompanied by animals is prohibited, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use in Andalusia of guide dogs by people with visual impairments.

13. In accordance with decree 10/2023 Art. 5 and 7, which approves the General Regulations for Admission of people in establishments for public entertainment and recreational activities, the access and stay of people in the establishment will be prevented 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 hours of the establishment or any of its facilities have been exceeded.

c) When there is no minimum age established to access the premises, according to current regulations.

d) When the person seeking access has not paid for the entrance fee or seat in cases where this is required.

e) When the person displays violent attitudes, especially when he or she behaves aggressively or causes altercations, creates dangerous situations or inconveniences to other attendees, or does not meet the conditions of state or hygiene.

f) When the person carries weapons and objects that can be used as such, unless, in accordance with the provisions of the specific applicable regulations at any time, they are members of the security forces and bodies or private escorts integrated into companies. private, and access the establishment in the exercise of their functions.

g) When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious signs or behaviors of being intoxicated.

h) When it causes noise that disturbs the normal development of the establishment.

i) When adopting measures or attitudes against the health and cleanliness of the establishment.

j) When the normal social coexistence of the establishment is attacked.

14. However, and in the cases described above, the person is obliged to pay the expenses generated up to the moment of the prohibition of access and stay in the establishment.

15. Services of the establishment or accommodation units cannot be reserved against the stipulated price.

16. Movement and stay within the establishment will be in the places reserved for clients, without them being able to access the reserved or private rooms or spaces at any time. The clothing or clothing will be that established for this purpose.

17. Access to the restaurant or buffet or dining rooms of the establishment is not permitted with dirty clothing, a bathing suit or partially dressed. A shirt or t-shirt will be worn.

18. The use of the establishment's tables and chairs in any of its common areas cannot be reserved. Hotel staff may remove belongings and leave them at reception if they are left alone for at least 30 consecutive minutes, as long as there are other users waiting to occupy them.

19. The establishment is only responsible for valuables according to the safe rental conditions. The hotel is not responsible for theft, loss of personal items not deposited at reception under deposit and acceptance of the same in writing, signature and seal of the establishment.

20. Safety regulations prohibit the use of irons in hotel rooms and that you put out your cigarette before retiring to rest. You are responsible for your actions and carelessness.

21. If the identification card has been given to you at reception, it accredits you as a guest of the establishment. Always carry it with you inside the facilities.

22. If you do not want your room to be tidied up, please let reception know. Rooms cannot be left untidy and cleaned by hotel staff for two consecutive days.

23. It is prohibited to use towels and other clothing in the rooms for outdoor use.

24. In the event of loss or deterioration of the remote controls, both televisions and air conditioning units that are delivered to the client upon arrival, the replacement amount will be charged to the reservation deposit credit card. .

25. The guest is responsible for any damage caused to the hotel during their stay. If you notice any damage or breakage upon arrival to your room on the first day, notify reception so that it can be attributed to you.

26. The management of the establishment recommends:

- Watch and control your luggage. Do not leave it unattended.

- close the door to your room when you leave it and make sure it is properly closed.

- Keep the door closed when you are in the room.

- Close your luggage when not in use and place it in your closet. If your luggage has a lock, use it.

- Protect your room key. It is mandatory to leave it at reception upon departure to avoid external loss or theft... Try to leave it in hand.

- Immediately notify the hotel management of any abnormal event that you notice, such as people acting suspiciously in the hallway, repeated phone calls from people who do not identify themselves, knocks on your room door from people unknown to you, or not finding someone. no one when you go to open it.

- Do not be upset if they ask you at reception to identify yourself. It is for your own safety and that of everyone.

- Do not display jewelry, money or valuables in your room.

- Do not invite strangers to your room or tell them your room number. You are responsible for the people who accompany you.

- Do not allow repair personnel without having been requested or authorized by the hotel management.

- Do not allow people to enter your room with deliveries that have not been requested.
- Any clarification or need, consult reception. We will be happy to assist you.

THE DIRECTION