



INTERNAL RULES AND REGULATION

In compliance of the Decree-Law 46/2004 of February the 10th, related to hotel establishments, BOJA nº 42 of March 2nd, 2004, this hotel establishment has internal regulations that establish mandatory rules for users during their stay.

Article 13 of the aforementioned Decree-law 47/2004 provides:

- A. Hotel establishments may have internal regulations that establish mandatory rules for users during their stay.
 - B. The existing internal regulations shall specify, at least, the conditions of admission, the rules for coexistence and operation, and all the circumstances, which allow and favour the normal enjoyment of the amenities, equipment and service
 - C. The companies operating the hotel establishments may seek the assistance of Security Bodies to evict those who do not comply with the internal regulations, or intend to enter or remain in the establishment for purposes other than the normal use of the service, in accordance with the provisions laid down in Article 33.2 on Law for Tourism.
1. All the guests must present an official identity document, at their “check.in” entry, together with all data needed, in order to allow the Hotel to fill in the corresponding form in accordance with Spanish Directorate-General of Police regulations
 2. All the guests of the hotel establishment, before their admission, will receive the admission document, which must be duly signed by the client. The document shall include the establishment’s name, classification and registration code, the identification of the room, the number of guests in the accommodation, the contracted food programme, the WIFI password, the dates of arrival and departure, and the total price, in the case that the accommodation contract has been signed, between the client and the Hotel directly. The establishment shall keep the original signed admission document.
 3. An evacuation map of all locations is available in each accommodation. Please follow the instructions in case of emergency.
 4. Guests will be asked for their credit card details, whether the card is used as a guarantee of compliance with the contract, as for the total price of the booking as for extra services, in accordance with the State laws. Banks checks are not accepted for payment.



5. You will receive the identification card with the document of admission once signed. Please always keep this card with you for identity control and for further use of services
6. The stay starts from 14:00 p.m. of the first day of the contracted period until 12:00 p.m. of the day indicated as the departure date. For a different arrangement. Please contact with Reception. On dates of maximum occupancy, we may delay the delivery of the room until up to 2-hours of time.
7. The occupancy and stay of two people in a double room that has been contracted for a single person shall not be permitted. In this case, the rate set for double use must be paid
8. Parking service is available to hotel users only. This service is subject to payment according to stipulated rates. The parking service will start when the admission contract has been signed, and will end with the "Check-out". Car keys shall remain at the Reception.
9. The Breakfast lounge is open from 08:00 a.m. to 11:00 a.m.
 - a. It is not allowed to take food out from the Breakfast buffet.
 - b. Access to the Breakfast buffet is not allowed in swimwear, shorts, tank tops or similar t-shirts and walking barefoot. Men should wear long trousers.
10. Schedule for Piano Bar is from 16:00 p.m. to 00:00, p.m. except for the summer season, when it will be changing to 20:00 p.m. to 00:00 p.m.
11. The swimming pool is open from 12:00 p.m. to 20:00 p.m. Bathing is prohibited out of this schedule. Access to the swimming pool shall only be allowed to Clients staying in the establishment,
12. It is mandatory to use the shower before bathing in the swimming pool.
13. The use of the pool loungers is free of charge. The establishment has a "No Reservations for Loungers" policy. The staff may remove belongings from the loungers that are not being used for at least 30 consecutive minutes, if there are other clients waiting to use them; in this case, the personal belongings shall be moved and deposited at Reception.
14. It is forbidden to bring room towels to the swimming pool. The Hotel provides towels free of charge for the exclusive use of the pool only.



15. It is forbidden to bring drinking glasses or other glass objects into the pool areas. It is forbidden to consume food and drinks in the swimming pool and common areas if these have not been purchased in the establishment.
16. Flotation devices, Swim rings, inflatable water hammocks or beach balls are prohibited.
17. Users will strictly comply with Safety measures and the convivial rules of use displayed on the pool's notice board.
18. This establishment does not admit animals. Except for guide dog's users in compliance with the Andalusian Law 5/1998 of November 23rd, in reference to guide dogs for blind or visually impaired persons.
19. The room cleaning service is daily, and may vary depending on the time of year and occupancy; it is usually scheduled from 09:00 a.m. to 17:00 p.m. Please contact with the Reception Front Desk either to get the correct information, or wishing another agreement about a special cleaning time preference. Whether you would prefer no cleaning, or not being disturbed, just hang the "Do not disturb" card on the door of the room.
20. Please use the room towels for hygiene purpose only.
21. It is forbidden to hang items of clothing on accommodations windows and balconies
22. Safe services are available at this establishment for the custody of money and valuable objects, which may be deposited in the Reception desk, declaring on writing with referenced ticket. Likewise, all rooms are equipped with a safe, the use of which is not subject to rental costs. Our hotel is not responsible for the loss or theft of money or valuables that are not deposited in the hotel safe. This establishment shall not be liable for money or valuables deposited in the in room safe. In case of any doubt about the safe instructions, please contact with the Reception. (Ext. 9)
23. Respect the room areas during night and siesta hours, and in general, avoid making any unnecessary noise.
24. Please save water during your stay, and intend to make a responsible use of it. There is a lack of water in our region.



25. Smoking is forbidden in the room accommodations, in addition to all the indoor spaces and areas. In the whole establishment, in accordance with the Spanish Smoking Law 28/2005 of December 26th, and amended Law 42/2010 of December 30th.

a) In compliance of the Law 28/2005, the establishment may file a complaint against infraction of costumers who would decide to disobey the Law and would smoke in a “No smoking” room. This will bring an economical administrative sanction of 30, 00€ in addition to an extra fee of 200, 00€ for complete cleaning of the room, in order to recover its “No smoking” category.

26. Access to an area or facility of the Hotel shall be limited:

- a) When the full capacity has been reached and there is no access available in the meantime.
- b) When the closing time of the area or facility has been exceeded.
- c) When the minimum age established for access to the area or facility, according to the current regulations, has not been reached.
- d) When violent attitudes are shown or manifested, especially when behaving in an aggressive manner or provoking altercations. As well as when not wearing the required clothing for the specific area.
- e) When wearing weapons or items alike, except for accredit security professionals or body Guards on duty according to the appropriate norms.
- f) When consuming drugs, narcotics or psychotropic substances.

This establishment may seek the assistance of Security Bodies to evict these cases of failure in compliance.

Nevertheless, clients who find themselves in any of the situations shall be obliged to pay any expenses incurred up to the moment of prohibition of access, or stay to the Hotel premises., and all the possible damages they might have eventually caused...

27. All our employees are wearing a nameplate of the Hotel Las Casas de la Judería. In case of doubt or need, please contact with any of them. They shall remain at your complete disposal.

28. Should you have any doubt or question regarding the operation of our Hotel, you may contact the Reception staff where you will be answered or, failing that, you shall be contacted by the personnel authorised to resolve your doubts or questions.



29. You may obtain information about excursions, services and experiences, provided by third companies, directly at Reception. This Hotel is nevertheless not responsible for the services provided by third companies...

30. Customer's personal data shall be collected and treated for purposes of booking accommodations, providing services, or payment procedures. You may eventually give your explicit consent to receive special offers and hotel's services. You have the right of access, delete, rectify, erasure, to be forgotten, data portability, objection, limitation of data processing. This right may be exercised at any time, by sending a requirement through any means, in accordance with the Data Protection Organic Law (EU) 2016/679 (RGPD) and Organic Law (ES) 3/2018 (LOPDGDD).