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Hospedería del Zenete

INTERNAL RULES OF PROCEDURE

QUALITY

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INTERNAL RULES OF PROCEDURE

PREAMBLE

The Decree-Law 13/2020, of May 18th, establishes extraordinary and urgent measures applicable to hospitality companies, and provides for the following in its Title 1, Article 25:

1. Hospitality companies will have a set of internal rules of procedure in which they shall establish obligatory norms for users during their stay, in compliance with the provisions contained in the Law 13/2011, of December 23rd, and in the present chapter.

2. Such rules of internal procedure will be available always to the users and will be featured, at the very least, in Castilian Spanish and English, in a visible and easily accessible place within the premises. These rules shall be published as well in the company's own website, if it exists.

3. Companies operating such hospitality businesses may resort to the assistance of police and security forces in order to evict from the premises whoever is found to be in breach of the internal rules of procedure, in disregard of the common norms of social behavior, or intend to access or remain in the aforementioned premises with purposes different to the normal use of the service, as provided for in Article 36.4 of the Law 13/2011, of December 23rd.

4. The internal rules of procedure shall specify, at a minimum:

a) The admittance conditions

b) The cohabitation and operation rules.

c) Information about the administrative organization and person(s) responsible to which, if it were the case, they may direct their enquiries for matters pertaining to the operation of the business.

d) A summary of complementary services that are performed by companies other than the operating company, and an identification of the companies responsible for said services.

e) Information to users on the facilities and services which entail some risk and the safety measures taken in regard to them.

f) Admittance of animals and the conditions for said admittance.

g) In general, any circumstance which intervenes in or facilitates the normal development of the enjoyment of the facilities, equipment and services.

In compliance with and development of the aforementioned Decree-Law, this hospitality business has prepared these Internal Rules of Procedure in which are established the obligatory rules for users during their stay; henceforth known as Clients.

These Rules are made available to you as Client in every moment, both in their Spanish and English version; and may also be consulted in the announcement board near the reception, as well as our website.

TITLE I

Admittance Conditions

Article 1. - Admittance Conditions

1.1 All customers older than 14 are required to show an identity document at the time of their admittance and be registered in the Register Book in accordance with Art. 25 of the Organic Law 4/2015, of March 30th, for the protection of citizen security. These records are submitted on a daily basis to the police and security forces.

1.2 The Hotel is considered a public establishment for all intents and purposes, however, admittance or continued stay may be denied:

- a) For lack of lodging and/or facilities capacity.
- b) For failing to comply with admittance requirements.
- c) For behaving in a dangerous or disruptive manner for other persons, be they users or not, or which hinder the normal performance of the business activity.

1.3 The hotel will resort to the assistance of police and security forces in order to evict from the premises whoever is found to be in breach of the internal rules of procedure, in disregard of the common norms of social behavior, or intend to access or remain in the aforementioned premises with purposes different to the normal use of the service.

Article 2. - Admittance Requirements

2.1 Only those persons which have signed the admittance document upon their arrival to the hotel are considered to be Clients. At that time, they shall be informed of this Internal Rules of Procedure which are exhibited in the announcement board and website.

2.2 On signing the admittance document, all Clients older than 14 years will show an official identity document which will be used by the hotel to submit the required inbound brief to the authorities in accordance with the regulations in force on Register Books and inbound briefs for travelers.

2.3. Once the admission document has been completed, it will be delivered to the client for his/her signature and will include, at least, the category of the city hotel, registration code in the Andalusian Tourism Registry of the Establishment, name, ID, room identification, number of people who are going to occupy it, the dates of entry and exit, the contracted food regime and the agreed price.

Article 3. - Rights

Clients of the business have the following rights:

- a) To access the premises in the terms of the contract.
- b) To obtain such documents as are necessary to know the terms of the contract and to obtain an invoice or proof of purchase for the services rendered.
- c) To have their security and privacy guaranteed within the Hotel and to be informed of any exceptional circumstances which may disturb their rest and tranquility.
- d) To receive information about the facilities or services which may entail some risk and the safety measures consequently taken.
- e) To submit complaints and claims, and obtain information on the procedure for their submission and their treatment, for which purpose an official Book of Complaints is made available at the Hotel's reception.

Article 4. - Obligations

Clients of this hotel have the following obligations:

- a) To uphold these Internal Rules of Procedure.
- b) To respect the premises, facilities, equipment and restricted areas.
- c) To comply with the common norms of social behavior as well as hygiene rules and protocols in cases of emergencies or sanitary crises.
- d) To respect the agreed upon checkout date vacating the room at the time previously agreed if it is the case or in general at 12:00 a.m.
- e) To pay for the services contracted at the moment of the presentation of the invoice, any complaints or claims not exempting the Client of such payment.

TITLE II

Rules of Operation and Rules of Behavior

Article 5. - Reservations

5.1 Any reservations shall include the dates of the stay, amount and type of room with their respective board regimes, number of persons staying, Client's information: name, contact telephone and e-mail address; cancellation policy and additional services contracted, and shall contain the full price and its detail for each and every concept, unless it is part of a larger package with an agreed price.

5.2 Before any reservation is concluded the Client will be informed of their rights and obligations, among others, the cancellation policy for said reservation, in accordance with the following terms:

- a) If the reservation is cancelled within less than a day of the arrival date, you will be charged the first night of the stay as per the contract.

b) If you leave the room before the checkout date, you will be charged for the checkout day.

c) In the case of non-refundable rates, the previously agreed upon conditions will apply.

d) If the cancellation of the reservation is due to reasons of force majeure, including a crisis state or sanitary emergency affecting your place of residence and/or the place where the establishment is located, the provisions of paragraph a) and b) of this section shall not apply.

5.3 Our confirmation of your reservation by us will constitute a tourist accommodation contract, of which a physical or electronic proof will be made available to you.

Article 6. - Price

6.1 The Clients shall pay for the contracted accommodation, parking, breakfasts and any other services under the contract at the moment of the check-in with the presentation of the invoice, the fact that a complaint or claim exists not implying an exemption from payment.

6.2 The payment of the price may be made by card, bank transfer or cash in compliance with the numerical limit in accordance with the laws in force.

6.3 Whenever prepayment for the services is required before provided, the Account number will be sent in order to make the payment via bank transfer, or the client can provide a credit card number (physical or virtual) for the same purpose, and such payment will be reflected on your reservation. You will receive a proof of payment along with the invoice at the time of your check-in.

Article 7. – Occupation period

7.1 The Clients will have the right to occupy the room from 12:00 of the check-in day of the period of the stay as per the contract and until 12:00 of the check out day.

In days of maximum occupancy of the hotel, the handover of the room may be delayed. In any case, Clients will be able to access common facilities of the hotel at 12 of their check-in date.

7.2 This hotel accepts the following bank cards: VISA, Mastercard.

7.3 Prolonging the occupation of your room after the time specified in the contract has run over will incur in the obligation to pay the established amount of “late check-out”.

7.4 You may remain more days than specified in the admittance document, prior agreement subject to availability.

In the case of an agreement, it will be understood as an extension of the original contract and will be reflected in the corresponding admittance document, the associated payment becoming due at the moment of the extension. The price for the day(s) of the extension will be those established at the moment of the extension.

7.5 Occupation by more persons than provided for is not allowed.

In case lodgings are needed for additional persons, if at all possible, the corresponding difference will have to be paid in accordance with the rates at that moment.

7.6 The rooms receive daily cleaning during the period from 10 to 15.

Article 8. – Prohibitions and Responsibilities

8.1. Smoking is forbidden in the whole hotel building. Noncompliance will result in a laundry charge being made for the curtains, blanket and quilts...

8.2. Visits inside the hotel rooms are forbidden from persons not staying in the hotel.

8.3. This establishment doesn't admit animals, with the exception of people accompanied by guide dogs due to visual dysfunctions:

1.- Animals are not allowed in the rooms, whether or not they are in carriers. Except in the case of guide dogs.

2.- The damages caused by an undeclared pet at the entrance, will be charged to the customer's account.

3.- Likewise, charges will be made to your credit card once the room has been checked after departure for damages and defects, if case of damages.

4.- Additional charges will also be made for the removal of furniture or other objects of the room.

5.- The access of animals to the common areas such as the restaurant, social room, lounges... is not allowed, except for people accompanied by guide dogs due to visual impairments. In this exceptional case:

5.1.- Pets are not be able to use the hotel clothes to sleep in, nor sleep in bed.

5.2.- The owner of the pet is responsible for its hygiene and for any damage to cleaning, furniture or personal damage that it may cause.

5.3.- The client must travel with the vaccination card.

5.4.- The hotel is not responsible on the case that the animal escapes from the Facilities.

8.4 It's forbidden to cook inside the room.

8.5 It is forbidden to take food out of the Restaurant, with exceptions.

8.6 The hotel will not be responsible for forgotten objects, money or other valuables of any kind left in public areas of the hotel, or inside the rooms.

8.7 The hotel is not responsible for theft/robbery or loss of objects not deposited at the reception or hotel facilities under deposit and receipt.

8.8 Objects forgotten in the rooms will remain in the care of the hotel for a period of 60 days, past which period and in the absence of a claim by a client they will be disposed of. In case a delivery of the forgotten object is necessary, the Client will bear the cost of the delivery service.

8.9 The hotel declines all responsibility for losses in jewels, currency, documents or any other valuables forgotten in the rooms.

Article 9. – Limitations

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

a) Whenever the established capacity is full, and for as long as due to that capacity limit Access is not available.

b) When outside of the operating hours of said area or facility.

c) When the person wanting to access has not paid the entry ticket in cases where it is required.

d) When below the minimum age to access a locale, as required by the laws in force.

e) When aggressive or violent behaviors are exhibited, especially whenever provoking altercations.

f) Whenever such a person originates dangerous situations or disturbs other users or does not have the hygiene requirements. In particular, access or continued presence where applicable, shall be prevented to persons using drugs, narcotic or hallucinogenic substances, or show signs of having used them, as well as people showing evident signs of drunken behavior.

g) When wearing clothing or symbols inciting to violence, racism, xenophobia, as well as whenever inappropriately dressed in regards to the dress requirements of the area or facility.

h) When the person wears weapons or objects capable of being used as a weapon, with the exception of members of the police and security forces.

9.2 The hotel may request assistance of the police and security forces in order to prevent those who fail to comply with any of the limitations outlined in the previous section.

Article 10. – Common rules on dress and hygiene

10.1 Clients are required to be fully clothed in all areas and facilities of the hotel.

10.2 It is forbidden to walk without shoes on the hotel building.

10.3 People have to use the garbage cans in the rooms, or give the garbage to the hotel staff. They can dispose of it properly.

Article 11. – Advice and Suggestions

- 11.1 Clients must keep an eye on their luggage at every moment and not leave it unattended.
- 11.2 Your room door should be kept closed whenever you are in your room. When leaving your room, you should check that the door is correctly closed.
- 11.3 You must notify the Direction of the Hotel immediately if you witness any out of the ordinary events: persons with suspicious attitude in the hallways, repeated phone calls from unidentified persons, etc.
- 11.4 If you forget or misplace your room key/card, only the reception staff are authorized to provide you with a new one. For security reasons, it's forbidden that housekeeping staff and other hotel staff under any circumstances, open your room door. You may be required to provide your identification in order to obtain a new key/card.
- 11.5 If you want to have your room cleaned, you may hang the sign on the “Clean” side.
- 11.6 If you'd prefer not to be bothered, hang the sign on the “Do not disturb” side.
- 11.7 If you discover any damaged items or abnormalities, please contact the Reception.
- 11.8 Please respect all operation hours for hotel facilities and areas, as well as room corridors during sleep and nap times, and in general, please avoid making any unnecessary noises.
- 11.9 Some operating hours may change depending on the season or exceptional circumstances.

TITLE III

Information about the administrative organization of the hotel

Article 12. – Questions and additional information

Whenever you have questions or require additional information regarding the operation of our establishment, you may contact the Reception staff where your questions will be answered or, if not possible, contact will be established with the appropriate staff member in order to resolve your query, being the director of the Hotel the most responsible for it.

TITLE IV

Information about additional services that are performed by companies other than the operating company

Article 13. – Services performed by third parties

13.1 Our establishment offers tours and other services provided by companies other than the operating company of the hotel, which you can find out about at the front desk (Reception)

13.2 This hotel will not be held responsible for services performed by companies that works out of the hotel.

13.3 If an outside service is requested personally, the client will be responsible for the payment of the service, not the Hotel.

TITLE V

Information about additional services performed directly by the hotel

Article 14. – Services performed by the hotel.

Our establishment offers the services detailed below with their respective norms:

LAUNDRY

Always subject to availability.

The price is 25€ per machine load.

Clothes must be delivered in a bag that must be requested at reception in the morning and will be delivered between 24 hours and 48 hours.

This establishment is not responsible for the garments that, due to their conditions or compositions of use, shrink, discolor or deteriorate.

RESTAURANT - CAFETERIA

Restaurant opening Hours: Cafeteria opening Hours

- Breakfast: 07:30 a.m. to 11:00 a.m.
- Lunch: 13:00 h to 15:30 h.
- Dinner: 20:00 h. to 22:00 h.

The cafeteria is open from opening time at 07:30 until closing, except for events, reservations or occasional closures.

The indicated schedules can be modified due to occupancy, operational reasons and at the hotel's discretion.

Please consult with the reception desk the timetables, as they vary according to the season and occupancy.

Please check with reception the availability about the Room Service.

Access to the restaurant/buffet area is not allowed with swimwear, incomplete clothing and/or barefoot.

SAFETY BOX IN THE ROOMS

The rooms on this hotel are equipped with a safe box which the client may be used for free.

You can request for the key and the security cylinder at the Hotel Reception.

In case of loss or theft of key or cylinder, a charge will be made to the customer for the value of the same.

It is recommended to deposit all valuables in the room's safe box.

Our hotel will not be held responsible for losses of currency or valuables inside the safe box of the room.

TITLE VI

Information to users on the facilities and services which entail some risk and the safety measures taken in regards to them

Article 15. – Security of facilities and services

15.1 All facilities and services in our hotel contain measures that facilitate or guarantee your safety at every moment.

15.2 For the security of the hotel's Clients, the hotel is equipped with a video surveillance system, designed to achieve the maximum efficiency in safeguarding the premises. The áreas that are under video surveillance feature signs indicating this fact, and providing contact information for the area responsible for the treatment of your data and reason for surveillance.

15.3 Nevertheless, if you consider that using any facility or service may entail some risk for your health or physical integrity, we strongly encourage you to contact the Reception/Director for information and answers to any questions regarding the matter.

TITLE VII

Emergencies or Sanitary Crises

Article 16. – Action protocol for emergencies or sanitary crises

16.1 In case the authorities declare a state of emergency or sanitary crisis which affects the ordinary course of business for our Hotel, Clients will be informed so that they know the measures to be taken and comply with them.

16.2 Any Client in breach of the measures, obligations or recommendations emanating from an emergency situation or sanitary crisis may thereby cause their lodging contract to be rescinded immediately; their stay being cancelled without right to any refund whatsoever, and with respective notification to the competent authority.

16.3 The hotel has action protocols for emergency cases.