

INTERNAL REGULATION OF THE ESTABLISHMENT

Pursuant to Art. 13 of Decree 47/2004 of 10 February, on Hotel Establishments BOJA No. 42, of 2 March 2004, in the wording established by the established by Decree 80/2010 on the simplification of administrative procedures, the establishment has the following Internal Rules and Regulations which shall be obligatory for the clients of the establishment.

1. Art. 13. internal regulations.

1.1 Hotel establishments may have an internal regulation which shall establish the rules and regulations, which shall establish rules that must be obeyed by the users during their stay.

1.2. The internal rules and regulations, if any, shall specify, as a minimum, the conditions for admission, the rules of coexistence and operation, as well as and functioning, as well as everything that allows and favours the normal development of the enjoyment of the facilities, equipment and services, without contravening the provisions of the Tourism Law or this Decree.
Decree.

1.3. The owners of the hotel establishments may request the assistance of the the agents of the authority in order to evict users who do not comply with the internal the internal regulations or who attempt to enter or remain in the same for a different purpose other than the normal use of the service, in accordance with the provisions of the service, in accordance with the provisions of Art. 33.2 of the Law on Tourism.
Tourism Law.

1.4, Derogated by Decree 80/2010 on the simplification of administrative procedures administrative procedures.

1.5, The internal rules and regulations shall always be available to users and shall be displayed in a visible place at the reception of the establishment.

2. Users are obliged to pay for the amount of the services booked at the time of contracted services, at the time of presentation of the invoice at the establishment or under the agreed conditions.

2.1. The Hotel may request a prior guarantee of payment by credit card for the services the contracted services, in accordance with the applicable legislation, in special, the Order of 15 September 1978, on prices and reservations.

2.2. The reservation of accommodation begins at 12:00 noon on the first day of the contracted period and ends at 12:00 noon on the last day of the contracted period. contracted period and ends at 12:00 noon on the day of departure.
date of departure. For possible changes, please consult reception.

The prolongation in the occupation for a longer period of time than described, will be charged for an extra day. We do not accept room reservations and stays in the same rooms by a minors unaccompanied by an adult who is responsible for them at all times. The hotel may require written authorisation from the person responsible for the minor. In any case, and in order to access the corresponding age discounts, it is necessary to accredit this at the time of check-in, by means of the appropriate documentation (ID

card, passport, family book, etc).

2.3. Two people will not be allowed to stay in a double room that has been contracted as a single room will not be permitted. In this case, the rate fixed for double use shall be paid for double occupancy.

2.4 The cleaning timetable of the rooms is from 08:00 hours to 16:00 hours.

2.5. The car park is for the exclusive use of the residents of the hotel. The right to use the car park with the signature of the contract and ending with the check out. The hotel is not responsible for objects left inside the cars.

2.6. Smoking is forbidden in "non-smoking" areas.

2.7. It is forbidden to bring food or drink into the hotel to be consumed on the premises. consumed inside the establishment.

2.8. It is not permitted to take food, meals or beverages out of the hotel dining rooms. dining rooms.

2.9 The access of persons accompanied by animals is prohibited, with the exception of persons accompanied by guide dogs, as established by the Law 5/1998, of 23 November, on the use of guide dogs in Andalusia by visually impaired persons. (people with visual dysfunctions)

3. In accordance with Decree 10/2003 Art. 5 and 7, which approves the General Regulations for the Admission of Persons in establishments for public entertainments and recreational activities, the access and the permanence of people in the access to and stay in the establishment in the following cases:

-When the established capacity has been completed with the users who are inside the premises.

-When the established capacity is full with the users who are inside the premises.

-When the closing time of the establishment has been exceeded.

-When the minimum age established for access to the premises is not reached, in accordance with the regulations in Spain.

-When the person wishing to enter has not paid the entrance fee or ticket in those cases where this is required.

-When the person displays violent attitudes, in particular, when he/she behaves in an aggressive manner or provokes an aggressive or disruptive behaviour, causing danger or disturbance to other attendees, or if the person does not attendees, or does not meet the conditions of hygiene.

-When, at any given moment, according to the specific legal measure applicable, the person in question is carrying weapons and objects likely to be used as such, unless, in accordance with the provisions of the in accordance with the provisions of the Security Forces and Corps or private bodyguards integrated into private private companies, and access the establishment in the exercise of their duties.

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

-When they cause noise that disturbs the normal running of the establishment.

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

-When the normal social coexistence of the establishment is disturbed.

3.1. However, in the cases described above, the person is obliged to pay the costs incurred up to the time of the prohibition of access or prohibition of access or stay in the establishment.

4. It shall not be possible to reserve services of the establishment or of the accommodation units against the stipulated price.

5. The circulation and stay within the establishment shall be in the places reserved for the reserved for the clients, without these being able to access in any case to the reserved or private access to the rooms or spaces reserved or private. The clothing or clothing will be those established for this purpose.

6. Access to the restaurant or buffet or dining rooms of the establishment is not permitted in working with unsuitable working clothes or bathing clothes, or with dry or wet tank tops.

7. For the use of the swimming pool, clients will be referred to the Municipal Swimming Pools of the area, which are governed by their own Internal Regulations.

8. The establishment is only responsible for valuables in accordance with the rental conditions of the safe. Please deposit all valuables in the safe in your room. The hotel cannot be held responsible for theft, robbery or loss of objects not deposited at Reception, nor for objects left in the luggage room without being properly stored, so it is recommended that you leave all your belongings inside your room and lock it with a key. (lock your luggage)

9. Security regulations prohibit the use of irons in the hotel rooms and smoking is prohibited in the rooms.

10. If you have been given an identification card at the reception desk, it certifies you as a guest of the establishment. Please carry it with you at all times.

11. If you wish to have your room cleaned, please hang the sign "please clean room" on the outside of your room. If you do not wish to be disturbed, hang the notice "Please do not disturb" on the outside of your room.

12. It is forbidden to use the towels and other garments in the room for outside use. The establishment provides its guests with towels for the exclusive use of the Spa free of charge, subject to a deposit of 20,00€ which will be returned when the client returns the towels. In case of loss or deterioration of the towel, the client will not recover the deposit.

13. The hotel has a room service from 10:00 a.m. to 5:00 p.m. for all types of water and infusions. These drinks will be will be paid for by the clients who request them.

14.1 The all-inclusive regime, IS NOT OFFERED BY THIS ESTABLISHMENT.

14.2 It is offered to the Hotel Clients to charge to their respective Rooms all drinks lunches, dinners or any other expenses spent in the Hotel or Cafeteria facilities.

15. For the use of the Spa and in accordance with current regulations, it is compulsory to wear a bathing cap and footwear. The use of bathing cap and bathing shoes is compulsory. Similarly, for the use of the gym facilities, the use of a towel is required. The Spa service will be billed separately, unless offered by the Hotel.

Hotel.

Access to the Hotel with wet clothes is not allowed.

16. The rooms have an electrical cut-off device that must be activated while the guest is not inside, as long as the client is not inside the room.

17. The furniture and utensils in the rooms, as well as the rest of the rooms in the establishment, are part of the services provided.

The furniture and utensils in the rooms, as well as the rest of the establishment's rooms, are part of the services provided and are have been arranged with the intention of making the guests' stay as pleasant as possible, so please use them appropriately and respectfully.

In any case, they are the property of the establishment, so that in the event of loss, theft or unjustified the establishment reserves the right to demand the corresponding payment.

18. The management of the establishment recommends:

- Keep an eye on and check your luggage, do not leave it unattended.

- Close the door of your room when you leave it and try to open it again to make sure that it is properly closed, even if only for a short time.

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

- Lock your luggage when you are not using it and put it in your locker. If your luggage has a lock always use it.

- Protect your room key. Do not simply leave the key at the Reception desk.

- Always return the key in hand before leaving.

- Immediately notify the management of any abnormal occurrences you notice, such as: suspicious people in the corridors, people in the corridors, people in the corridors.

- suspicious behaviour in the corridors, repeated telephone calls from unidentified persons, knocks at the door of the identify themselves, knocking on your room door from people you do not know, or not finding anyone when you go to your room.

- Do not be annoyed if you are asked at reception or any other department to identify yourself.

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

- Do not invite strangers to your room, or tell them your room number.

- Do not allow repair personnel to enter your room without being asked or authorised by the management.

- Do not allow people into your room with unsolicited deliveries.

- When socialising with strangers, do not reveal the name of your hotel or your room number.

- Do not discuss specific plans for future excursions, outings, etc. in public or with strangers.

- Do not show your room key in public places.

- If you discover any damage or anomalies, please contact reception.

- The electrical installation in your room is 220 Volts.

- Respect the areas in which the facilities are located during the night and during siesta hours, and in general, do not leave your room unattended, avoid making unnecessary noise.

- Please use the facilities appropriately, respecting the furniture and gardens of the hotel. gardens.

- Please respect the opening hours of all the hotel facilities.

- T-o avoid the risk of accidents, please do not use glasses and other glassware and/or crockery in the Spa area.

- We would appreciate your participation in the event that during your stay at the hotel any emergency or evacuation drill during your stay at the hotel.

- Some times may change depending on the time of year.