



## **INTERNAL RULES AND REGULATIONS OF THE ESTABLISHMENT**

In accordance with Article 25 of Decree-Law 13/2020 on Hotel Establishments, published in BOJA No. 27 on May 18, 2020, the establishment has adopted the following Internal Rules and Regulations, which shall be binding upon all guests of the establishment.

### **1.- Article 25. Internal Rules and Regulations:**

- a. Hotel establishments may adopt internal rules and regulations establishing mandatory norms for users during their stay.
  - b. The internal rules and regulations, where applicable, shall specify at a minimum the conditions of admission, rules of coexistence and operation, as well as any provisions that enable and promote the proper use and enjoyment of the facilities, equipment, and services.
  - c. The owners of hotel establishments may request assistance from law enforcement authorities to remove users who violate the internal rules and regulations or who attempt to access or remain in the premises for purposes other than the normal use of the service, in accordance with the provisions of Article 33.22 of the Tourism Law.
- 2.- Users are required to pay the cost of the room and services for the duration of their stay upon arrival.
- 3.- The hotel may request prior payment guarantee by credit card or bank transfer for the contracted services, including the total reservation amount and any extras, in accordance with applicable legislation.
- 4.- Room reservations begin at 14:00 on the first day of the contracted period and end at 12:00 on the day indicated as the departure date. For any possible changes, please consult Reception. Extending the stay beyond the stated time without prior agreement will result in an additional day's charge. Incoming reservations allow housekeeping sufficient time to properly carry out their duties.
- 5.- The number of guests staying in a room may not exceed the number indicated in the reservation confirmation, and in no case may it exceed the occupancy limit established for each room type, as declared at check-in. A surcharge will be applied for any additional guest exceeding the stated limit, in accordance with the current rate.
- 6.- Room cleaning hours are from 10:00am to 17:00pm. After that time, only towel changes will be carried out. Guests are required to vacate the room during cleaning hours to facilitate the work of the housekeeping staff and to comply with the service schedule.
- 7.- The parking facility is for the exclusive use of hotel guests, beginning with the signing of the accommodation contract and ending at check-out.
- 8.- Smoking is prohibited in all indoor areas, including guest rooms, in accordance with Law 42/2010 of December 30.
- 9.- It is forbidden to bring food or beverages into the hotel for consumption inside the establishment.
- 10.- It is not permitted to take food or beverages out of the hotel dining rooms without prior authorization.
- 11.- Access to the hotel and restaurant is allowed for persons accompanied by animals, subject to compliance with mandatory regulations.
- 12.- In accordance with Decree 10/2033, Articles 5 and 7, which approves the General Regulations on the Admission of Persons to Public Entertainment Establishments and Recreational Activities, access to and presence in the establishment shall be denied in the following cases:
- a. When the person has not previously registered at Reception.
  - b. When the official closing time of the establishment or any of its facilities has passed.



- c. When the person does not meet the minimum age requirement for entry, in accordance with current regulations.
- d. When the person has not paid the corresponding bill.
- e. When the person displays violent behavior, particularly if acting aggressively, provoking disturbances, causing dangerous situations or discomfort to other guests, or failing to meet minimum standards of hygiene or condition.
- f. When the person is carrying weapons or objects that could be used as such, unless they are, in accordance with the applicable regulations, members of the Security Forces or private bodyguards employed by licensed security companies, and are entering the premises in the course of their official duties.
- g. When the person is consuming drugs, narcotic or psychotropic substances, or shows signs of having consumed them, as well as those who display evident signs of intoxication.
- h. When the person, through their attitude and/or noise, disrupts the normal operation of the establishment.
- i. When the person fails to maintain appropriate sanitary and cleanliness standards within the establishment.
- j. When the person acts in a way that undermines the normal functioning and social harmony of the establishment.

13.- Notwithstanding the situations described above, the individual shall remain responsible for any expenses incurred up to the moment access to or continued stay in the establishment is denied.

14.- It is not permitted to reserve services or accommodation units at prices other than those officially stipulated.

15.- Movement and presence within the establishment shall be limited to areas designated for guests; access to private or restricted areas is strictly prohibited. Appropriate attire must be worn at all times.

16.- Access to the restaurant, dining rooms, and terraces of the establishment is not permitted when wearing dirty clothing, swimwear, or being partially dressed.

17.- The establishment is only liable for valuables deposited under the conditions of the safe rental agreement. The hotel assumes no responsibility for theft or loss of personal belongings not placed in the safe.

18.- Safety regulations prohibit the use of objects and/or equipment that may cause fire.

19.- If an identification card has been provided at Reception, it serves as proof of your status as a guest. Please carry it with you at all times within the premises.

20.- If you do not wish your room to be cleaned, please inform Reception. However, rooms may not remain uncleaned for more than two consecutive days.

21.- It is prohibited to use towels or other linen items from the room for external purposes.

22.- In case of loss or damage to remote controls (for televisions or air conditioning units), the replacement cost will be charged to the credit card provided as a security deposit with the reservation.

23.- Guests are responsible for any damage caused to the hotel during their stay. If you notice any damage or breakage in your room upon arrival, please report it to Reception to avoid being held responsible.

24.- The Management of the establishment recommends the following:

- Watch over and control your luggage. Do not leave it unattended.
- Always lock your room door when leaving, and ensure it is properly secured.
- Keep your room door locked while inside.
- Close your luggage when not in use and store it in the wardrobe.



- Immediately report to Hotel Management any unusual activity you notice, such as suspicious persons in the corridor, repeated phone calls from unidentified individuals, or knocks on your door from unknown persons—or finding no one there when you answer.
- Do not be offended if Reception asks for your identification; this is for your safety and the safety of all guests.
- Do not display jewelry, money, or valuable items in your room.
- Do not invite strangers into your room or disclose your room number. You are responsible for any persons accompanying you.
- Do not allow entry to anyone bringing deliveries that you did not request.
- For any clarification or assistance, please contact Reception. We will be happy to help you.