INTERNAL REGULATIONS OF THE ESTABLISHMENT

In accordance with article 25 of the Hotel Establishments Act 13/2020, BOJA nº 27 of 18th May 2020, the establishment has the following internal regulations, which will be compulsory for the clients of the establishment.

1.- Artº 25 Internal Regulations:

a. The hotel establishments may have an internal regulation that establishes the rules that must be observed by the users during their stay.
b. The internal regulations, if any, shall establish, as a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and promotes the normal development of the use of the facilities, equipment and services.
c. The owners of the hotel establishments may request the assistance of the public authorities to evict users who do not comply with the internal regulations or who try to enter or stay in the same for a purpose other than the normal use of the service, in accordance with the provisions of art. 33.22 of the Tourism Code.

2.- Users are obliged to pay for the contracted services on presentation of the invoice.

3.- The Hotel may require a prior guarantee of payment by credit card or bank transfer for the services contracted, both for the total amount of the reservation and for the extras, in accordance with the legislation in force.

4.- Reservation of accommodation begins at 14:00 on the first day of the contract period and ends at 12:00 on the day indicated as the departure date. For any changes, please contact the reception. The prolongation of the stay for a longer period than indicated, without prior agreement, will entail the payment of an extra day. The booking will allow the cleaning service the time necessary to carry out their duties properly.

5.- Two people are not allowed to stay in a double room that has been booked as a single room. In this case, the price for double occupancy will be charged.

6.- The room cleaning schedule is from 10:00 am to 5:00 pm. After this time only the towels will be changed. The customer must also leave the room free to facilitate the work of the cleaning staff, respecting the timetable for the end of the service.

7.- The car park is for the exclusive use of the hotel guests, and this right begins with the signing of the accommodation contract and ends with the check-out.

9.- Smoking is forbidden inside the hotel, including the rooms.

10.- It is forbidden to bring food or drinks into the hotel to be consumed inside. It is forbidden to consume drinks in the swimming pool unless they have been purchased at the hotel bar.
11.- It is not allowed to take food, meals or drinks out of the hotel dining rooms.

12.- Pets are allowed in the hotel and in the restaurant, with the exception of the swimming pool area, where access with animals is totally restricted.

13.- In accordance with Decree 10/2003, art. 5 and 7, which approves the general regulations for

the admission of persons to establishments for public shows and leisure activities, the access and stay of persons in the establishment will be prevented in the following cases:

a. If the person has not previously registered at the reception desk.
b. If the closing time of the establishment or of any of its premises has been exceeded.
c. If the minimum age established for access to the premises, in accordance with the regulations in force, has not been complied with.
d. If the person seeking access has not paid the bill.
e. If the person displays violent behaviour, in particular if he/she behaves in an aggressive manner or provokes disputes, causes situations of danger or disturbance to other visitors, or does not comply with the conditions of condition or hygiene.
f. If the person is in possession of weapons or objects that can be used as such, unless in accordance with the provisions of the specific regulations in force. When the person is carrying weapons and objects that can be used as such, except in the case of members of the security forces and corps or private escorts integrated in private companies, who enter the establishment in the exercise of their duties, in accordance with the provisions of the specific regulations in force.
g. When the person is consuming drugs. If they are under the influence of drugs, narcotics or psychotropic substances or show signs of having taken them, or if they show obvious signs or behaviour of being intoxicated.
h. If they disturb the normal operation of the establishment by their behaviour and/or noise.
i. If they take actions or behave in a manner that is contrary to the health and cleanliness of the establishment.
j. If they violate the normal social coexistence of the establishment.

14.- Nevertheless, and in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the establishment.

15.- The services of the establishment or of the accommodation units cannot be reserved against the established price.

16.- The circulation and the stay in the establishment will take place in the places reserved for the clients, without them being able to have access at any time to the reserved or private rooms or areas. Dress or clothing will be that specified for this purpose. 17. - It is not permitted to enter the restaurant, buffet or dining rooms of the establishment in dirty clothes, swimsuits or partially clothed. Shirts or T-shirts must be worn.

18.- The use of the sun loungers in the swimming pool is free of charge, but they cannot be reserved before 9 a.m. The hotel staff can remove the sun loungers that are not used for at least 30 consecutive minutes, provided that there are other users waiting to occupy them, and hand over the personal belongings to the hotel reception. The same applies to the tables and chairs belonging to the establishment in any of its common areas.

19.- The establishment is only responsible for valuables in accordance with the safe rental conditions. The hotel is not responsible for the theft and/or loss of personal belongings not deposited in the safe.

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

21.- If you have been issued with an identification card at reception, this will identify you as a guest of the establishment. Keep it with you at all times on the premises.

22.- If you do not wish your room to be repaired, please inform the reception. Rooms cannot be left for two consecutive days without being tidied and cleaned by the hotel staff.

23.- It is forbidden to use the towels and other clothes in the room for outside use. The hotel provides its guests with a set of towels for exclusive use in the swimming pool and solarium, free of charge, on payment of a deposit of €10/towel, which will be refunded when the towels are returned. In case of loss or damage, the deposit will not be refunded.

24.- In the event of loss or damage to the remote controls for the television and air conditioning in the room, the replacement amount will be charged to the credit card used for the booking deposit.

25.- Guests are responsible for any damage caused in the hotel during their stay. If you notice any damage or breakage in your room on your first day of arrival, please inform reception so that it cannot be attributed to you.

26.- The management recommends the following:

- Keep an eye on your luggage. Do not leave it unattended.
- Close the door to your room when you leave and make sure it is properly locked.
- Keep the door closed when you are in your room.
- Lock your luggage when not in use and store it in your locker.
- Keep your room key safe. It is compulsory to leave it at the reception on your departure to avoid loss or theft from outside.
- Immediately inform the hotel management of any abnormal occurrences you notice, such as suspicious people in the corridor, repeated telephone calls from people who do not identify themselves, knocks at your room door from people you do not know, or not finding anyone when you go to open it.
- Do not be upset if you are asked to identify yourself at reception. It is for your own safety and the safety of others.
- Do not display jewellery, money or valuables in your room.
- Do not invite strangers to your room or give them your room number. You are responsible for the people accompanying you.
- Do not allow repair personnel to enter your room without the request or permission of the hotel management.
- Do not allow anyone to enter your room with unsolicited deliveries.
- If you have any queries or needs, please contact reception. We will be happy to assist you.