

INTERNAL REGULATIONS OF THE ESTABLISHMENT

In accordance with Article 25 of Decree-Law 13/2020, on Hotel Establishments, BOJA No. 27 of May 18, 2020, the establishment has the following Internal Regulations which are mandatory for guests of the establishment.

1. Art. No. 25 Internal Regulations.

1. Hotel establishments must have internal regulations that establish mandatory rules for users during their stay.
 2. The internal regulations, where applicable, shall specify, as a minimum, the admission conditions, coexistence and operational rules, as well as everything that allows and promotes the normal enjoyment of the facilities, equipment, and services.
 3. The owners of hotel establishments may seek the assistance of law enforcement agents to evict users who violate the internal regulations or who attempt to access or remain in them for a purpose other than the normal use of the service, in accordance with Article 33.22 of the Tourism Law.
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2. Users are obliged to pay for the contracted services at the time the invoice is presented.
 3. The hotel may request a credit card payment guarantee for contracted services, both for the total reservation and for extras, in accordance with applicable legislation.
 4. Accommodation reservations begin at 3:00 PM on the first day of the contracted period and end at 12:00 PM on the day specified as the departure date. For possible changes, please consult reception. Prolonging occupancy beyond the described time without prior agreement will result in the obligation to pay for an additional day. The incoming reservation will allow the cleaning service the necessary time for the proper execution of their duties.
 5. The room cleaning schedule will be from 8:00 AM to 6:00 PM. After that time, only towel changes will be made. Likewise, the guest must vacate the room to facilitate the work of the cleaning staff, also adhering to the service completion time.
 6. If a parking lot exists, it is for the exclusive use of Hotel residents, with this right beginning with the signing of the lodging contract and ending with check-out.
 7. The garage is a service for Hotel residents whose use is subject to the payment of the stipulated fee.
 8. Smoking is prohibited in designated "no smoking" areas.
 9. Consumption of food and beverages is not allowed in the pool area.
 10. Access for persons accompanied by animals is prohibited, with the exception of persons accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use of guide dogs by visually impaired persons in Andalusia.

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12. In accordance with Decree 10/2023, Articles 5 and 7, which approves the General Regulations for the Admission of persons to public entertainment establishments and recreational activities, access and permanence of persons in the establishment will be prevented in the following cases:

a) When the established capacity has been reached with the users inside the premises or establishment. b) When the closing time of the establishment or any of its dependencies has been exceeded. c) When the minimum age established for access to the premises, according to current regulations, is not met. d) When the person attempting to access has not paid for the entrance or ticket in cases where it is required. e) When the person exhibits violent attitudes, especially when behaving aggressively or causing disturbances, creating situations of danger or annoyance to other attendees, or not meeting conditions of state or hygiene. f) When the person carries weapons and objects capable of being used as such, unless, in accordance with the specific applicable regulations at all times, they are members of the Security Forces and Corps or private escorts integrated into private companies, and they access the establishment in the exercise of their functions. g) When the person is consuming drugs, narcotics, or psychotropic substances, or shows symptoms of having consumed them, and those who show evident signs or behaviors of being intoxicated. h) When they cause noises that disturb the normal development of the establishment. i) When they do not adopt measures or attitudes against the health and cleanliness of the establishment. j) When they violate the normal social coexistence of the establishment.

13. Notwithstanding the above, in the cases described, the person is obliged to pay for any expenses incurred until the moment of prohibition of access or permanence in the establishment.

14. Services of the establishment or accommodation units may not be reserved against the stipulated price.

15. Circulation and stay within the establishment shall be in the areas reserved for guests, without them being able to access at any time the reserved or private rooms or spaces. The attire or clothing shall be that established for such purpose.

16. Access to common areas of the establishment with dirty clothing, swimwear, or partially dressed is not permitted. A shirt or t-shirt must be worn.

17. The use of pool loungers is free of charge and they cannot be reserved. Hotel staff may remove loungers that are not used for at least 30 consecutive minutes, provided there are other users waiting to occupy them, and move any personal belongings on them to the Hotel Reception. The same applies to the tables and chairs of the establishment in any of its common areas.

18. The establishment is only responsible for valuable objects according to the safe deposit box rental conditions. The Hotel is not responsible for thefts or losses of personal objects not deposited at Reception under deposit and written acceptance and stamping by the establishment.

19. If you have been given an identification card at reception, it certifies you as a guest of the establishment. Always carry it with you within the facilities.

20. If you do not wish your room to be cleaned, please inform reception.

21. It is prohibited to use the towels and other linens from the room for outdoor use. The establishment provides its guests with a number of towels for exclusive use at the pool and solarium free of charge, upon prior deposit of Euros, which will be returned when the guest returns the towels.

22. In case of loss or damage to the remote controls, both for televisions and air conditioning units, which are provided to the guest upon arrival, the cost of replacing the reservation deposit credit card will be charged.

23. The guest is responsible for any damage caused in the hotel during their stay. If you notice any damage or breakage upon arrival on your first day in your room, please inform reception so that it cannot be attributed to you.

26. The Management of the establishment recommends:

- Watch and control your luggage. Do not leave it unattended.
- Close your room door when you leave it and make sure it is properly closed.
- Keep the door closed when you are in the room.
- Lock your luggage when not in use and place it in your wardrobe. If the luggage has a lock, use it.
- Protect your room key. It is mandatory to leave it at reception upon your departure to avoid loss or external theft. Try to hand it in directly.
- Immediately notify Hotel Management of any abnormal situation you notice, such as suspicious persons in the hallway, repeated phone calls from unidentified persons, knocks on your room door from unknown persons, or not finding anyone when you go to open it.
- Do not be bothered if you are asked to identify yourself at reception. It is for your own safety and that of everyone.
- Do not display jewelry, money, or valuable objects in your room.
- Do not invite strangers to your room or tell them your room number. You are responsible for the people accompanying you.
- Do not allow repair personnel in without having requested or authorized it by the Hotel Management.
- Do not allow people into your room with unsolicited deliveries.
- For any clarification or need, consult reception. We will be happy to assist you.

27. The hotel has a bar/restaurant

- The bar/restaurant is managed by an independent company.
- Breakfast, lunch, afternoon snack and dinner are available.
- The guest must pay for all drinks in the bar/restaurant.
- Guests are not allowed to bring food and drink into the pool area.