

## **VILLA ONIRIA INTERNAL RULES AND REGULATIONS**

In accordance with Article 13 of Decree 47/2004 of February 10, on Hotel Establishment, BOJA No. 42, of March 2, 2004, the establishment has the following company rules Internal Regulations that will be in compliance with the establishment's clients.

### 1. Article 13. Company rules.

1. Hotel establishments will have a set of rules and regulations at their disposition with obligatory character for hotel guests and clients during their stay.
  2. Company rules and regulations will specify, as a minimum requirement, rules of admission, conditions for the successful running of the establishment, including points which will help towards the enjoyment of all installations, facilities and services.
  3. Hotel proprietors may call the authorities for assistance in vacating any guest who may fail to keep to the rules, or who may at any time remain on the premises with the intention of using facilities for reasons other than those intended, as established in Article 33.2 of the Law of Tourism.
2. Hotel guests must pay for services used when presented the invoice.
  3. The owner of the establishment is in title to ask a deposit when a reservation is made for the total amount o for extras, according to the legislation applicable.
  4. The accommodation of the room booked begin at 15:00 hours on the first day of the period reserved and end at 12:00 hours on the checkout day. Please ask in reception for any changes to this timetable. Staying later than this time, without prior agreement, will automatically suppose a further day is to be paid. Two guests are not allowed to use a double room which has been reserved for only one person. In that case, the full price for a double must be paid.
  5. Two guests are not allowed to use a double room which has been reserved for only one person. In that case, the full price for a double must be paid.
  6. Room cleaning time are from 08:00h to 15:00h
  7. Parking is exclusively used by guests of the hotel (hotel rooms or meetings) beginning with the accommodation contract signature and finishing on check out time.
  8. Smoking is strictly prohibited in this establishment.
  9. It is forbidden to introduce food or drinks into the Hotel to be consumed inside the establishment.
  10. It is not allowed to take food, meals or drinks from the Hotel's dining rooms.
  11. Pets and animal are not allowed to come into the hotel, with the exception of guide dogs, in accordance with decree law 5/1998, of 23 November, with respect to the use of guide dogs for person with difficulties in seeing in Andalusia.

12. All lodged people over 16 years of age must identify themselves with a valid document, and this must be registered by the Hotel according to Law 4/2015 on the Protection of Citizen Security. Once the mandatory registration data has been collected, customers must sign the corresponding checking form. Said actions, in turn, are included in Order Int /1922/2003, of July 3<sup>rd</sup> , about registration books and entry parts of travelers in hospitality establishments and other similar ones.
13. In accordance with decree law 10/2003 article 5 and 7 in which the General Law of admission of persons in establishments where performances are shown and recreational activities take place, admission will be denied under the following circumstances:
  - When the established capacity has been completed and the area is full.
  - When closing times have been exceeded
  - When the client is under the minimum age established for entrance, according to the applicable norm.
  - When the entrance fee has not been paid in those cases that a fee is required.
  - When the client demonstrates a violent attitude, acting in an aggressive way, provoking arguments, with the intent to cause danger or to disrupt others, or when a minimum personal hygiene is not established.
  - When the client carries arms, or any object which may be used as such, excepting when in accordance with arrangements when specific norms apply, such as those used by Security Forces, by private personal bodyguards, who enter the establishment as part of their duties.
  - When any person consumes drugs, narcotics or psychotropic substances, or shows signs of having consumed drugs, or acts in a drunken way.
  - When a person makes so much noise that they disturb the usual development of the establishment.
  - When a person adopts measures a destructive attitude against health and sanitary of the establishment.
  - When an attempt is made to disrupt the usual social environment of the establishment.
14. In the aforementioned cases, it is important to note that any person causing damage must pay for the costs of repair or expenses generated up to the moment of prohibition of entry or when being forced to remain on the premises
15. Admission within the establishment must be in those areas reserved for the public. Hotel guests and clients must not use areas which are either reserved or private. Correct dress code will be established for this purpose.

16. Access to the restaurant or buffet or dining rooms of the establishment with work clothes, bathing suits or tank tops and without footwear is not allowed.
17. Leave all valuables in your room safe. The Hotel is not responsible for theft or loss of objects not deposited in Reception under deposit, or receipt.
18. Security regulations do not allow the use of irons in hotel rooms. On the other hand, smoking in the rooms or common areas, are not allowed.
19. If the ID card has been given to you at reception, it accredits you as a guest of the establishment. Always carry it with you within the facilities.
20. If you wish to have your room cleaned, hang the notice "please, clean the room" on the outside of your room door. If you wish not to be disturbed, hang the notice "please do not disturb" on the outside of your bedroom door.
21. It is forbidden to use the towels and other clothes in the room for outdoor use.
22. The management of the establishment recommends the following:
  - Take care of your luggage. Make sure it is not left Don't leave it unattended.
  - Close your hotel room door on leaving, always double check that it is closed correctly, even though you are absent for a short period of time.
  - Keep your hotel door closed safely whilst in your room.
  - Close suitcases and luggage when not in use and store it in the wardrobe. If the luggage has a lock, always use it.
  - Always look after your room key. Do not simply leave it at the reception desk without making sure reception staff have put it in its proper place. Always return room keys before leaving the hotel.
  - Notify the Management immediately if you suspect anything unusual for instance, anyone acting suspiciously in hotel corridors, anonymous phone calls, if anyone you don't know knocks on your hotel room door, or if there is knocking on your door and no one is there when you open it.
  - Do not offend if reception staff ask you for identification.
  - Do not display jewelry, money, or valuables in hotel rooms.
  - Do not invite strangers into your room, nor disclose your hotel room number to anyone unknown.
  - Do not allow maintenance staff to enter your hotel room without having asked for services or without prior authorization.
  - Do not allow anyone to enter your hotel room, with deliveries which have not been ordered.
  - When you establish relationships with unknown people, do not tell them the name of your hotel or your room number.
  - Do not discuss specific plans for excursions or trips in public, or in front of strangers
  - Do not show your room key in public. Do not hang clothing over the railing in your hotel room, nor on the room terrace.
  - If you find any type of deterioration or fault within the premises, please contact reception.

- The electrical installation of your hotel room is 220 Volts
- Please respect sleeping hours and siesta times in the vicinity of rooms and avoid making excessive noise.
- We urge hotel guest to use facilities accordingly. Take care of furniture and fittings and of the hotel gardens.
- We ask you to keep to hotel timetables.
- We would like to thank you in advance for participating in fire drills in case there is a fire check during your stay.
- Timetables are subject to change depending on time of year.

Fdo. Roberto Arechavala

- Manager -