



HOUSE RULES / INTERNAL REGULATIONS

In accordance with Article 25 of Decree 13/2020 of 18 May, the establishment has the following House Rules, which shall be mandatory for all guests of the establishment.

Article 25 of Decree 13/2020 provides:

1. *“Hotel establishments must have House Rules setting out rules that are mandatory for guests during their stay, which may not contravene the provisions of Law 13/2011 of 23 December, nor those of this Chapter.”*
2. *“The House Rules shall always be available to guests and shall be displayed, at least in Spanish and English, in a visible and easily accessible place within the establishment. These rules must also be published on the establishment’s own website, if one exists.”*
3. *“Hotel operating companies may request the assistance of the Security Forces and Corps to evict from the premises those who fail to comply with the House Rules, breach the usual rules of social coexistence, or attempt to access or remain in the establishment for a purpose other than the normal use of the service, in accordance with Article 36.4 of Law 13/2011 of 23 December.”*

1. Identification Document

Guests are required to present a valid identification document at the time of admission to the hotel establishment.

2. Accommodation Contract

Before admission, each guest shall be provided with an admission document, which must be compulsorily signed by the guest. This document shall include the name, category and registration number of the establishment, the number or identification of the accommodation unit, the number of persons occupying it, the board basis, check-in and check-out dates, and the accommodation price when the booking has been made directly with the hotel.

Once signed, the admission document shall be retained by the establishment.

3. Identification Card

(In establishments where it is used for the provision of contracted services)
Upon signing the admission document or accommodation contract, an identification card will be issued, which must be presented in order to use the contracted services.

4. Obligations of Users of Tourist Services

The owners of the establishments may deny access to and/or remain on the premises to guests who fail to comply, or have previously failed to comply, with any of the following obligations (Articles 36.3 and 22 of Law 13/2011 on Tourism):

- To observe the rules of coexistence and hygiene established for the proper use of tourist establishments.
- To respect the House Rules of tourist establishments, provided they do not contravene the law.
- To respect the agreed departure date and vacate the occupied accommodation unit accordingly.
- To pay for the contracted services upon presentation of the invoice or within the agreed period, the submission of a complaint not exempting the guest from payment.
- To respect the premises, facilities and equipment of tourist companies.
- To respect the environment, historical and cultural heritage and tourism resources of Andalusia.

5. Advance Payment Guarantee

The hotel establishment may request an advance payment guarantee for the contracted services, either for the full reservation or for extras, by any of the following means: credit card, bank transfer, etc.

6. Hotel Day

The hotel day begins at 12:00 noon on the first day of the contracted period and ends at 12:00 noon on the departure date. During periods of high occupancy, the availability of the accommodation unit may be delayed for a maximum of two hours. Without prior

agreement, extensions beyond the contracted period will not be permitted. Where an agreement exists, the full daily rate shall be charged.

7. Room Occupancy

Two persons may not stay in a double room booked for single use. In such cases, the double-use rate shall apply.

8. Safe Deposit Box

The hotel provides a safe deposit service for money and valuables, which may be deposited at Reception against receipt. The hotel shall not be liable for the loss or theft of money or valuables not deposited in the safe.

9. Housekeeping

Room cleaning hours are from 08:00 to 16:00. Towels provided in the room may only be used for personal hygiene.

10. Smoking

Smoking is prohibited throughout the establishment, except as permitted under Law 28/2005 and Law 42/2010 amending it.

11. Food and Beverages

The introduction of food or beverages into the hotel establishment for consumption on the premises is prohibited.

12. Animals

Access to the establishment with animals is prohibited without express authorization, except for guide dogs accompanying visually impaired persons, in accordance with Law 5/1998.

14. Access to Services Open to the Public

Access to and/or remaining in areas intended for both guests and the general public shall be denied in the following cases:

- a) When maximum occupancy has been reached.
- b) When closing time has been exceeded.
- c) When the minimum age required by applicable regulations is not met.
- d) When the required admission fee has not been paid.
- e) When violent or aggressive behaviour is shown, disturbances are caused, or danger or nuisance is created for others.
- f) When minimum hygiene conditions are not met.
- g) When weapons or objects that may be used as such are carried, except by authorised security personnel in the performance of their duties.
- h) When drugs or narcotic substances are being consumed, signs of intoxication are evident, or when deliberate damage, disorder or excessive noise is caused.

15. Police Assistance

In all such cases, the hotel may request the assistance of the competent police authorities.

16. Payment Obligation

Guests shall remain obliged to pay for all expenses incurred up to the moment access or stay is denied.

PARKING AND GARAGE

- 17. The garage service is available to residents subject to availability and payment of the applicable rate. The establishment accepts no liability for damage, loss, theft of vehicles or items left inside them.
-

RESTAURANT / BAR

21. Restaurant hours:

- Breakfast: 08:00 – 11:00

Food may not be taken out of the buffet restaurant.

INFORMATION AND ENQUIRIES

32. For any questions regarding hotel operations, please contact Reception. The Hotel Manager is the person ultimately responsible.

INFORMATION ON THIRD-PARTY SERVICES

33. Information on excursions and services provided by third-party companies is available at Reception.
34. The hotel accepts no liability for services provided by third parties.
35. All hotel facilities and services comply with applicable safety regulations.

ADVICE AND SAFETY RECOMMENDATIONS

- Please watch over and keep control of your luggage. Do not leave it unattended.
- Keep your room door closed at all times when you are inside.
- When leaving your room or apartment, make sure the door and windows are properly closed, even if you will be away only for a short time. Try reopening the door to ensure it is securely locked.
- Keep your luggage closed when not in use and store it in the wardrobe. If your luggage has a lock, always use it.
- Never display jewellery, money or valuables in your room.
- Immediately inform Hotel Management of any unusual situation, such as suspicious persons in the corridors, repeated phone calls from unidentified callers, knocks on your door by unknown persons, or finding no one at the door when you open it.
- Protect your room key. Do not leave it unattended at the Reception desk; always hand it back directly when leaving the hotel. Never show your room key in public places.

- If you forget or lose your room key, only Reception staff are authorised to issue a replacement.
- For safety reasons, please extinguish your cigarette before going to rest. For fire safety, the use of irons or any other electrical appliances that may cause a fire is prohibited in guest rooms.
- Please do not be concerned if Reception asks you to identify yourself. This is for your safety.
- When socialising with strangers, do not disclose the name of the hotel or your room number.
- Never allow maintenance staff to enter your room unless requested or authorised by Hotel Management.
- Never allow entry to your room for deliveries that you have not requested.
- Never discuss specific plans for future excursions or outings in public or with strangers.
- If you wish your room to be cleaned, hang the sign "Please make up room" on the outside of your door. If you do not wish to be disturbed, please hang the sign "Do Not Disturb".
- Do not hang clothes over the terrace railing.
- If you notice any damage or irregularity, please contact Reception.
- The electrical supply in guest rooms is 220 volts.
- Please respect the guest room areas during night-time and siesta hours and avoid unnecessary noise.
- Please use the hotel facilities appropriately, respecting the furniture and gardens.
- Please respect the operating hours of all hotel facilities.
- We appreciate your cooperation in the event of any emergency or evacuation drill during your stay.
- Some opening hours may vary depending on the time of year.

PERSONAL DATA

Guests' personal data will be processed for reservation management, provision and billing of hotel services and, where express consent has been given, for sending information on offers and services. Guests may exercise their rights of access, rectification, erasure, data portability,

restriction and objection in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018.