WOSTEL MÁLAGA

INTERNAL REGULATIONS

Vértice Hoteles 2025

Anyone entering Wostel Málaga must comply with the rules set out in these Internal Regulations, in accordance with Law 13/2011 on Tourism in Andalusia and Decree 13/2020 of 18 May on hotel establishments.

- Guests must respect the rules governing use of the facilities and communal living, other guests' rest, and the proper condition of the facilities.
- These Regulations set out the admission conditions, basic rules of conduct and operation, and everything necessary to ensure a safe and pleasant stay for everyone.
- In the event of a serious breach or misuse of the accommodation, management may request assistance from the law enforcement authorities in accordance with Article 36.4 of Law 13/2011.

These Regulations are available at Reception and on the official Wostel Málaga website, in Spanish and English.

AT A GLANCE

Check-in	Check-out	Quiet hours	Breakfast	Reception
14:00	11:00	23:00–08:00	06:00–12:00	24 H

01 PAYMENT FOR SERVICES

ART. 1 Payment and booking

Wostel Málaga only accepts online payments made through advance bookings on its official website or through authorised agencies. For walk-in bookings, payment must be made before check-in.

ART. 2 Cancellation policy

Cancellation or modification conditions depend on the sales channel used (Booking.com, Expedia or other online agencies). Guests must contact the agency through which they made their booking directly.

ART. 3 Accepted payment methods

Cash payments are not accepted. Only valid credit or debit cards (Visa or MasterCard) are accepted as payment.

ART. 4 Extra services

Any additional service (such as extra cleaning, use of lockers, breakfast or other services) must be paid for before use, either at the self-service kiosk or at Reception.

02 RIGHT OF ADMISSION

ART. 5

In accordance with Article 5 of Decree 47/2004 of 10 February on Hotel Establishments and Law 13/2011 of 23 December on Tourism in Andalusia, Wostel Málaga may refuse entry to or prevent guests from remaining at the establishment for the following reasons:

a) Lack of availability or capacity of the accommodation or its facilities.

b) Inappropriate, dangerous or disruptive behaviour that may affect the wellbeing or rest of other guests or staff, or pose a risk to or cause damage to furniture, facilities or equipment. This also includes cases where a guest has caused damage during previous stays.

c) Outstanding debts arising from previous stays or services, until they have been paid.

Management may request assistance from the law enforcement authorities to remove guests who breach these Regulations or seek to remain at the establishment for a purpose other than tourist accommodation.

ART. 6 Charges in the event of refusal of entry or eviction

In the cases described above, guests must pay for the expenses and services incurred up to the time when entry to or continued stay at the establishment is prohibited.

ART. 7 Animal admission policy

Animals are not permitted to enter or stay at Wostel Málaga, except for legally recognised assistance dogs, including guide dogs, in accordance with the applicable regulations.

ART. 8 Guest rights

Guests at Wostel Málaga have the following rights:

1. To receive the booked services at a quality level appropriate to the establishment's category and the agreed conditions.
2. To receive accurate, clear and complete information about prices, conditions, schedules and the features of the services offered before booking.
3. To receive documents confirming the booking and payments made.
4. To know and accept the rules in these Regulations, as well as staff instructions concerning safety, communal living and hygiene.
5. To submit complaints or claims and access the official complaint forms available at Reception. Submitting a complaint does not exempt guests from paying for the services booked.
6. To have their personal data protected in accordance with current data protection regulations. The Privacy Policy is available on the official Wostel Málaga website.

03 OVERBOOKING

ART. 9 In the event of overbooking or lack of accommodation availability, and in accordance with Article 25.1 of Law 13/2011 of 23 December on Tourism in Andalusia, Wostel Málaga may offer guests alternative accommodation at an establishment of the same or a higher category, under conditions similar to those booked. The establishment will cover transport costs, any price difference and any costs arising from the relocation.

04 SCHEDULES

ART. 10 Check-in is available from 14:00, and check-out must take place before 11:00.

If a guest remains in the room beyond the stated check-out time (12:00) without prior agreement with Reception, the establishment may charge the equivalent of one additional night.

ART. 11 **Cleaning service**

Daily cleaning is included;.

If requested an non-ordinary one in advance and subject to an additional charge, cleaning will be carried out between 09:00 and 16:00:

- Full cleaning including a change of sheets and towels: €5.
- Change of sheets and towels without cleaning: €3, available on request at Reception.

ART. 12 **Reception service**

Reception is available 24 hours a day.

If the receptionist is not at the desk, they may be attending to other areas or other guests in the communal spaces. In that case, please wait a few minutes or call the Reception number.

ART. 13 **Breakfast service**

Breakfast is served from 06:00 to 12:00.

If it is not included in the booked rate, it can be added at check-in or up to 24 hours in advance for an additional fee of €4.50.

ART. 14 Rest hours and quiet time

Out of respect for rest and communal living, quiet hours are from 23:00 to 08:00, both in the rooms (hubs) and in communal areas. During this period, please avoid noise, loud music or any behaviour that may disturb other guests' rest.

05 SAFETY OF PERSONAL BELONGINGS AND PROPERTY

ART. 15 Safe-deposit service at Reception

Wostel Málaga offers guests a valuables storage service at Reception, subject to availability.

The establishment is not responsible for the loss, damage or theft of belongings that have not been formally deposited in the safe.

Guests are advised not to leave valuables in rooms or communal areas and to use the storage service whenever they consider it necessary.

ART. 16 Liability and safety

a) Wostel Málaga is not responsible for luggage or belongings left at the establishment after check-out or in communal areas, unless they have been deposited at Reception or in the luggage storage area.

b) The establishment accepts no responsibility for theft or taking of belongings in rooms or communal areas. Minor thefts are excluded from this coverage.

c) Guests are responsible for keeping their keys, access cards or digital codes safe during their stay.

06 ROOMS (HUBS)

ART. 17 Rules for using the rooms (Hubs)

a) Smoking or using e-cigarettes is prohibited in the rooms and any indoor area of the establishment, in accordance with Law 42/2010 of 30 December.

b) Eating or drinking is not permitted inside the dormitories; guests must use the designated communal areas.

c) Candles, portable burners, irons or unauthorised electrical appliances that may cause a risk or disturbance are prohibited.

d) Please keep your space tidy and clean during your stay. Do not leave rubbish, wet clothing or personal belongings outside the designated areas.

e) Any damage caused by misuse must be paid for by the guest, following an assessment by the establishment.

f) Failure to comply with these rules may result in additional cleaning charges (up to €100) or early termination of the stay.

g) Silence in corridors and hubs is essential to ensure guests can rest. Telephone conversations must therefore take place outside these areas, and audiovisual or computer equipment must not be used with the speaker on. Headphones will be made available to guests for appropriate use.

07 COMMUNAL AREAS

ART. 18 Lounge and relaxation areas

Communal areas are intended for the rest and social interaction of all guests.

Respectful and considerate behaviour is required. Noise, disorder or conduct that disturbs the peaceful atmosphere must be avoided.

ART. 19 Shared bathrooms

Shared toilets and showers must be kept clean and hygienic at all times.

Personal items, towels or belongings must not be left in these areas. Any items left behind may be removed by cleaning staff without prior notice.

Improper use or antisocial behaviour may result in a financial charge for the cleaning or repair costs incurred.

Hairdryers and other electrical equipment must be used carefully; any malfunction must be reported to Reception immediately.

ART. 20 Laundry (washing machine, dryer and iron)

These facilities must be used in turns, respecting the schedule and other guests' laundry.

Any laundry found forgotten or abandoned must be reported to Reception for handling.

ART. 21 Kitchen and breakfast area

Each guest is responsible for cleaning the kitchen and utensils after personal use.

For self-service breakfast, guests must wash the plates, cutlery and glasses they use.

Food stored in refrigerators must be labelled with the guest's name, Hub number and stay dates.

Wostel Málaga is not responsible for stored food.

Before check-out, guests must remove their belongings and dispose of their rubbish.

ART. 21 Vending machines

Vending machines must be used responsibly and considerately.

In the event of an issue or malfunction, guests must inform Reception.

Any damage, deterioration or misuse of the facilities or equipment must be paid for by the guest, following an assessment by the establishment.

INFORMATION AND CONTACT

For any questions or further information, guests may speak to Reception or contact us using the following details:

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+34 621 155 100

EMAIL
malaga@wostelrooms.com