

INTERNAL REGIME REGULATIONS HOTEL GUADALMEDINA

INTERNAL REGULATIONS: In accordance with Article 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory. Article 25 of Decree 13/2020 states:

1. Hotel establishments must have an internal regulation that sets forth mandatory rules for users during their stay, without contravening the provisions of Law 13/2011, of December 23, or this Chapter.
2. The internal regulations will always be available to guests and will be displayed, at least, in Spanish and English, in a visible and easily accessible location within the Hotel. This regulation must be advertised on the establishment's website.
3. Furthermore, Article 22 of the Law (Law 13/2011, of December 23, on Tourism in Andalusia regarding the Obligations of Tourist Users) establishes the obligation to observe, respect, and follow the rules of coexistence for the proper use of tourist establishments, the Internal regulations of the same, the check-out date, payment for contracted services, facilities and equipment, the environmental surroundings, historical and cultural heritage, and the tourist resources of hotel establishments.
4. The operating companies of hotel establishments may seek the assistance of the Security Forces to evict those who violate the internal regulations, breach the usual rules of social coexistence, or attempt to access or remain in the establishments for purposes other than the normal use of the service, in accordance with the provisions of Article 36.4 of Law 13/2011, of December 23.

ESTABLISHMENT NAME:
HOTEL GUADALMEDINA
RTA NUMBER : **H/MA/01870**
CITY HOTEL

Guadalmedina Hotel has developed the following Internal Regulations, setting out the rules and regulations that must be followed by guests, which are made available to them in accordance with the regulatory guidelines.

1. Admission conditions.
2. Rules of coexistence and operation.
3. Information about the administrative organization and the person responsible to whom users should address any issues related to the operation of the hotel.
4. List of additional services provided by companies other than the operating entity and identification of the companies responsible for providing them.
5. Information to users about the facilities or services that may pose a risk and the security measures taken in this regard.
6. Admission of animals and the conditions for such admission.
7. In general, all circumstances that allow and favor the normal development of the enjoyment of the facilities, equipment, and services.
 - e) Information to users about the facilities or services that may pose a risk and the security measures taken in this regard.

CHAPTER I

Admission Conditions

Article 1. - Admission Conditions.

This hotel is considered, for all purposes, a public-use establishment, although admission or stay may be denied in accordance with Article 4 of Decree-Law 13/2020 for the following reasons:

- a) Due to lack of accommodation capacity or facilities.
- b) Due to failure to meet admission requirements.
- c) Due to behavior that may cause danger or discomfort to others, whether users or not, or that may hinder the normal development of activities.
- d) Due to violent behavior towards others, employees or users, or discriminatory attitudes regarding disability, race, origin, sex, religion, opinion, or any other personal or social circumstance.
- e) Due to non-compliance with established hours.
- f) Due to lack of hygiene.
- g) Due to the use of drugs or obvious intoxication.

Article 2.- Admission Requirements.

It is a prior and essential requirement to use the accommodation units and complementary services to properly complete the admission document upon arrival at the Hotel. At this time, the guest will be informed about their rights and obligations as a tourist user, as well as about the existence of these Internal Regulations.

When completing the admission document, the tourist user must present an official identification document, which will also be used by the Hotel to complete the corresponding entry report in accordance with current regulations on registration books and entry reports for travelers.

Once the admission document is completed, a copy will be provided to the tourist user, which will include at least the name, classification, and registration code in the Tourism Registry of Andalusia of the Hotel, the identification of the room, the number of people occupying it, the check-in and check-out dates, the contracted meal plan, and, when the accommodation contract is signed directly between the tourist user and the Hotel, the price of the contracted stay. In this case, a copy of the corresponding document will be provided as a contract.

The signed admission document will be kept by the establishment.

Article 3.- Rights.

The tourist user of this Hotel has the following rights:

- a) To receive truthful, sufficient, understandable, unequivocal, rational, and pre-contractual information about the services offered, as well as about the final complete price, including taxes, detailing, where applicable, the amount of any increases or discounts that may apply to the offer.
- b) To obtain documents certifying the terms of their contract.
- c) To access the hotel establishment under the terms established in the regulations and the signed contract.
- d) To receive the tourist services under the agreed conditions.
- e) To have their safety and that of their belongings duly guaranteed by the Hotel, as well as their privacy, and to be informed of any situational issues that may affect their rest and tranquility.
- f) To receive information about any facilities or services that may involve risks and the safety measures in place.
- g) To receive an invoice or receipt with the required details of the price paid for the tourist service provided.
- h) To file complaints and claims and receive information about the procedure for submitting and processing them.

- i) To receive information about the accessibility conditions of tourist resources, services, and infrastructure.
- j) To consult the Hotel's privacy policy terms. Organic Law 7/2021, of May 26.

Article 4.- Obligations.

The obligations of the tourist user of this Hotel are:

- a) To observe the rules of coexistence and hygiene.
- b) To respect the internal regulations.
- c) To respect the agreed check-out date by vacating the occupied room.
- d) To pay for the contracted services at the time of presenting the invoice or within the agreed timeframe, with the presentation of a complaint not implying exemption from payment.
- e) To respect the facilities and equipment of the Hotel.
- f) To respect the environmental surroundings, historical and cultural heritage, and the tourist resources of the Hotel.

CHAPTER II

Operating and Coexistence Rules

Article 5.- Reservation.

If the reservation is canceled less than 1 day in advance, payment for one night's stay will be required.

If you leave the reserved room before the agreed check-out date, you will be charged for the services provided up to that point, plus a penalty for one night.

For non-refundable rates, the conditions previously agreed upon will apply.

If the reservation is canceled due to force majeure circumstances, including a health crisis or emergency affecting your place of residence or the location of this Hotel, the provisions in paragraphs a) and b) will not apply. Instead, you will receive a voucher, valid for one year, to stay for another time under the same conditions, subject to availability.

The Hotel's confirmation of your reservation will be considered a tourist accommodation contract; physical or electronic evidence will be made available to you. Once your reservation is confirmed, the type of room reserved will be made available to the tourist user on the agreed date. If the reservation is confirmed without requiring any advance payment as a deposit, it will be held until the agreed hour. If no hour is agreed upon, the reservation will be guaranteed until 18:00 hours on the specified day.

If you have paid a deposit as a down payment, the reservation will be held without a time limit for the number of days covered by the amount of the deposit, unless otherwise agreed.

Article 6.- Rate.

Payment can be made via prior bank transfer, credit card, or in cash up to the quantitative limit set by law at any given time.

The Hotel reserves the right to require a deposit as an advance payment when making a reservation, which will be considered as a partial payment towards the final amount for the services provided. This Hotel accepts only the following bank cards: VISA, MASTERCARD, and AMERICAN EXPRESS.

Article 7.- Occupancy Period.

As a tourist user, you have the right to occupy the room from 2:00 PM on the first day of the contracted period until 12:00 PM on the designated check-out date.

In any case, you may access the common facilities of our Hotel from 12:00 PM on the day of your arrival.

Unless otherwise agreed, extending the occupancy of the room beyond the contracted period will incur the obligation to pay the "late check-out" fee. You may stay for additional days beyond those specified in the admission document, provided there is prior agreement based on availability.

In the rooms, it is not permitted to exceed the maximum number of people allowed to stay. For example, it is not allowed for two people to occupy a double room that was booked as a single. This type of occupancy is prohibited. In such cases, the rate for double occupancy will be charged.

Article 8.- Safe boxes in Rooms.

The rooms in this Hotel are equipped with a safe, with a rental cost of €0 per day.

The establishment offers a safe box service for storing money and valuables, which may be deposited at the reception in exchange for a receipt for the items deposited.

The Hotel is not responsible for the loss or theft of money or valuables that may be lost, stolen, or robbed in the rooms or in the in-room safes.

Article 9.- Room Cleaning Service.

The daily room cleaning service is provided from 9:00 AM to 3:00 PM. If the guest hangs the "Do not disturb" sign on their door later than 3:00 PM, the cleaning service will be postponed until the following morning.

Article 10.- Prohibitions.

Smoking is prohibited throughout the Hotel.

Do not throw paper, trash, oil, or any other product that could clog the plumbing and toilets.

It is prohibited to hang towels or any other garment on the windows of the rooms.

Access is prohibited for people accompanied by animals without the express authorization of the establishment, except for individuals with guide dogs, as established by Law 5/1998, of November 23, concerning the use of guide dogs by people with visual impairments in Andalusia.

Minors: The use of elevators is prohibited unless accompanied by their parents or guardians. The presence of minors under 16 years old in common areas is conditioned on them being accompanied by their parents or guardians.

Article 11.- Limitations.

Access to a specific area or facility of the Hotel is limited for the following reasons:

- a) When the maximum capacity has been reached and no further access is available due to this limit.
- b) When the closing time for the area or facility has passed.
- c) When the minimum age required to access the area or facility, according to current regulations, has not been met.
- d) When violent behavior is displayed, particularly aggressive actions or disturbances.
- e) When situations of danger or inconvenience are caused to other users, or when hygiene conditions are not met. In particular, access will be prevented, or in some cases, individuals consuming drugs, narcotics, or psychotropic substances, or showing signs of having consumed them, and those exhibiting evident signs of intoxication, will not be allowed to stay.
- f) When wearing clothing or symbols that incite violence, racism, or xenophobia, or when the required attire for a specific area or facility is not observed.

The Hotel may seek assistance from the Security Forces to evict anyone who violates any of the limitations outlined above.

The tourist user in any of the situations mentioned is obligated to pay for the costs incurred up until the moment of being prohibited from accessing or staying in the area or facility of the Hotel.

Article 12.- Dress Code and Cleanliness.

The tourist user must be dressed when using the breakfast service and in common areas, and entry is not allowed in swimwear, barefoot, or without a shirt.

Walking barefoot in the Hotel is prohibited.

Every tourist user must use the trash bins provided by the Hotel for waste collection and management.

CHAPTER III**Administrative Organization****Article 14.- Customer Service.**

In case you have any doubts or questions regarding the operation and administrative organization of our Hotel, you may contact the Reception staff or the Customer Service team, who will assist you in resolving these issues or, if necessary, will contact the staff authorized to address your question or concern. The Hotel's director is ultimately responsible for the establishment.

CHAPTER IV**Direct Tourist Services****Article 16.- Services Provided by the Hotel.**

The Hotel offers the following services: Parking, Laundry-Dry Cleaning, and Buffet Breakfast. The usage rules for each service are as follows:

LAUNDRY – DRY CLEANING:

Information about the conditions of these services, their prices, and garment delivery and return times can be found in your room. This Hotel is not responsible for garments that may shrink, fade, or deteriorate due to their conditions or fabric composition.

PARKING AND PRIVATE GARAGE:

This service is exclusively available for Hotel guests and subject to parking space availability. A fixed daily fee per parked vehicle applies to this service. Access is through a car lift. It is mandatory to sign a document with the vehicle's license plate number and model. The Hotel will not be responsible for any damage or theft occurring in vehicles parked in the garage.

Parking for cars, motorcycles, and bicycles is restricted to the garage area. Washing or repairing vehicles in the parking area is not allowed.

The Hotel has an agreement with a public car park located on Salitre Street. The reception staff will inform you of the prices and hours.

CAFETERIA – BUFFET BREAKFAST:

The Buffet Breakfast hours are from 07:30 AM to 10:30 AM.

The indicated hours may be modified due to occupancy and operational reasons.

It is not allowed to take food or drinks from the buffet outside the dining area. If you wish to take any food or drink outside the cafeteria, you must pay for it at the counter according to the current rates.

Access to the restaurant is not permitted with swimwear or while barefoot.

CHAPTER V

External Complementary Services

Article 15.- Services Provided by Third Parties.

The Hotel offers excursions, various services, and experiences provided by companies other than the Hotel's operator. You can inquire about these at Reception or at the Tourist User Service. The provision of such services is the exclusive responsibility of the service provider, and the Hotel is not responsible.

CHAPTER VI

Information about facilities or services that may pose a risk, and the security measures adopted.

Article 17.- Safety of Facilities and Services.

All the facilities or services at our Hotel are equipped with measures to promote or guarantee your safety at all times. For any questions in this regard, you can contact the Tourist User Service or Reception.

200 and 500€ banknotes will not be accepted for security reasons.

In case of fire, please follow the instructions.

CHAPTER VII

Emergencies or Health Crises.

Article 18.- Action Protocols.

If the Authorities declare a state of emergency or health crisis that affects the normal operation of the Hotel, the tourist user will be informed through the website or another communication method to learn about the measures adopted and to ensure compliance.

The tourist user who, in a declared emergency or health crisis, fails to comply with the mandatory or recommended measures adopted by the Hotel may result in the immediate termination of their accommodation contract. Their stay will be canceled without any right to a refund, and the competent Authority will be notified.

Annex 1. Security Behavior.

For your safety, it is recommended to follow the following travel instructions and guidelines:

- Monitor and control your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room. Close the door of your room when you leave, and try to open it again to ensure it is properly closed, even if you are only absent for a short time.
- Immediately notify the Hotel Management of any unusual events, such as: suspicious people in the hallway, repeated phone calls from unidentified individuals, knocks on your door from unknown persons, or finding no one at the door when you go to open it.
- If you forget or lose your key, only the Reception staff is authorized to provide you with a new key to open your room.
- Do not be bothered if Reception asks you to identify yourself when requesting a new key; it is for your safety.
- Remember that smoking is prohibited in this establishment.
- Protect your room key. Do not simply leave it at the reception desk, always return it in person when you leave the hotel. Never show your room key in public places.
- When socializing with strangers, do not disclose the name of the Hotel or your room number.
- Never allow people into your room with deliveries that have not been requested.
- Never share specific plans for future excursions, outings, etc., in public or with strangers.
- Never allow maintenance/repair staff to enter your room unless requested or authorized by the Hotel Management.
- If you want your room to be serviced, hang the "Please clean the room" sign on the outside of your door. If you prefer not to be disturbed, hang the "Please do not disturb" sign.
- If you notice any damage or anomalies, contact Reception.
- The electrical installation in your room is 220 Volts.

- Respect the areas where the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
- Use the facilities properly, respecting the furniture.
- Remember that smoking is prohibited in this establishment.
- Respect the schedules of all hotel facilities.
- Participate if any emergency or evacuation drills are conducted during your stay at the hotel.

In compliance with the General Data Protection Regulation (EU) 2016/679 of the European Parliament and the Council of April 27, 2016, and Organic Law 3/2018 of December 5 on Personal Data Protection and Guarantee of Digital Rights, the data provided by the clients will be processed by PROINTUR 2000 S.L, with CIF B29242617, located at C/ SALITRE, Nº 2-BAJO, MALAGA (MALAGA), C.P. 29002, for the purpose of providing the requested and/or contracted service and billing for it.

The legal basis for processing the data is the execution of the contracted and/or requested service. The prospective offer of products and services is based on the consent requested from the client, without in any case affecting the execution of the contract if the consent is withdrawn.

The data provided will be kept as long as the commercial relationship is maintained or for the years necessary to comply with legal obligations. The data will not be shared with third parties except in cases where there is a legal obligation. The client has the right to obtain confirmation on whether PROINTUR 2000 S.L. is processing their personal data and, therefore, has the right to exercise their rights of access, rectification, restriction of processing, portability, objection to processing, and erasure of their data by sending a written request to the postal address mentioned above or via email at direccion@hotelguadalmedina.es, attaching a copy of their ID in both cases, as well as the right to lodge a complaint with the Supervisory Authority (aepd.es).