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**2023**

Vértice Gestión Hotelera, S.L.



# **INTERIOR REGULATION**

## **VERTICE HOTELES**

In accordance with **Art. 25 of Decree 13/2020 dated May 18, 2020, on Hotel Establishments**, (BOJA, No. Nº 27, de 18 de Mayo de 2020), which is reproduced below, Vértice Hotels has the following Internal Regime Regulation that will be mandatory for its clients, who make use of its facilities and services\*.

**Art.º 25. Interior Regulation.**

- 1. In accordance with Art. 13 of Decree 47/2004 dated February 10, 2004, on Hotel Establishments, (BOJA, No. 42, of March 2, 2004), which is reproduced below, the Hotel Vértice Indalo Almería has the following Internal Regime Regulation that will be mandatory for its clients, who make use of its facilities and services\**
- 2. The internal regulations that exist, as the case may be, will specify, as a minimum, the admission conditions, the rules of coexistence and operation, as well as everything that allows and favours the normal development of the enjoyment of the facilities, equipment and services.*
- 3. The owners of the hotel establishments may seek the help of the agents of the authority to evict from them the users who fail to comply with the internal regulations or who intend to access or stay in them for a purpose other than the normal use of the service. in accordance with the provisions of Article 33.2 of the Tourism Law.*

**Service payments and advances.**

ARTICLE 1.- Users have the obligation to pay the amount of the contracted and/or enjoyed services at the time the invoice is presented or, failing that, in advance if the reservation conditions so indicate.

ARTICLE 2.- The Hotel may request a prior guarantee of payment by any means admitted by law, for the contracted services; in accordance with the state regulations applicable to that effect.

ARTICLE 3.- The establishment may, based on Article 11.1 and 2 of the Order of September 15, 1978 (BOE Nº 225/1978), require those who make a reservation or wish to enjoy a specific service, an advance payment of price as a signal, which shall be understood to be on account of the resulting amount for the services provided. It may be the case that, due to the reservation conditions, a partial or total prepayment of the reserved services is necessary and that, likewise, they will be deducted from the final invoice.

The advance referred to in the previous paragraph will consist of a maximum, for each hotel accommodation unit in which it is expressed below:

- a) When the reservation is made for an occupation of no more than ten days, in the amount corresponding to the price of one room day.
- b) When it is carried out for more occupancy time, in the amount equivalent to the amount of one room day for every ten days or fraction of this time.
- c) Given the case, the hotel may request partial payment when the total number of services and nights enjoyed exceeds €300.

If the cancellation of the reservation is made outside the deadlines established in the reservation itself, the amount received as a signal will remain at the disposal of the company. According to the rules of the previous paragraph.

### **Admission rights.**

ARTICLE 4.- In accordance with Artº 5 of Decree 47/2004 of February 10, on Hotel Establishments, (BOJA Nº 42, of March 2, 2004.) access will be denied and people will be prevented from staying in the establishment due to the following causes.

- a) Due to lack of capacity of the accommodation or its facilities.
- b) For adopting behaviours that may be dangerous, annoying or inappropriate to other people, users or pose a risk of deterioration in the furniture, or that hinder the normal development of the activity. Likewise, when there have been damages or deterioration in the rooms and/or equipment in previous rooms.
- c) As a result of unjustifiably pending amounts by the user from other previous stays or services and until they are satisfied.

The owners of the tourist establishments may request the help of the agents of the authority to expel users who fail to comply with the regulations for use of the internal regime or who intend to access or remain in them for purposes other than the normal use of the service.

ARTICLE 5.- Notwithstanding, and in the cases described above, the person is obliged to pay the expenses that he has generated up to the moment of the prohibition of access or permanence in the establishment.

### **Oversold.**

ARTICLE 6.- With regard to the overselling of accommodation units and relying on the article in article 25.1 of Law 13/2011, of December 23, on Tourism in Andalusia. In this case, the Hotel may offer those affected by overbooking an establishment of the same or higher category and



with similar agreed conditions. Likewise, the establishment must be responsible for transportation costs, price difference or expenses derived from over-contracting.

## **Schedules.**

ARTICLE 7.- The occupation of the accommodation units begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day indicated as the departure date. The extension of the occupancy for a time longer than that described, without prior agreement, will cause the duty to pay one more day, assuming that the hotel has sufficient availability for it. For possible changes to the contracted period of stay, please always consult at the reception.

ARTICLE 8.- The room cleaning hours are from 09:00 in the morning until 16:00 in the afternoon. If you do not wish to be disturbed, please hang the "Please Do Not Disturb" notice in the room outside your room door. In case of not being placed, the hotel will understand that IF you want the room to be cleaned. If the sign is placed, the hotel cannot guarantee the cleaning of the room after 5:00 p.m.

ARTICLE 9.- The reception hours are 24 hours. For security reasons, general access keys will not be given to guests.

ARTICLE 10.- The room service hours will be from 1:30 p.m. to 4:00 p.m. and from 8:00 p.m. to 11:00 p.m. with the usual room service menu. From 11:00 p.m. to 7:00 a.m. the hotel does not have this service.

ARTICLE 11.- For the services of the restoration services, the schedules will be:

- Restaurant from 1:00 p.m. to 4:00 p.m. and from 8:00 p.m. to 11:00 p.m.
- Buffet breakfast from 07:00 to 10:00 or from 08:00 to 11:00 depending on the day of the week.
- Other services, please check with reception.

## **Safety of material and personal property.**

ARTICLE 12.- VÉRTICE GESTIÓN HOTELERA, S.L. likewise declines any responsibility derived from theft of goods and/or cash deposited in the safes of the rooms that have not been previously declared at Reception when registering at the establishment, except in cases of robbery with force that are covered by the insurance policy contracted for this purpose. The Client may expand this information at Reception, as well as the information related to the maximum insured values in cases of robberies in safe deposit boxes if they wish.

ARTICLE 13.- The establishment has a free deposit service where those objects or monetary values that they consider may be kept, considering that they must not exceed the maximum coverage values corresponding to the insurance policy that it has for this purpose. hired. Delivery times will be from 10:00 a.m. to 2:00 p.m. and from 4:00 p.m. to 8:00 p.m. They should go to the hotel reception to use this service. In the presence of a person in charge, be it the person in charge of reception, Deputy Director, director or Manager, the corresponding deposit contract will be signed according to what you want to keep. The maximum value of coverage will be €1,500 per client and values greater than that amount will not be accepted, nor jewellery, checks, jewellery, precious stones, luxury objects, gold or platinum, stamps and collections of any kind. The maximum period of the safe at your disposal will be 5 calendar days, if this period is exceeded and you have not requested its refund, the deposit will be paid, with a daily cost of 15 euros.

ARTICLE 14.- The establishment is not responsible for suitcases or travel bags that customers may leave in the establishment after the time of settlement of the invoice and abandonment of the room, nor during their stay in common areas, unless they remain in deposit or consignment.

ARTICLE 15.- The owner of the exploitation is not responsible for the thefts or thefts that may occur in the rooms or in any other place of the facilities above the maximum amount established for risk coverage in the insurance policy hired. It is also reported that thefts are excluded from the aforementioned insurance coverage.

ARTICLE 16.- Clients are always responsible for keeping the key or its copies of the contracted room. The owner of the exploitation is not responsible for the theft or theft that may occur in the rooms or in any other place of the establishment above the amount established in the corresponding risk coverage of the insurance policy that he has for this purpose. hired.

ARTICLE 17.- Safety regulations prohibit the use of irons in hotel rooms, candles or other incandescent objects that may cause an unwanted situation of danger. Likewise, it is the

obligation of the guest staying in the rooms enabled for it to make sure that their cigarettes are extinguished before leaving the room or retiring to rest.

In the event of deterioration of the goods and equipment due to malpractice, they must be satisfied by the guest after assessment by the establishment of the impairment.

Parking:

ARTICLE 18.- The owner of the exploitation is not responsible for the thefts or thefts that may occur in the parking inside or outside the vehicles or in any other place of the facilities above the maximum amount established for the coverage of the risk in the contracted insurance policy. It is also reported that thefts are excluded from the aforementioned insurance coverage.

ARTICLE 19.- VÉRTICE GESTIÓN HOTELERA, S.L. likewise declines any responsibility derived from possible bumps, scratches, breakages or damage that may occur in the vehicles parked in the hotel car park, except in cases of robbery with force or those cases that have coverage in the insurance policy contracted for this purpose. The Client may expand this information at Reception, as well as what is related to the maximum insured values if they wish.

## **Prohibitions.**

ARTICLE 20.- Smoking is prohibited in the entire establishment according to the current Law 42/2010 of December 30, Vértice Hotels exercising its right, does not have rooms for smokers or areas enabled for that purpose. Violation of this prohibition will imply the power of the establishment to establish a surcharge of €100 for cleaning and purifying the air and doors.

ARTICLE 21.- It is prohibited to bring food or drinks into the hotel to be consumed inside.

ARTICLE 22.- It is forbidden to remove any food or drink from the buffet.

ARTICLE 23.- The introduction into the rooms of movable objects other than the usual and typical of a tourist will not be allowed. Likewise, the introduction of electrical or gas appliances into the rooms will not be allowed, with the sole exception of those for personal hygiene such as shavers, hair dryers, etc.

ARTICLE 24.- It is not allowed to take out food; food or drinks from the dining rooms of the Hotel.

ARTICLE 25.- Access by people accompanied by animals is prohibited, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use of guide dogs in Andalusia.

ARTICLE 26.- Circulation and stay within the establishment will be in the places reserved for clients, without them being able to access in any case the rooms or reserved or private spaces. The clothing or clothing usable in each of these spaces will be established for that purpose.

ARTICLE 27.- Access to the restaurant or buffet, dining rooms or common areas of the establishment with inappropriate clothing is not permitted. Likewise, it is also forbidden to It is allowed to circulate through the common areas of the hotel only with bathing clothes, barefoot or with the torso uncovered.

ARTICLE 28.- It is forbidden to use the towels and other garments in the room for outside use.

ARTICLE 29.- It is prohibited to capture images inside the hotel and/or restaurant without prior knowledge or authorization from its management.

ARTICLE 30.- The use and enjoyment of the room by more people than those hired is prohibited. If this occurs, the guest will be responsible for paying the difference between what was contracted and what was enjoyed.

ARTICLE 31.- The use and consumption of illegal substances is prohibited throughout the establishment.

ARTICLE 32.- The use of the Internet for web visits and downloads of illegal content or that is classified in this way is prohibited.

ARTICLE 33.- The use of floats and recreational elements in the pool area is prohibited.

ARTICLE 34.- The consumption of drinks and/or food is not allowed in the pool area due to hygiene.

ARTICLE 35.- To guarantee the correct rest of the guests of the establishment, the use of open image and sound equipment is prohibited. As well as the noises coming from conversations, meetings, etc. starting at 10:30 p.m.

### **Use of some complementary services and facilities.**

ARTICLE 36.- The exterior (loading and unloading) and interior car parks are for the exclusive use of the residents and users of the Hotel and the Restaurant.

ARTICLE 37.- The indoor car park is a service for Hotel residents and users of complementary services and whose use and enjoyment is conditioned by the payment of the stipulated rate that the hotel has and its availability.

ARTICLE 38.- If the identification card has been delivered to you at the reception, you are accredited as a guest of the establishment. Always carry it with you inside the facilities, it may be required for security reasons.

ARTICLE 39.- The establishment puts at your disposal beach towels, mobile chargers, connection cables, electrical converters, etc. Free of charge with a previous deposit of €5 per unit that will be returned when the items are returned to the reception. In case of loss or damage to the item, the deposit will cover the cost.

ARTICLE 40.- The use of common areas is for the exclusive use of the staying guests.

### **Recommendations.**

- Watch and control your luggage. Don't leave it unattended.
- Properly close the door to your room when you leave it and check that it is closed properly, even if it is only for a short time.
- Keep the door closed when you are in your room.
- Protect your room key. Do not leave it on the reception desk. Always return it by hand.
- Notify the Management of any abnormal fact detected or appreciated as; people in a suspicious attitude in the corridors or common areas, repetitive calls from people who do not identify themselves to their phone or to their door, etc.
- Don't be upset if they ask you to identify yourself at the reception.
- Avoid displaying jewellery, money, or valuables.
- Do not invite strangers into your room or tell them your room number.
- Do not allow people into your room with unsolicited deliveries.
- When socializing with strangers, do not reveal your hotel name or room number.
- Do not discuss specific plans, excursions, etc. In front of unknown people or in public.
- Do not hang clothes on the railing of the terrace or inside with ropes.
- If you notice a deterioration or anomaly, contact the reception.





- Respect the room areas during night-time and siesta hours and in general avoid making unnecessary noise.
- We ask that you use the facilities correctly, respect the furniture and belongings of the hotel.
- Please respect the hours of all the Hotel facilities.
- To avoid accidents, do not use glasses and other glass objects in the pool.
- We appreciate your participation if during your stay at the hotel, any accident or evacuation drill is practiced.
- Keep your conversations and noises within normal limits later. de las 22:30. Other guests will appreciate it and will not disturb your rest.