

INTERNAL RULES OF PROCEDURE

Our establishment has internal regulations that establish the mandatory standards for guests during their stay. Tourist establishments may seek the assistance of the authority agents in order to expel users who violate the mentioned norms or who intend to access or stay in them, for a different purpose than the normal use of the service.

GENERAL CONDITIONS:

- Check-in time to the hotel: 1:00 p.m.
- Departure time from the hotel: 12:00 hours. The rooms will be emptied at 12:00, the end of the hotel shift. After this time, one more day will be automatically billed by the customer.
- Users have the obligation to pay the amount of the contracted services at the time of presentation of the invoice.
- The establishment is not responsible for money and valuables that have not been deposited in the hotel safe against receipt. - It is not allowed to consume food and beverages in the hotel facilities, which have not been dispensed in the cafeteria or restaurant.
- The use of candles, air fresheners or other products that can damage the furniture and textiles of the room is not allowed.
- For booking purposes, children under 2 years old go free sharing a bed in accommodation only. From that age they are considered adults, since they will have to use an extra bed.

ADMISSION CONDITIONS:

The people who wish to use the accommodation units, the common areas, and, when appropriate, the complementary services detailed in this regulation, should present their identification documents to be registered and admitted at this establishment.

Access will be denied and the permanence of people in the establishment will be prevented for the following reasons: Adopt behaviors that may be dangerous, annoying or inappropriate for other people, users or pose a risk of deterioration in the furniture, or that hinder the normal development of the activity. Likewise, when there were damages or deterioration in the rooms and / or equipment in previous stays. The following are specified below:

- Under no circumstances may any person not previously registered at reception be allowed to exceed the occupation designated in the reservation or enter the accommodation unit.
- It is not allowed to hold parties or meetings or exceed 25 decibels.

SMOKING IS PROHIBITED throughout the establishment according to current Law 42/2010 of December 30, 2010. We do not have rooms for smokers or areas enabled for this purpose. In addition, we inform you that, in compliance with fire regulations, it is forbidden to manipulate or cover smoke detectors.

PETS ARE NOT ALLOWED in the accommodation units and common areas of the hotel

You are informed that in the event of any damage or deterioration in the room occupied by you, or in any other dependency of the hotel, the hotel reserves the right to make an extra charge on the credit card that you provide us, as a result of the reservation; This charge will be a minimum of € 80 if it is only for "extra cleaning" or, where appropriate, the total amount of damage and / or damage caused.

COMMUNICATIONS .All notifications, requirements, requests and other communications that have been made by the parties in relation to these regulations will be made in writing and sent by ordinary mail to the address of the company or to its email. User may send the request to the postal address C/ELVIRA 25 18010 GRANADA or the email address info@posadadeltoro.com.