

ESTABLISHMENT INTERNAL REGULATIONS

Persons entering this hotel establishment are obliged to comply with these Regulations, insofar as they do not contravene Spanish Tourism Law 13/2011 of 23rd December, Spanish Decree Law 13/2020 of 18th May on hotel establishments, and all other applicable regulations and precepts. In accordance with the following rules and recommendations:

1. Pursuant to Article 36 of the Andalusia Tourism Law 13/2011. Accessing and staying at tourist accommodation establishments. 1. Tourist establishments are considered public, and access thereto may not be restricted for reasons of race, sex, religion, opinion or any other personal or social circumstances that imply discrimination. 2. Accessing and staying at tourist establishments may be subject to compliance with their internal regulations, which must not contravene the provisions of this Law or its provisions for implementation. These rules must be made public in a visible manner at the entrances to the establishment and be made known to tourist service users. 3. The owners of the establishments may refuse to allow users who fail to comply with any of the obligations stipulated in Article 22 of this Law from remaining on the premises. 4. Tourist establishment owners may request the assistance of the Security Forces to evict from the premises those persons who fail to comply with the usual rules of social coexistence, their internal regulations, or who intend to access or remain on the premises for reasons and purposes other than their normal usage.

2. Users are required to pay the cost of the services contracted on issue of the corresponding invoice.

3. The Hotel may request prior guarantee of payment by credit card for the services contracted, for the full booking amount and additional services, pursuant to applicable legislation.

4. The accommodation service begins at 2 p.m. on the first day of the period contracted and ends at 11 a.m. on the day indicated as the date of departure. Notwithstanding the above, on days when occupancy is high, the availability of the accommodation unit may be delayed by up to three hours. For possible changes, please ask at the Front Desk. Extending occupancy beyond the stipulated period without a prior agreement thereto, will incur payment of an additional day.

5. Two people may not stay in a double room booked as a single. Should this occur the rate

set for double usage shall be charged.

6. Rooms are cleaned between 9 a.m. and 3 p.m. Should you wish your room to be made up, you should hang the “please make up the room” sign on the outside of your room door. Should you wish not to be disturbed, you should hang the “please do not disturb” sign on the outside of your room door.

7. The car park located outside the hotel’s main entrance, subject to availability, is free for guests staying at the hotel; all other users must pay the parking charge stipulated by the hotel. For residents, this entitlement begins when they sign the accommodation contract and ends at checkout.

8. The car park situated in the upper area is a service for hotel residents that is subject to the charges stipulated by the hotel. Parking spaces are reserved for guests for the duration of their contract and are always subject to availability.

9. Smoking is forbidden in those areas designated as “no smoking”. Smoking inside the establishment is not allowed.

10. No food or drink may be brought into the hotel for consumption in the interior of the premises. Drinks may not be consumed by the pool if they have not been purchased from the Pool Bar.

11. No food items, dishes or drinks may be taken out of the hotel dining rooms. For specific and exceptional cases, please consult the service manager.

12. Animals are not allowed in this establishment, except for guide dogs accompanying persons who are visually impaired and can provide documented proof to this effect.

13. Persons shall not be allowed to access and remain on the premises in the following cases:

a) When the established capacity is reached regarding the number of users inside the premises or establishment.

b) After the establishment closing time.

c) Minors aged under 18 must be accompanied by an adult at all times.

d) When the person who is attempting to access the establishment has not paid the admission fee or ticket in those cases where this is required.

- e) When the person displays a violent attitude, in particular when he/she behaves in an aggressive manner or causes a disturbance, creates dangerous situations or is an annoyance to other persons, or fails to comply with the hygiene requirements.
- f) When the person is carrying weapons or objects susceptible to be used as such, unless, in accordance with the provisions of the specific regulations that may apply at a given time, they are members of the Security Forces or private bodyguards employed by private companies accessing the establishment in the exercise of their duties.
- g) When the person is using drugs, narcotic or psychotropic substances, or shows signs of having used them, or shows obvious signs or behaviour of being intoxicated.
- h) When the person makes noise that disturbs the normal running of the establishment.
- i) When the person adopts an attitude or acts in a way that negatively affects the cleanliness and hygiene of the establishment.
- j) When the normal social coexistence of the establishment is negatively affected.
- k) When the person practices balconing (the act of climbing from one balcony to another or jumping off a balcony into the swimming pool).

14. Notwithstanding the above, and in the cases described previously, the person shall be required to pay all costs incurred up until the time he/she is prevented from accessing or remaining in the establishment.

15. Tourist accommodation booking conditions and rates shall be in accordance with the provisions of article 32 of Law 13/2011 of 23rd December.

16. Moving around and remaining on the premises must be limited to those areas reserved for customers; under no circumstances may they access reserved or private rooms or spaces. Those areas designated for accommodation units such as lifts, staircases and corridors leading to the said units are for the exclusive use of staying guests and hotel staff. Attire or dress shall be as stipulated.

17. Swimwear and strap tops must not be worn in the establishment restaurants, buffets or dining rooms.

18. The establishment only accepts responsibility for valuables in accordance with the safe hire terms and conditions. All valuables should be placed in the safe in your room. The Hotel accepts no responsibility for the theft or loss of items not stored in the safes.

19. For safety reasons, smoking in rooms is not allowed.

20. The identification card provided on arrival is proof that you are a guest of the establishment. Carry it with at all times whilst on the premises.

21. Towels and other room items must not be used outside.

22. The electrical current in your room is 220 volts.

23. Respect the room areas at night and after lunch and avoid making unnecessary noise in general.

24. Please make proper use of the facilities, and respect the hotel furniture and gardens.

25. Please respect the Hotel times, rules and facilities. Times may vary at certain periods of the year.

26. To prevent possible accidents, do not use glasses or other glass objects in the pool area.

27. We will be grateful for your participation in any emergency or evacuation drills that may take place during your stay at the hotel.

28. The hotel management also recommends the following:

- Keep a close eye on your luggage. Do not leave it unattended.
- Close the door on leaving your room and check that it is properly closed by trying to open it again, even when you are leaving for a short period of time. You should also take the same precautions with the terrace door.
- Keep the door closed when you are in your room.
- Take care of your room key card. When returning your card, always hand it in at the Front Desk.
- Inform the Front Desk immediately of any abnormal occurrence, including the following: people acting suspiciously in the corridors; repeated phone calls from persons you are unable to identify; persons unknown to you knocking on your door; or not finding anybody there when you open the door.
- Please do not be annoyed if the hotel staff ask you to identify yourself.
- Do not invite strangers to your room, and do not tell them your room number.
- Do not allow repair staff to enter your room without prior identification. If in doubt, call the Front Desk for confirmation.

- Do not allow people to enter your room with deliveries that you have not requested.
- When socialising with persons unknown to you, do not disclose the name of your hotel or your room number.
- Do not discuss specific plans for future excursions or outings, etc. with strangers.
- Do not display your room key in public places.
- Do not hang items of clothing over your terrace railing.
- Contact the Front Desk if you discover any damage or defects.

THE MANAGEMENT