



In compliance with Article 25 of Decree 13/2020, dated May 18, the establishment has implemented the following Internal Regulations, which will be obligatory for all customers of the establishment.

Article 25 of Decree 13/2020 specifies:

1. Hotel establishments are required to implement internal regulations that set forth mandatory rules for guests during their stay, in accordance with the provisions of Law 13/2011, dated December 23, and this Chapter.
2. The internal regulations will consistently be accessible to users and will be presented, at a minimum in Spanish and English, in a prominent and easily reachable area within the establishment. Additionally, these regulations must be posted on the establishment's website, if available.
3. Hotel operators may seek the assistance of the Security Forces to remove individuals who do not adhere to internal regulations, violate standard social coexistence rules, or attempt to enter or stay for purposes other than the intended use of the service, as outlined in article 36.4 of Law 13/2011, dated December 23.

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1. Guests must provide identification upon check-in at the hotel.
 2. Before check-in, each guest will receive a check-in document that requires a signature. This document contains the name, category, and registration number of the establishment, the room number or identification, the number of guests, meal plan, check-in and check-out dates, and the accommodation price if the guest has made a direct booking with the hotel. After signing, the hotel will retain the check-in document in its records.
 3. Upon signing the admission document or lodging contract, you will receive an identification card (in establishments where it is utilized for the provision of contracted services), which is crucial to present if you wish to access them.



Responsibilities of users of tourist services:

Establishment owners may restrict access and occupancy for users who do not comply or have previously failed to comply with any of the following obligations (art. 36.3 and 22 Tourism Law 13/2011):

- Adhere to the coexistence and hygiene regulations established for the appropriate use of tourist facilities.
- Adhere to the internal regulations of tourist establishments, as long as they do not conflict with the law.
- Adhere to the established departure date from the establishment, ensuring that the occupied unit is left vacant.
- Payment for the contracted services should be made upon receipt of the invoice or within the agreed timeframe, with the submission of a claim not serving as a basis for exemption from payment.
- Respect the establishments, amenities, and equipment of tourism companies.
- Honor the environmental context of the historical and cultural heritage as well as the tourist attractions of Andalusia.

5. The hotel may require a prior payment guarantee, which can be provided through various means such as a credit card, transfer, etc., for the services contracted, covering both the full reservation and any additional charges.

6. The hotel day commences at 2:00 PM on the initial day of the contracted period and concludes at 12:00 PM on the specified departure date. During high-demand periods, check-in may be postponed by as much as three hours. Extending the stay beyond the contracted period is not allowed without prior consent. If an agreement is established, the complete daily rate will be applicable.

7. Two individuals are not permitted to occupy a double room that has been reserved as a single room. In such instances, the rate designated for double occupancy will apply.

8. The rooms in this facility are furnished with a security safe for the protection of money and valuables. The facility is not liable for the loss or theft of money or valuables that are not secured in the room's safe.

9. Room cleaning is conducted between 10:00 AM and 6:00 PM. Kindly refrain from using the room towels for purposes other than personal hygiene.

10. Smoking is not allowed in the establishment, except as permitted by Law 28/2005, concerning health measures against smoking, and by Law 42/2010, dated December 30, which amends it.



11. Bringing food or drinks into the hotel establishment for consumption inside is prohibited.
 12. Access is restricted for individuals accompanied by animals unless there is explicit authorization from the establishment. However, this does not apply to individuals with guide dogs, as stipulated by Law 5/1998, dated November 23, concerning the use of guide dogs by individuals with visual impairments in Andalusia.
 13. Access to the establishment's services intended for both clients and the general public will be restricted in the following situations:
 - When the designated capacity has been attained.
 - When the closing time of the establishment has elapsed.
 - When the minimum age requirement is not fulfilled.
 - When the admission fee has not been settled.
 - When violent behaviors or disruptions of the peace occur.
 - When minimum hygiene standards are not fulfilled.
 - When transporting weapons or hazardous items.
 - When substances are ingested or indications of intoxication or changed behavior are observed.
 14. In all these instances, the hotel establishment may seek the assistance of the Agents from the relevant Police Authority.
 15. In such instances, the individual is required to cover the costs incurred up to that moment.
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PARKING AND GARAGE FACILITIES

16. When you park your vehicle, please ensure that you use only one parking space.
17. The parking area reserved for individuals with reduced mobility must be utilized with the appropriate card for justification.
18. Garage parking is available based on capacity and incurs a fee. The establishment disclaims any responsibility for damage or theft.



DINING ESTABLISHMENTS AND LOUNGES

19. The restaurant operates from 8:00 to 11:00 for breakfast and from 20:00 to 23:00 for dinner.
 20. Food is not permitted to be taken out of the buffet restaurant.
 21. Proper dress is necessary in the restaurant.
 22. Room service is available from 8:00 AM until 12:00 AM.
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POOL

23. **Swimming in pools requires the presence of lifeguards.**
 24. Access to the pool will be granted exclusively to guests who are staying at the hotel.
 25. Using the shower before bathing is mandatory.
 26. Sun loungers are not available for reservation.
 27. The use of bath towels at the pool or beach is not allowed.
 28. Glass items are not allowed.
 29. Compulsory utilization of waste bins.
 30. Inflatable floats or air mattresses are prohibited.
 31. Drinks that are not bought at the pool bar are prohibited.
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DATA AND INQUIRIES

32. For any inquiries, please visit the Reception desk.
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INFORMATION REGARDING ADDITIONAL SERVICES OFFERED BY EXTERNAL PROVIDERS

33. Details regarding services offered by external companies are available at the reception desk.
34. The establishment holds no responsibility for these services.
35. All facilities adhere to safety regulations.



ADVICE AND RECOMMENDATIONS

- Always monitor your luggage. Never leave it without supervision.
- Keep the door shut while you are in your room. When exiting the room, ensure that you close the door properly and verify that it is securely locked, even if you will be away for just a brief period.
- Keep your luggage secured when not in use and store it in the closet. If it is equipped with a lock, always utilize it. Refrain from leaving jewelry, money, or other valuables visible in your room.
- Promptly inform Management of any suspicious or unusual circumstances you notice, including individuals lingering in hallways, frequent phone calls from unknown numbers, knocks at the door from unfamiliar persons, or the absence of someone when answering the door after hearing a knock.
- Keep your room key secure. Do not leave it at the reception desk; always return it directly to authorized personnel when you check out of the hotel. Additionally, refrain from showing it in public areas. If you misplace or forget your key, only the reception staff are permitted to issue a replacement.
- For safety purposes, please ensure that all cigarettes are extinguished before retiring for the night. The use of irons or any other electrical devices that may pose a fire hazard is also forbidden in the rooms.
- For your safety, the reception staff may request that you verify your identity.
- When conversing or interacting with unfamiliar individuals, refrain from disclosing the name of the hotel or your room number.
- Do not permit maintenance or repair staff to enter your room without prior authorization or notification from Hotel Management.
- Do not accept deliveries or grant access to individuals with shipments or services that you have not ordered.
- Refrain from sharing your plans for trips, outings, or other upcoming activities in public or with unfamiliar individuals.
- Avoid draping clothes over the terrace railing or using ropes within it to hang garments.
- If you observe any damage or irregularity in the room or facilities, kindly reach out to reception.
- The electrical system in the room functions at a voltage of 220 V.
- Please be considerate of rest areas during nighttime and siesta hours by minimizing noise.
- Kindly utilize the facilities appropriately and show respect for the furniture and garden areas of the establishment.
- Please adhere to the designated schedules for utilizing the different hotel facilities.
- We value your cooperation and involvement should any emergency drill or evacuation occur during your stay.
- Please be aware that certain schedules may change based on the season.



DATA PRIVACY

The personal information of the Clients will be processed for the purposes of booking, delivering, and collecting hotel services and, with their explicit consent, for sending information regarding hotel offers and services.

Individuals may exercise their rights to access, rectification, erasure (the right to be forgotten), data portability, limitation, and opposition to processing by making a request through any means to the hotel establishment, in compliance with Regulation (EU) 2016/679 (GDPR).

All information regarding Privacy and Data Protection for Grupotel Hotels & Resorts can be found at <https://grupotel.com/legal/portal-privacidad>.

We adhere to the Concept Declaration Requirements for the Hotel Classification System.
