



REGULATIONS OF INTERNAL REGIME

NAME OF THE ESTABLISHMENT

GRUPO HACE



REGULATIONS OF INTERNAL REGIME

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

Article 25 of Decree 13/2020 provides:

1. The hotel establishments must have an internal regulation in which mandatory rules will be established for users during their stay, without being able to contravene the provisions of Law 13/2011, of December 23, or in this Chapter.
2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. These regulations must be published on the establishment's own website, if there is one.
3. The operating companies of the hotel establishments may seek the assistance of the Security Forces and Bodies to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to access or remain in them for a purpose different from the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.

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1. It is compulsory for all the guests to present their identity card at the moment of being admitted in the establishment.
2. Before the admission, guests have to sign a registration card. In this paper, it is stated the name of the establishment, its category, and its registration number. It is also stated the number or identification of the accommodation unit, number of people who are going to occupy it, services contracted (breakfast, half-board or full-board), arrival and departure dates and the daily rate. The registration card will be kept by the establishment.
3. In accordance with the provisions of article 25 of Organic Law 4/2015 of March 30, on the protection of citizen security, this



establishment keeps a documentary record of hosted users and control of access to the site and its facilities. The registration card is exclusive to the client and therefore excludes the stay and permanence in the rooms of people other than those registered in the Hotel. For your own safety and that of other people, please refrain from violating these rules. For the appropriate purposes, the unauthorized access of unregistered third parties at the request of a client and the actions of the client, will be their sole responsibility, exempting the hotel establishment from the consequences that proceed according to current legislation.

4. After signing the registration card, guests will be given a key card. In some establishments, the key card is used as identification for the provision of the services that have been contracted, and it is indispensable to present it in order to make use of them.
5. Obligations of tourist services users: The owners of the hotel establishment will be able to prevent users who break or have broken with anteriority any of the following duties from staying at hotel establishment (Art. 36.3 and 22 of the Tourism Law 13/2011)
 - Observing rules of conduct and hygiene in order to get an appropriate use of tourist facilities.
 - Observing Internal Regime Regulation of the hotel establishment which is not contrary to law.
 - Respecting the agreed departure date of the establishment leaving taken room.
 - Paying for the contracted services at the time of the submission of the invoice or in a timely fashion, without filling a claim involves an exemption.
 - Respecting establishments, facilities and equipments of tourism enterprises.
 - Respecting the environment and cultural heritage of tourism resources in Andalucía.
6. The establishment will be able to ask for a previous guarantee of payment by any of these means: credit card,



transference, etc. This guarantee will cover both all the services contracted by the reservation and the extra charges.

7. The stay begins at 14:00 on arrival day and finishes at 12:00 on departure day. In high season, the availability of the units of accommodation can be delayed for 3 hours at the most.

Without previous agreement, no extension for the check out time will be admitted. If there is an agreement, the guest will pay for the whole day.

8. It is not allowed the stay of two people in those double rooms that have been contracted as single rooms. In that case, guests will have to pay the normal rate for double rooms. The use of the rooms is exclusive for the guests who are registered at Reception-Desk. Therefore, it is not allowed people without authorization access to these rooms.
9. Minors (under 18 years of age) are the responsibility of their parents / guardians during the stay in the establishment. In no case will the hotel assume any responsibility for incidents not attributable to defects in the facilities.
10. The establishment has a safe-deposit box for the safekeeping of money and valuables, which should be deposited at the reception office where they will be given a receipt. Otherwise, the Management can not accept responsibility.
11. Rooms cleaning schedule according to each hotel. Please, use the towels of the room only for personal hygiene.
12. It is forbidden to smoke in this establishment, with the exception of what is allowed in the law 28/2005, about the sanitary measure against tobacco habit and the law 42/2010, 30 December that modifies it.
13. It is not allowed to bring food or drinks from outer establishments to be consumed in the establishment.
14. Animals are not allowed in the establishment without a specific authorization, with the exception of assistance dogs, in accordance with the Law 11/2021, of 28 of December, relating to the use of assistance dogs by people with Disability in Andalusia.



15. For those services offered both to clients and to the general public, the access and/or stay will be restricted in the following cases:

- When the maximum capacity has been completed with the users who are in the establishment or building.
- When the closing hour of the establishment has been surpassed.
- When the user has not the minimum age to enter the establishment, according to the current legislation.
- When it is necessary to pay for a ticket in order to enter into the establishment, and the user has not paid for it.
- When the users show a violent attitude, specially, when they behave in an aggressive way or they cause arguments, originate situations of danger or annoyances to other users.
- When the users do not have the minimum conditions of hygiene.
- When the users carry weapons and objects susceptible to be used as weapons, unless they are members of the police, armed forces or security forces, or they are escorts for private companies, and they enter the establishment in the course of their duties; in accordance with the current and specific legislation
- When the users consume drugs, narcotic or psychotropic substances, or they show symptoms of having consumed them, and those that show an evident behaviour of being drunk. Also it will be a cause of expulsion to cause flaws to the facilities, scandal or rowdiness, specially if other users are disturbed.

16. In all these cases, the establishment will be able to recur to the Police for help.

17. Nevertheless, in the above mentioned cases, the clients will have to pay all the bills that have been generated until the moment of the prohibition of access or stay in the establishment.



PARKING and GARAGE

18. When parking your vehicle, please occupy a single parking space.
19. The use of the disabled people parking zone will have to be justified by showing the relevant card.
20. The parking and garage ask for conditions according to each Hotel.

The Establishment is not responsible for the damages produced or received in the vehicles that use the garage service or for the objects deposited within them, as well as for the theft of the vehicle itself.

RESTAURANT/BAR

21. The hours of Bars, Restaurants, room services etc. is informed in each Hotel.
22. Is not allowed to take food away food from the buffet restaurant.
23. It is not allowed to enter into the restaurant with sport or swimming wear or shoes. Gentlemen are also kindly requested not to wear short trousers in the restaurant area.

SWIMMING POOL

24. Check the pool schedule according to each hotel.
It is forbidden to use it at a different time.
25. The access to the swimming pool will only be only allowed to the establishment's guests.
26. It is compulsory to have a shower before bathing in the swimming pool.
27. The use of the sun loungers of the swimming pool is free and they cannot be reserved before 08:00 hours. If there are other guests waiting for using the sun loungers, the



establishment's staff will be able to remove those ones that have not been used for at least 30 minutes. The staff will take to the reception office those personal items that would be on/by the sun loungers.

28. It is forbidden to use the towels of the room for the swimming pool or the beach. The establishment has, for its clients, free towels for exclusive use in the swimming pool or on the beach. In order to get these towels, the guests will have to pay a deposit, which will be given back given after presenting the deposit receipt and the towel at the reception office. In case of loss or damage of the towel, the deposit will not be given back to the guest.
29. Glasses are forbidden in the swimming pool area.
30. Please, make use of the wastebaskets.
31. It is not allowed the use of floats, rubber rings or air beds in the swimming pool.
32. It is forbidden to consume drinks in the swimming pool, unless they have been bought in the establishment's bars or coffee-shops.

INFORMATION AND DOUBTS

33. For any kind of doubts or questions relating to the functioning of the hotel you may go directly to our reception staff, that will attend you and in case of necessity will put you in touch with the authorised person to answer your doubt or question, being the General manager the ultimately responsible of the Hotel.



INFORMATION OF SUPPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

34. You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator.
35. This establishment is not responsible for the services provided by companies outside the hotel operator.
36. All the facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

ADVICE AND SUGGESTIONS

- Watch and control your luggage. Please, do not leave it unattended.
- Keep the door closed when you should be in your room. Close the door every time you leave, and try to open it in order to make sure that it is correctly closed, even though your absence should be for a short time only.
- Close your luggage when you do not use it and put it in your closet. If the luggage has a security lock, use it at all times.
- Never leave jewellery, money or valuables in your room. Notify immediately Management of any abnormal occurrences such as: suspicious-looking persons along the corridor, repeated telephone calls from unknown people, unknown people knocking on your room door, or not finding anybody when you open it.
- Protect the key of your room. Do not leave it on the counter of reception, always give it back to the receptionist when you leave the establishment. Do never show your key in public places.
- If you forget or lose your key, only the reception personnel is authorized to facilitate you a new key to open your room.



- Our safety measures demand you to extinguish your cigarette before resting or going to bed. The safety norms forbid the use of the hot plate or any other electrical machine susceptible to cause a fire in the rooms of the establishment.
- Please do not feel bothered if you are asked to identify yourself at reception. It is for your security.
- When you establish social relations with unknown people, do not reveal the name of the establishment or the number of your room.
- Never allow the maintenance personnel to enter your room without having required it or without having been authorized by the Management of the establishment.
- Never allow people to enter your room with deliveries that have not been asked for.
- Never discuss specific plans of future excursions, etc., in public or with strangers.
- If you wish not to be disturbed, please, hang the warning: "Please, do not disturb".
- Do not hang clothes on the railing of the terrace. Do not use ropes or cords to hang clothes in the terrace.
- If you discover some type of deterioration, damage or anomaly, please, inform the reception personnel of it.
- The electrical system of your room is of 220 Volts.
- Respect the room area during the night and the siesta time, and in general, avoid making noise unnecessarily.
- Please, use the facilities suitably, respecting the furniture and the gardens of the establishment.
- Please, respect the schedules of all the facilities and services of the establishment.



- We thank you for your participation in case that during your stay in the establishment, there were some disaster or evacuation practices.
- Some schedules can be changed according to the season.

Hoteles Andaluces con Encanto S.L. is considered responsible. Your data are collected in order to integral management of lodging and accommodation services of the clients, to conduct market studies and fidelity activities, to send communications and commercial promotions of products and services of the hotel. The recipients of the data are the employees of the company and, for internal administrative reasons as well as to be able to provide you a better service without waiting. The guests will be able to access them at any time for their rectification, modification or total or partial cancellation just by asking for it by any means to the establishment; in accordance with Regulation (EU) 2016/679 (RGPD) and Statutory Law (ES) 3/2018 (LOPDGDD).

You can ask us about the additional and detailed information about Data Protection sending us an e-mail to calidad@hace.es

Date: Enero 2022

