



REGULATIONS OF INTERNAL REGIME

NAME OF THE ESTABLISHMENT:

HOTEL AC SALYMAR

Register number (Andalusian Department of Tourism):

H/CA/00473



REGULATIONS OF INTERNAL REGIME

According to Artº 13 of Decree 47/2004, of 10th of February, of Hotel Establishments, OFFICIAL GAZETTE OF THE ANDALUSIAN REGIONAL GOVERNMENT N° 42, of 2nd of March of 2004, the establishment has the following Regulations of Internal Regime that will be legally binding for the clients of the establishment.

Article 13 of Decree 47/2004 stipulates:

- 1. The hotel establishment will be able to have a Regulations of Internal Regime where legally binding rules will be stated for the users during the stay.*
- 2. Regulations of Internal Regime will specify at least, the conditions of admission, the coexistence and working rules, as well as all those things that allow and help the normal enjoyment of the facilities, equipment and services.*
- 3. The owners or employees of the hotel establishment will be able to ask the police to help them throw out those guests that break the regulations or try to stay in the establishment with a different purpose to the normal use of the establishment service, just as stipulated in Artº 33.2 of the Tourism Law.*



INTERNAL REGULATIONS

1. Guests are required to present identification upon arrival at the hotel.

2. Before arrival, all guests will be given a registration form, which must be signed. This form includes the name, category, and registration number of the establishment, the room number or identification number, the number of occupants, meal plan, check-in and check-out dates, and the price of the accommodation if the guest has booked directly with the hotel. The signed registration form will be kept by the establishment.

3. Upon signing the registration form or accommodation contract, guests will be given an identification card (in establishments where this is required for the provision of contracted services). This card must be presented if the guest wishes to use the services.

4. Obligations of users of tourist services:

Establishment owners may deny access to and continue their stay to users who fail to comply or have previously failed to comply with any of the following obligations (Articles 36.3 and 22 of Tourism Law 13/2011):

- Observe the rules of conduct and hygiene established for the proper use of tourist establishments.
- Respect the internal regulations of tourist establishments, provided they are not contrary to the law.
- Respect the agreed departure date, vacating the occupied unit.
- Pay for the contracted services upon presentation of the invoice or within the agreed timeframe; filing a complaint does not exempt users from payment.
- Respect the establishments, facilities, and equipment of tourist businesses.
- Respect the environment, historical and cultural heritage, and tourist resources of Andalusia.

5. The hotel may request advance payment, using any of the following methods: credit card, bank transfer, etc., for the contracted services, both for the entire reservation and for any extras.

6. The hotel day begins at 3:00 PM on the first day of the contracted period and ends at 11:00 AM on the designated departure date. A different meal plan may be agreed upon individually, in which case it must be specified in the admission document. During peak occupancy periods, the availability of



the accommodation unit may be delayed by a period not exceeding three hours. Without prior agreement, an extension of the stay beyond the contracted period will not be permitted. If an agreement is reached, the price of a full day must be paid.

7. Two people may not stay in a double room that has been booked as a single room. In that case, the rate set for double occupancy will be charged.

8. The hotel provides in-room safes for the safekeeping of personal belongings. The hotel is not responsible for the loss or theft of items that cannot be proven.

9. Room cleaning hours are from 9:00 AM to 7:00 PM. Please do not use the room towels for anything other than personal hygiene.

10. Smoking is prohibited throughout the entire establishment, which is declared a 100% smoke-free space. Smoking is also prohibited inside your guest room, including cigarettes, cigars, electronic cigarettes, and similar devices.

In case of non-compliance, a cleaning and deodorization fee of €30 will be applied.

This fee will cover the additional cleaning and preparation costs necessary to return the room to a suitable condition.

Thank you for respecting this rule and for helping us maintain a pleasant environment for all our guests.

11. Bringing food or drinks into the hotel for consumption on the premises is prohibited.

12. Pets are allowed (Law 7/2023, of March 28, on the protection of animal rights and welfare). Dogs weighing less than 20 kg and of breeds not classified as "potentially dangerous breeds" (PPP) and cats are permitted. The price will be as set by the establishment and will always be posted. A deposit may be charged to cover any potential damages, which will be refunded at the end of the stay, once it has been verified that no damage has occurred.

Hygiene and Sanitation Conditions

- Pets are only allowed in the guest room.
- To ensure room cleaning, please inform reception that your pet is not in the room.
- Pet owners are responsible for maintaining their pets in proper hygienic and sanitary conditions.



- Pets are not allowed in common areas such as restaurants, the breakfast room, or other common areas. Guide dogs are exempt from this restriction, as established by Royal Decree 3250/1983.
- Guest bathroom and shower facilities are for the exclusive use of guests. If you wish, please inquire at reception about a dog grooming service.
- Pets are prohibited from climbing on beds, chairs, or armchairs, and from using hotel towels.
- Pets must be kept on a leash and muzzled while in the hotel and always accompanied by their owner.
- Pets must not be left alone in the guest room at any time.
- Pets may only be left in the guest room during specific times, such as breakfast, and a "Do Not Disturb" sign must be displayed.

Access is prohibited for persons accompanied by animals without express authorization from the establishment, with the exception of persons accompanied by guide dogs, in accordance with Law 5/1998 of November 23, concerning the use of guide dogs by visually impaired persons in Andalusia.

13. For those services of the establishment intended for both clients and the general public, access and/or continued presence will be prohibited in the following cases:

- a) When the established capacity has been reached by the users already inside the premises or establishment.
- b) When the establishment's closing time has passed.
- c) When the person does not meet the minimum age requirement for entry, according to current regulations.
- d) When the person attempting to enter has not paid the entrance fee where applicable.
- e) When a person displays violent attitudes, especially when they behave aggressively or provoke altercations, create dangerous situations, or cause annoyance to other attendees.
- f) When a person does not meet minimum hygiene standards.
- g) When a person carries weapons or objects that could be used as weapons, unless, in accordance with the applicable regulations, they are members of the Security Forces or private security personnel employed by



private companies, and are entering the establishment in the performance of their duties.

h) When a person is consuming drugs, narcotics, or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious signs or behaviors of being intoxicated. It will also be grounds for expulsion if they cause malicious damage to the facilities, create a disturbance, or cause a commotion, especially if other users complain that their peace and privacy are disturbed.

14. In all these cases, the hotel establishment may request the assistance of the competent Police Authority.

15. However, in the cases described above, the person is obligated to pay for any expenses incurred up to the moment of being prohibited from accessing or remaining on the premises.

PARKING AND GARAGE

16. When parking your vehicle, please occupy only one parking space.

17. The garage is a service for residents of the establishment, the use of which is conditional upon payment of the established fee and the availability of spaces. Vehicle details must be provided, and the space allocation form must be signed. Once completed, the receptionist will explain the guest's access to the garage (hotel staff are not authorized to do so on behalf of the owner).

The establishment is not responsible for any damage caused to or received by vehicles using the garage service, nor for items left inside them, nor for the theft of the vehicle itself.

RESTAURANT/BAR

18. Breakfast is served from 7:00 to 10:00 a.m. (Monday to Friday) and from 8:00 to 11:00 a.m. (Saturday/Sunday/Holidays). Dinner is served from 8:00 to 10:00 p.m. (Monday to Saturday).

*Restaurant closing days may vary at the establishment's discretion.

19. Food may not be taken from the buffet.

20. Sportswear, swimwear, or tank tops are not permitted in the restaurant. Gentlemen are also requested to wear long trousers.

21. SOLARIUM



The solarium will be open from 10:00 AM to 6:00 PM during the summer season (closed the rest of the year). Room towels may not be used in the solarium. The hotel provides towels for use in the solarium upon request, with a 15 € deposit that will be refunded when the towel is returned.

- Glass, food, etc., are prohibited.
- Throwing any type of cigarette butt, paper, etc., from the solarium is prohibited. Guests are responsible for any incidents that occur.

INFORMATION AND QUESTIONS

22. For any questions or concerns regarding the hotel's operation, please contact our reception staff, who will assist you and, if necessary, put you in touch with the appropriate person to resolve your query or question. The Manager is ultimately responsible for the hotel.

INFORMATION ON ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES

23. You can inquire at reception about excursions, services, and experiences offered by companies other than the hotel operator.

24. This establishment is not responsible for services provided by companies other than the hotel operator.

25. All facilities and services offered by the hotel comply with the stipulated security measures, guaranteeing and promoting your safety.

TIPS AND SUGGESTIONS

- Keep an eye on your luggage. Do not leave it unattended.
- Keep your door closed when you are in your room.
- Close your room door when you leave, and try to open it again to make sure it is properly closed, even if you will only be gone for a short time.
- Close your luggage when you are not using it and place it in your closet. If your luggage has a lock, always use it.
- Never display jewelry, money, or valuables in your room.
- Immediately notify Management of any unusual activity you observe, such as: suspicious individuals in the hallway, repeated phone calls from



unidentified individuals, knocks on your room door from unknown persons, or finding no one at the door when you go to open it.

- Protect your room key. Do not simply leave it on the Reception desk; always return it in person when you leave the hotel. Never display your room key in public places.
- If you forget or lose your key, only Reception staff are authorized to provide you with a new one to open your room.
- Safety regulations prohibit the use of irons or any other electrical appliances that could cause a fire in hotel rooms.
- Please do not be offended if Reception asks you to identify yourself. It is for your safety.
- When socializing with strangers, do not reveal the name of the hotel or your room number.
- Never allow maintenance personnel into your room without prior request or authorization from hotel management.
- Never allow unsolicited deliveries into your room.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
- If you would like your room cleaned, please hang a sign that reads: "Please clean room" on the outside of your door. If you wish to remain undisturbed, hang a sign that reads: "Please do not disturb."
- Do not hang clothes over the terrace railing or inside the terrace on clotheslines.
- If you notice any damage or problems, please contact reception.
- The electrical system in your room is 220 volts.
- Please respect the areas where the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the furniture and gardens of the hotel.
- Please respect the opening hours of all hotel facilities.



- We appreciate your participation in any emergency and evacuation drills that may be conducted during your stay at the hotel.
- Some opening hours may vary depending on the time of year.

The personal data of our guests will be processed for the purposes of booking, providing and collecting payment for hotel services, and, with your express consent, sending information about offers and services provided by the hotel. You can exercise your rights of access, rectification, erasure (right to be forgotten), data portability, limitation and opposition to processing, simply by requesting it through any means from the hotel establishment in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law (ES) 3/2018 (LOPDGDD).