



INTERNAL REGIME REGULATION

NAME ESTABLISHMENT: Hotel Salymar ****

Register Number (Andalusian Department of Tourism)

H/CA/00473



INTERNAL REGIME REGULATION

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

Article 25 of Decree 13/2020 provides:

1. Hotel establishments must have internal regulations that will establish mandatory standards 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 request 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 with a purpose other than 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.** Clients are required to present identification document at the time of admission to the hotel establishment.
- 2.** Before admission, every user of the hotel establishment will be given an admission document that must be signed by the client, and which contains the name, category and registration number of the establishment, number or identification of the accommodation unit, number of people who will occupy it, diet, dates of entry and exit, and the price of accommodation if the client has contracted directly with the hotel establishment. The admission document, once signed, will be kept by the establishment.
- 3.** Upon signing the admission document, or accommodation contract, you will be given an identification card (in those establishments where it is used for the provision of the contracted services), which is essential to present it if you want to use from them.
- 4.** Obligations of users of tourist services:

The owners of the establishments may prevent the access and permanence in them of the users who breach or have previously breached any of the following duties (art. 36.3 and 22 Tourism Law 13/2011)

- Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments.
- Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
- Respect the agreed date of departure from the establishment leaving the occupied unit free
- Pay the contracted services at the time of the invoice presentation or within the agreed term, without the fact of filing a claim implying the exemption of the payment
- Respect the establishments, facilities and equipment of tourist companies.
- Respect the environmental environment of the historical cultural heritage and tourist resources of Andalusia



- 5.** The hotel establishment may request a prior payment guarantee, indistinctly by any of these means: credit card, transfer, etc., for the contracted services, both for the entire reservation and for the extras.
- 6.** The hotel shift begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 noon on the day indicated as the departure date. On dates of maximum occupancy of the establishment, the provision of the accommodation unit to the user may be delayed for a period of time not exceeding three hours. Without prior agreement, the extension of their occupation for a period longer than the one contracted will not be admitted. If there is an agreement, the amount of a full day must be paid.
- 7.** Two people will not be allowed to stay in a double room that had been contracted as a single room. In that case, the rate set for double use will be paid.
- 8.** The hotel establishment has a security safe for the custody of money and valuables, which may be deposited at Reception against receipt. Likewise the rooms of safe deposit box. The establishment is not responsible for the loss or theft of money or valuables that are not deposited in the aforementioned safe deposit boxes.
- 9.** The hours for cleaning the rooms are from 08:00 to 18:00. Do not use the towels in the room other than for personal hygiene.
- 10.** Smoking is prohibited in the establishment, except for what is allowed in Law 28/2005, on health measures against smoking, as well as in Law 42/2010, of December 30, which modifies it.
- 11.** It is forbidden to introduce food or drinks into the hotel establishment to be consumed inside it.
- 12.** Access by people accompanied by animals is prohibited without express authorization from the establishment, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, relative to the use in Andalusia of guide dogs by people with visual dysfunctions.



- 13.** The remote control of the television may be withdrawn from reception under a deposit of - euros, which will be returned upon departure once the receipt of the deposit and the remote control have been delivered.
- 14.** For those services of the establishment intended for both clients and the general public, the access and / or permanence of people will be prevented, in the following cases:
- a) When the established capacity has been completed with the users who are inside the enclosure or establishment.
 - b) When the establishment's closing time has been exceeded.
 - c) When the minimum age established to access the premises is lacking, according to current regulations.
 - d) When the person who intends to access has not paid the entrance or town in cases where it is required.
 - e) When the person manifests violent attitudes, especially when they behave aggressively or cause altercations, they create dangerous situations or annoyance to other assistants.
 - f) When the person does not meet minimum hygiene conditions.
 - g) When the person carries weapons, and objects that can be used as such, unless in accordance with the provisions of the specific applicable regulations at all times, they are members of the Security Forces and Bodies or private bodyguards integrated into private companies, and access the establishment in the exercise of their functions.
 - h) When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious signs or behaviors of being intoxicated. Likewise, it will be cause for expulsion when they cause malicious damage to the facilities, scandal, noise, especially in the face of complaints from other users whose tranquility and privacy are disturbed.



- 15.** In all these cases, the hotel establishment may resort to the assistance of the Agents of the competent Police Authority.
- 16.** However, and in the cases described above, the person is obliged to pay the expenses that he has generated up to the moment of the prohibition of access or permanence in the establishment.

PARKING AND GARAGE

- 17.** When parking your vehicle occupy a single parking space.
- 18.** The use of the parking area for the disabled must be justified with the display inside the vehicle of the mandatory card.
- 19.** The garage is a service for the residents of the establishment whose use is conditional on the payment of the rate stipulated therein, and on the availability of places in it.

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

- 20.** The restaurant's hours are: Breakfast from 07:00 to 10:00 from Monday to Friday and from 08:00 to 11:00 S, D and Holidays. Dinner hours are from 7:30 p.m. to 10:30 p.m. except Saturdays and Sundays.
- 21.** It is not allowed to take food out of the buffet restaurant.
- 22.** Access to the Restaurant is not allowed with clothing or sports shoes, or bathing suits, nor is it allowed to Gentlemen with tank tops. Gentlemen are also requested to wear long pants.



SOLARIUM

- 23.** Access to the Solarium will only be allowed to clients staying at the establishment.
- 24.** The use of the sun loungers is free and cannot be reserved. The hotel establishment staff may remove unused loungers for at least 30 consecutive minutes, as long as there are other users waiting to occupy them and transfer their personal belongings to the establishment's reception.
- 25.** The use of room towels for the Solarium is prohibited. The establishment makes free towels available to its clients for their exclusive use. Previous deposit of Euros, which will be returned once the receipt of the deposit and the towel are delivered at the reception. In case of loss or deterioration of the towel, the client will not recover the deposit.
- 26.** It is forbidden to introduce glasses or other glass objects in the Solarium area.
- 27.** Make use of the bins.
- 28.** The consumption of beverages in the Solarium is prohibited.

INFORMATION AND DOUBTS

- 29.** For any type of doubts or questions related to the operation of the hotel, you can contact our reception staff, who will assist you and, where appropriate, will contact the person authorized to resolve your doubt or question, with the Director being the maximum responsible of the hotel.

INFORMATION COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

- 30.** You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator.
- 31.** This establishment is not responsible for the services provided by companies outside the hotel operator.



32. 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. Don't leave it unattended.
- Keep the door closed when you are in your room.
- Close your bedroom door when you leave it, and try to open it again to make sure it is properly closed, even if your absence is only for a short time.
- Lock your luggage when not in use and put it in your closet. If the luggage has a lock, always use it.
- Never display jewelry, money, or valuables in your room.
- Immediately notify the Management of any abnormal fact that you notice such as: people in a suspicious attitude in the hallway, repeated phone calls from people who do not identify themselves, knocks on the door of your room from people unknown to you, or not finding anyone at the door when you go to open it.
- Protect your room key. Do not simply leave it at the reception desk, always return it in hand when you leave the hotel establishment. Never show your room key in public places.
- If you forget or lose your key, only the reception staff are authorized to provide you with a new key to open your room.
- Our security measures require that you put out your cigarette before retiring to rest. Safety regulations prohibit the use of the iron or any other electrical appliance that could cause a fire in the rooms of the hotel establishment.
- Don't bother if they ask you to identify yourself at reception. It is for your safety.
- When establishing social relationships with strangers, do not reveal the name of the hotel establishment or your room number.



- Never allow repair personnel to enter your room without being required or authorized by the management of the hotel establishment.
- Never allow people into your room with unsolicited deliveries.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
- If you wish to have your room fixed, hang the notice: "Please fix the room" on the outside of your bedroom door. If you want not to be disturbed, hang up the notice: "Please do not disturb."
- Do not hang clothes on the railing of the terrace, or inside it hanging by ropes.
- If you discover any type of deterioration or anomaly, contact reception.
- The electrical installation of your room is 220 Volts.
- Respect the areas where the rooms are located during the night and nap hours, and in general, avoid making unnecessary noise.
- Please use the facilities properly, respecting the furniture and gardens of the hotel establishment.
- Please respect the hours of all the facilities of the hotel establishment.
- We appreciate your participation in the event that during your stay in the hotel establishment, any simulation of accident and evacuation is practiced.
- Some hours may change depending on the time of year.



The personal data of Messrs. Clients will be processed for the purposes of Reservation, provision and collection of hotel services and in the case of having their express consent, sending information about offers and services of the hotel. Being able to exercise the rights of access, rectification, deletion (forgetfulness), data portability, limitation and opposition to its treatment, just by requesting it by any means to the hotel establishment in accordance with Regulation (EU) 2016/679 (RGPD) and the Law Organic (ES) 3/2018 (LOPDGDD).