

## Rules of Procedure

In compliance with Article 25 of the Andalusian Decree-Law 13/2020 of May 18, which, among others, establishes measures relating to hotel facilities and the regulation of their technical conditions and rendering of services, the following mandatory rules have been established for hotel users:

### A) CONDITIONS FOR ADMISSION

Access and / or the presence of persons in the establishment will be denied in the following cases:

- When the authorized capacity has been completed with the users inside the establishment.
- When the closing time of the different sales areas has been exceeded.
- To access all hotel areas, it is necessary to wear at least a short-sleeved T-shirt and shorts. Moreover, walking barefoot in public areas is forbidden due to the risk of falling.
- When the minimum age established for access to the premises is not met, in accordance with the applicable regulations.
- Minors must be accompanied by a parent or a legal guardian in order to stay at the hotel.
- When the person does not meet minimum hygiene standards.
- When the person shows violent behavior, in particular, when she/he behaves aggressively or provokes arguments, causes dangerous situations or disturbs other attendees or service staff.
- When the person carries weapons and objects that could be used as such, unless, in accordance with the provisions of the specific regulations in force at any given time, it concerns members of the Security Forces and Corps or private bodyguards of a private company that enter the facilities in the exercise of their duties.
- When the person is using or shows signs of having used drugs, narcotics or psychotropic substances and those who show evident intoxication signs or behaviors. Causing malicious damage to the premises, scandal, noise, especially in the event of complaints from other users whose peace and privacy are disturbed, will likewise be cause for expulsion. In such cases, the hotel may resort to the relevant police authorities.
- Mentally healthy persons who harass, intimidate or humiliate service staff will also be subject to expulsion.
- However, in the cases described above, the person is obliged to pay the costs incurred up to the time of prohibition of access or stay in the premises.

### B) RULES OF COEXISTENCE AND OPERATION:

- Users are obliged to pay the amount for the contracted services upon presentation of the invoice.
- The hotel may require a prior payment guarantee by credit card for the contracted services, both for the total amount of the reservation and for additional services.
- Two people cannot stay in a double room that has been booked as a single room. In this case, the rate for double occupancy will be charged.
- For the safekeeping of money and valuables, the establishment offers a safety deposit box service.
- Smoking is not permitted throughout the premises, except in designated areas.
- Taking food from the buffet is not permitted.
- Under certain circumstances, service staff may ask clients to show their ID and registration document.
- Circulation and stay inside the premises take place in the zones reserved for the clients. Under no circumstances may clients have access to reserved or private areas.

**C) INFORMATION ON THE ADMINISTRATIVE ORGANISATION AND THE PERSON RESPONSIBLE, IF APPLICABLE, FOR MATTERS RELATING TO THE OPERATION OF THE PREMISES.**

In all cases where doubts or questions arise concerning the operation of our hotel, guests may contact the reception or customer service staff that will resolve them or, otherwise, will contact the staff authorized to resolve the doubt or question; the general manager of the hotel having the highest position thereof.

**D) A LIST OF ANCILLARY SERVICES RENDERED BY COMPANIES OTHER THAN THE OPERATOR AND IDENTIFICATION OF THE COMPANIES RESPONSIBLE FOR RENDERING THOSE SERVICES.**

Our establishment offers excursions, a variety of services and experiences provided by companies other than the hotel operator. Reception and Customer Service can provide information about them. The hotel is not responsible for the services offered by these companies.

**E) INFORMATION TO USERS ABOUT THE FACILITIES OR SERVICES THAT POSE A RISK AND OF THE SECURITY MEASURES TAKEN IN THIS RESPECT.**

All facilities or services of our hotel are equipped with measures that ensure or guarantee your safety at all times. However, if you believe that the use of any facility or service may pose a risk to your health or physical integrity, please contact Customer Service, so that they can inform you and clarify any issues in this regard.

**F) ANIMAL ENTRY AND CONDITIONS OF ENTRY.**

Accommodation with pets is subject to prior request, as hotels must adhere to a maximum number of pets per night. After booking, please contact the hotel directly.

The following requirements apply to this hotel:

- Dogs and cats allowed
- Maximum 2 pets per room
- Maximum weight: 25kg
- Price: Depending on the length of stay.

This does not apply to guide dogs, whose access is free and unrestricted, in accordance with the provisions of Law 5/1998, of 23 November 1998, on the use of guide dogs by visually impaired persons in Andalusia.

**G) MISCELLANEOUS**

- Watch and control your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room.
- Close the door to your room when you leave and try to open it again to make sure it is closed properly, even if your absence is only for a short time.
- If you discover any damage or anomaly, please contact reception.
- Respect the areas where rooms are located during nighttime and naptime and generally avoid unnecessary noise.
- Please respect the time schedule of all the hotel's facilities.