



HOSTAL ALHAMBRA

CTRA. CAÑOS DE MECA KM 9.5

11159 ZAHORA-BARBATE (CÁDIZ)

TLF: 956437216 MÓVIL: 600431290-2 / 626382850

H/CA/00910

INTERNAL REGULATIONS

NAME OF ESTABLISHMENT: MIC ALHAMBRA S.L

Nº RTA

H/CA/00910



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INTERNAL REGULATIONS

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

Article 25 of Decree 13/2020 provides:

- 1. 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 shall always be available to users and shall be displayed, at least, in Spanish and English, in a visible and easily accessible place of the establishment. This regulation must be advertised on the establishment's own website, if it exists.***
- 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 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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INTERNAL REGULATIONS

- 1.** Customers are required to present identification document at the time of admission to the hotel establishment.
- 2.** Every user of the hotel establishment, before admission, will be given an admission document that must be signed by the client, and which includes 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.** Obligations of users of tourist services:

The owners of the establishments may prevent access and permanence in them of users who fail to comply or have previously failed to comply with 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 regulation of tourist establishments, provided they do not contravene the law.
 - Respect the agreed date of departure from the establishment, leaving the occupied unit free.
 - Pay for contracted services at the time of invoice presentation or within the agreed period, without filing a claim implying exemption from payment.
 - Respect the establishment, facilities and equipments of tourism companies.
 - Respect the environmental surroundings of Andalusia's historical and cultural heritage and tourist resources.
- 4.** The hostel may request a prior guarantee of payment, regardless of the following means: credit card or bank transfer, for the contracted services, both for the entire reservation and for any extras.



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- 5.** The hostel day begins at 12.00 noon on the first day of the contracted period and ends at 12.00 noon on the day indicated as the departure day. 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 your occupation for a longer period than the contracted period will not be allowed. If an agreement exists, the amount of a full day's work must be paid.
- 6.** Two people will not be allowed to stay in a double room that was booked as a single room. In this case, the rate set for double use will be charged.
- 7.** Rooms cleaning hours are from 10.00 am to 2.00 pm. Do not use the room towels for anything other than personal hygiene.
- 8.** Smoking is not allowed in this establishment, except as permitted by in Law 28/2005, on health measures against smoking, as well as in Law 42/2010, of December 30, which modifies it.
- 9.** It is forbidden to bring food or drinks into the hostel establishment to be consumed inside it.
- 10.** Access people accompanied by animals without express authorization from the establishment is prohibited, except for people accompany by guide dogs, as established by Law 5/1998, of November 23, concerning the use in Andalusia of guide dogs by people with visual dysfunctions.
- 11.** For those establishment services intended for both customers and the general public, 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 premises or establishment.
 - b)** When the closing time of the establishment has been exceeded.
 - c)** When the minimum age established to access the premises is not met, according to current regulations.
 - d)** When the person seeking access has not paid the entrance fee or seat in cases where this is required.



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- e) When the person manifests violent attitudes, especially when he or she behaves aggressively or causes disturbances, creates dangerous situations or inconveniences other attendees.
- 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 from time to time, they are members of the Security Forces or private escorts integrated into private companies, and the enter 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. It will also be cause for expulsión when they cause malicious damage to the facilities, scandal, noise, especially in response to complaints from other users whose peace and privacy are disturbed.

12. In all these cases, the hotel establishment may resort to the assistance from the competent Police Authority Agents.

13. However, and in the cases described above, the person is obliged to pay the expenses generated up to the time of the prohibition of access or stay in the establishment.

PARKING AND GARAGE

14. When parking your vehicle, occupy only one parking space.

15. Parking is free of charge exclusively for residents of the hotel establishment, beginning with the signing of the accommodation contract and ending at the end of their stay.

The Establishment is not responsible for damage caused or received to vehicles using the parking service or to objects left inside them, nor for theft of the vehicle itself.



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RESTAURANT/BAR

16. The Restaurant´s hours is from 9.00 am to midnight.

- Breakfast (from 9.00 am to 12.00 pm)
- Lunch (from 2.00 pm to 4.00 pm)
- Dinner (from 8.30 pm to 11.00 pm)

POOL

17. Pool is open from 12.00 pm to 8.00 pm (summer season only). Bathing is prohibited outside of these hours.

18. Access to the pool will only be permitted to guests staying at the establishment.

19. It is mandatory to use the shower before swimming in the pool.

20. The use of the pool loungers is free. Hostel staff may remove sun loungers that are not in use for at least 30 consecutive minutes, provided there are other users waiting to occupy them, and may transfer any personal belongings found on them to the hostel´s reception.

21. The use of room towels for the pool or beach is prohibited.

22. Bringing glasses or other glass objects into the pool area is forbidden.

23. Make use of the waste bins.

24. Bringing floats or inflatable mattresses into the pool is forbidden.

25. Drinking outside is prohibited in the pool.



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INFORMATION AND DOUBTS

- 26.** For any type of doubts or questions related to the operation of the hostel you can contact our reception staff. They will assist you and, if necessary, contact the person authorized to resolve your doubt or question, with the owners being the most responsible for the Hostel.

INFORMATION ON ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES

- 27.** You can inquire at reception about excursions, services and experiences provided by companies outside the hostel operator.
- 28.** This establishment is not responsible for services provided by companies outside the hostel operator.
- 29.** All facilities and services offered by the hostel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

TIPS AND SUGGESTIONS

- Monitor and control your luggage. Don't leave it unattended.
- Keep the door closed when you are in your room.
- Close your room 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 period of time.
- Lock your luggage when not in use and place it in your closet. If your luggage has lock, always use it.
- Never display jewelry, money or valuables in your room.
- Immediately notify to the Management of any abnormal event that you appreciate as: people acting suspiciously in the hallway, repeated phone calls from people who do not identify themselves, knocks on your door from people you don't know, or not finding anyone at the door when you go to open it.
- Protect your room key. Don't just leave it at the Reception desk, always return it by hand when you leave the hostel. Never show your room key in public places.
- If you forget or lose your key, only the reception staff is authorized to provide you with a new key to open your room.
- Don't be upset if you are asked to identify yourself at reception. It's for your safety.



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- When socializing with strangers, do not reveal the name of the hostel or your room number.
- Never allow repair personnel to enter your room without prior request or authorization from the hotel management.
- 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 would like your room cleaned, please hang the notice: "PLEASE MAKE UP THE ROOM" on the outside of your room door. If you wish not to be disturbed, hang the sign: "PLEASE DO NOT DISTURB".
- Do not hang clothes on the railing of the terrace, or inside it hanging from ropes.
- If you discover any type of deterioration or anomaly, please contact reception.
- The electrical installation on your room is 220 Volts.
- Respect the areas where rooms are located during nighttime and nap times, and generally avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the furniture and plants of the hostel establishment.
- Please respect the schedules of all hostel facilities.
- We appreciate your participation in any disaster or evacuation drills during your stay at the hostel.
- Some schedule may change depending on the time of year.

Guest personal data may be incorporated into our files for purely commercial and promotional purposes. These data may be accessed at any time for rectification, modification or total or partial cancellation by simply requesting it from the hostel establishment by any means, in accordance with the provisions of Organic Law 15/1999, of December 13, on the Protection of Personal Data.