



INTERNAL REGULATIONS

NAME OF THE ESTABLISHMENT: Hotel Pradillo Conil

RTA No.

H/CA/ 01144. MODALIDAD PLAYA



INTERNAL RULES AND REGULATIONS

Pursuant to Article 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory for the establishment's clients.

Article 25 of Decree 13/2020 provides:

- 1. Hotel establishments must have internal regulations in place that will establish mandatory rules for users during their stay, without contravening the provisions of Law 13/2011, of December 23, or 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 one exists.*
- 3. Companies operating hotel establishments may request assistance from the Security Forces and Corps to evict from the establishments those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or attempt to access or remain in the establishments 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.*



INTERNAL RULES AND REGULATIONS

- 1.** Guests are required to present identification documents upon admission to the hotel establishment. In accordance with the provisions of Article 1 of Decree 1513/1959 of 18 August.
- 2.** Every user of the hotel establishment will be given an admission document before being admitted, which must be signed by the client and which states the name, category and registration number of the establishment, the number or identification of the accommodation unit, the number of people who will occupy it, the food plan, the dates of entry and exit, and the price of the accommodation if the client has booked it 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 to provide the contracted services), which must be presented if you wish to use them.
- 4.** Obligations of users of tourist services:
The owners of the establishments may prevent access and permanence in them by 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 regulations of tourist establishments, provided they are not contrary to the law.
 - Respect the agreed date of departure from the establishment by vacating the occupied unit.
 - Pay for the contracted services at the time of submitting the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment
 - Respect the hotel's facilities and equipment.
- 5.** The hotel establishment may request a prior guarantee of payment, 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 working day begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day indicated as the departure date. On dates when the establishment is at its peak, the availability of the accommodation unit may be delayed for a period of time not exceeding three hours. Without prior agreement, an extension in occupancy for a period longer than the contracted period will not be permitted. If there is an agreement, the amount for a full day must be paid.

7. Important information for the client:

- **The patron saint festivities are celebrated annually in the month of September, between the 3rd and the 9th of September. Our hotel is located near the fairgrounds. Cancellations are not permitted during the stay for this reason when the client has already been informed. The client who wishes to cancel or reduce their stay will have 100% of the total reservation cancelled.**
- No additional people will be allowed in the room of the contracted type (Single, Double, Triple). All clients must be registered, children or adults. Access to the room will not be permitted to people who are not staying at the establishment.
- Breakfast is offered in 50-minute time slots. Breakfast times are as follows:
 - First shift: 08:30h to 09:20h
 - Second shift: 09:30 a.m. to 10:20 a.m.
 - Third shift: 10:30 a.m. to 11:20 a.m.
- If you want a guaranteed room with pool views, you must choose the rate for this option.
- We cannot guarantee a double bed. Guests who wish to guarantee one will be charged a daily supplement of €30.
- We will always take into account the requests of our clients. We will try to satisfy them as far as possible, but always knowing that we cannot guarantee what has not been contracted.



- If any belongings are left in your room upon departure, we will contact you to inform you of the forgotten belongings, and you do not want them to be sent to you by courier, collect at that time, we will not be held responsible if, after a certain time, you claim said belongings from us.
- Check-in: From 14.00h / Check-out: Until 12.00h
- 8.** Room cleaning hours are from 10 a.m. to 3:30 p.m.
- 9.** Do not use the towels in the room for anything other than personal hygiene.
- 10.** The hotel has a safe deposit box for safekeeping of money and valuables in the rooms. The hotel is not responsible for the loss or theft of money or valuables that are not deposited there.
- 11.** In compliance with the LAW 28/2005, of December 26, on health measures against smoking and regulating the sale, supply, consumption and advertising of tobacco products. As there are no rooms for smokers as indicated in article 8 of said LAW, smoking is prohibited, both in the rooms and in the rest of the closed spaces. In case of non-compliance with the regulations, you will be fined €100 for each day of stay.
- 12.** It is prohibited to bring food or drinks into the hotel establishment to be consumed within it.
- 13.** Access to the hotel by people accompanied by animals without express authorization from the establishment is prohibited, except for people accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use of guide dogs in Andalusia by people with visual impairments. Our hotel reserves the right to admit pets. If you wish to bring your pet, remember to call the hotel to find out if there is availability on the desired dates.
- 14.** For those services of the establishment intended for both clients and the general public, access and/or permanence of people will be prevented in the following cases:
 - a)** When the minimum age established to access the hotel (18 years) is not met.



- b)** When the person displays violent attitudes, especially when he or she behaves aggressively or provokes disturbances, creates dangerous situations or disturbs other guests. If we detect gender violence, we will call on the state security forces.
- c)** When the person does not meet minimum hygiene conditions.
- d)** When the person carries weapons and objects that may be used as such, unless, in accordance with the provisions of the specific applicable regulations at any given time, they are members of the Security Forces and Corps or private escorts integrated into private companies, and they enter the establishment in the exercise of their functions.
- e)** When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious signs or behavior of being intoxicated. Likewise, malicious damage to the facilities, scandal, or noise will be a cause for expulsion, especially in response to complaints from other guests whose peace and privacy they disturb.

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

16. However, in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the hotel.

PARKING AND GARAGE

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

18. Use of the disabled parking area must be justified by displaying the required card inside the vehicle.

19. Parking is free of charge exclusively for hotel guests, starting with the signing of the accommodation contract and ending at the end of the stay.

20. We have electric charging for vehicles (for a fee).

21. The hotel is not responsible for any damage caused or received by vehicles parked in the car park, or for any objects left inside them, or for theft of the vehicle itself.



RESTAURANT/BAR

- 22.** The cafeteria's opening hours are from 9:00 a.m. to 1:30 a.m. (may be modified depending on the season).
- 23.** Taking food from the breakfast buffet is not permitted.
- 24.** Out of respect for other guests and employees, guests must wear appropriate clothing to attend the buffet breakfast.
- 25.** Room service is not available.

POOL

- 26.** The pool is open from 10:00 to 21:00. Swimming is prohibited outside of these hours (this may be modified depending on the season).
- 27.** Access to the pool will only be permitted to guests staying at the establishment.
- 28.** It is mandatory to use the shower before bathing in the pool.
- 29.** The use of the sun loungers by the pool is free of charge, without prior reservation. The hotel staff may remove sun loungers that are not used for at least 30 consecutive minutes, provided that there are other users waiting to occupy them, and take any personal belongings on them to the hotel reception.
- 30.** The use of room towels for the pool or beach is prohibited.
- 31.** It is prohibited to bring glasses or other glass objects into the pool area.
- 32.** Please use the waste bins.
- 33.** Do not bring floats or inflatable mattresses into the pool.
- 34.** The consumption of drinks in the pool is prohibited if they have not been purchased at the Pool Bar or at any other point of sale in the hotel establishment.



CANCELLATION OF RESERVATIONS AND CANCELLATIONS OR MODIFICATIONS OF STAYS

- All customers must respect the cancellation policy and deposit conditions specified in their reservation. If this period is exceeded, they must pay the corresponding cancellation fees.
- Clients who do not show up will be charged 100% of the reservation cancellation fee.
- Non-refundable rates do not allow cancellation or modification.
- Guests who are staying and wish to reduce their stay without force majeure or unjustifiable reasons will have to pay the full amount of their stay.
- Children aged three and over are considered a third person and must book a double room with an extra bed.

TIPS AND SUGGESTIONS

- For any questions or queries regarding the operation of the hotel, you can contact our reception staff, who will assist you and, if necessary, will put you in contact with the person authorised to resolve your query or question, with the director being the person in charge of the Hotel.
- All facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.
- The hotel is not responsible for any loss of belongings, either in the room or in common areas. There is a free safe in your room, where you should keep your belongings and valuables.
- Keep an eye on your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room.
- Close your bedroom door when you leave, and try opening it again to make sure it is properly closed, even if you will only be away for a short time.



- Lock your luggage when not in use and place it in your locker. If your luggage has a lock, always use it.
- Never display jewelry, money or valuables in your bedroom.
- Immediately notify management of any abnormal event you notice, such as: people acting suspiciously in the hallway, repeated phone calls from people who do not identify themselves, knocks on your door from people you do not know, or not finding anyone 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 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.
- Safety regulations prohibit the use of irons or any other electrical appliances that could cause a fire in hotel rooms.
- Please do not be bothered if you are asked to provide identification at reception. This is for your safety.
- When socializing with strangers, do not reveal the name of the hotel or your room number.
- Never allow repair personnel to enter your room without having been requested or authorized by 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 to be made up, please hang a sign outside your bedroom door, "Please make up your room." If you would like to be left alone, please hang a sign, "Please do not disturb."
- There is a clothesline available on the terrace.
- If you discover any type of deterioration or anomaly, please contact reception.



- The electrical installation in your room is 220 Volts.
- Respect the areas where the bedrooms are located during nighttime, nap times and in general, avoid making unnecessary noise.
- The hotel will call the security forces in all cases of noise, bad behavior or verbal or physical aggression.
- Please use the facilities in a respectful manner. Otherwise, you will be liable for any damages caused. The hotel will use your card details if you do not wish to assume the corresponding damages.
- Please respect the opening hours of all hotel facilities.
- We appreciate your participation if any disaster and evacuation drills are carried out during your stay at the hotel.
- Some hours may change depending on the time of year or for reasons beyond the control of the establishment.
- The personal data of the Clients will be processed for the purposes of Reservation, provision and collection of hotel services and, if you have given your express consent, sending information about the hotel's own offers and services. Being able to exercise their rights of access, rectification, deletion (forgetting), data portability, limitation and opposition to its processing, by simply requesting it by any means to the hotel establishment in accordance with Regulation (EU) 2016/679 (RGPD) and Organic Law (ES) 3/2018 (LOPDGDD).