



LA PEÑA
HOTEL · SURF · TARIFA

Internal Regulations

Hotel Name:

Hotel La Peña (One Star)

Nº RTA:110834

H/CA/110834

Internal Regulations document



Based on Artº 25 del Decreto 13/2020, from 18th May, this hotel has an internal regulation document that should be of mandatory fulfilment from clients of this hotel.

As depicted on chapter 25 of Decreto 13/2020:

- 1. Hotels must have an internal regulations document in which rules of mandatory fulfilment by people using during its stay will be set, without being on contradiction with Law 13/2011 of 23rd December, neither what described on this chapter.*
- 2. Internal Regulations document will be available to users and it will be shown, at least, on Spanish and English in a well-located and easy-access within establishment. This document will be published also on hotel website in case there is one.*
- 3. Enterprises running hotel establishments could ask for help of National Police to dislodge any individual that doesn't obey the hotel internal regulations document, doesn't obey with common convivence rules or try to access or stay in it with a purpose different to common use of service, in accordance with article 36.4 of Law 13/2011 from 23rd December.*

INTERNAL REGULATIONS

- 1.** Dear clients must show national the identity card or password when doing admission process on hotel establishment.
- 2.** Users of hotel establishment will receive an admission document that is mandatory to be signed by clients at their arrival. This document must show name, category and establishment inscription number, number or identification of lodgement, amount of people that will be using service, type of lodgement dietary selected, dates of entry and leave and price to be paid if client has booked directly with hotel establishment. Admission document, once signed by client, should be kept by establishment.
- 3.** Being signed admission document, or lodge agreement, client will receive an identification card that is mandatory for using hotel services.



4. Obligations of users of touristic services:

- People in charge of hotel establishment could deny access and stay on establishment to people not obeying or that haven't obeyed any of following duties (art. 36.3 and 22 Tourism Law 13/2011).
- Follow convivence and hygiene rules for proper utilisation of touristic establishments.
- Obey rules according from internal regulations of touristic establishments, not being against law.
- Respect leave date from establishment freeing occupied unit.
- Pay services contracted when invoice is provided or in agreed period, regardless of if any complaint has been done.
- Respect establishments, installations and equipment of touristic establishment.
- Respect the environmental environment of the historical cultural heritage and tourist resources of Andalusia.
- Hotel La Peña reserves the right of admission.

5. The hotel establishment may request prior payment guarantee, without distinction by any of these means: Credit card, transfer, etc., for the contracted services, both for the entire reservation and for the extras.

6. Payment for contracted hotel services can be made before check-in. And in the case of a non-refundable room, it will be done at any time once the reservation is made. A refund of the amount charged will only be made if the reservation is cancelled within the period established in the cancellation policy. This cancellation policy may vary depending on where the reservation was made, OTA, direct booking or our booking engine. It will also depend on the rate selected. In any case, it will always be indicated in the reservation confirmation or in written or oral form. A maximum of one cancellation is allowed at no additional cost on refundable rates with 48 hours' notice in case of direct booking with the hotel.

7. The hotel day begins at 3:00 p.m. on the first day of the contracted period and ends at 12:00 noon on the day designated as the departure date. On dates of maximum occupancy of the establishment, the availability of the accommodation unit to the user may be delayed for a period not exceeding three hours. Without prior agreement, extension of your occupation for longer than the contracted period will not be



permitted. If there is an agreement, the amount of a full day must be paid.

8. Two people will not be allowed to stay in a double room that has been booked as a single. In this case, the rate set for double use will be paid.
9. The establishment is not responsible for the loss or theft of money or valuables. It is recommended to read the recommendations of these internal regulations.
10. Room cleaning hours are from 10 a.m. to 3 p.m. Do not use the towels in the room other than for personal hygiene. **It will be extended up to 3 hours in case of maximum occupancy.**
11. Smoking is prohibited in the establishment, except as permitted in Law 28/2005, on health measures against smoking, as well as in Law 42/2010, of December 30, which modifies it.
12. It is prohibited to bring food or drinks into the hotel establishment to be consumed inside it.
13. Pets are allowed (maximum 2) after signing our pet admission policy and with an additional financial supplement, except for people accompanied by guide dogs, as established by Law 5/1998, of November 23, relating to the use in Andalusia of guide dogs for people with visual impairments.
14. For those establishment services intended for both clients and the 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 hours of the establishment have been exceeded.



- c) When the minimum age established to access the premises is lacking, according to current regulations.
 - d) When the person seeking access has not paid for the entrance fee or seat in cases where this is required.
 - e) When the person displays violent attitudes, especially when he or she behaves aggressively or causes altercations, 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 at any time, they are members of the Security Forces and Corps 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 behaviours of being intoxicated. Likewise, it will be cause for expulsion when they cause malicious damage to the facilities, scandal, noise, especially in the event of complaints from other users whose tranquility and privacy are disturbed.
- 15.** In all these cases, the hotel establishment may ask 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 have been generated up to the moment of the prohibition of access or permanence in the establishment.
- 17.** The hotel is located in a rural area, and power outages happen randomly. The hotel is not responsible for any inconvenience that may be caused by problems that are beyond its control.



PARKING

- 18.** Each client is entitled to one parking slot.

- 19.** The use of the disabled parking area must be justified by displaying the required card inside the vehicle.

- 20.** Parking is free to use exclusively for residents of the hotel establishment, beginning with the signing of the admission document and ending at the end of their stay.

The Establishment is not responsible for damage caused or received to vehicles parked outside or for objects stored inside them, as well as for the theft of the vehicle itself.

BAR

- 21.** Bar hours are from 9:00 a.m. to 12:00 p.m. Breakfast hours are from 9 a.m. to 11 a.m. *Schedules that can be modified, with prior notice from the establishment through posters or orally.

- 22.** Food is not allowed to be taken out of the buffet restaurant.

- 23.** Access to the bar and reception is not permitted without a shirt, wearing swimwear, or not wearing shoes.



24. Pool regulations, will be on an information sign. This regulation is included in this document on annex part.

INFORMATION AND QUESTIONS

25. For any type of questions related to the operation of the hotel, you can contact hotel reception staff, who will assist you or they will forward you to the person authorized to resolve question, being the director ultimately the person in charge of the Hotel.

INFORMACIÓN SERVICIOS COMPLEMENTARIOS PRESTADOS POR TERCEROS

26. You can find information at reception about excursions, services and experiences provided by companies other than the hotel operator.
27. This establishment is not responsible for services provided by companies other than the hotel operator.
28. All facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing, and promoting your safety.

ADVICE AND SUGGESTIONS

29. Monitor and control your luggage. Do not leave it unattended.
30. Keep the door closed when you are in your room.
31. Close the door to your room 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.
32. Close your luggage when not in use and place it in your closet. If your luggage has a lock, always use it.



- 33.** Never display jewellery, money, or valuables in your room.

- 34.** Notify immediately the management of any abnormal occurrence that you notice such as: People acting suspiciously, repeated telephone calls from people who do not identify themselves, knocks on your room door from people unknown to you, or finding anyone at the door when you go to open it.

- 35.** 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.

- 36.** If you forget or lose your room key, only the reception staff is authorized to provide you with a new key to open your room.

- 37.** Our security measurements require that you put out your cigarette before retiring to rest. Safety regulations prohibit the use of irons or any other electrical device that may cause a fire in the rooms of the hotel establishment.

- 38.** Don't be upset if they ask you at reception to identify yourself. It's for your safety.

- 39.** When socializing with strangers, do not reveal the name of the hotel or your room number.

- 40.** Never allow repair personnel to enter your room without having been requested or authorized by the hotel management.

- 41.** Never allow people into your room with deliveries that have not been requested.

- 42.** Never discuss specific plans for future excursions, outings, etc., in public or with strangers.

- 43.** If you wish to have your room cleaned, hang the notice with the sign found in your room on the outside of your entrance door. If you wish,



on the other hand, to request that you not be disturbed, hang the notice that is also available in your room.

- 44.** Do not hang clothes over the window, or inside it on ropes.

- 45.** If you discover any type of deterioration or anomaly, contact reception.

- 46.** The electrical installation in your room is 220 Volts.

- 47.** Respect the areas where the rooms are located during night and nap hours, and in general, avoid making unnecessary noise.

- 48.** Please use the facilities appropriately, respecting the furniture and gardens of the hotel establishment.

- 49.** Please respect the schedules of all the hotel establishment's facilities.

- 50.** We appreciate your participation if during your stay at the hotel establishment, any accident or fire drill is practiced.

- 51.** Some hours may change depending on the time of year.

- 52.** This Regulation will be modified and reviewed with the incorporation of new annexes.



1. Pool Regulations

- It is not allowed to enter the facility with refrigerators, food, glass containers, cans or any material that poses a risk to users.
 - There are no lifeguard personnel.
 - It is prohibited to run around the pool and disturb users.
 - Access to the pool area with street clothes and/or shoes is not permitted. Only swimwear is allowed.
 - Access to the facilities with pets is prohibited, except for guide dogs, according to current regulations.
 - Access to the premises is prohibited for users who are intoxicated due to the consumption of alcoholic beverages or drugs.
 - Use the trash cans to deposit garbage.
 - Before and after bathing, it is mandatory to have a shower.
 - Users must check and ensure the different depths of the pool basins before using the pool in order to avoid accidents.
 - Jumping headfirst is prohibited.
 - Playing dangerous games and practices, running, diving violently, throwing objects, etc. is prohibited.
 - The use of fins, balls, mats, glass glasses or any other element that may damage or bother users is prohibited.
 - People who suffer from or are suspected of suffering from any infectious or contagious disease, especially skin diseases, may not bathe.
 - It is prohibited to contaminate the water with unhygienic practices.
 - The use of room towels for the pool or beach is prohibited.
 - Maximum capacity under normal conditions 35 people. This capacity may be reduced due to sanitary restrictions, and in that case it will be indicated with a sign.
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- **Access to the pool will only be allowed to clients staying at the establishment. Hotel La Peña reserves the use of admission.**



- Pool hours are from 10:00 a.m. to 10:00 p.m. Bathing is prohibited outside of these hours. (If the schedule changes, it will be indicated with an information sign)
- Children under 14 years of age must be accompanied by an adult and always supervised.
- **Anyone who uses this facility does so under their own responsibility. Hotel La Peña, its staff and management are not responsible for any physical damage or accident.**
- At the entrance to the pool, there is a sign indicating the regulations for its use that must be complied with. In the event of changes or modifications to the regulations due to exceptional measures (for example Covid19), posters will inform you of the new regulations. In the event of a change in pool regulations or expansion of the same, it will be added as an annex to these internal regulations, and will be informed by means of an information poster.
- The pool has an opening and closing date, the use of the pool is prohibited during the closure period.

2. Informative material

- It is prohibited to dive headfirst into this pool.
- Avoid direct sun exposure between 12:00 and 16:00, they are the most dangerous. Use medium-high sun protection. Don't forget it on cloudy days and repeat it often.
- Protect your eyes with approved glasses and your head with a cap or hat.
- Drink water frequently, without waiting to be thirsty.
- Always monitor the little ones and teach them to respect safety rules.
- Shower before entering the water, in addition to complying with the hygiene standard, you will avoid sudden changes in temperature.
- Get out of the water right away if you feel tired or cold.

3. Hotel La Peña Pet admission policy

The client with a pet must accept the following conditions for the acceptance of their reservation:



1. A maximum of one pet is allowed per room (check with the hotel about the possibility of two if they are small breeds). Room reservations can never be exclusive for pets. Only domesticated dogs and cats are allowed.
2. Guests must bring a leash or carrying bag for pets who must be controlled on a leash or in their respective bags while outside their rooms. PETS SHOULD NOT BE LOOSE AROUND THE HOTEL.
3. Pets will never be left alone inside the rooms. When the room is cleaned or any other service is provided within it, the pet must be removed from it, or they must be in their carrying bag or controlled with a leash by their owners. .
4. Guests must pick up after their pets. Pets DO NOT have access to the reception or areas where food and drinks are served.
5. The guest must have all the legally necessary documentation at the time of check-in, which may be required at any time by the Hotel management.
6. The guest is responsible for any noise and disturbances that pets may make and will ensure that pets do not interrupt or affect the peace of other guests. If the hotel determines that the pet is affecting other hotel guests, the hotel may request, in its sole discretion, that the pet be boarded outside the hotel. Hotel La Peña reserves the right to terminate the client's stay if the pet disturbs other guests staying without the right to claim or compensation of any kind on the part of the client and immediately.
7. The additional cost of lodging the pet is 8.50 euros per day. The hotel reserves the right to make additional charges if the pet causes damage or if the guest uses towels, pillows, for the pet. Guests agree to pay the hotel charges for repairs, cleaning or damage caused by pets.
8. Guests with pets must sign this document assuming responsibility for any damage caused by their pets. The hotel may exclude a pet if the hotel considers that it is dangerous or that it may frighten, harm or affect the stay of other guests.

Signature

ID