



## **INTERNAL REGULATIONS**

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 clients.

Article 25 of Decree 13/2020 provides:

- Hotel establishments must have internal regulations in which mandatory rules for users will be established during their stay, without contravening the provisions of Law 13/2011, of December 23, or this Chapter.
- 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 it exists.

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 normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.

## **INTERNAL REGULATIONS OF HOSTAL EL MANTENÍO**

### **CHECK-IN AND ADMISSION DOCUMENTS**

- Clients who wish to use the accommodation units are required to present a valid and current identification document at the time of their admission to the hotel establishment.
- Before admission, all users of the hotel establishment will be given an admission document (Welcome) that must be signed by the client, and which states the name, category and registration number of the establishment, number or identification of the accommodation unit, number of people who will occupy it, food plan, check-in and check-out dates, and the price of the accommodation if the client has contracted directly with the hotel

establishment. The admission document, once signed, will be kept by the establishment.

- All users of the establishment who make use of the accommodation units and stay overnight at the hotel will be given a document called a police record, which must be signed upon arrival and which the hotel will store and send each night to the national police as required by regulations.

## **ADMISSION AND STAY IN THE ESTABLISHMENT**

### **Admission:**

This hotel establishment is for public use and free access, with no restrictions other than those derived from the legal provisions and these regulations. Admission and stay will only be denied for the following reasons:

- Due to lack of accommodation capacity or facilities.
- For failure to comply with the admission requirements mentioned above in these regulations.
- When the closing time of the establishment has been exceeded.
- When the minimum age established to access the premises is not met, according to current regulations. In the case of Hostal El Mantenido 18 years old.
- When the person trying to access has not paid the amount designated in cases where it is required.
- For adopting violent behavior that may endanger or cause discomfort to other people or users.
- When the person does not comply with basic hygiene standards.
- When people carry weapons or 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 National Security Forces or private escort companies who access the establishment exercising their functions.
- When the person is consuming drugs or narcotic or psychotropic substances or shows symptoms of having consumed them or shows symptoms of being intoxicated. Likewise, it will be cause for expulsion if they cause malicious damage to the facilities, scandal, noise, especially in response to complaints from other users whose peace and privacy it disturbs.

In the above cases, the establishment may resort to the assistance of the competent Authority or Police agents to evict the accommodation units.

It is mandatory to pay the expenses that have been generated up to the time of the prohibition of permanence in the establishment.

Please note that free access to the facilities, services and rooms of this hotel establishment will not be denied to persons who wish to do so for reasons of sex, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

## **RIGHTS AND OBLIGATIONS OF USERS OR CLIENTS.**

### **Rights**

Users have the right to:

\*Freely access and remain in the establishment, with the limitations contained in the previous paragraphs of these regulations. \* To receive truthful, complete and prior information before contracting the services offered.

- To ensure their security, privacy and peace of mind, which corresponds to the contracted services.
- To be given a detailed invoice upon departure for the services that have been contracted directly with the establishment.
- To be given the official complaint forms of the Junta de Andalucía in the event of wishing to make a complaint or claim.

### **• Obligations:**

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 obligations (art. 36.3 and 22 of the 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 that 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 presentation of the invoice or within the agreed period, without the fact of filing a claim implying exemption from payment
- Respect the establishment, facilities and equipment of the hotel

- Respect the environmental surroundings of the historical-cultural heritage and the tourist resources of Andalusia

## **RIGHTS AND OBLIGATIONS OF HOSTEL EL MANTENÍO**

### **Rights:**

- 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.
- Every 7 days at most or when the bill exceeds €300 in amount, payment must be made for all expenses generated by the services provided by the Hotel. If this operation is not carried out, the client expressly authorizes, with the signature of the Welcome (in which this condition is included) and from that moment, to cancel the accommodation contract that he/she maintains with the establishment. The client must collect his/her belongings before 11 a.m. at the latest or the Hostel will be authorized to collect them and store them in a locker until the bill is regularized.
- To ensure that only registered personnel can access the rooms, as stated in article 2 of the decree law.

### **Obligations:**

The hotel establishment has the following obligations to its clients:

- To make its prices available to users and to have them visible in the hotel reception.
- To inform users of the conditions and prices of each of the services it provides before contracting.
- To provide the service with the highest quality that its category requires and to ensure that clients receive proper treatment.
  - To maintain the facilities and services in good condition.
- The hotel's responsibility covers the personal property of guests kept in the rooms, except for money, jewelry, securities and objects with a unit value of more than €300.
- To have official complaint forms and to inform them in a visible manner that they are available.

- To provide users who cannot attend due to overbooking of rooms, with accommodation in a similar area and always of equal or higher category. Any expenses or overpricing arising from this cause will be the responsibility of Hostal El Mantenío.

## **USE AND ENJOYMENT OF THE FACILITIES, EQUIPMENT AND SERVICES OF THE HOSTEL EL MANTENÍO**

### **RECEPTION AND CONCIERGE**

- The necessary procedures for the admission of persons to the establishment will be carried out at reception and keys will be kept to access the establishment.

The person in charge, together with the reception staff, are responsible for the internal affairs of the hotel, providing information and advice.

- The hotel working day begins at 3:00 p.m. on the first day of the contracted period and ends at 11:00 a.m. on the day indicated as the departure date.
- Without prior agreement, an extension of occupancy for a period longer than the contracted period will not be permitted. In the event of an agreement to extend the stay at the hotel, the total amount of the first or previous reservation must be paid, and the stay cannot be extended with outstanding invoices from previous stays.
- Two people will not be allowed to stay in a double room that has been booked as a single room. In this case, the rate set for double use will be paid.
- Room cleaning hours are from 10:30 a.m. to 2:30 p.m.
- Do not use the towels in the room for anything other than personal hygiene.
- Smoking is prohibited in the establishment, except for what is permitted by Law 28/2005, on health measures against smoking, as well as Law 42/2010, of December 30, which modifies it.
- Eating in the hotel lobby is prohibited, and the spaces and tables in the restaurant must be used for this purpose.
- Access to the hotel is prohibited for people accompanied by animals without the express authorization of the establishment, except for people accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use of guide dogs by visually impaired people in Andalusia.
- The room is delivered to each client with all the means in operation and with the necessary controls to enjoy the multimedia and comfort systems of their room. In the event of the disappearance or breakage of any item, the hotel reserves the right to charge the amount of the missing or damaged item.

- 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 cases mentioned in the admission section.

\*If you wish for your room to be made up, hang the notice: "Please make up the room" on the outside of your room door. If you wish to not be disturbed, post a notice: "Please do not disturb."

### **LOBBY/BAR**

- **The hours are:**

#### **Breakfast:**

Monday to Friday from 07:30 to 11:00 hrs

Weekends and Holidays from 07:30 to 11:00 hrs

- The products of the Breakfast Buffet must be consumed within our facilities, and cannot be taken outside of them.
- The hostel does not have room service but gives the option of preparing a tray for you and having you come down for it.

### **INFORMATION AND QUESTIONS**

For any type of doubts or questions regarding the operation of the hotel, you can contact our reception staff, who will assist you and, if necessary, will contact you with the person authorized to resolve your doubt or question, the Director being the person in charge of the Hotel.

### **INFORMATION ABOUT ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES**

You can obtain information at Reception about excursions, services and experiences provided by companies other than the hotel operator.

This establishment is not responsible for services provided by companies other than the hotel operator, even when the services have been paid for at the hotel, since in these cases the hotel only acts as an intermediary.

All facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

### **TIPS AND SUGGESTIONS**

- Keep an eye on your luggage. Do not leave it unattended.
- Do not leave belongings unattended on the table at breakfast.
- Keep your door closed when you are in your room.
- Close your room door when you leave, and try to open it again to make sure it is properly closed, even if you are only away for a short time.
- Lock your luggage when you are not using it and put it in your locker. If your luggage has a lock, always use it.
- Never display jewelry, money or valuables in your room.
- Immediately notify the Front Desk of any abnormal events such as: people acting suspiciously in the hallway, repeated phone calls from people who do not identify themselves, knocks on your room door from people you do not know, or finding no one 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.

**• LOSING YOUR KEY WILL CHARGE THE COST OF RENEWING IT, THE SUM BEING 70 EUROS (70€)**

- For your safety, if you forget or lose your key, only the reception staff is authorised to provide you with a new key to open your room, for which you must present your ID/Passport, or otherwise answer some questions.
- Do not be bothered if you are asked at the reception to identify yourself. It is for your safety.
- When establishing social relations with unknown people, do not reveal the name of the hotel establishment or your room number.
- Never allow repair staff to enter your room without having requested or authorised it by the reception 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.
- Do not hang clothes or towels on the balcony railing, or inside the balcony on ropes.



- If you discover any type of deterioration or anomaly, contact reception.
- The electrical installation in your room is 220 Volts.
- Respect the areas in which the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the furniture and common areas.
- Please respect the opening hours of all the facilities in the hotel establishment.
- We appreciate your participation in the event that, during your stay in the hotel establishment, any disaster or evacuation drill is carried out. • Some opening hours may change depending on the time of year.

The personal data of the Clients will be processed for the purposes of Reservations, provision and collection of hotel services and, in the case of having their express consent, sending information about offers and services of the hotel. They may exercise the 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).