

REGULATIONS OF INTERNAL REGIME

NAME OF THE ESTABLISHMENT: HOTEL MONTE PUERTATIERRA

**Register number 00933 // H/ CA 4*CIUDAD
H/CA/**

REGULATIONS OF INTERNAL REGIME

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

Article 25 of Decree 13/2020 provides:

1. The 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 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 there is one.

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 different from 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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- 1.** It is compulsory for all the guests to present their identity card at the moment of being admitted in the establishment.
- 2.** The reservations done and guaranteed until a time limit without prepayment must be cancelled at the specified time.
- 3.** The reservations which are made with a promotion rate, promotional code or special seasons will be under their own conditions of each reservation, therefore being obligatory.
- 4.** Before the admission, guests have to sign a registration card. In this paper, it is stated the name of the establishment, its category, and its registration number. It is also stated the number or identification of the accommodation unit, number of people who are going to occupy it, services contracted (breakfast, half-board or full-board), arrival and departure dates and the daily rate. The registration card will be kept by the establishment.
- 5.** After signing the registration card, guests will be given a copy of the registration card. This card is used as identification for the provision of the services that have been contracted, and it is indispensable to present it in order to make use of them. Once the registration card has been signed, it will be kept by the hotel and the copy will be given to the client. During their stay, if there are changes with the contract of services he client must sign a new registration card, where the new modifications will be included.
- 6.** The client will keep a copy of the registration card given to him in his arrival to the hotel. This card must be shown to use the services of the hotel.
- 7.** In order to charge consumptions to the room, the client who sing the bill should be the same who have sing the registration. This credit will be granted with a prior payment guarantee.
- 8.** It is guests' obligation to pay for the services that have been contracted at the very moment that the bills are presented, according to the conditions of the reservation. Payment by bank check is not accepted.
- 9.** The establishment will be able to ask for a previous guarantee of payment by any of these means: credit card, transference, etc. This guarantee will cover both all the services contracted by the reservation and the extra charges.

- 10.** The stay begins at 12:00 on arrival day and finishes at 12:00 on departure day. In high season, the availability of the units of accommodation can be delayed for 3 hours at the most.
Without previous agreement, no extension for the check out time will be admitted. If there is an agreement, the guest will pay for the whole day.
- 11.** It is not allowed the stay of two people in those double rooms that have been contracted as single rooms. In that case, guests will have to pay the normal rate for double rooms.
- 12.** It is not allowed the stay of more people than the ones declared in the type of the room occupied.
- 13.** The hotel is provided with free safety deposit boxes in the rooms. The hotel is not responsible for the lost or stolen valuables that are not deposited in the safety deposit box. The establishment has a safe-deposit box for the safekeeping of money and valuables, which should be deposited at the reception office where they will be given a receipt. Otherwise, the Management can not accept responsibility.
- 14.** The schedule of cleaning rooms can vary according to the season and occupation, usually from 09:00h to 17:00h.
Contact the reception for information if you wish. If you need your room to be done at a special time, please contact reception and turn on the priority sign button on the inside of your door. If you wish not to be disturbed, contact the reception and turn on the not disturb sign button on the inside of your door.
It is forbidden to use the room's towels at the beach. You must use only the towels in your room, for personal hygiene.
The hotel provides beach towels previous deposit of 10 €. Please ask for them at the reception.
- 15. We understand and respect your need for privacy. The hotel reserves the right to visually inspect all guest rooms every 48 hours to ensure the well-being of our guest and confirm the condition of the room. If service is refused for this length of time, a member of the hotel management will check on the guest room.**
- 16.** It is forbidden to smoke in the entire hotel.
- a. According to the amendment of Law 28/2005 of health measures against smoking which regulates the sale, supply, consumption and advertising of smoking products, adopted December 22nd, 2010, it is forbidden to smoke in the entire hotel except the smoking rooms, defined as such type.

- b. In compliance with the Act, we will have to make a report if a client would ignore its fulfilment and smoked in the a non smoking room, which would entail an administrative financial penalty of 30,00€, and an additional 200,00€ for the complete cleaning and sanitation of the room, in order to return to its nature as a Non Smoking Unit.
- 17.** It is forbidden to put clothes on the railing of the terrace, on windows, or inside them hanging from ropes.
- 18.** It is forbidden to enter food or beverages in the establishment if they are not provided by the hotel.
- 19.** Totally or partially naked people are not allowed access to the establishment.
- 20.** Animals are not allowed in the establishment without a specific authorization, with the exception of guide dogs, in accordance with the Law 5/1998, of 23rd of November, relating to the use of guide dogs by people with visual dysfunction in Andalusia.
- 21.** For those services offered both to clients and to the general public, the access and/or stay will be restricted in the following cases:
- a)** When the maximum capacity has been completed with the users who are in the establishment or building.
 - b)** When the closing hour of the establishment has been surpassed.
 - c)** When the user has not the minimum age to enter the establishment, according to the current legislation.
 - d)** When it is necessary to pay for a ticket in order to enter into establishment and the user has not paid for it.
 - e)** When the users show a violent attitude specially when they behave in an aggressive way or they cause arguments, originate situations of danger or annoyances to other users.
 - f)** When the users do not have the minimum conditions of hygiene.
 - g)** The entrance will be forbidden to those who are totally or half naked, in their swimming clothes.
 - h)** When the users carry weapons and objects susceptible to be used as weapons, unless they are members of the police, armed forces or security forces, or they are escorts for privates companies,

and they enter the establishment in the course of their duties; in accordance with the current and specific legislation

- h)** When the users consume drugs, narcotic or psychotropic substances, or they show symptoms of having consumed them, and those that show an evident behaviour of being drunk. Also it will be a cause of expulsion to cause flaws to the facilities, scandal or rowdiness, if other users are disturbed.

In all these cases, the establishment will be able to recur to the Police for help.

20. Nevertheless, in the above mentioned cases, the clients will have to pay all the bills that have been generated until the moment of the prohibition of access or stay in the establishment.

21. Our staff is uniformed and has identification from Hoteles Monte. Shall you have any doubt, please do not hesitate to contact them.

22. The entrance will be forbidden to those who are totally or half naked, in their swimming clothes.

23. Our hotels are provided with WI-FI connection to internet, totally free. If you are interested using it, please ask reception for the access password.

24. The hotel is provided with free computers and a printer, located in the hall. Ask the reception for the password. Please make a rational use of the connection time, in order for the other guest to use it. **These computers are for the exclusive use of our customers.**

25. We are sincerely worried about the environment; please use the printer in a reasonable way.

26. Responsibilities and obligations for users of tourist services (art. 36.3 y 22 Law of Tourism 13/2011):

- a. Respect the rules on use or the internal system of the tourist establishments and the particular rules of the sites they may visit or where they may perform tourist activities.
- b. Observe the rules on hygiene, politeness, peaceful social coexistence, dress and respect for the people, institutions and customs for the proper use of the different tourist services.
- c. Pay the price of the service purchased at the time that the invoice is issued or, if applicable, in the time, place and way agreed upon; under

- no circumstances shall filing a complaint or grievance make the user exempt from paying for the services rendered.
- d. Respect the environment, historical and cultural heritage, facilities and equipment of the tourism companies and establishments.
 - e. Comply with the system of reservation in accordance with the provisions of the applicable regulations and respect the departure date agreed upon by leaving the occupied unit free.
 - f. Treat everyone working in tourism activities with respect and dignity.

PARKING and GARAGE

- 27.** When parking your vehicle, please occupy one parking space. If you wish to occupy more than one space, you must inform reception so it appears on your registration card and charged on your bill as many spaces as have occupied.
- 28.** The garage is a service for the guests of the establishment and its use is conditioned to the payment of the rates stipulated by the establishment, and to the availability of spaces.
- 29.** The hotel is not responsible for the damages produced or made in the vehicles that use the garage service by third parties, nor of the objects deposited inside the cars, as well as the theft of the vehicle.
- 30.** The parking spaces will be unoccupied at the time of check out of the hotel, unless previously agreed when possible. If there is no agreement, the customer must pay the amount of a day.

RESTAURANT/BAR/BREAKFAST

- 31.** Is not allowed to take out food from the buffet.
- 32.** It is not allowed to enter into the restaurant with swimming wear, barefoot or half-naked. Gentlemen are also kindly requested to wear long trousers in the restaurant area.
- 33.** Room service is available at the same schedules. The schedules can be changed according to the season of the hotel.
- 34.** The consumptions will be paid at the moment they give you the ticket or bill.
- 35.** Beverages and food must be consumer only in indicated areas.

- 36.** It is forbidden to consume beverages and food that have not been provided by the hotel.

INFORMATION AND DOUBTS

For any kind of doubts or questions relating to the functioning of the hotel you may go directly to our reception staff, that will attend you and in case of necessity will put you in touch with the authorized person to answer your doubt or question, being the General manager the ultimately responsible of the Hotel.

INFORMATION OF SUPPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

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

ADVICE AND SUGGESTIONS FROM THE SPANISH FEDERATION OF HOTELS

- Watch and control your luggage. Please, do not leave it unattended.
- Keep the door closed when you are in your room. Close the door every time you leave, and try to open it in order to make sure that it is correctly closed, even though your absence should be for a short time only.
- Close your luggage when you do not use it and put it in your closet. If the luggage has a security lock, use it at all times.
- Never leave jewellery, money or valuables in your room. Notify immediately Management of any abnormal occurrences such as: suspicious-looking persons along the corridor, repeated telephone calls from unknown people, unknown people knocking on your room door, or not finding anybody when you open it.

- Protect the key of your room. Do not leave it on the counter of reception; always give it back to the receptionist when you leave the establishment. Do never show your key in public places.
- If you forget or lose your key, only the reception personnel is authorized to facilitate you a new key to open your room.
- The safety norms forbid the use of the hot plate or any other electrical machine susceptible to cause a fire in the rooms of the establishment, including the iron. Please, before going to bed or leaving the room leave all the appliances off or unplugged.
- Please do not feel bothered if you are asked to identify yourself at reception. It is for your security.
- When you establish social relations with unknown people, do not reveal the name of the establishment or the number of your room.
- Never allow the maintenance staff to enter your room without having required it or without having been authorized by the Management of the establishment.
- Never allow people to enter your room with deliveries that have not been asked for.
- Never discuss specific plans of future excursions, etc., in public or with strangers.
- In case of wishing your room to be done, please, push the green button ". If you wish not to be disturbed, please, push the red button. The hotel reserves the right to visually inspect all guest rooms every 48 hours to ensure the well-being of our guest and confirm the condition of the room. If service is refused for this length of time, a member of the hotel management will check on the guest room.
- Do not hang clothes on the railing of the terrace. Do not use ropes or cords to hang clothes in the terrace.
- If you discover some type of deterioration, damage or anomaly, please, inform the reception personnel of it.
- The electrical system of your room is of 220 Volts.
- Respect the room area during the night and the siesta time, and in general, avoid making noise unnecessarily.

- Please, use the facilities suitably, respecting the furniture and the gardens of the establishment.
- Please, respect the schedules of all the facilities and services of the establishment.
- We thank you for your participation in case that during your stay in the establishment, there were some disaster or evacuation practices.
- Some schedules can be changed according to the season.

Guests' personal data will be processed for the purely purpose of booking, provision and billing of the hotel services, and in the case of having their express consent, sending information about offers and promotions of the hotel. The guests will be able to access and exercise the rights of rectification, modification, deletion (forgetfulness), data portability, limitation and opposition to its treatment, just by asking for it by any means to the establishment; in accordance the Regulation (EU) 2016/679 (RGPD) y a la Ley Orgánica (ES) 3/2018 (LOPDGDD).