

## **Hotel Villa de Laredo**

### **Establishment's interior regulations**

**The 13<sup>th</sup> article of the law 47/2004 concerning Hotel Establishments published in the Andalusian Government Official Gazette (BOJA) N°42, 02/03/2004, stipulates that this hotel has norms of interior regulation that are to be followed by its clients and customers.**

1. Article 13. Interior regulations.

1. All hotel establishments are allowed to have an interior regulation code that regulates rules of obligated fulfilment by the clients during their stay.
  2. The interior regulation code, on case of its existence, will specify the conditions of admission and the rules of cohabitation and functioning, as well as it will survey everything that permits and favours the normal development of the enjoyment of the hotels equipment and services.
  3. The officials of the hotel establishments have the right to call on the authority in order to evict the clients that fail to fulfil the interior regulations or that wish to access and remain in the hotel for different reasons that the ones established in the 32th article of the Law of Tourism.
2. The clients has the obligation to pay the cost of the hired services when receives the invoice.
3. The hotel is entitled to request a previous warranty deposit through the clients credit card for the hired services, for the total amount of the stay or for the cost of extra services. Personal cheques are not accepted. The ways of payments are the ones indicated at reception.
4. The booking of the accommodation begins at 13:00 hours of the first day of the hiring and finishes at 11:00 of the date established as the day of departure. Any changes have to be communicated in reception.
5. Every person that accommodates in the hotel has the obligation to identify him/herself and register in the hotel with his identity card or passport. The hotel will not allow two people to stay in a room originally hired as a single room. In this case, the second person would be obligated to register at the reception and pay the amount established as the price for a double room.
6. The hours of housekeeping of the rooms are established between 10:00 and 16:00 h.
7. It is not allowed to smoke.
8. It is prohibited to bring beverages from the hotel dinning room.
9. People accompanied by domestic animals are not allowed to enter to the hotel, with the exception of blind dogs guides, which the Law 4/1998 of 23<sup>rd</sup> November allows in Andalusia for blind and visually disabled people.

10. According to the 5<sup>th</sup> and 7<sup>th</sup> article of the 10/2003 decree, which regulates the admission norms for hotel establishments, the access to the hotel accommodation will be denied in the following cases:

- a) When the arrival time is past the hotel opening hours and the establishment is closed.
- b) When the person does not reach the minimum age required by law to access the establishment.
- c) When the person acts violently and his or her aggressive attitude provokes quarrels or arguments with other guests, or if the personal hygiene is not acceptable.
- d) When the person is carrying weapons or objects susceptible to be used as such, with the exception of member of the state law enforcement or private security companies working at the hotel.
- e) When the person shows signs of consuming drugs or narcotics or if he or she is inebriated.
- f) When the person does not respect the cleanliness and hygiene of the hotel.
- g) When the person does not respect the normal social cohabitation at the hotel.

11. In the cases described above, the person is obliged to pay for the expenses that he or she might have cost until the moment of restricting the access to the establishment.

12. It will not be possible to reserve hotel services or accommodation with other prices than the stipulated by the hotel establishment.

13. People that are not accommodate at the hotel are not entitled to use the areas reserved for clients, such as the swimming pool, the elevator, etc.

14. It is not allowed to enter at the hotel dining room wearing bathing suits, short pants or sleeveless shirts.

15. The swimming pool sun chairs are free of charge and may not be reserved. The hotel staff is entitled to withdraw hammocks that are not in use for more than 30 minutes, if other clients are waiting for a chair, and take any left behind personal items down to the hotel reception.

16. Place all your valuable objects in the room, in the safety box. The hotel is not responsible for any theft or losses of items that are not kept in the safety boxes at the reception.

17. Security rules do not allow the use of iron in the hotel rooms.

18. At the hotel reception you will receive an identification card that gives credit that you are staying at the hotel. Please, always have it with you while you are in the establishment.

19. If you wish to have housekeeping attending your room, please hang out the "Room service please" sign on the door handle. If not, please hang out the sign that indicates, "Do not disturb" on your door.

20. It is prohibited to use the hotel towels and other linen outside the hotel. The hotel offers free towels for the swimming pool that will be handed to the client for a deposit of 0 €, that will be returned when handing back the towels. If the towels get lost, the client will not retrieve his deposit.

21. The hotel recommends you to:

- Guard and look after your luggage. Never leave it unattended.
- Make sure that your hotel room door closes correctly when leaving the room, even if
  - you are only out for a short while.
- Keep the door closed while you are inside your hotel room.
- Close your luggage when you are not using it and place it inside the wardrobe. If the
  - luggage has locks, use them.
- Protect your room key. Do not leave the key at the reception unattended. Always
  - return it in hand when you leave the hotel.
- Immediately inform the hotel reception of any strange happening, such as suspicious
  - persons in the hallways, repeated telephone calls from unidentified persons, strangers
  - knocking on your door, etc.
- Do not get offended if the hotel staff asks you to identify yourself, it's for your own safety.
- Do not leave jewellery, money or other value objects unattended in your hotel room.
- Do not invite strangers to your hotel room and do not inform them of your room number.
- Do not allow people to enter your room with room service or deliveries that you haven't
  - ordered.
- When you meet somebody during your stay, do not inform them about the name of the
  - hotel where you are staying or your room number.

-Do not discuss the plans of future hotel excursions or trips in public or with strangers.

-Do not show your room key in public spaces.

-Do not hang your clothes on the balcony handrail or on the balcony. If you wish to hang

your clothes to dry , do so in the bathroom tub.

-If you detect some kind of damage or defect in the installations, please communicate it

to the hotel reception.

-The electricity installation in your hotel room reaches the 220 volts.

-Respect the hotel room areas during sleeping hours, such as night time and siesta hours.

In general, avoid making unnecessary noises.

-We beg you to use our installations in an appropriate way, respecting the real estate.

-We beg you to respect the fixed hours of the hotel establishment.

-In order to prevent accidents, we beg you not to use glasses or any other crystal objects

up by the pool area.

-We thank you for your collaboration in case of a fire or safety drill during your stay.

-Some of the hotel hours might change depending on the season.