



INTERNAL REGULATIONS

HOTEL NAME:

HOTEL GARBI COSTALUZ

N ° RTA:

H/CA/01186

INTERNAL REGULATIONS

In accordance with Article 25 of Decree 13/2020, dated May 18, the establishment provides the following Internal Regulations, which are mandatory for all guests.

Article 25 of Decree 13/2020 states:

1. Hotel establishments must have internal regulations that set out rules that must be followed by users during their stay. These rules cannot contradict what is established in Law 13/2011, of December 23, or in this Chapter.
2. The internal regulations must always be available to users and must be displayed, at least in Spanish and English, in a visible and easily accessible location within the establishment. If the establishment has a website, these regulations must be published on it.
3. The operating companies of hotel establishments may request the assistance of the Security Forces to remove individuals who violate the internal regulations, breach the usual rules of social coexistence, or attempt to enter or remain in the establishment with a purpose other than the normal use of the service, in accordance with Article 36.4 of Law 13/2011, of December 23.

INTERNAL REGULATIONS

1. Guests are required to present identification upon admission to the hotel.
2. Every user of the hotel will be presented with an admission document before being admitted, which must be signed by the guest. This document includes 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, meal plan, and the check-in and check-out dates. Once signed, this document will be retained by the hotel.
3. The hotel may request a credit card from the guest as a payment guarantee, which may be charged after the guest has left the establishment for any expenses or damages incurred during their stay or for the appropriation of room items.
4. Obligations of users of tourist services: The owners of the establishments may prevent access to and stay in the establishments by users who have previously breached or are currently breaching 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 the tourist establishment, provided they do not contradict the law.
 - Respect the agreed departure date by vacating the occupied unit.
 - Pay for the contracted services at the time the bill is presented or within the agreed timeframe, without filing a complaint exempting them from payment.
 - Respect the facilities, installations, and equipment of the tourist establishment.
5. The hotel establishment may request advance payment, by any means, including credit card, transfer, etc., for contracted services, whether for the full reservation or for extras.
6. The hotel day starts at 3:00 PM on the first day of the contracted period and ends at 12:00 AM on the departure day. During peak occupancy periods, the establishment may delay making the accommodation unit available by no more than three hours. Without prior agreement, extending the stay beyond the contracted time is not permitted. If agreed upon, the guest must pay for a full day.
7. No more than four people may stay in a room booked as a quadruple.

8. The hotel provides a safety deposit box for the safekeeping of money and valuables, which can be requested at the reception with a receipt. The establishment is not responsible for the loss or theft of money or valuables not placed in the safety deposit box.
9. The room cleaning schedule is from 10:00 AM to 4:00 PM.
10. Please do not use the room towels for any purpose other than personal hygiene.
11. Smoking is prohibited throughout the establishment, including the rooms, except as permitted by Law 28/2005, concerning health measures against smoking, and Law 42/2010, of December 30, which amends it.
12. It is forbidden to bring food or drinks into the hotel to be consumed inside, except in the rooms.
13. Pets are not allowed in the hotel without explicit authorization, except for guide dogs as provided by Law 5/1998, of November 23, on the use of guide dogs in Andalusia by people with visual impairments.
14. The towels provided by the establishment are for exclusive use at the pool and may be requested at the reception, where guests will be informed of the conditions of use, lost, or damage.

15. Access to certain areas may be restricted in the following cases:

- a) When capacity is reached.
- b) After the establishment's closing time.
- c) When the person does not meet the age requirement.
- d) When displaying violent behavior, causing disturbances, or creating danger.
- e) When the person does not maintain basic hygiene.
- f) When carrying weapons unless authorized by law.
- g) When under the influence of drugs or alcohol.

16. The hotel may seek assistance from law enforcement in the above cases.

17. Even in the above situations, guests are required to pay for any services received up to the time of removal from the premises.

PARKING

18. When parking your vehicle, please use only one parking space.
19. The use of parking spaces designated for disabled persons must be justified by displaying the corresponding permit inside the vehicle.
20. The garage is a service available to hotel guests, subject to the payment of the established fee and availability of spaces. The establishment is not responsible for any damage to vehicles using the garage service, nor for items left inside them, including theft of the vehicle itself.

RESTAURANT/BAR

21. The Bar/Cafeteria is open from 10:30 AM to 12:00 AM. Breakfast and/or dinner hours will be posted at the entrance of the dining room.
22. It is not allowed to take food from the buffet.
23. Access to the Bar/Cafeteria/Dining Room/Reception is not permitted if you are barefoot, in swimwear, or shirtless.
24. Room service is not available.

SWIMMING POOL

25. Pool hours are depending on the season and will be posted on the pool rules board. Swimming outside of these hours is prohibited.
26. Access to the pool is only permitted to guests staying at the hotel.
27. Compliance with the POOL USING RULES displayed at the entrance is mandatory.
28. Use of the pool loungers is free of charge and they cannot be reserved. Hotel staff may remove towels from loungers that are left unused for more than 30 consecutive minutes if other guests are waiting to use them. The establishment is not responsible for personal belongings left in the pool area.
29. Room towels are not to be used at the pool or beach. The hotel provides towels exclusively for pool use, free of charge.
30. Eating in the pool area is prohibited. Only beverages purchased at the Bar/Cafeteria/Beach Bar, and served in plastic containers, may be consumed.
31. Topless sunbathing is not allowed.
32. Please use the trash bins provided.
33. Do not bring floatation devices or inflatable mattresses into the pool.

ADDITIONAL INFORMATION

34. For any questions or concerns about the hotel's operation, please contact our reception staff. They will assist you or connect you with the appropriate person, with the Hotel Manager being the highest authority.

INFORMATION ABOUT SERVICES PROVIDED BY OTHERS **COMPANIES**

35. Information on excursions, services, and experiences provided by companies independent of the hotel operator is available at reception. The establishment is not responsible for services provided by third-party companies.
36. The hotel's Lifeguard and Auxiliary Services are provided by a different company, currently Solysport Servicios Integrales S.L., with CIF B-93.298.958, responsible for providing these services.
37. All hotel facilities and services comply with safety measures to ensure and promote your security.

TIPS AND SUGGESTIONS

- Keep an eye on your luggage and do not leave it unattended.
- Always close the door when you are inside your room.
- When leaving your room, make sure to close the door and check that it is securely locked, even if you are only stepping out briefly.
- Lock your luggage when not in use and place it in the closet. If your luggage has a lock, use it.
- Avoid displaying jewelry, money, or valuables in your room.
- Immediately report any unusual incidents, such as suspicious individuals in the hallways, repeated phone calls from unidentified persons, or knocks on your door from unknown individuals with no one present when you check.
- Protect your room key. Do not leave it unattended at the reception desk; always hand it in directly when leaving the hotel. Never show your room key in public areas.
- If you lose your key, only reception staff is authorized to issue you a new one.
- Do not be offended if you are asked to identify yourself at reception, it is for your safety.

- Our security measures prohibit the use of irons or any other electrical appliances that could cause a fire in hotel rooms.
- When interacting socially with unfamiliar people, do not disclose the hotel's name or your room number.
- Never allow maintenance personnel into your room without prior authorization from hotel management.
- Do not let anyone into your room with deliveries that you did not request.
- Never discuss specific plans for excursions, departures, etc., in public or with strangers.
- If you wish not to be disturbed, hang the "Do Not Disturb" sign on your door.
- Do not hang clothes on the terrace railing or within the terrace using ropes.
- Report any damage or issues to reception.
- The electrical system in your room operates at 220 volts.
- Respect quiet hours in the areas where rooms are located, especially at night and during siesta hours, and generally avoid unnecessary noise.

- Please use the facilities responsibly and respect the hotel's furniture and gardens.
- Respect the posted schedules for all hotel facilities.
- We appreciate your participation in any emergency drills or evacuation exercises conducted during your stay.
- Some schedules may change depending on the time of year.

Guests' personal data will be handled for booking, service provision, and payment purposes. With explicit consent, information on hotel offers and services may also be sent. You can exercise your rights to access, rectify, delete (right to be forgotten), port, restrict, and oppose the processing of your data by contacting the hotel in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018 (LOPDGDD).