



REGULATIONS OF INTERNAL REGIME

(LAST UPDATED: MAY 2023)

NAME OF THE ESTABLISHMENT

HOTEL ALBORAN "ALGECIRAS"

Register number (Andalusian Department of Tourism)

H/CA/00865



REGULATIONS OF INTERNAL REGIME

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

Article 25 of Decree 13/2020 provides:

1. This Hotel 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, passport, driving licence at the moment of being admitted in the establishment.
- 2.** All users of the hotel establishment, before their admission, must digitally sign an admission or check-in document on a tablet. It must include: the name, category and registration number of the Hotel, number or identification of the accommodation unit, number of people who will occupy it, diet, dates of entry and exit, and the price of the accommodation if the client has contracted directly with the hotel establishment. The digital admission or check-in document, once signed, will be kept by the establishment.
- 3.** After signing the registration card, guests will be given a key card which it is indispensable to present it in order to make use of hotel services

4. Obligations of the users of tourist services. The owners of the establishments could prevent access and stay of the users that breach or have breached with anteriority any of the follow duties (art. 36.3 & 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, as long as they are not contrary to the law.
- Respect the agreed date of departure from the establishment leaving free the occupied unit
- Pay the contracted services at the time the invoice is presented or within the agreed period, without the fact of filing a claim implying the exemption of payment.
- Respect establishments, installations and equipment of the tourist companies.
- Respect the environmental environment of the historic-cultural heritage and the tourist resources of Andalusia.



- 5.** 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.
- 6.** A DEPOSIT will be requested by the Hotel at the time of check-in, by means of a form that will reflect the room number, name of the client and the amount requested.

This amount will be returned to you when you leave the establishment and once the state of cleanliness and corresponding order has been verified.

- 7.** The stay begins at 13:00 on the first day of the contracted period and ends at 12:00 noon on the day indicated as the departure date.

At the hotel ALBORAN, it will be carried out from 14:00 in the months of high occupancy to guarantee the delivery of the room in a perfect state of cleanliness and disinfection.

Without prior agreement with the Reception department, the extension of your occupancy for a time longer than that contracted at check-in will not be allowed. In the event that an agreement is reached, you must pay the full amount or a late check-out supplement. The price must be delivered in order to reactivate the access key to the room.

- 8.** It is not allowed the stay of two people in those rooms that have been contracted as single rooms. In that case, guests will have to pay the rate for double room.

Previous agreement with the reception department, the extension of the stay for a longer time than the contracted one will not be admitted. In the case of reaching an agreement, the client must pay the full amount or a late checkout supplement. The price must be paid to reactivate the card.



- 9.** The stay of minors not accompanied by their parents will not be allowed with the exception of a guardian who has authorization from them.

Tutors must show a legal supporting document duly signed and sealed by the competent authorities.

- 10.** VALUABLES: HOTEL AND PARKING The Hotel is not responsible for the loss or theft of money or valuables that are not deposited in its custody against receipt.
Parking: in case of possible damage, theft or theft of vehicles (including all types of motor vehicles and trailers), the Hotel is not responsible.

- 11.** Rooms will be cleaned from 8,00 to 14,00. Please, use the towels of the room only for personal hygiene.

In cases where the client does not want their room cleaned, they must expressly indicate it by a sign placed on the door. If they place it, it will be understood that the room will not be cleaned until the next day. If the client changes his mind, he should let the house keeper department know.

From 2:00 p.m., towels and amenities can be provided

The use of room towels must be for personal hygiene.

Towels will not be hung on the balustrades, balconies and other areas of the hotel.

- 12.** It is forbidden to smoke in this establishment, with the exception of what is allowed in the law 28/2005, about the sanitary measure against tobacco habit and the law 42/2010, 30 December that modifies it.

- 13.** In the rooms with balcony smoking is not allowed. If the client wishes, he must express it at check-in to be able to offer him, according to availability, a smoking room.



14. Smoking is not allowed in any hotel room or common areas, including rooms with balcony.

15. Animals are not allowed in the establishment without a specific authorization, with the exception of guide dogs, in accordance with the Law 11/2021, of 28th of December, relating to the use of guide dogs by people with visual dysfunction in Andalusia.

- A maximum of one pet per room is allowed and with a supplement of €22.00 per day. The maximum weight allowed is 20 kg.
- The acceptance of the pet is subject to prior availability request, the hotel has a limit of pets per night. We do not accept dogs of potentially dangerous breeds (PPP).
- Pets should not be left alone in the room.
- Pets are not allowed in the common areas, restaurant, cafeteria or breakfast room. Pets can accompany their owners on the patio and the pool table area. These restrictions do not apply to guide and assistance dogs.
- For common areas of passage you must keep your dog on a short leash.
- The cleaning of the room will be done every day, but only when the pet is not in the room, so please let us know when we can proceed with the cleaning.
- The pet should not use the bathroom, shower or bathtub of the room. It is not allowed to use towels or sheets for cleaning the animal.
- Do not allow the pet to climb on the bed or the armchairs. We provide beds for your dog and feeders and drinkers, please request them at reception (ext. 100).
- The owner of the pet will have the obligation to keep it in perfect hygienic-sanitary conditions, as well as to have its vaccination record and insurance in force.
- The owner is responsible for the good behavior of his pet and will pay financially for any damage caused by the animal.



- 16.** If telephony adapters are needed, it may be requested at the Reception, after paying a deposit of € 10 that will be returned once it has been returned in the same conditions.
- 17.** The MINIBAR is not included in the contracted accommodation rate. For groups of students and minors, alcoholic beverages will be withdrawn
- 18.** The buffet breakfast, unless previously agreed in the rate, is not included in the room.
- 19.** 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 the 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)** 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 private 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, specially if other users are disturbed.

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

21. 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.

PARKING

22. When parking your vehicle, please occupy a single parking space.

23. The use of the disabled people parking zone will have to be justified by showing the relevant card.

24. The parking is free for the establishment's guests and customers of the restaurant or cafeteria, this right beginning with the signing of the accommodation contract and ending at the end of their stay.

Once the Parking capacity has been completed, in the event that an event is being held at the hotel, non-accommodated attendees may be asked to find parking nearby of the establishment

The Establishment is not responsible for damages produced or received in the vehicles that use the parking service or for the objects deposited inside them, as well as the theft of the vehicle itself.



RESTAURANT/BAR

25. The restaurant and cafeteria hours will be detailed in the timetable available at reception (specifying breakfast, lunch and dinner hours)

These hours may be modified as appropriate.

26. Is not allowed to take food away food from the buffet breakfast.

27. It is not allowed to enter into the restaurant and cafeteria with sport or swimming wear or shoes. Gentlemen are also kindly requested not to wear short trousers in the restaurant area.

28. Room service will be carried out only within the hours established for it.

SWIMMING POOL

29. The swimming pool is open from 10,30 to 20,00. It is forbidden to use it at a different time.

30. The access to the swimming pool will only be only allowed to the establishment's guests.

31. It is compulsory to have a shower before bathing in the swimming pool.

32. The use of the sun loungers of the swimming pool is free and they cannot be reserved If there are other guests waiting for using the sun loungers, the establishment's staff will be able to remove those ones that have not been used for at least 30 minutes. The staff will take to the reception office those personal items that would be on/by the sun loungers.



- 33.** It is forbidden to use the towels of the room for the swimming pool or the beach. The establishment has, for its clients, free towels for exclusive use in the swimming pool or on the beach. In order to get these towels, the guests will have to pay a deposit of 15 Euros, which will be given back given after presenting the deposit receipt and the towel at the reception office. In case of loss or damage of the towel, the deposit will not be given back to the guest.
- 34.** It is forbidden to bring food, glasses or other glass objects into the pool area.
- 35.** Smoking is prohibited in the pool deck area.
- 36.** Please, make use of the wastebaskets.
- 37.** It is not allowed the use of floats, rubber rings or air beds in the swimming pool.
- 38.** It is forbidden to consume drinks in the swimming pool, unless they have been bought in the establishment's bars or coffee-shops.
- 39.** Swimsuits are only allowed in the pool area, please avoid them in the common areas of the hotel.
- 40.** For your safety and that of everyone, do not enter the cafeteria or hotel barefoot or with wet feet.

GYM

- 41.** The use of the gym is only available to clients staying at the hotel.



- 42.** To access the gym it will be necessary to pay a deposit of €10 that will be refunded when the key is returned.
- 43.** All possible damages or defects caused will be the responsibility of the guest or companion who accesses with that key.
- 44.** The gym hours are from 8:00 a.m. to 5:00 p.m. to 22:00 p.m.
- 45.** The maximum capacity of people allowed is 5 people.
- 46.** The use of the gym is not allowed for children under 16 years of age. Minors (16 to 18 years old) must be accompanied by a person in charge.
- 47.** The presence in the gym will be limited to physical exercises.
- 48.** People who are not using this area are not allowed in the room.
- 49.** Guests will use the gym at their own risk.
- 50.** There are surveillance cameras in the facilities.
- 51.** The use of sports clothing and shoes is mandatory, it is not allowed to access with flip-flops or sandals or to exercise with an uncovered torso.
- 52.** It is not allowed to enter with a wet bathing suit.
- 53.** Smoking, eating or drinking alcoholic beverages is not allowed inside the gym. It is not allowed to enter with cans or drink glasses (only plastic bottles).



- 54.** It is not allowed to move machines.
- 55.** It is mandatory to place the material in the assigned place and disinfect it at the end of the training.
- 56.** It is mandatory to use a personal towel as a hygiene measure and place it on top of the machines or devices used (if you do not have your own towel, request it at reception).
- 57.** In case of doubts or breakdowns, we would appreciate it if you let us know at reception.

INFORMATION AND DOUBTS

- 58.** 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 authorised 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

- 59.** You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator.
- 60.** At the reception, guests can be provided with the contact details of a doctor for telephone consultations, prescription issuance, or in-room visits at the hotel.



61. This establishment is not responsible for the services provided by companies outside the hotel operator.

62. 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

- Watch and control your luggage. Please, do not leave it unattended.
- Keep the door closed when you should be 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.
- Our safety measures demand you to extinguish your cigarette before resting or going to bed. 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.
- 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 personnel 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, hang the warning: "Please, clean the room ", on the door of your room. If you wish not to be disturbed , please, hang the warning: "Please, do not disturb".
- 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.

The personal data of distinguished customers will be processed for the purposes of booking, provision and collection of hotel services



and in the case of having their express consent, sending information about offers and services of the hotel. You may exercise your rights of access, rectification, deletion (oblivion), data portability, limitation and opposition to its treatment, by simply requesting it by any means to the hotel establishment in accordance with the Regulation (EU) 2016/679 (RGDP) and the organic law (SP) 3/2018 (OLPPD)