



INTERNAL REGULATIONS HOTEL DON IGNACIO

Category: 4 ****

Nº of Tourism Registry: H/AL/00610

The establishment may have the following Internal Regulations for persons accessing this hotel establishment, which shall be obliged to comply with it insofar as it does not contravene Law 13/2011 of 23 December Andalusian Tourism and Decree 47/2004 of 10 February on hotel establishments.

1. Internal rules and regulations:

1. The internal regulations may determine the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favors the normal enjoyment of the facilities, equipment and services, without being able to contravene the provisions of Law 12/1999, of December 15, nor in the present Decree.
2. The internal regulations shall always be available to users and shall be displayed, at least in Spanish and English, in a visible place in the reception area of the establishment.
2. Users are obliged to pay the amount of the contracted services, at the time of presentation of the invoice during the check-in process.
3. The establishment may request prior guarantee of payment by credit card for the contracted services, both for the total amount of the reservation, as well as for the extras, in accordance with the applicable legislation.
4. The reservation of the accommodation begins at 3:00 p.m. on the first day of the contracted period, and may be extended 1 hour more in periods of maximum occupancy and ends at 12:00 p.m. on the day indicated as departure date. For possible changes, please consult Reception. The extension of the indicated timetable, without previous agreement, will entitle the establishment to charge the equivalent of an additional day.
5. The cleaning will be done daily, while the change of linen (sheets and towels) will be done every 3 days (minimum 3 nights of stay).
6. The parking is for the exclusive use of the apartment complex, starting this right with the signature of the accommodation contract. Once the parking space is full, it will not be possible to park outside of the spaces designated for this purpose. Otherwise, the establishment reserves the right to use the most appropriate means for the removal of the vehicle in question.
7. The garage is a service for residents of the hotel, whose use is conditional upon payment of the fee stipulated by this establishment. The establishment is not responsible for any damage caused in the garage.



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8. Smoking is not allowed in places designated as “non-smoking”.
9. It is forbidden to bring food or drinks into the complex to be consumed inside the establishment. It is not allowed to consume drinks in the swimming pool, if these have not been acquired in our Bar.
10. It is not allowed to take food or drinks out of the dining room of the establishment.
11. The admission and stay of people in this establishment will only be denied for the following reasons (Tourism Law 13/2011):
 - When the established capacity has been completed with the users who are inside the enclosure or establishment.
 - When the closing time of the establishment has been exceeded.
 - When the minimum age established for access to the premises is not met, in accordance with current regulations.
 - When the person seeking access has not paid the entrance fee or the ticket, in cases where this is required.
 - When the person displays violent attitudes, in particular, when they behave in an aggressive manner or provoke altercations, cause dangerous situations, disturb other attendees or do not meet the conditions of hygiene.
 - When the person is carrying weapons and objects that could be used as such, unless, in accordance with the provisions of the specific applicable regulations, they are members of the Security Forces and Corps or private bodyguards integrated in private companies and access the building in the exercise of their duties.
 - When the person is consuming drugs, narcotic or psychotropic substances or shows signs of having consumed them, as well as those who show obvious signs or behaviour of being intoxicated.
 - When they cause noise that disturbs the normal running of the establishment.
 - When adopting measures or attitudes against the health and cleanliness of the establishment.
 - When the normal social coexistence of the establishment is disturbed.
12. However, in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access to or stay in the establishment.
13. It shall not be possible to reserve services of the establishment or of the accommodation units if the stipulated price has not been paid.
14. The circulation and stay within the establishment will only be in the places reserved for customers, without them being able to access in any case, to the rooms or spaces reserved or private.
15. Formal dress will be required for access to the Restaurant of the establishment, and entry without a T-shirt, with shorts or swimwear will not be permitted.
16. The use of the sun loungers in the swimming pool is free of charge and cannot be reserved. The staff of the complex may reuse those that are not used for a period of 45 consecutive



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minutes and provided that there are other users waiting to occupy them, in which case personal belongings may be transferred to the custody of the establishment.

17. The security rules prohibit smoking inside the rooms.

18. The identification card given to you at Reception accredits you as a guest of the hotel. Please carry it with you at all times inside the hotel.

19. You are not allowed to use the towels and other garments in the room for outside use.

20. The management of the establishment requests that you:

- Keep an eye on your luggage. Do not leave it untied.
- Keep an eye on your luggage. Do not leave it unattended.
- Make sure the door is securely closed when you leave the room, even for a short time.
- Keep the door closed when you are in the room.
- Lock your luggage when not in use and place it in your locker. If your luggage has a lock, always use it.
- Keep your room key safe and always return it on the day of departure.
- Immediately notify Reception of any unusual occurrences you notice, such as: people in a suspicious attitude in the corridor, repeated telephone calls that do not identify themselves, knocks on your room door from people you do not know, or not finding anyone at the door when you go to open it.
- Do not get upset if a member of staff asks you to identify yourself.
- Do not display jewellery, money or valuables in your room.
- Do not tell strangers your room number.
- Do not allow hotel staff to enter your room if you are not identified.
- Do not allow unsolicited deliveries into your room.
- When socialising with strangers, do not reveal the name of your resort or your room number.
- Do not show your room key in public places.
- Do not discuss specific plans for future excursions, outings, etc., in public or with strangers.
- Do not hang clothes over the railing of the terrace or inside your room.
- If you discover any damage or anomaly, please contact Reception.
- Respect the areas in which the rooms are located, especially at night and during nap times. Avoid making unnecessary noise.
- Use the facilities appropriately, respecting the furniture and fixtures of the building.



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- Respect the timetables stipulated for the use of the different facilities.
 - Do not use glasses and other glass objects in the swimming pool area.
 - Participate in the event that, during your stay in the complex, a fire or evacuation drill is carried out.
21. Some timetables may change depending on the time of year, of which the customer will be informed in due course.
22. Any damage to furniture, utensils, etc., which the Management considers to have been intentional, will be charged to the client's bill and, in turn, reserves the right to ask the client to leave the establishment immediately.
23. It is not permitted to walk barefoot in the Hall, corridors and other communal areas, except in the swimming pool area. Likewise, it is not permitted to enter or remain wet inside the complex.
24. For health and safety reasons, it is not permitted to use the swimming pools outside the hours stipulated on the sign installed with the rules, due to the use of chemical products for their maintenance and cleaning.
25. Once the capacity of our Restaurant has been reached, entrance will not be allowed until there are no more tables available.
26. The establishment has at your disposal the official complaint forms to exercise your right. However, this does not exempt you from paying your bill in advance.