



INTERNAL REGIME REGULATIONS PDE MALAGA

## ADMISSION RULES

### 1. General provisions

The people who access this hotel shall be obliged to comply this regulation, in which does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18<sup>th</sup>, on hotel establishments, and other rules and precept of application.

### 2. Access, admission and stay at the establishment

This hotel is of public use and has free access, without any restrictions other than those derived from legal provisions and this regulation. The admission and stay of people at this establishment will only be denied for the following reasons:

- a. Due to lack of capacity in accommodation or facilities.
- b. Due to not complying the admission requirements established in this regulation.
- c. When users are under the age permitted to the access to this kind of establishment, according the applicable law.
- d. When the person shows any violent attitude, especially, when his behavior is aggressive or provoke any argument, promote dangerous situations or disturb other users, or they don't have the minimal hygienic conditions.
- e. When the person bears weapons and/or any object subjected to be used with that purpose, unless the individual in particular belongs to the army, a security body, bodyguards and make use of the establishment because of their functions.
- f. When the person is consuming drugs, narcotics, or they show symptoms of having consumed them, and the ones show signs or evident behavior of being drunken.
- g. When the person causes such a noise that breaks the normal development of the establishment.
- h. When the person does take measure of attitudes against the public health and the cleaning of the establishment.
- i. By adopting behaviors that may cause danger or inconvenience to other people, or by hamper the normal development of the activity

When one of these indicated circumstances occurred or by the people incurring in one or more of the restrictions listed above, the responsible employee of the establishment may require them to abandon the establishment, with previous payment, when appropriate, of the invoice pending. If necessary, they may ask for security according to article 36 of the tourism law, and article 25 of the Hotel Management Decree.

It is expressly stated that free access to the facilities, services and accommodation of this establishment cannot be denied to people who wish to come for sex reasons, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

### 3. Check in and admission document

The people who wish to use the rooms, the common areas, and, when appropriate, the complementary services detailed in this regulation, should present their identification documents to be registered and admitted at this establishment.

## COEXISTENCE AND OPERATION RULES

### 4. Rights and obligations for users

Users may freely access the establishment and remain in it, with the limitations contained in the standards indicated in section 1<sup>st</sup> paragraph and in this regulation.

Users are obliged to read the rules contained in this regulation, which they expressly accept when they sign the admission document, and those written by the manager about safety, coexistence and hygiene, for the proper use of the establishment. Users have to proof their state, showing the admission document, when required, respect the booked facilities and equipment of this establishment and pay the total amount of the services booked as soon as they have an invoice or agreeing to the conditions according the Article 21 of the Decree Law. The presentation of any claim does not exempt the obligation to pay for the services booked.

### 5. Rights and obligations of the hotel

This establishment may seek the help of the authority agents to clear out the dependencies of the users who do not respect this regulation, whom intend to access or remain in the establishment for a purpose other than the usual use of the hotel services. Furthermore, they can also seek the help of the authority in case there are people not registered as users, attendees of banquets, meetings, etc. or that they incur in the assumptions foreseen in section 2 above. Accommodation units can only be accessed by people registered for this purpose, as stated in Article 2. E. of Decree Law.

This establishment may request payment guarantee for the services booked, that covers the whole reservations as well as for the possible extras, in accordance with the applicable regulations and to charge the corresponding account for the damages to the facilities, furniture and elements of the establishment due to negligence or wrong use of those.

Furthermore, the timetable of the different services may vary throughout the seasons, depending on the seasonality, having the right to not admit users outside those hours, also when the maximum authorized capacity is exceeded or when they are requested within the limits of admission, thereby damaging the work schedule of the services. The mentioned services, the details of their schedule's hours, their prices and use conditions, are exposed at the entry, and, in summary, at the existing directories at the accommodations, which also contains information.

### 6. Occupancy periods of the accommodation units and housekeeping

Users of this establishment have the right to occupy this room from 2 p.m., on check in date until noon, 12 p.m., on the day indicated as the departure date. However, on dates with maximum occupancy, the accommodation unit may be

delayed by two hours. Rooms that remain occupied after 12 p.m. will be considered an extension of the stay and billed as an additional night and, in the event that the user would like to stay more days than originally booked and specified in the admission document, there must be an agreement between both parties.

It won't be allowed the accommodation of two people in double room contracted for an individual use. In this case, the second person must be register and the rate set for a double use will be paid.

The cleaning of the rooms will be carried out between 9 a.m. and 4 p.m. If you don't want the room to be made up, hang the "Please Do Not Disturb" sign in the outside doorknob.

#### **7. Prices, invoices and information**

The accommodation rates will be computed by days and according to nights they stay. The minimum rate would be the amount of one night, understanding to be finished by noon, 12 o'clock, day after the check in date.

The establishment may require, at any time and prior to the presentation of its invoice, the payment of the services provided outside the accommodation, even if the payment of this has been agreed in advance.

Invoices will only be provided for accommodation and services booked directly by users.

#### **USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES**

#### **8. Safety boxes**

In each room there is a safety box installed. The Hotel is not responsible for cash, jewelry and other valuables that are not delivered for safekeeping in our safe deposit boxes at reception desk.

#### **9. Pool towels**

They are available to guests at reception. The service is free after the user's identification and formalization of a security deposit at the reception desk, where it will also be delivered later. They may only be used in the establishment's swimming pool. In case of loss or deterioration of the towel, the client will pay the total amount.

#### **10. Pool and gardens**

The swimming pool, its furniture, the gardens and the parking, are for the exclusive use of our clients.

The use of the pool is prohibited outside of its opening hours, as this is when the maintenance staff starts cleaning and chlorinating the water. The establishment is not responsible for injuries or damages that occur to people or to their belongings for neglecting said schedule.

At the swimming pool, it is not allowed to use floats, balls and similarities, except for children's floats or swimmers.

It is not allowed to jump into the pool in an inverted position, with head ahead, nor playing with balls or similarities at the pool and gardens for the safety of people and plants.

It is not allowed to use music devices or instruments at a volume that can disturb the rest of the users.

The consumption of drinks or meals which are not purchased on site are also not allowed.

Due to hygiene reasons, the consumption of food at swimming pools and gardens is not allowed unless it is under the control of bars and restaurants.

The use of towels, blankets, etc., coming from the rooms, are not allowed at the swimming pools and gardens.

It is not allowed to reserve sunbeds beforehand by placing towels, clothes or other personal objects. If necessary and in the circumstances described, the staff of the establishment may remove the clothes or objects from the sunbeds so that this can be occupied by other users.

## 11. Miscellaneous

- Children are not allowed to use the elevators without a responsible adult.
- Animals are not allowed at this establishment, excepting guide dogs.
- It is not allowed to walk through the common areas without shoes and shirtless or in swimwear.
- From 10 p.m. to 9 a.m. it is not allowed to make noise at the corridors and common areas that may disturb the other users.
- Before entering the Bar or Restaurant, users must show their admission document or card, in order to control their bill depending on what they consume.
- It is not allowed to hang clothes in the window of the room or in the pool or garden area.
- In the areas of this establishment, it is not allowed to use, consume, or possess any dangerous products that are stated on the current legislation of public health.
- It is totally forbidden to cook in the rooms, as well as use electrical water heaters without previous authorization from the management.
- The use of devices, instruments or music players at a volume that disturbs the rest of other users is prohibited, both in the common areas of the hotel and inside the rooms.
- The parking and swimming pool are for the exclusive use of hotel guests.
- Smoking is not allowed in the entire establishment.
- It is not allowed to take food out of the hotel dining room without prior authorization.
- Access to reserved or private rooms or spaces of the establishment is not allowed.
- For security reasons, it is not permitted the use of irons and candle within the hotel rooms.