



# REGULATION OF INTERNAL AFFAIRS

## **HOTEL Playa La Barrosa \*\*\*\***

N.º RTA: H/CA/00887

# INTERNAL RULES PROCEDURE

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In accordance with Article 25 of Decree-Law 13/2020, dated May 18, the hotel has established the following Internal Regulations, which must be strictly followed by all guests during their stay.

## Article 25 – Internal Regulations

1. All hotel establishments must have internal regulations outlining mandatory rules for guests during their stay. These regulations must comply with the provisions of Law 13/2011, of December 23, and this Chapter.
2. The internal regulations must always be available to guests and displayed in a visible and easily accessible location within the hotel, at least in Spanish and English. Additionally, if the establishment has its own website, these regulations must be published there.
3. Hotel operators may request assistance from law enforcement authorities to remove any guests who fail to comply with the internal regulations, violate common social norms, or attempt to access or remain in the hotel for purposes other than the normal use of its services, in accordance with Article 36.4 of Law 13/2011, of December 23.
4. At a minimum, the internal regulations must specify: (further details to follow).
  - a) Conditions of admission.
  - b) Rules of coexistence and operation.
  - c) Information on administrative organization and the responsible person to whom guests may address any concerns regarding the hotel's operation.
  - d) List of complementary services provided by companies other than the hotel operator, including identification of the responsible service providers.
  - e) Information for guests about facilities or services that may pose any risk and the safety measures implemented in this regard.
  - f) Admission of animals and conditions for their acceptance.
  - g) Any other provisions that facilitate and promote the proper use of the hotel's facilities, equipment, and services.

The Internal Regulations specify the conditions of admission, rules of coexistence and operation, as well as all necessary provisions to ensure the proper enjoyment of the hotel's facilities, equipment, and services.

Guests are obliged to be aware of and comply with the rules contained in this regulation, which they expressly accept upon signing the admission document. They must also adhere to legal provisions and directives issued by hotel management regarding safety, coexistence, and hygiene for the proper use of the establishment.

### a) Conditions of Admission

- Guests are required to present an official identification document upon check-in at the hotel.
- Before admission, every guest will receive an admission document (proforma invoice), which must be signed. This document includes the hotel's name, category, registration number, accommodation unit identification, number of occupants, meal plan, check-in and check-out dates, and the accommodation price (if booked directly with the hotel). Once signed, the hotel will keep the document.
- Upon signing the admission document or lodging contract, guests will receive an identification card, which must be presented to access the contracted services.
- Guests are required to pay for the contracted services upon receipt of the invoice.

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- The hotel may require a credit card as a payment guarantee for the total reservation cost as well as any additional expenses.
- The accommodation check-in time starts at 12:00 PM on the first day of the reserved period. However, during peak occupancy periods, check-in may be delayed until 2:00 PM. Check-out must be completed by 12:00 PM on the designated departure date. In peak occupancy periods, the availability of the accommodation unit may be delayed by up to two hours.  
*For any changes, please consult reception.* Extending the stay beyond the agreed time without prior approval will result in an additional night's charge.
- A double room booked for single use cannot accommodate two people. If this occurs, the double occupancy rate will be charged.
- The hotel does not authorize access to occupied rooms for individuals who have not been expressly authorized by the guest. Additionally, the hotel reserves the right to prohibit visitors from entering the rooms. Hotel staff and authorized personnel providing hospitality services have unrestricted access to the rooms when necessary.

### b) Rules of Conduct and Operation

1. Smoking is not permitted inside the hotel's indoor facilities or inside the rooms.
2. Quiet hours must be observed from 11:00 PM to 8:00 AM in hallways and accommodations to ensure the rest of other guests is not disturbed.
3. Guests must present their admission document or identification card before entering dining areas to allow proper charge control for any consumption.
4. The use, possession, or consumption of dangerous substances (including toxic drugs, narcotics, or psychotropic substances) is strictly prohibited in all areas of the establishment, in accordance with public health regulations.
5. Guests may only access areas designated for them. Entering private or restricted areas is not allowed under any circumstances.
6. Proper attire is required in common areas. Walking barefoot or shirtless is not permitted. Access to the buffet restaurant or dining rooms is not allowed if wearing workwear, swimwear, or sleeveless shirts.
7. Room towels and linens may not be used outside the room. The hotel provides beach towels for rent upon request at Reception. These must be returned to the same department after use. In case of loss or damage, the guest will be charged accordingly.
8. Hanging clothes or towels on balconies or in hallways is not allowed.
9. The hotel reserves the right to charge guests for any damages, deterioration, or theft that occur in the room or any other hotel facility due to their actions.
10. Meal plans are personal and non-transferable.
11. Bringing outside food or drinks into the hotel for consumption inside the premises is not allowed.
12. Removing food or beverages from the hotel buffet is strictly prohibited.
13. Access to or stay in hotel facilities will be denied in the following cases:(Further details on restricted access conditions to follow.)
  - a) When the maximum capacity of the venue or facility has been reached.
  - b) When the closing hours of the establishment have been exceeded.
  - c) When the minimum age requirement for a specific area or facility, as per applicable regulations, is not met.
  - d) When a person displays violent behavior, such as aggression, causing disturbances, endangering others, or disturbing other guests.
  - e) When a person fails to maintain a minimum level of hygiene.

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- f) When a person wears clothing or symbols that incite violence, racism, or xenophobia, or does not adhere to the required dress code for the area.
- g) When a person carries weapons or objects that could be used as weapons, except for security personnel as permitted by applicable regulations.
- h) When a person is consuming drugs, narcotics, or psychotropic substances or shows signs of being under their influence. Guests who are intoxicated, causing disturbances, or engaging in vandalism may also be expelled, especially if other guests have complained about their behavior. These regulations are established to ensure the safety, comfort, and well-being of all guests during their stay.

If any of the above-mentioned circumstances or violations of the hotel's internal regulations occur, Hotel Management reserves the right to request the guest to leave the premises. Before departure, the guest must settle any outstanding charges incurred up to the moment of their removal from the establishment. Additionally, filing a complaint or claim does not exempt the guest from the obligation to pay for the contracted services.

These measures are in place to maintain a safe, respectful, and enjoyable environment for all guests.

Hotel Management reserves the right to request assistance from law enforcement authorities to remove guests who fail to comply with the internal regulations or attempt to enter or remain in the hotel for purposes other than its intended hospitality services.

Additionally, this measure may apply to: Individuals not registered as hotel guests, including those attending banquets, conventions, or events. Persons who violate any of the established regulations within this document. These provisions are enforced to ensure the safety, order, and proper functioning of the establishment.

### Safe Deposit Box Service in Rooms

- Each hotel room is equipped with a safe deposit box for storing money and valuables. This service is included in the room rate.
- The hotel is not responsible for the loss or theft of money or valuables not stored in the safe. In case of theft involving physical damage or the use of weapons, the insurance covers up to €3,000.

### Parking Service

- The parking facility is exclusively for hotel guests, subject to availability.
- Guests must occupy only one parking space per vehicle.
- Parking in designated disabled spaces requires the display of a valid permit inside the vehicle.
- Outdoor parking is free of charge for hotel guests, starting from check-in and ending at check-out.

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- The underground garage has a fee of 10,00€ per day, except in July and August, when the rate is 12,00€ per day. This amount must be paid at the time of booking the service.
- The hotel is not responsible for any damage or theft involving vehicles, whether parked inside or outside the garage, if caused by third parties or external factors beyond the hotel's control.
- Guests are encouraged to take necessary precautions when parking their vehicles.

### Bar/Cafeteria Service

- The Bar/Cafeteria operates from 10:00 AM to 12:00 AM.
- The opening hours are displayed at the entrance and may vary depending on the season.

### Buffet Restaurant

- Proper attire is required to enter the buffet restaurant. Swimwear and inappropriate footwear are not permitted. The dress code may vary depending on the season.
- The buffet restaurant schedule varies by season. Upon check-in, reception will provide the current schedule, which will also be displayed at the restaurant entrance.
- Food from the buffet is for consumption within the restaurant only.
- Guests are kindly asked to respect the dress code and dining policies for an enjoyable experience.

### Room Service

- All rooms include a "Special Moments" menu, detailing available items and prices.
- Extra room service is available at a charge of 7€ per person.

### Laundry / Dry Cleaning Service

- Information regarding service conditions, prices, and delivery/return times is available in the room.

### Outdoor & Indoor Pool Regulations

- The official outdoor swimming pool season is from 1st May to 30th September.
- The indoor heated pool is available all year round.
- The opening hours of the swimming pools are from 11.00 to 19.00 hours. This timetable can be modified depending on the time of year. Outside these hours and outside the season, bathing is forbidden.
- Access to the swimming pool is only allowed to guests staying at the establishment.
- It is compulsory to shower before swimming in the pool.
- The use of the sun loungers in the swimming pool is free of charge and cannot be reserved. If deemed appropriate, the hotel staff may remove sun loungers that have not been used for at least 40 consecutive minutes, provided that there are other users

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waiting to occupy them and take any personal belongings to the reception of the establishment.

- The use of towels from the room for the swimming pool or the beach is prohibited. The establishment provides its guests with towels free of charge for the exclusive use of the swimming pool or beach. If you wish to make use of this service, please request it at the Hotel Reception. In the event of non-return or damage to towels, a charge of 25,00 € per towel will be made on the invoice.
- The use of glasses and glass containers is forbidden in the pool area.
- Eating and smoking are prohibited in the pool area.
- Animals are not allowed in the pool area, except for the trained dogs of blind people.
- It is forbidden to leave any kind of waste in the pool area. Please make use of the litter bins.
- It is forbidden to bathe wearing unsuitable footwear or clothing.
- It is forbidden for anyone with communicable diseases to use the facilities.
- Users must wear bathing slippers in toilets and changing rooms.
- It is not permitted to dive headfirst or to push and pull people into the pool.
- Use of the pool under the influence of alcohol is prohibited.
- Users must comply with the lifeguard's instructions in the pool area.

### Gym Regulations

- Opening hours: 8:00 AM – 8:00 PM (subject to seasonal changes).
- Minors under 16 must be accompanied by an adult.
- Proper attire is required at all times—shirts must remain on.
- Use of a towel during workouts is mandatory. Equipment and benches must be cleaned after use.
- The hotel is not responsible for injuries or damages resulting from incorrect use of equipment.
- Any damage caused by improper use must be paid for by the responsible guest.
- Failure to comply with these rules may result in loss of gym access.

### Spa Regulations

☑ The opening hours are from 10.00 a.m. to 7.00 p.m. and may vary throughout the season.

- Access is restricted to hotel guests with authorization.
- Street clothes and shoes are not permitted in the pool, sauna, or steam bath.
- Safety measures: Avoid walking barefoot, running, or rushing in slippery areas
- Health advisory: Guests with contagious diseases, heart conditions, or pregnancy should avoid using the facilities
- No intoxicated guests: Entry is prohibited for those under the influence of alcohol or drugs.
- Prohibited items: No glass, fragile materials, or dangerous objects allowed.

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- No mobile phones or cameras: Photography and video recording are strictly forbidden.
- Jewelry and watches: Not allowed due to potential damage from spa conditions.
- No food, drinks, or smoking within the spa.
- Hygiene rules: Showering before using the facilities is mandatory.
- No grooming activities: Shaving, depilation, or applying oils, creams, or bath products is not permitted.
- Respect and silence: Maintain a calm and respectful environment for all guests.
- Any person accessing the facilities accepts the rules described. Failure to comply with any of these rules may be grounds for abandoning the facilities.
- For reasons of hygiene you must place a towel on benches and sun loungers. Please use a towel at all times and refrain from nudism.
- The maximum number of users in the rooms will be determined by the capacity of each room.
- It is forbidden to reserve hammocks or any other furniture or space.
- The company is not responsible for the loss or theft of your personal belongings.
- The client is responsible for any possible damage caused by improper use of the facilities and/or equipment.

### **c) Information on the administrative organisation and responsible person to whom, where appropriate, they should address any questions relating to the operation of the establishment.**

- The Management, together with the reception staff, are the responsible persons or centres for customer relations for all internal matters of the hotel establishment and for their information and advice.

### **Basic data protection information**

- Responsible: HIPOTELS and the companies that form part of it.
- Purpose: To contract a hotel stay service, comply with a legal obligation, prepare invoices and make offers for stays. To manage the sending of information and commercial prospecting.
- Legitimation: Execution of a contract, fulfilment of a legal obligation and consent of the interested party.
- Recipients: No data will be transferred to third parties, unless legally obliged to do so. There are no plans to transfer data to third countries. No adequacy decisions, warranties, binding corporate rules or specific applicable situations are made.
- Rights: You have the right to access, rectify and delete data, as explained in the additional information.
- Additional information: You can find additional and detailed information on data protection on our website: [www.hipotels.com](http://www.hipotels.com).

### **d) List of complementary services provided by companies other than the operator and identification of the companies responsible for their provision.**

- Our establishment offers excursions, various services and experiences provided by companies other than the Hotel operator, which you can find out about at Reception or at Customer Services.
- This hotel is not responsible for services provided by companies other than the hotel operator.

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- The timetables of the activities and musical performances may be modified without prior notice.

### **e) Information to users about the facilities or services that pose a risk and the security measures adopted in this respect.**

- In order to guarantee the security, privacy and peace of mind of the clients, this hotel establishment has technical devices for electronic surveillance, with permanent recording elements, corridors and other general or common areas.
- All the facilities or services of our Hotel are equipped with measures that favour or guarantee your safety at all times. However, if you consider that the use of any facility or service may pose any risk to your health or physical integrity, we kindly ask you to contact reception so that they can inform you and dispel any questions you may have in this regard.

### **f) Admission of animals and conditions for such admission.**

- The access of people accompanied by animals is prohibited without the express authorisation of the establishment, with the exception of people accompanied by guide dogs, in accordance with Law 5/1998, of 23 November, regarding the use in Andalusia of guide dogs by people with visual dysfunctions.

### **g) In general, all circumstances that allow and favour the normal enjoyment of the facilities, equipment and services.**

- Keep an eye on and control your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room.
- Close the door to your room when you leave it, and try to open it again to make sure it is properly closed, even if you are only gone for a short time.
- Lock your luggage when not in use and place it in your locker. If your luggage has a lock, always use it.
- Never display jewellery, money or valuables in your room.
- Immediately notify the management of any abnormal occurrence you notice, such as: suspicious persons in the corridor, repeated telephone calls from unidentified persons, knocks on your room door from persons unknown to you, or not finding anyone at the door when you go to open it.
- Protect your room key card. Do not leave it at the Reception desk, you can take it with you during your stay. Return it when you leave the hotel establishment. Never show your room key card in public places.
- If you forget or lose your key card, only the reception staff is authorised to provide you with a new key to open your room.
- Our security measures require you to extinguish your cigarette on the terrace before retiring to rest. Safety regulations prohibit the use of an iron or any other electrical appliance likely to cause a fire in the hotel rooms.
- Do not be annoyed if you are asked at reception to identify yourself. It is for your safety.
- When socialising with strangers, do not reveal the name of the hotel or your room number.
- Never allow repair personnel to enter your room without being requested or authorised to do so by the hotel management.
- Never allow people into your room with unsolicited deliveries.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.



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- If you wish to have your room serviced, hang the notice: 'Please have your room serviced' on the outside of your room door. If you wish not to be disturbed, hang the notice: 'Please do not disturb'.
- Do not hang clothes over the terrace railing or inside the terrace hanging from ropes. There is a clothesline on each terrace for this purpose.
- If you discover any damage or anomaly, please contact reception.
- The electrical installation in your room is 220 Volts.
- Please respect the areas in which the rooms are located during the night and napping hours, and in general, avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the furniture, parking spaces and gardens of the hotel establishment.
- Please respect the opening hours of all the hotel's facilities.
- We thank you for your participation in the event that, during your stay in the hotel establishment, any fire and evacuation drill is carried out.
- Some opening hours may change depending on the time of year.