

HOTEL
ÁNGELA
★★★★

Hotel Internal Rules and Regulations

HOTEL INTERNAL RULES AND REGULATIONS

ADMISSION POLICY

1. General regulations:

Whoever enters this hotel establishment shall be obliged to comply with these rules and regulations as they do not contravene Law 13/2011, of 23rd December, on Tourism, Decree 13/2020, of 18th May, on hotel establishments, and other Rules and applicable Precepts.

2. Access, admission and stay in the establishment:

This hotel establishment is for public use and its access is free, with no restrictions other than those deriving from the legal provisions and these regulations.

The admission and stay of persons in this establishment shall be refused for the following reasons only:

- a) Lack of accommodation capacity or facilities.
- b) Failure to comply with the admission requirements set in these regulations.
- c) For conducts that may cause danger or inconvenience to other people or users, or for hindering the normal development of the activity.

When the above-mentioned circumstances occur or when someone incurs in one or more of the restrictions listed, the staff responsible for the establishment may ask them to leave, after payment, if applicable, of any outstanding bills for the services provided or consumption incurred. If necessary, assistance from security forces will be requested in accordance with Article 36 of the Tourism Law, and Article 25 of the Hotel Management Decree.

It is expressly stated that free access to facilities, services and accommodation will not be denied or restricted to those who wish to do so, for reasons of sex, disability, religion, opinion or any other personal or social circumstances.

Persons not staying in the establishment may not use the reserved or private areas for hotel guests, such as the swimming pool, lifts, rooms, etc.

Access by persons accompanied by animals is prohibited, except for persons accompanied by assistance dogs, in accordance with Law 11/2021, of 28th December, which regulates assistance dogs for people with disabilities in Andalusia.

The hotel reserves the right to have exclusive access and stay areas for those clients who book special or higher category services. Detailed information on these exclusive services is available on the hotel's website.

Access to shows and recreational activities offered by the hotel are regulated in accordance with Articles 5 and 7 of Decree 10/2003, of 28th January, which approves the General Regulations of Admission of Persons in Establishments that offer Public Entertainment and Recreational Activities.

3. Entry register and admission document:

The person or persons willing to use the accommodation units, the communal facilities and, if appropriate, the complementary services detailed in these Regulations, must present their identification documents for the purpose of admission and registration in the register of the establishment.

It is not allowed for 2 people to stay in a double room booked as a single room. In this case, the person will be obliged to check-in at reception, and will have to pay the rate for double occupancy.

This establishment, once the person or persons have been checked-in, will issue an admission document stating the room number, number of occupants, date of arrival and departure, and reservation number.

The complementary services offered and provided by this establishment or by the other persons or entities are detailed in reception, will be formalised in the corresponding documents, and will be settled in accordance with the agreed conditions.

RULES OF COEXISTENCE AND OPERATION

4. Rights and obligations of users

Users will be free to enter and stay in the establishment, subject to the limitations contained in the rules of subjection indicated in section 1 and in these regulations.

Users have the right to receive truthful, complete information prior to contracting the services offered. To have their security, privacy and peace of mind ensured, to get the agreed conditions respected, to receive an invoice, with the regulatory formalities for the services contracted directly and, if they wish to make a complaint, and to be given the corresponding complaint forms.

Users are obliged to observe the rules contained in these regulations and those set by the Management on safety, coexistence, and hygiene, for a correct use of the establishment.

Users must give proof of their status, by showing the identification card issued at the time of registration, when required, must respect the facilities and equipment of this establishment, and pay for the booked services at the time of presentation of the invoice or according to the conditions agreed in accordance with article 21 of the Decree. Submitting a complaint does not exempt from the obligation to pay for the contracted services.

5. Rights and obligations of the hotel company

In accordance with Article 25.3 Of Decree Law 13/2020, of 18th May, this establishment may request the assistance of the police to evict from premises users who do not comply with these regulations, who may intend to access or remain in them for purposes other than the normal use of hotel services. Also, when appropriate, to evict persons who are not registered as users, but are in the establishment to attend a banquet, convention, etc., or who fall into the cases included in the above section 2. The accommodation units may only be accessed by persons registered for this purpose.

This establishment may request a guarantee of payment for the contracted services, in accordance with the applicable regulations, and to charge the corresponding amount to the user's account for any damage caused to the facilities, furniture and other elements of the establishment due to negligence or misuse.

The timetables of the different consumption, use and enjoyment services throughout the seasons, depending on seasonality, may also vary, reserving the right not to admit users outside these timetables, also when the maximum authorised capacity is exceeded or when they are requested within the admission limits, thereby affecting the work schedule of these services. The aforementioned-services, details of their scheduled times, prices and conditions of use are stored in the informative QR code available in the rooms.

This establishment is obliged to publicise its prices as widely as possible at reception and to make them available to users. To inform these users, prior to contracting them, of the conditions for the provision of services and their prices. To provide them with the highest quality, in accordance with their category and the terms contracted. To ensure that users are treated correctly. To look after and maintain the facilities and services in good condition. To have complaint forms available and to inform of their existence. To provide users who cannot be accommodated, due to overbooking, with accommodation in an establishment in the same area, of the same group, modality, when appropriate, speciality, and of the same or a higher category. Any expenses or surcharges this may cause shall be the responsibility of this establishment, which, on the contrary, shall refund the user any difference that may be in their favour.

6. Periods of occupancy of the accommodation units

Users of this establishment are entitled to occupy the accommodation unit from 2:00 P.M. on the first day of the contracted period until 12:00 P.M. on the day of departure. For possible changes, please ask reception. The prolongation of the occupancy of the accommodation unit for longer than the contracted period is possible if the late check-out service is contracted. If the user's choice is to stay for more days than the ones contracted and specified in the admission document, it must always be agreed between the parties.

7. Prices, invoices, and information

The rates with the prices and conditions of the different types of accommodation are included on the hotel's website and are subject to change.

The rates with the prices and conditions of the catering services, bars, congress events, banquets, laundry, safety box hiring, deposits for the use of pool towels and complementary services, both provided by the hotel and those provided by other people or entities, are detailed on the hotel's App, which can get downloaded free of charge.

The billing of accommodation rates shall be calculated per day and according to the number of overnight stays. The minimum billing per accommodation shall be the amount of one overnight stay or day, which shall be understood to end at 12 noon on the day following the check-in date.

The establishment may require its users, at any time and upon presentation of the invoice and its receipts, to pay for services rendered outside the accommodation, even if payment for this had been agreed in advance.

The legal or natural persons who, on their own account, provide complementary services on the premises of this hotel establishment, are responsible for their staff and their behaviour, their operation, maintenance, pricing, and everything inherent to their own services. The person in charge of each of these premises shall be clearly identified.

In the accommodation units there is also a directory with information about prices on the most common services.

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

The use of the swimming pools and their furniture is free of charge. It is forbidden to reserve sunbeds. After 1h, any object intended for the purpose of reserving sunbeds will be removed by the hotel staff.

It is forbidden to use the towels and other linen in the room for outdoor use. The establishment provides its guests with towels for the exclusive use of the swimming pool; They are available to guests at the Snack Bar. They are provided free of charge upon identification of the user. Subsequent washes, required by users, will be billed according to the prices and conditions listed in the Snack Bar (1 € per towel).

The hotel establishment is not responsible for the price, nor for the use of tools, equipment and other services provided outside the hotel premises, nor for the behaviour of staff unconnected to the hotel, unless this is expressly stated in the hotel's conditions and rates.

Downgrading, upselling and upgrading:

- Downgrading: Provided that the reception makes a downgrade, the hotel is exempt from any liability, as such a decision has to be accepted by the customer.
- Upselling: It will always be paid at the reception desk at the time of check-in (breakfast, dinner, change of category, early check-in, late check-out).
- Upgrading: The upgrade will be done by the reception team in case of overbooking of any category.

USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

8. Reception

The necessary formalities for the admission of persons to the establishment are carried out at reception. The Assistant Manager, together with the reception staff and, when appropriate, the concierge is responsible for or are the direct connection with the users for all internal matters and provide information and advice.

9. Money exchange

This service is exclusively for the users of the establishment. In a visible place, where the service is provided (Reception), there is a panel displaying the daily exchange rates of the currencies accepted by the establishment.

10. Safety-deposit box

Each room is equipped with a free safety-deposit box. The hotel is not responsible for the loss of objects or valuables that are not deposited in these boxes. If the door of the safe has been forced, the hotel is liable up to a maximum of 300 euros.

11. Laundry-dry cleaning

Information on the conditions of these services, their prices and times of delivery and return of garments is stored in the informative QR code available in the rooms. The establishment is not responsible for garments that, due to the conditions or composition of use, shrink, discolour, or deteriorate.

12. Pool towels

They are available to customers at the Snackbar. They are delivered free of charge upon identification of the user. Subsequent washes, required by users, will be charged according to the prices and conditions shown at the Snackbar (€1 per towel).

13. Swimming pools

Their use and enjoyment are free of charge. On the hotel's app the opening hours and conditions of use are specified.

Swimming pool opening hours vary throughout the year.

It is forbidden to use the swimming pool after closing time, as this is when the maintenance staff start cleaning and chlorinating the water. The establishment will not be liable for any injury or damage caused to persons or their belongings for neglecting this schedule.

The use of floats, balls and similar items is prohibited in the swimming pools, except for children's floats or swimmers.

It is forbidden to jump into the pools in an inverted position, with the head up front, and to play with balls or similar items in the pool areas.

The use of music devices, instruments or players at a volume that disturbs the rest of other users is prohibited. Outside the accommodation units, the consumption of beverages or food not purchased on the premises is prohibited.

The consumption of beverages or food not purchased at the hotel is prohibited outside the accommodation units.

For reasons of hygiene, the consumption of food is prohibited in the swimming pool, except in the areas under the control of the bars and restaurants.

The swimming pool does not have lifeguard service, parents or guardians of minors should not leave their children unattended. For reasons of hygiene, it is compulsory to shower before using the pools, always wear swimwear and do not enter the pools in nappies or similar.

The use of towels, blankets, etc., from the accommodation units is forbidden in the swimming pool areas.

The use of the sun loungers in the swimming pool area is free of charge; this is not applicable in the beach area. As mentioned in section 7, it is not allowed to reserve sunbeds for more than 1h, not making a continuous use of them.

14. Wellness Centre

The establishment has this facility for the enjoyment of its users. It has changing rooms, exercise machines, indoor swimming pool, sauna, steam room and massage room (massages must be booked in advance).

For safety reasons, only people over 16 years of age are allowed to use it, provided with a towel, clothes, and footwear suitable for the facilities.

For the correct use of the facilities, the user must always follow the instructions that can be found in each area. The following points are mandatory:

- It is compulsory to wear a bathing cap inside the pool.
- The use of glass is not allowed in this area, nor is eating or drinking inside the pool
- Jumping into the pool is not allowed, you must get in using the stairs.
- Footwear must be worn when walking around. Running is not allowed, the floor may be wet.
- Shouting is not allowed, remember that you are in a relaxation area.
- For health and safety reasons, entry is also restricted to people with heart disease or serious circulatory problems, pregnant women over 6 months, people with an infectious skin disease, open wounds, suffering of pain or inflammation, people who take anticoagulants, antihistamines, vasodilators, vasoconstrictors, stimulants, narcotics, tranquilisers, medicines that cause drowsiness, etc... It is not allowed to get into the water if at least 2 hours have not passed since eating and/or drinking alcoholic beverages.

15. Sauna / Steam Room

Always follow the rules and instructions posted outside the facility for a correct and safe use.

· Do not use if you suffer from cardiovascular problems or high or low blood pressure. Also, if you are diabetic, please ask your doctor in advance.

· Do not use within 2 hours after having a meal.

16. Gym

The establishment offers this facility free of charge to its users. For safety reasons, only those over 16 years of age are allowed to use it with a towel, sportswear, and sports shoes.

17. Miscellaneous

- Minors are not allowed to use the lifts without being accompanied by a responsible adult.
- Animals are not allowed on the premises, except for assistance dogs for the disabled (as indicated, paragraph 2 of these regulations).
- It is forbidden to do "balconing" (activity in which the hotel guest decides to go from balcony to balcony or jump into the pool from it, putting their physical integrity at risk), its practice may lead to the eviction from the establishment.
- It is forbidden to hang towels on the balcony railings. There is a clothesline for this purpose in the shower.
- It is not allowed to wander around the common areas without footwear and with a naked torso.
- An ironing board is available on request. Please ask the chambermaid on your floor. For safety reasons, ironing on the bed is not permitted.
- From 12 A.M. onwards, it is compulsory to keep quiet in the corridors and accommodation so as not to disturb other users.
- Before entering the consumption areas, users must show the admission document or card to the staff in charge, to be able to check the corresponding charges for the consumption.
- Half board consists of breakfast and dinner. It is not allowed to take food or drinks out of the hotel dining rooms.
- Smoking is not permitted on the hotel premises, the only area designated for this purpose is the solarium.
- The car park is an exclusive service for hotel guests, the use of which is subject to the payment of the rate stipulated by the establishment. The car park is subject to availability.
- Smoking and vaping are not permitted in the rooms and public areas of the hotel except in the designated areas.
- Room cleaning hours are from 9:00 am to 4:00 pm. If you wish to have your room served, you must hang the notice "Please tidy the room" on the outside of the door. If you do not wish to be disturbed, you must hang the notice "Please do not disturb" on the outside of the door.
- The consumption of drinks or food not purchased in the hotel is forbidden in all facilities.

- It is forbidden to take food and drinks out of the different selling points: restaurant, bar, entertainment room and snack bar.
- The use, consumption or possession of dangerous products and substances is expressly prohibited in all areas and premises of this establishment, in application of current legislation on public health.
- In general, the use of remote-controlled toys and drones or similar objects is prohibited in all areas of the hotel. Clients who wish to use their drone device for the purpose of photography or filming must do so only and exclusively with the authorisation of the Management of Hotel Angela.
- To guarantee the security, privacy and peace of the users, this hotel establishment has technical electronic surveillance devices, with permanent recording elements, in corridors and other general common areas.
- It is strictly forbidden to cook in the rooms. You may only use the kettle already in your room and only to heat water.
- To avoid the risk of accidents, do not use glasses and other glass objects in the pool area.
- If you find any damage or defect, please contact Reception.
- Please use the facilities appropriately, respecting the furniture.
- We would kindly appreciate your participation if, during your stay at the Hotel, any fire or evacuation drill is carried out.
- Some schedules may change depending on the time of year.

Thank you for your cooperation.

THE MANAGEMENT



Calle Jaén, 2 – 29640 Fuengirola
Málaga, España
(+34) 952 475 200
www.hotel-angela.com