

INTERNAL REGULATIONS

HOTEL MIRADOR DEL
ESTRECHO, SL

CARRETERA DEL
RINCONCILLO
11205 ALGECIRAS CADIZ

REGISTER NUMBER: HA/CA/01210 CITY HOTEL

In accordance with Article 25, Decree 13/2020, issued on May, 18th, the hotel is subject to the following INTERNAL REGULATIONS that will be mandatory for all the clients.

The article above decrees that:

1- Hotels have the right to own a set of internal regulations showing all the mandatory standards and binding rules to be followed by the customers during their stay, not contravening Law 13/2011 of December, 23rd or the present document.

2- These internal regulations will at all times be at the disposal of the customers and will be displayed , at least in Spanish and English in a visible accessible location. These internal regulations can also be found on the hotel website.

3- Hotels are granted the use of State Security and Corps to evict customers who do not abide by the regulations, break community standards or try and use the hotel for purposes other than what is destined to, in accordance with Art 36.4 set out in Law 13/2011 of 23rd December.

INTERNAL REGULATIONS

1- Guest must provide identification at check-in

2- At check-in, every guest will be handed an admission document which must be signed by the guest. The document will include the name, category and inscription number of the hotel as well as the the type of lodging, number of guests, check-in and check-out dates and the price of the stay. The admission document will be kept by the hotel.

3- The hotel staff are granted the right to prevent access to customers and guest who do not abide by the following rules (art. 36.3and 22 Tourism Law 13/2011)

- Observe community and/or hygiene standards of the hotel installations
- Abide by the aforementioned internal regulations
- Comply with the agreed-upon check-in and check-out dates
- Payment of the contracted services when the bill is presented or at the agreed time. Under no circumstances will submitting a written complaint exempt the guest from paying the bill.
- Respect the establishments, installations and equipment of tourism enterprise
- Respect the environment, historic cultural heritage and tourism resources of Andalusia.

4-The hotel has the right to request an advance payment by credit card, bank transfer, etc, for the contracted services and for the extra services. The hotel can request a deposit that will be returned once the room has been inspected provided none of the following is encountered: lodging or visiting of more people than agreed at check-in, poor condition of the room due to breaking the equipment, excessive uncleanliness or bad smells due to cigarette smoke or other substances, the excessive noise or nuisance to other guests, especially at night time , leaving the room after check-out time (12:00). This deposit does not exclude other legal actions.

5- The hotel stay starts at 12:00 (noon) of the first day of the contracted lodging period and ends at 12:00 (noon) on check-out day. In periods of maximum occupancy (no availability), check-in can be delayed for no longer than three hours. Without explicit prior agreement, the stay in the hotel for a period longer than agreed will not be admitted. In case an agreement is reached, the guest must pay for a full night.

6- The stay of two people in a double room contracted for single use will not be allowed. In this case, the price of a double room will have to be paid. Visits in the room are not allowed. The access of unaccompanied minors.

7- The hotel doesn't have a safe-deposit box service and it is not responsible for the loss or theft of money or personal objects.

8- The hotel cleaning hours and housekeeping service is from 11:00 until 14:00. Towels are to be used solely for hygienic purposes.

9- Night hours take place from 23:00 until 9:00 during which being noisy or disturbing other clients must be avoided.

10- Smoking is forbidden in the whole building with the exception of what has been decreed in the Law 28/2005 on Healthcare Measures Against Smoking and in the modifications added in Law 42/2010

11- Access to guest with animals (pets) is forbidden if not implicitly allowed by the hotel staff. The only exception applies to guide dogs, according to Law 5/1998 of 23rd November on guide dogs and people with visual impairments.

12- Access and use of the the building and all its parts will be restricted or forbidden in the following cases

A) When the maximum capacity by guests and customers is reached.

B) After closing time

C) Unaccompanied minors, according to current legislation

D) If the entry has not been paid if payment is a requirement.

E) In cases of aggressive, violent behaviour especially when there is a risk of altercation, danger or discomfort to other guests.

F) If a guest does not meet the minimum personal hygiene requirements

G) In the case a person carries weapons or objects that may serve as such other than State Security members or private guards hired by private firms who need to access the building in order to take action.

H) In the case of drug use or any kind of psychotropic substances or when having used them is evident. Alcohol intoxication also applies. People who cause malicious willful damage such as excessive noise will also be evicted.

13. In all the aforementioned cases, the hotel staff will be able to use the police.

14- The person will be forced to pay for all the damages caused before being evicted.

15- Object forgotten in the room will be kept for two months. This does not apply to underwear, personal care products, food or drinks.

16- The staff and the guests are obliged to abide by the rules against COVID-19: wearing masks in common areas, social distancing, washing hands frequently or using hand sanitizer, not sharing the lift with guests from other rooms and leaving the room during cleaning and housekeeping as well as not receiving social calls in the rooms. If non-compliance arises, the staff will use the police services and the guest will be evicted without the possibility of a refund.

INFORMATION AND ADDITIONAL MATTERS.

If any doubt about the internal regulations arises, the hotel staff will gladly answer all the questions concerning the functioning of the facilities and will clarify any point about the internal regulations.

INFORMATION ABOUT SERVICES PROVIDED BY THIRD PARTIES

18- Information about tours, excursions and similar services offered by third parties is available at the front desk

19- The hotel is not responsible for the services provided by third party companies.

20- Every area of the hotel comply with the stipulated security measures in order to guarantee security

ADVICE AND SUGGESTIONS

- Do not leave your luggage out of sight
- Keep the door closed when you are in the room
- Lock your room door when you leave and try and open it to verify the door is properly locked even if you will only be away for a short period of time.
- Keep your luggage closed when you are not using it and place it in the closet. If the luggage can be locked, lock it
- Do not leave jewelry or valuable objects exposed in the room.
- Let the staff know about any unusual fact you may notice: people acting suspiciously, repeated phone calls by people who do not identify themselves, continuous knocking on your door, etc
- Make responsible use of your room key. Do not just leave it on the front desk when you go out, hand it to a member of the staff. Never show your room number in public places to anyone.
- If you lose your key, only the hotel staff is authorised to provide you with a new one
- Our security measures forbid smoking in the rooms or the use of irons or other electric appliances that may cause a fire.
- Do not feel upset if the staff ask you to identify yourself. It is for your own security.
- In the case you get to meet people outside the hotel, never reveal the hotel you are staying at or your room number.
- Never let maintenance members into your room if they have not been previously allowed to by the hotel staff
- Never allow deliveries in your room if you have not previously ordered them
- Never talk about eventual excursions or specific plans with people you do not know.
- Do not hang clothes on the balconies
- Inform the staff in case you notice any damage or irregularity in the room.
- The power supply (electricity) in the hotel is 220 volts

- Make good use of the area where the rooms are during night hours and after lunch, do not be unnecessarily noisy.

- Make good use of the equipment and installations. Respect the plants.

- Respect the time schedule of all the services the hotel offers.

- We will be grateful if you take part in a possible evacuation drill during your stay at the hotel.

- Time schedules could change according to the season.

- Personal data will exclusively be used for reservation, payment of services and in case the customer agrees to receive a newsletter containing offers and services provided by the hotel. The customer has the right to the access, rectification, data portability, limitation and opposition to the use of personal data only by requesting it to the hotel, according to the EU Regulation 2016/679 (RGPD) and the Organic Law (ES) 3/2018 (LOPDGDD)