



HOTEL
ALHAMBRA PALACE



INTERNAL RULES AND REGULATIONS OF THE ESTABLISHMENT

Pursuant to Article 13 of Decree 74/2004 of February 10, 2004, on Hotel Establishments, BOJA No. 42, of March 2, 2004, the establishment has the following Internal Regulations, which must be complied with by the establishment's clients.

1. Artº 13. Internal Regulations.

-1 The hotel establishments will be able to have a regulation of internal regime in which rules of obligatory fulfillment will be fixed for the users during the stay.

-2 The internal regulations, if any, shall specify, as a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favors the normal development of the enjoyment of the facilities, equipment and services.

-3 The proprietors of the hotel establishments will be able to request the aid of the agents of the authority to evict from the same ones to the users that violate the regulation of internal regime or that try to accede or to remain in the same ones with a different purpose to the normal use of the service, in accordance with the established thing in Artº 33.2 of the Law of Tourism.

2. Users are obliged to pay the amount of the contracted services at the time of presentation of the invoice.

3. The Hotel may request the full payment at arrival or a 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, by means of a signed "NO Show" document, or charge the stay upon arrival at the hotel. All reservations made by telephone with a time limit will be released at that time.

4. The occupancy of the accommodation unit begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 p.m. on the day of departure. For possible changes, both for occupancy and for extension of the designated time, please consult at the

Plaza Arquitecto García de Paredes, 1 18009 GRANADA – (ESPAÑA)

** Tel. 958 221 468 (10 líneas) – Fax 958 226 404*

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reception desk. The prolongation in the occupation for a longer time than described above, without prior agreement, will result in the obligation to pay for an extra day.

5. Two people will not be allowed to stay in a double room that has been contracted as a single room. In this case, the rate established for double occupancy shall be paid. If the user wishes to receive visitors, the hotel has spaces available for this purpose.

6. The cleaning schedule of the rooms is from_9h30___ to_16___ hours.

7. The parking lot is for the exclusive use of the residents of the Hotel, starting this right with the signature of the contract of lodging and ending with the check out.

8. Smoking is prohibited in the "non-smoking" areas.

9. It is forbidden to bring food or beverages into the Hotel to be consumed inside the establishment.

10. It is not allowed to take food, meals or beverages out of the Hotel dining rooms.

11. The Hotel accepts pets according to its specific annex at the reception desk.

12. In accordance with decree 10/2003 Artº 5 and 7 which approves the General Regulations for the Admission of persons in establishments of public shows and recreational activities, access and the permanence of persons in the establishment shall be prevented in the following cases:

a) When the established capacity has been completed with the users who are inside the enclosure or establishment.

b) When the closing hours of the establishment have been exceeded.

c) When the minimum age established for accessing the premises is not met, according to the regulations in force.

d) When the person who intends to access has not paid the entrance or locality in the cases in which this is required.

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- e) When the person manifests violent attitudes, especially when he/she behaves in an aggressive manner or provokes altercations, causes dangerous situations or disturbances to other attendees, or does not meet the conditions of hygiene.
- f) When the person carries weapons and objects susceptible of being used as such, unless, in accordance with the provisions at all times by the specific applicable regulations, they are members of the Security Forces and Corps or private escorts integrated in private companies, and access the establishment in the exercise of their duties.
- g) When the person is consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show evident signs or behavior of being intoxicated.
- h) When causing noise that disturbs the normal development of the establishment.
- i) When he/she does not adopt measures or attitudes against the sanitation and cleanliness of the establishment.
- j) When the normal social coexistence of the establishment is violated.

13. However, and in the cases described above, the person is obliged to pay the expenses incurred up to the time of the prohibition of access or stay in the establishment.

14. The circulation and stay within the establishment will be in the places reserved for customers, without these can access in any case to the rooms or spaces reserved or private. The clothing or clothing shall be those established for that purpose.

15. Access to the restaurant or buffet or dining rooms of the establishment with work clothes, bathing suits or tank tops and without footwear is not allowed.

16. Deposit all valuables in the safe in your room. The Hotel is not responsible for theft or loss of objects not deposited at the Reception under deposit or receipt.

17. Safety regulations prohibit the use of iron in the Hotel rooms and oblige you exclusively in smoking rooms to put out your cigarette before going to bed.

18. If you have been given an identification card at the reception desk, this accredits you as a Guest of the establishment. Always carry it with you inside the facilities. You are obliged to leave the room key at the reception desk before leaving the establishment.

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19. If you wish to have your room repaired, hang the notice "please repair the room" on the outside of the door of your room. If you wish not to be disturbed, hang the notice "Please do not disturb" on the outside of your room door.

20. Facility management recommends:

- Watch and control your luggage. Do not leave it unattended.
- 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 it is only 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 closet. If your luggage has a lock, always use it.
- Protect your room key. Do not simply leave your key at the Front Desk. Always return your key, in hand, when you leave the hotel.
- Immediately notify the Management of any abnormal occurrence you notice such as: suspicious persons in the hallway, repeated phone calls from unidentified persons, knocking on your room door from persons unknown to you, or finding no one at the door when you go to open it.
- Do not be upset if you are asked at the front desk to identify yourself.
- Do not display jewelry, money or valuables in your room.
- Do not invite strangers into your room or tell them your room number.
- Do not allow repair personnel to enter your room without being requested or authorized by the Hotel Management.
- Do not allow people to enter your room with unsolicited deliveries.
- When socializing with strangers, do not reveal the name of your hotel or your room number.
- Do not discuss specific plans for future excursions, outings, etc. in public or with strangers.
- Do not show your room key in public places. Do not hang clothes over the balcony railing or inside the balcony hanging from strings.
- If you discover any damage or anomaly, please contact reception.
- The electrical installation of your room is 220 Volts.

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- 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 and gardens of the hotel.
- Please respect the opening hours of all hotel facilities.
- We appreciate your participation in the event that, during your stay at the Hotel, any fire or evacuation drill is carried out.
- Some schedules may change depending on the time of the year.

The Management of Hotel ALHAMBRA PALACE

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