



HOTEL SOHO  
BOUTIQUE  
MALAGA\*\*\*  
RULES OF  
PROCEDURE

**In accordance with Article 13 of Decree 47/2004 of 10 February 2004, on Hotel Establishments, BOJA nº 42 of 2 March 2004, the establishment has the following Internal Regulations, which must be complied with by the establishment's clients:**

1. Article nº13. Internal Regulations:

- Hotel establishments may have an internal regime regulation which will establish rules that must be complied with by users during their stay.

- The internal rules and regulations which, where appropriate, exist, shall specify, as a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favours the normal development and enjoyment of the facilities, equipment and services.

- The owners of the hotel establishments may request the assistance of the agents of the authority to evict users who do not comply with the internal regulations or who intend to access or remain in the same for a purpose other than the normal use of the service, in accordance with the provisions of Art. 33.2 of the Law on Tourism.

2. Users are obliged to pay the amount of the contracted services on presentation of the invoice.
3. The Hotel may request a guarantee upon payment by credit card for the contracted services, both for the total amount and for the extras, in accordance with the applicable legislation.
4. Occupancy of the accommodation unit begins at 14.00 hours on the first day of the contracted period and ends at 12.00 hours on the day of departure. For possible changes, both for occupancy and for extension of the designated time, please consult reception. The prolongation of the occupation for a longer period of time than described above, without prior agreement, will result in the payment of an extra day's stay.

5. Two people will not be allowed to stay in a double room that has been booked as a single room. In this case, the rate set for double use will be paid. If the user wishes to receive visitors, the hotel has spaces available for this purpose.
6. Room cleaning hours are from 8.00 am to 3.00 pm.
7. Smoking is prohibited throughout the establishment
8. Regulations regarding pets:
  - This establishment accepts pets up to 10kg in weight.
  - The cost of the pet stay will be 10€ per day and there will be a cleaning supplement of 20€ per stay.
  - In accordance with Law 5/1998 of 23 November 1998 on the use of guide dogs in Andalusia by visually impaired persons, the establishment shall allow them to enter regardless of their weight.
  - A maximum of one animal per room is allowed.
  - The owner of the animal will be held responsible for any damage the animal may cause on the premises.
  - The animal is not allowed to be left alone in the room except at meal times.
  - The animal may not be left unattended when cleaning the room.
  - It is compulsory to keep the animal on a leash on the hotel premises.
  - In the event that the animal makes noise or causes a nuisance, the hotel reserves the right to expel the client and his pet.
  - Pets are not allowed to use the bathroom, shower and towels in the rooms.
  - Animal housing does not include bedding, feeding and watering facilities.

9. All guests over 16 years of age must identify themselves with a valid document, which must be registered by the Hotel in accordance with Law 4/2015 on the Protection of Public Safety. Once the mandatory registration data has been collected, guests must sign the corresponding entry report. These actions, in turn, are specifically set out in Order Int/1922/2003, of 3 July, on registration books and entry forms for travellers in hotel establishments and other similar establishments.
10. In accordance with Decree 10/2003 Art. 5 and 7, which approves the General Regulations for the Admission of Persons in establishments for public shows and recreational activities, access and the stay of persons in the establishment will be prevented in the following cases:
- When the established capacity has been reached by the users inside the premises or establishment.
  - When the closing time of the establishment has been exceeded
  - When the minimum age established for access to the premises is not met, in accordance with current regulations.
  - When the person manifests violent attitudes, in particular, 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.
  - When the person is carrying weapons and objects that may be used as such, unless, in accordance with the provisions of the specific regulations applicable at any given time, they are members of the
    - unless, in accordance with the provisions of the specific regulations applicable at any given time, they are members of the Security Forces and Corps or private bodyguards integrated in private companies, and they access the establishment in the exercise of their duties.
  - When the person is using drugs, narcotic or psychotropic substances, or shows symptoms of having used them, and those who show obvious signs or behaviour of being intoxicated.

11. However, 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.
12. The circulation and stay inside the establishment will be in the places reserved for customers, without them being able to access in any case to the reserved or private rooms or spaces. Clothing or attire shall be as established for this purpose.
13. Access to the establishment's cafeteria is not permitted in swimming costume, without a T-shirt or without footwear.
14. 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 desk under deposit or receipt.
15. If you wish to have your room cleaned, hang the sign "please clean my room" on the outside of your room door, If you wish not to be disturbed, hang the sign "please do not disturb" on the outside of your room door.
16. It is forbidden to use the towels and other garments in the room for external use.
17. The Management of Hotel Soho Boutique Malaga recommends:
  - Keep an eye on 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 locked, even if only for a short time.
  - Keep the door closed when you are in the room.
  - Lock your luggage when not in use. If your luggage has a lock, always use it.
  - Protect your room key. Do not simply leave the key at the reception desk.
  - Always return your key, in hand, when you leave the hotel.
  - Immediately notify the management of any abnormal occurrences you notice, such as suspicious people in the corridor, repeated telephone calls

from people you do not know, or not finding anyone at the door when you go to open it.

- Do not be annoyed if you are asked at the reception to identify yourself.
- Do not display jewellery, money or valuables in your room.
- Do not invite strangers into your room or tell them your room number.
- Do not allow the repair staff to enter your room without having been requested or authorised by the Hotel Management.
- Do not allow persons to enter your room with unsolicited deliveries.
- When socialising 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 terrace railing or inside the terrace hanging from strings.
- 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 siesta hours and in general, avoid making unnecessary noise.
- Please use the facilities appropriately, respecting the hotel furniture.
- Please respect the opening hours of all the hotel facilities.
- We thank you for your participation in the event that during your stay at the Hotel any fire or evacuation drill is carried out.
- Some timetables may change depending on the time of year.

The Management