

INTERNAL REGULATIONS OF SOHO BOUTIQUE EQUITATIVA HOTEL

In accordance with Article 13 of Decree 47/2004 of February 10, on Hotel Establishments, published in BOJA No. 42 of March 2, 2004, the establishment has the following Internal Regulations which must be complied with by the clients of the establishment.

Article 13 Internal regulations..

Hotel establishments may have internal regulations in which rules that must be complied with by users during their stay are established.

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

The owners of the hotel establishments may request the assistance of the authority agents to evict from the premises users who violate the internal regulations or who attempt to access or remain in the premises for a purpose different from the normal use of the service, in accordance with what is established in Article 33.2 of the Tourism Law.

This hotel establishment is for public use and has free access, with no restrictions other than those derived from legal provisions and these regulations. Admission and stay of persons in this establishment will only be denied for the following reasons:

- a) Lack of accommodation capacity or facilities.
- b) Failure to meet the admission requirements established in these regulations.
- c) Behaviors that may pose danger or nuisance to other persons or users, or hinder the normal development of the activity.
- d) Lack of payment of the total amount of the reservation when requested by hotel staff.

When the aforementioned circumstances occur or the persons incur one or more of the enumerated restrictions, the responsible staff of the establishment may require them to leave, after payment, if applicable, of the accounts they have pending for services and consumptions.

It is expressly stated that free access to the facilities, services, and accommodations of this hotel establishment will not be denied or restricted to persons who wish it, on grounds of gender, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

1. The hotel reserves the right of admission.
2. For the comfort of all our guests, pets are not allowed unless it is a guide dog.
3. It is not allowed to bring firearms, explosive materials, flammable, narcotic substances or similar substances into the hotel.
4. Any damage or loss caused by the guest to the goods, real estate and furnishings owned by the hotel must be paid according to the value established by the company.
5. Check-in time is at 14:00, while checkout is at the latest by 12:00am, the management being authorized to require the guest to vacate the room or pay the corresponding amount for Late Check Out. Late checkout is subject to availability. Management reserves the right to offer late checkout service for free to certain customers or in different hotel promotions.
6. The management of the establishment recommends:
 - Watch and control your luggage. Do not leave it unattended.
 - Lock the door when you leave and try to open it again to make sure it is properly closed, even if it's only for a short period of time.
 - Keep the door closed while you are in the room.
7. For room cleaning, you must leave the room before 12h. The cleaning staff will not clean your room with the client inside. If you want your room tidied up, hang the "please tidy up the room" notice on the outside of your room door. If you do not want to be disturbed, hang the "please do not disturb" sign on the outside of your room door.
8. In order to ensure the security, privacy, and tranquility of the users, this hotel establishment is equipped with electronic surveillance devices, with permanent recording elements, in corridors and other general or common areas.
9. In no case may the number of people staying in each room exceed the capacity assigned by the hotel to each room.
10. Guests are obliged to inform the hotel management of contagious diseases, deaths, infractions or crimes that occur in the establishment and are within their knowledge, so that the company may, in turn, take appropriate measures and immediately report to the authorities when appropriate.
11. Reservations will be guaranteed with a credit card and payment for the room at the client's entry.
12. The reservation conditions are specified in the reservation confirmation and are accepted by the client during the booking process

according to the rate type.

18. Service hours are published on the internet and on the hotel website.
19. All consumption made at an internal sales point of the hotel is presumed to imply acceptance of the price and will be charged to your account, which will be paid by the client when the establishment requires it.
20. The guest will make their payments in cash, credit card, or debit card. The hotel does not accept payment by check.
21. The hotel reserves the right, in the event of damage, deterioration or theft caused in the room or any other facility of the hotel by the client, to claim the corresponding compensation from them. The hotel may bill the amount for any equipment or fabric of the room that may be missing after the client's departure. For this purpose, the cleaning staff conducts a thorough daily inventory control of each room.
22. It is not allowed to bring food and beverages into the hotel. The use of candles and/or incense inside the rooms is also not allowed.
23. The hotel is not responsible for objects forgotten or neglected in common areas
24. In case the client forgets an object in the room, they may claim it from the hotel within a year, and the client must manage the pickup through a courier company. After a year, the hotel management will define the fate of said object.
25. The hotel does not store for reasons of hygiene and health any food or toiletry products forgotten in the room after departure.
26. The hotel is not responsible for non-fulfillment of the contract when the event cannot be performed due to force majeure such as: fires, earthquakes, strikes, riots, and others.
27. Our LA7 terrace closes at 2:00 am on Fridays and Saturdays. It is not possible to stay in restaurant areas after closing.
28. Loud music or high volume is not allowed in common areas or rooms.
29. Smoking is strictly prohibited in any area of the hotel.
30. It is forbidden to use the electrical current and mechanical equipment installed in your room for purposes other than those for which they are intended.
31. The hotel provides a wake-up service. However, the hotel is not responsible for missed flights or any incident with this service.
32. The room cleaning schedule is from 9:00 to 17:00 hours.
33. All persons staying who are over 16 years old must identify themselves with a valid document, and thus it must be registered by the Hotel according to the Law 4/2015 of Protection of Citizen Security. Once the mandatory registration data are collected, clients must sign the corresponding entry form. These actions are also specifically recorded in the Order INT/1922/2003, of July 3, on books-records and entry parts of travelers in hospitality establishments and others alike.
34. Access to the restaurant or buffet or dining rooms of the establishment with swimwear or without footwear is not allowed.
35. Deposit all valuable objects in the safe in your room. The Hotel is not responsible for thefts or losses of objects not deposited at the Reception under deposit, or receipt.
36. It is forbidden to use towels and other garments from the room for outdoor use.
37. It is forbidden to hang towels or clothes on the balconies of the rooms.

