



# REGULATIONS OF INTERNAL REGIME

**NAME OF THE ESTABLISHMENT: SOL SANCTI PETRI**

**Register number (Andalusian Department of Tourism)**

**H/CA/00959**



## **REGULATIONS OF INTERNAL REGIME**

In accordance with Article 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory for customers of the establishment.

Article 25 of Decree 13/2020 provides:

1. The hotel establishments must have an internal regulation in which mandatory rules will be established for users during their stay, without being able to contravene the provisions of Law 13/2011, of December 23, or in this Chapter.
2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. These regulations must be published on the establishment's own website, if there is one.

The operating companies of the hotel establishments may seek the assistance of the Security Forces and Bodies to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to access or remain in them for a purpose different from the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.



## **REGULATIONS OF INTERNAL REGIME**

- 1.** It is compulsory for all the guests to present their identity card at the moment of being admitted in the establishment.
- 2.** Before the admission, guests have to sign a registration card. In this paper, it is stated the name of the establishment, its category, and its registration number. It is also stated the number or identification of the accommodation unit, number of people who are going to occupy it, services contracted (breakfast, half-board or full-board ), arrival and departure dates and the daily rate. The registration card will be kept by the establishment.
- 3.** After signing the registration card, guests will be given a key card. In some establishments, the key card is used as identification for the provision of the services that have been contracted, and it is indispensable to present it in order to make use of them.
- 4.** Obligations of the users of tourist services  
The owners of the establishments could prevent access and stay of the users that breach or have breached with anteriority any of the follow duties (art. 36.3 & Tourism Law 13/2011).
  - Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments
  - Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
  - Respect the agreed date of departure from the establishment leaving free the occupied unit
  - Pay the contracted services at the time the invoice is presented or within the agreed period, without the fact of filing a claim implying the exemption of payment.
  - Respect establishments, installations and equipment of the tourist companies.
  - Respect the environmental environment of the historic-cultural heritage and the tourist resources of Andalusia.
- 5.** The establishment will be able to ask for a previous guarantee of payment by any of these means: credit card,



transference, etc. This guarantee will cover both all the services contracted by the reservation and the extra charges.

6. The stay begins at 12:00 on arrival day and finishes at 12:00 on departure day. In high season, the availability of the units of accommodation can be delayed for 2 hours at the most.

Without previous agreement, no extension for the check out time will be admitted. If there is an agreement, the guest will pay for the whole day.

7. It is not allowed the stay of two people in those double rooms that have been contracted as single rooms. In that case, guests will have to pay the normal rate for double rooms.
8. The establishment has a safe-deposit box for the safekeeping of money and valuables, which should be deposited at the reception office where they will be given a receipt. Otherwise, the Management can not accept responsibility.
9. Rooms will be cleaned from 08:30 to 16:30. Please, use the towels of the room only for personal hygiene.
10. It is forbidden to smoke in this establishment, with the exception of what is allowed in the law 28/2005, about the sanitary measure against tobacco habit and the law 42/2010, 30 December that modifies it.
11. It is not allowed to bring food or drinks from outer establishments to be consumed in the establishment.

## **12. Animals**

- a) The only pets accepted for accommodation are dogs of unlimited weight (hereinafter referred to as the "Pet(s)"), which must be accommodated in the same room assigned to the guest/owner, with a maximum of two (2) Pets per room.
- b) The price of accommodation per Pet is €[60\*]/day.
- c) Guide Dogs are welcome without extra charge.



- d) The Pet must have all the legally required documentation in force, particularly the vaccination card, which can be requested from the owner at check-in.
- e) Bathing pets in the room's bathtub/shower is strictly forbidden.
- f) Pets are allowed in the designated common areas of the Hotel: Reception Area, Pergola Bar, covered terrace with arches of the Bar, as well as the Buffet Restaurant Terrace. All other areas are excluded, including the Hall, Lobby Bar, Children's Playground, Swimming Pools, Indoor Restaurant, and any other spaces. Pets are only allowed to pass through pathways and gardens, and staying in these areas is not permitted. Pets must be kept on a leash at all times or inside a carrier, and, where required by law, must wear a muzzle in the case of breeds considered potentially dangerous.
- g) Regarding access to the Buffet Restaurant Terrace, guests wishing to dine with their pet must first go to the restaurant entrance and inform the staff of their room number. In case there are no available tables on the terrace, they will be required to wait until one becomes available. Pets must access the area from the outside, with staff opening the appropriate entrance. Pets are not permitted inside the restaurant.
- h) Pets must always be controlled by the guest/owner and not left alone in the room.
- i) When the room is being cleaned or any other service is being provided, the pet must be restrained or taken out of the room. Otherwise, the pet will be restrained inside the pet carrier bag.
- j) The guest/owner is responsible for the cleanliness and disposal of their pets' waste in and around the Hotel, as well as for their good behaviour, and must ensure at all times that they do not cause any nuisance to the rest of the Hotel's guests.
- k) The Hotel reserves the right to expel the Pet and the guest/owner and/or, as the case may be, to terminate the guest's lodging contract in the event of breach by the guest/owner of any of the obligations set forth herein, and without the guest/owner being entitled to receive any compensation for such breach.
- l) The guest/owner shall be responsible for any extra charges that may arise from the extra cleaning of the Hotel's linen or premises due to the pet's accommodation and for any damage that the pet may cause to the Hotel's property.



- m) If, for any reason, the Pet physically assaults any guest or causes any damage or malfunction, the guest will be responsible for the possible expenses derived from such action and/or the liability derived from the same. The guest/owner is obliged to be in possession of a civil liability insurance policy covering these damages, which can be requested by the Hotel at the time of check-in.
- n) In the event of any legal claim, proceeding and/or administrative sanction, and/or claim of any kind from a third party against "Meliá Hotels International, S.A.", the company operating the hotel establishment in question or any of its subsidiaries or related companies, arising from the guest's failure to comply with the content of these clauses or as a result of inappropriate behaviour by the Pet, the guest agrees to assume the cost of the defence of "Meliá Hotels International, S. A.", the company operating the hotel establishment or its subsidiaries or related companies, including the costs of solicitor and lawyer, even if they are not mandatory, as well as any type of liability that may be claimed from the same, holding them harmless against any third party claim originating from any of the aforementioned causes.
- o) The items provided to the client for their pet in the room, except for the welcome gift, are for exclusive use during their stay (bed, mat, water and food bowls). In case of loss, damage, or theft of these items, the client must pay the replacement value of said items.

**13.** The remote control of the television set can be collected from the reception office under a deposit of \_\_\_ euros. The deposit will be given back after presenting the deposit receipt and the remote control at reception.

**14.** For those services offered both to clients and to the general public, the access and/or stay will be restricted in the following cases:

- a)** When the maximum capacity has been completed with the users who are in the establishment or building.



- b)** When the closing hour of the establishment has been surpassed.
- c)** When the user has not the minimum age to enter the establishment, according to the current legislation.
- d)** When it is necessary to pay for a ticket in order to enter into the establishment, and the user has not paid for it.
- e)** When the users show a violent attitude, specially, when they behave in an aggressive way or they cause arguments, originate situations of danger or annoyances to other users.
- f)** When the users do not have the minimum conditions of hygiene.
- g)** When the users carry weapons and objects susceptible to be used as weapons, unless they are members of the police, armed forces or security forces, or they are escorts for private companies, and they enter the establishment in the course of their duties; in accordance with the current and specific legislation
- h)** When the users consume drugs, narcotic or psychotropic substances, or they show symptoms of having consumed them, and those that show an evident behaviour of being drunk. Also it will be a cause of expulsion to cause flaws to the facilities, scandal or rowdiness, specially if other users are disturbed.



- 15.** In all these cases, the establishment will be able to recur to the Police for help.
- 16.** Nevertheless, in the above mentioned cases, the clients will have to pay all the bills that have been generated until the moment of the prohibition of access or stay in the establishment.

### **PARKING and GARAGE**

- 17.** When parking your vehicle, please occupy a single parking space.
- 18.** The use of the disabled people parking zone will have to be justified by showing the relevant card.
- 19.** The parking is free for the establishment's guests from the beginning to the end of the stay.
- 20.** The garage is a service for the guests of the establishment and its use is conditioned to the payment of the rates stipulated by the establishment, and to the availability of spaces.

### **RESTAURANT/BAR**

- 21.** The restaurant is open from 08:00 to 10:30 (Breakfast), from 13:30-15:30 (Lunch) and from 20:00-22:00 (Dinner). Timetable can be changed.
- 22.** It is not permitted to bring food or drinks into or out of the buffet restaurant
- 23.** It is not allowed to enter into the restaurant with sport or swimming wear or shoes. Gentlemen are also kindly requested not to wear short trousers in the restaurant area.



## **SWIMMING POOL**

**24.-** The swimming pool is open from 11:00 to 19:00 . It is forbidden to use it at a different time. The timetable can be changed.

**25.** The access to the swimming pool will only be only allowed to the establishment's guests, and to those persons who have paid the entrance ticket (in case of an existing ticket for accessing to the swimming pool).

**26.** It is compulsory to have a shower before bathing in the swimming pool.

**27.** The use of the sun loungers of the swimming pool is free and they cannot be reserved. If there are other guests waiting for using the sun loungers, the establishment's staff will be able to remove those ones that have not been used for at least 30 minutes. The staff will take to the reception office those personal items that would be on/by the sun loungers.

**28.** It is forbidden to use the towels of the room for the swimming pool or the beach. The establishment has not pool towels to rent for its clients.

**29.** Glasses are forbidden in the swimming pool area.

**30.** Please, make use of the wastebaskets.

**31.** It is not allowed the use of floats, rubber rings or air beds in the swimming pool.

**32.** It is forbidden to consume foods in the swimming pool.

**33.** It is forbidden to consume drinks in the swimming pool, unless they have been bought in the establishment's bars or coffee-shops.



### **INFORMATION AND DOUBTS**

**34.** For any kind of doubts or questions relating to the functioning of the hotel you may go directly to our reception staff or guest service, that will attend you and in case of necessity will put you in touch with the authorised person to answer your doubt or question, being the General manager the ultimately responsible of the Hotel.

### **INFORMATION OF SUPPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES**

**35.** You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator.

**36.** This establishment is not responsible for the services provided by companies outside the hotel operator.

**37.** All the facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

### **ADVICE AND SUGGESTIONS**

- Watch and control your luggage. Please, do not leave it unattended.
- Keep the door closed when you should be in your room. Close the door and windows every time you leave, and try to open it in order to make sure that it is correctly closed, even though your absence should be for a short time only.
- Close your luggage when you do not use it and put it in your closet. If the luggage has a security lock, use it at all times.



- We recommend keeping food covered to prevent ants, which are common in natural surroundings.
- Never leave jewellery, money or valuables in your room. Notify immediately Management of any abnormal occurrences such as: suspicious-looking persons along the corridor, repeated telephone calls from unknown people, unknown people knocking on your room door, or not finding anybody when you open it.
- Protect the key of your room. Do not leave it on the counter of reception, always give it back to the receptionist when you leave the establishment. Do never show your key in public places.
- If you forget or lose your key, only the reception personnel is authorized to facilitate you a new key to open your room.
- Our safety measures demand you to extinguish your cigarette before resting or going to bed. The safety norms forbid the use of the hot plate or any other electrical machine susceptible to cause a fire in the rooms of the establishment.
- Please do not feel bothered if you are asked to identify yourself at reception. It is for your security.
- When you establish social relations with unknown people, do not reveal the name of the establishment or the number of your room.
- Never allow the maintenance personnel to enter your room without having required it or without having been authorized by the Management of the establishment.
- Never allow people to enter your room with deliveries that have not been asked for.
- Never discuss specific plans of future excursions, etc., in public or with strangers.
- In case of wishing your room to be done, please, hang the warning: "Please, clean the room ", on the door of your room. If you wish not to be disturbed , please, hang the warning: "Please, do not disturb".



- Do not hang clothes on the railing of the terrace. Do not use ropes or cords to hang clothes in the terrace.
- If you discover some type of deterioration, damage or anomaly, please, inform the reception personnel of it.
- The electrical system of your room is of 220 Volts.
- Respect the room area during the night and the siesta time, and in general, avoid making noise unnecessarily.
- Please, use the facilities suitably, respecting the furniture and the gardens of the establishment.
- Please, respect the schedules of all the facilities and services of the establishment.
- We thank you for your participation in case that during your stay in the establishment, there were some disaster or evacuation practices.
- Some schedules can be changed according to the season.

The personal data of distinguished customers will be processed for the purposes of booking, provision and collection of hotel services and in the case of having their express consent, sending information about offers and services of the hotel. You may exercise your rights of access, rectification, deletion (oblivion), data portability, limitation and opposition to its treatment, by simply requesting it by any means to the hotel establishment in accordance with the Regulation (EU) 2016/679 (RGDP) and the organic law (SP) 3/2018 (OLPPD)

## **ANEXO II - TABLAS DE PUNTUACIÓN DEL SISTEMA DE CLASIFICACIÓN HOTELERA**

### **SOL SANCTI PETRI - HOTEL 4\***

- Existe climatización en las áreas públicas del establecimiento (restaurante, vestíbulo, entrada)
- Existen servicios sanitarios/aseos separados independientes para hombres y mujeres en las zonas comunes
- Plantas o flores naturales en las zonas comunes
- Acceso de internet en las áreas públicas (Wi-Fi o banda ancha)
- Bar\* Abierto los mismos días de apertura del hotel
- Mostrador de recepción separado e independiente para el servicio
- Vestíbulo con asientos
- El vestíbulo con asientos y servicio de bebida de cortesía
- Teléfono a disposición de los clientes
- Servicio de impresora/fotocopiadora
- Zona de información de servicios multilengüe en soporte electrónico
- Material de información sobre recursos turísticos en recepción
- Personal multilengüe
- Servicio de recepción 24 horas de forma presencial
- Servicios de equipajes, a petición del cliente
- Existe servicio de guarda de equipajes
- Servicio de relaciones públicas independiente
- Colgantes avisadores de urgencia conectados con recepción a disposición de los clientes
- Disponibilidad de taburete que facilite el acceso a lavabos e inodoros
- Cambiadores de bebés en aseos generales masculinos y femeninos
- Mecanismos de apertura de puertas mediante tarjeta magnética por aproximación (evitando sistema de inserción de tarjetas)
- Plazas de parking con superficie para el uso de plataformas elevadoras
- Aparcamiento para autobuses
- Garaje (para un mínimo del 20% de las unidades de alojamiento)
- Existe estación de carga para vehículos eléctricos
- Existe oficio en cada planta
- Jardines propios 10m<sup>2</sup> por plaza
- Pasillos de ancho superior a 1.50 metros
- Limpieza diaria de la habitación
- Cambio diario de toallas a petición del cliente
- Cambio de ropa de la cama cada tres días de estancia
- Cambio diario de ropa de la cama a petición del cliente

- Pago mediante tarjeta bancaria publicitando claramente los medios de pago -
- Envío de objetos olvidados, que deberá abonarlo
- Servicio de despertador
- Prensa diaria nacional y/o internacional
- WC/ Ducha cortesía para salidas tardías
- Servicio de alquiler de silla de ruedas
- Lavandería y servicio de plancha (entrega antes de las 9:00 y devolución en 12 horas)
- Lavandería para el uso de clientes
- Servicio de alquiler de coches u otros elementos de transporte
- Servicio de alquiler de cochecito para bebés
- El 100% de las u.a. con dimensiones requeridas para su categoría
- Junior Suite (doble con sala)
- Balcones o terrazas con un mínimo de del 75% de las u.a
- El 100% de las u.a.con dimensiones requeridas a su categoría
- Cocina
- Campana extractora
- Cafetera y tetera con monodosis de café e infusiones
- Microondas
- Utensilios de cocina y comedor (vajilla, cubertería, cristalería,etc)
- Refrigerador
- Utensilios de limpieza
- Pequeños electrodomésticos (batidora, tostador, exprimidor,...)
- Camas individuales de dimensiones mínimas de 1.00m x 1.90m y camas dobles de dimensiones mínimas de 1.50mx 1.90m
- Colchones de grosor mayor o igual a 22 cm
- Servicio de fundas nórdicas
- Fundas higiénicas para colchones (lavables con productos termoquímicos, transpirables, libres de ácaros y sus excrementos). No se admite una simple sábana muletón.
- Cunas a petición del cliente
- Mantas o nórdicos en buen estado
- Almohadas bien conservadas
- Fundas higiénicas para almohadas
- Almohada adicional a petición del cliente
- Manta adicional a petición del cliente
- Posibilidad de oscurecer totalmente la habitación
- Visillo
- Colgador
- Armario adecuado o espacio adecuado destinado a la ropa
- Estantería para la ropa

- Perchas de material y color homogéneo
- Control apropiado del ruido exterior a través de las ventanas
- Puertas que absorban el ruido o puertas dobles
- Climatización en las habitaciones
- Un asiento por plaza
- Un asiento confortable (silla o butaca) con mesa auxiliar
- Mesa, escritorio -con tamaño mínimo de trabajo- y luz adecuada
- Dos enchufes de corriente cerca de la cama
- Adecuada iluminación en la habitación
- Mesilla de noche
- Luz de lectura cerca de la cama
- Interruptor de la luz de la habitación cerca de la cama
- Espejo de cuerpo entero
- Lugar destinado al equipaje
- Papelera
- Dispositivo de radio (la transmisión de la radio puede realizarse vía TV o por un sistema de telecomunicación central del propio hotel)
- TV en color con mando a distancia, con una relación de la configuración de canales y programación nacional e internacional
- TV en color adicional en los salones de las suites y suites junior con mando a distancia
- Adaptadores de enchufes internacionales a petición del cliente - 2 puntos
- Teléfono en las habitaciones con línea interna y externa y con un manual de instrucciones multilingüe.
- Acceso a internet en la habitación (banda ancha, Wifi,...)\*
- Caja de seguridad/ caja fuerte en la habitación
- El 100% de los baños tienen ducha o bañera, inodoro y lavabo
- Ducha con mampara\*
- Equipamiento básico (jabón de mano, gel, champú, 1 toalla de mano por persona, una toalla de baño por persona, suelos antideslizante en duchas y bañeras, alfombra de baño lavable, luz apropiada para el baño, espejo, colgadores de toallas, rollo de papel higiénico adicional, escobilla para el inodoro, enchufe de corriente junto al espejo, estantería, secador y cubo higiénico)\*
- Dotación de dos amenities adicionales
- Manual de servicios del hotel bilingüe
- Utensilios para escribir y bloc de notas
- Plancha y tabla de planchar a petición del cliente
- Juego de costura a petición de los clientes
- Bolsa de lavandería disponible
- Utensilios de limpieza de zapatos\*

- Mecanismo de cierre/cerradura adicional en la puerta de la habitación
- Cerradura con tarjeta electrónica
- Oferta de bebidas en el establecimiento fuera del horario del comedor/bar o dispensador de bebidas
- 16 horas de servicio de bebidas para servicio de habitaciones
- Minibar en unidades alojativas con carta de bebidas y snacks a petición de los clientes
- Nevera
- Hervidor de agua o tetera con monodosis de café e infusiones en la unidad de alojamiento
- Desayuno a la carta (desayuno bufé completo incluyendo además zumos variados de frutas, cereales, cocina en directo o servicios de platos calientes a la carta)
- Desayuno fuera del horario habitual
- Oferta de comidas en el hotel (servicio mínimo de almuerzo o cena)
- Horario de comida das horas como mínimo
- Almuerzo/cena fría para llegadas tardías al establecimiento
- Oferta de comida en servicio de habitaciones 14h
- Restaurante a la carta o tipo bufé abiertos 7 días a la semana (cada restaurante diferente en el concepto, en la elección de comida y en la ubicación)
- Comedor en la terraza exterior para desayunos y cenas
- Servicio de snack
- Menús especiales bajo petición (menú infantil, celíacos, alérgicos, diabéticos, etc,..)
- Cocina de productos regionales
- Tronas en restaurante/comedor bajo petición
- Carta o información del bufé en más de un idioma
- Actividades deportivas integradas en el establecimiento (con personal instructor)
- Alquiler de equipamiento Deportivo (por ejemplo, skis, barcos, bicicletas)
- Área infantil (zona de juegos infantiles)
- Instalaciones miniclub
- Piscina infantil (vaso independiente)
- Asistente/cuidador para los niños a petición del cliente
- Programa de animación infantil
- Piscina exterior
- Número de hamacas para entre el 25% y 50% de las plazas con mesita al lado
- Programa de animación y bienvenida
- Sistema de gestión de quejas . Incluye el ciclo de aceptación, evaluación y respuesta de la queja

- Cuestionario de satisfacción de los clientes. Incluye, por parte del establecimiento, los cuestionarios de satisfacción, evaluación de los resultados, programas de mejora y seguimiento y la publicación de los resultados en web propia
- Adhesión al sistema electrónico de quejas y reclamaciones de la Junta de Andalucía
- Mystery guest ("cliente misterioso"): realizada con una periodicidad mínima anual por profesionales externos con la iniciativa y a cargo del hotel, analizado y documentado. O bien, controles internos (de incógnito) como por ejemplo, controles de hotel o de cooperadores
- Página web propia con fotografías del establecimiento realistas y significativas (como mínimo, vistas exteriores, de las áreas públicas y de las habitaciones). Los establecimientos de 3, 4 y 5 estrellas debe estar en al menos dos idiomas
- Posibilidad de reservas en línea a través de un sistema de reservas electrónicas propio. Más allá de un simple correo electrónico con canal de comunicación para peticiones o consultas de clientes
- Web accesible
- Asistente virtual en las u.a./app
- Invitación en soporte telemático a los clientes que se marchan o se han marchado a dejar un comentario en un portal o página web
- Plano de situación o coordenadas de geolocalización, a petición del cliente o por internet
- Sistema de cese automático del suministro eléctrico al salir de las habitaciones
- Luminarias tipo LED exterior en las zonas de iluminación nocturna permanente
- Lámparas o luminarias de máxima potencia lumínica de consumo de energía eléctrica en el interior del edificio
- Utilización de energía solar para generación de agua caliente
- Termostatos en todas las dependencias, zonas comunes y u.a. siempre que se disponga de climatización
- Dispositivos de ahorro de agua en los grifos de los lavabos, bañeras y duchas (grifos monomando, difusores, limitadores de presión y caudal, etc.) en todo el establecimiento
- Doble pulsador o pulsador con interrupción de la descarga de la cisterna en los inodoros en todo el establecimiento
- Especies autóctonas o mediterráneas y de bajo consumo hídrico en el jardín
- Riego del jardín por la noche con sistema de goteo subterráneo y programación de aspersores
- Recogida selectiva de residuos generados por la actividad del establecimiento
- Iniciada metodología para la medición de la Huella de Carbono