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In accordance with Article 25 of Decree 13/2020, of 18 May, the establishment has the following **Internal Regulations**, which shall be binding upon all guests of the establishment.

Article 25 of Decree 13/2020 provides:

1. Hotel establishments must have internal regulations setting forth rules that shall be mandatory for users during their stay, which may not contravene the provisions of Law 13/2011, of 23 December, nor the present Chapter.
2. The internal regulations shall always be available to users and shall be displayed, at least in Spanish and English, in a visible and easily accessible place within the establishment. These regulations must also be published on the establishment's own website, if it has one.
3. The operating companies of hotel establishments may request the assistance of the Security Forces to remove from the premises those who fail to comply with the internal regulations, disregard the usual rules of social coexistence, or attempt to access or remain in the establishment for a purpose other than the normal use of the service, in accordance with Article 36.4 of Law 13/2011, of 23 December.

INTERNAL REGULATIONS

1. Guests are required to present an identification document at the time of their admission to the hotel establishment.
2. Prior to admission, every user of the hotel establishment shall be given an admission document, which must be signed by the guest. This document states the name, category and registration number of the establishment, the number or identification of the accommodation unit, the number of persons who will occupy it, the meal plan, dates of arrival and departure, and the accommodation price if the guest has booked directly with the hotel establishment. The signed admission document will be kept by the establishment.
3. Upon signing the admission document or lodging contract, the guest will be given an identification card (in those establishments where such a card is used for the provision of contracted services), which must be presented in order to use those services.
4. Obligations of users of tourist services:
The owners of the establishments may deny access to or remove from the premises any users who fail to comply, or have previously failed to comply, with any of the following duties (Art. 36.3 and 22 of the Tourism Law 13/2011).

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- **Observe the rules of coexistence and hygiene** established for the proper use of tourist establishments.
- **Respect the internal regulations** of tourist establishments, provided they are not contrary to the law.
- **Respect the agreed departure date and time**, leaving the occupied unit free.
- **Pay for the contracted services** at the time the invoice is presented or within the agreed period, without the filing of a complaint implying exemption from payment.
- **Respect the establishments, facilities, and equipment** of the tourism businesses.
- **Respect the environmental surroundings, cultural heritage, and tourist resources of Andalusia.**
- **Follow all safety and emergency instructions and rules.**

5. The hotel establishment may request prior payment guarantees for contracted services, by any of the following means: credit card, bank transfer, etc., either for the total amount of the reservation or for any extraordinary expenses incurred during the stay.
6. The hotel day begins at **17:00 on the first day** of the contracted period and ends at **12:00 noon on the day of departure**. Without a prior agreement, the extension of occupancy beyond the contracted period shall not be admitted. If such an agreement exists, the amount corresponding to a full day must be paid.
7. The stay of **two persons in a double room contracted as a single** shall not be permitted. In such a case, the rate for double occupancy shall be charged. Likewise, the stay of a **third person in double-occupancy rooms, a fourth in triple-occupancy rooms, a fifth in quadruple rooms, or a seventh person in sextuple rooms** shall not be permitted. All additional persons must pay the corresponding extra-person rate.
8. The hotel establishment provides a **safe deposit box in the rooms** for storing money and valuables. The establishment shall not be held responsible for the loss or theft of money or valuables not deposited in the aforementioned safe.
9. The **room cleaning schedule** is from **08:00 to 16:00**. Do not use the room towels for any purpose other than personal hygiene.
10. **Smoking is prohibited** in the establishment, except as permitted under Law 28/2005 on health measures against smoking and Law 42/2010 of 30 December, which amends it.
11. It is forbidden to **bring food or beverages into the hotel** to be consumed in the restaurant, bars, swimming pools, or common areas.
12. The **access of persons accompanied by animals is prohibited** without the express authorization of the hotel establishment.

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of the establishment, **except for persons accompanied by guide dogs**, as established in Law 5/1998, of 23 November, regarding the use of guide dogs in Andalusia by persons with visual impairments.

13. For those services of the establishment intended for both guests and the general public, access and/or continued presence shall be denied in the following cases:

- When the maximum capacity has been reached with the users already inside the premises or establishment.
- When the establishment's closing time has been exceeded.
- When the person does not meet the minimum age required to enter the premises, according to current regulations.
- When the person attempting to enter has not paid the entrance fee or ticket, in cases where such payment is required.
- When the person shows violent behavior, especially if they act aggressively or cause disturbances, create dangerous situations, or disturb other attendees.
- When the person does not meet minimum hygiene standards.
- When the person carries weapons or objects that could be used as such, except when, in accordance with applicable regulations, they are members of the Security Forces or private security escorts from authorized companies, accessing the establishment in the exercise of their duties.
- When the person is consuming drugs, narcotic substances, or psychotropic substances, or shows signs of having consumed them, as well as those exhibiting clear signs or behavior of being intoxicated. It shall likewise be grounds for expulsion if they intentionally cause damage to the facilities, create disturbances, or produce noise, especially when complaints are made by other users whose rest or privacy is being disturbed.

14. In all of these cases, the hotel establishment may request assistance from the competent Police Authority.

15. Notwithstanding the above, in such cases, the person is obliged to pay for any expenses incurred up to the moment access or continued presence in the establishment is prohibited.

Our safety measures require you to **extinguish your cigarette before going to rest**. Safety regulations prohibit the use of irons or any other electrical appliance likely of starting a fire in the rooms of the hotel establishment.

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17. Minors
are not permitted to use the elevators unless accompanied by a responsible adult.
18. From 23:00 onwards, guests must maintain proper silence in the corridors and accommodation units to avoid disturbing the rest of other users.
19. It is not permitted to walk through the hotel's interior or common areas (lobby, bar, corridors, elevators, etc.) without a shirt or T-shirt, or while barefoot or wet.
20. Hanging clothes on terrace railings is not permitted; the drying racks available on each terrace must be used.
21. At certain times of the year, and in order to improve safety and access control to our facilities, identification wristbands will be provided to guests from the moment of their check-in at reception. These wristbands must be worn throughout the entire stay at the hotel, and their use will allow the easy identification of registered guests, preventing unauthorized access.

When any of the circumstances listed above occur, or when persons violate one or more of the aforementioned restrictions, the responsible staff of the establishment may request that they leave the premises, after settling any outstanding charges for services and consumption. If necessary, assistance will be requested from the state security forces, in accordance with Article 36.4 of Andalusian Tourism Law 13/2011.

It is expressly stated that access to the facilities, services, and accommodations of this hotel establishment shall not be denied or restricted on the basis of sex, disability (with or without guide dog), religion, opinion, or any other personal or social circumstance.

RESTAURANT / BAR

- 21.22. The restaurant schedule is subject to change depending on the season.
- 22.23. Before entering any food and beverage areas, users must show their admission document or card to the staff responsible, in order to control any charges corresponding to the consumption made.
- 23.24. Removing food from the buffet restaurant is not permitted.
- 24.25. Access to the restaurant is not permitted without a shirt or T-shirt, nor while barefoot or wet.
- 25.26. Half-board includes breakfast and dinner; drinks are not included.

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SWIMMING POOL

26.27. The pool schedule is subject to seasonal changes, and swimming outside the established hours is prohibited. The establishment is not responsible for injuries or damage caused to persons or their belongings as a result of disregarding the schedule.

27.28. Access to the pool is permitted only for guests staying at the establishment.

28.29. Showering before entering the pool is mandatory.

29.30. Use of sun loungers is free. Reserving loungers by leaving towels unattended is not allowed; hotel staff are authorized to remove them. If necessary, and under the circumstances described, staff may remove clothing or objects from loungers so that they may be used by other guests.

30.31. Bringing glasses or other glass objects into the pool area is prohibited.

31.32. Please use the waste bins.

32.33. Children must be supervised at all times by a responsible adult.

33.34. The use of floats or inflatable mattresses in the pool is prohibited. Kickboards and pool noodles are permitted in pools with an average depth of 1.40 meters, under the direct supervision of adults. Armbands and flotation belts are permitted.

34.35. The consumption of beverages in the pool is prohibited unless they have been purchased at the Pool Bar or another authorized point of sale within the establishment.

35.36. The use of towels, blankets, pillows, etc., from the accommodation units in the pool and garden areas is prohibited.

36.37. Persons suffering from, or showing symptoms of, infectious or contagious diseases are prohibited from entering or remaining in the pool area, unless a medical certificate states otherwise.

37.38. Accessing or remaining in the solarium area or pool basin with shoes and/or street clothing is prohibited. Bathing is only permitted with swimwear or garments specifically designed for that purpose.

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38.39. The use of audio devices in the pool area is prohibited.

39.40. The use of diapers in the pool is prohibited for hygiene reasons.

INFORMATION AND QUESTIONS

40.41. For any questions or concerns regarding hotel operations, please contact our reception staff or customer service department. They will assist you and, if necessary, refer you to the appropriate person to resolve your matter. The Director is the highest authority responsible for the establishment.

INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

41.42. Information about excursions, services, and experiences provided by companies external to the hotel operator is available at reception.

42.43. This establishment is not responsible for services provided by companies external to the hotel operator.

43.44. All facilities and services offered by the hotel comply with the safety measures established for such purposes, ensuring and promoting your safety.

ADVICE AND SUGGESTIONS

- Watch and control your luggage. Do not leave it unattended.
- Keep the door closed when you are in your room.
- When leaving your room or apartment, close the door and windows, and try reopening the door to ensure it is properly locked, even if you will be away only for a short time.
- Keep your luggage closed when not in use and place it in the wardrobe. If your

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luggage has a lock, always use it. Never display jewelry, money, or valuables in your room.

- Immediately notify reception of any unusual circumstances such as: suspicious persons in the corridor, repeated phone calls from unidentified individuals, knocks on your door from unknown persons, or finding no one at the door when you go to open it.
 - Protect your room key. Do not leave it on the reception desk; always hand it directly to staff when leaving the hotel. Never display your room key in public places.
 - If you forget or lose your key, only reception staff are authorized to issue you a new one.
 - Do not be offended if reception staff ask you to identify yourself. It is for your own safety.
 - When socializing with unfamiliar persons, do not reveal the name of the hotel or your room number. Never allow anyone to enter your room with deliveries you did not request.
 - Never discuss detailed plans for future excursions or outings in public or with strangers.
 - If you wish your room to be cleaned, hang the sign “Please tidy the room” on the outside of your door. If you do not wish to be disturbed, hang the sign “Please do not disturb.”
 - Do not hang clothes on the terrace railing.
 - If you notice any kind of damage or irregularity, please contact reception.
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- The electrical system in your room operates at **220 volts**.
 - Please respect the areas where the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
 - We kindly ask you to use the facilities appropriately, respecting the furniture and gardens of the hotel establishment.
 - Please respect the schedules of all the facilities of the hotel establishment.
 - We appreciate your cooperation should any evacuation drill be conducted during your stay at the hotel establishment.
 - Schedules are subject to change depending on the time of year.
 - Guests’ personal data will be processed for the purposes of reservation management, the provision and billing of hotel services, and—with your express consent—for the sending of information regarding the hotel’s offers and services. You may exercise your rights of access, rectification, erasure (right to be forgotten), and data portability.

Ministry of the Presidency, Public Administration and Interior

Decree-Law 13/2020, of 18 May, which establishes extraordinary and urgent measures relating to hotel establishments, alert coordination, promotion of digitalization, reactivation of the cultural sector, and flexibility in various areas in response to the situation caused by the coronavirus (COVID-19).

Amended by Decree-Law 14/2020, which establishes extraordinary and urgent measures for the reactivation of the hospitality, restaurant, leisure, and recreation sectors; adopts support measures for Local Authorities necessary to ensure the opening of safe beaches; and introduces other economic and tax measures in response to the health alert situation caused by the coronavirus (COVID-19).

(Contains the section of the text regulating hotel establishments)

Correction of errors of Decree-Law 13/2020, of 18 May, which establishes extraordinary and urgent measures relating to hotel establishments, alert coordination, promotion of digitalization, reactivation of the cultural sector, and flexibility in various areas in response to the situation caused by the coronavirus (COVID-19) (Extraordinary Official Gazette of the Government of Andalusia No. 27, of 18 May 2020).

Amended by Decree 187/2020, of 17 November, which amends Decree 8/2015, of 20 January, regulating tourist guides in Andalusia.

I

The state of alarm approved by the aforementioned Royal Decree, among other matters it affects, restricts the freedom of movement of individuals, modifies the way many people work, mandates the closure of educational centers, and establishes containment measures in the field of commercial activity, cultural facilities, recreational establishments and activities, hospitality and restaurant activities, as well as additional measures.

In line with the above, among the measures adopted, the modification of the regulation of hotel establishments stands out. Mechanisms are created for the coordination of alerts in this new context, measures are adopted to promote the use of electronic means in certain procedures related to public procurement, as well as measures aimed at sports federations and the cultural sector to mitigate the consequences of the suspension of activities— all of which require immediate regulatory action within a shorter period than that required by normal legislative procedures or even the urgent parliamentary procedure.

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II

The public health emergency caused by COVID-19 and its global spread is unprecedented. The situation generated has made it necessary for national authorities to adopt extraordinary containment measures. These measures, along with those adopted by other countries, are having an economic impact particularly affecting certain companies and sectors of the Spanish economy, including the tourism sector.

Subsequently, Order SND/399/2020, of 9 May, on the easing of certain nationwide restrictions established after the declaration of the state of alarm under Phase 1 of the Plan for the Transition towards a New Normal, in its Article 44.1, allows the reopening to the public of hotels and tourist accommodation that had suspended their activity pursuant to Order SND/257/2020, of 19 March, though subject to extensive restrictions.

In this context, the tourism sector is among those most affected by the crisis triggered by the coronavirus, particularly with regard to the collapse of international tourism. Only in February of the same year—before the state of alarm was declared in Spain—4.4 million international tourists visited our country, 1.0% more than in the same month of 2019.

Tourism, considered a strategic activity in the region, attracts 32.5 million tourists and generates revenue amounting to 22.640 billion euros annually in the Andalusian economy, equivalent to 13% of regional GDP, providing employment to 424,500 workers, more than 13% of the total.

The decline in tourism caused by the pandemic has a severe economic impact and also results in job losses in hotel establishments, potentially even leading to the permanent closure of many of them.

In this new era of tourism, diversifying products and promoting destinations is no longer enough. In the near future, both public administrations and hotel establishments themselves must offer quality and guarantees if they wish to regain consumer confidence.

Reorganizing and adapting hotel establishments to recover a sector that is strategic and a driving force of Andalusia's economy is essential. For Andalusia to grow again and reposition itself as a destination, it is essential to implement actions and new measures based on safety, risk management, sustainability, responsibility, and the commitment of hotel establishments in the Autonomous Community of Andalusia.

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Competing in an international tourism market that is constantly transforming is complex. Doing so in 2020 under the conditions and criteria of 2004 is simply impossible.

This decree-law not only allows competition on equal terms with the rest of the national and international market, but also introduces previously unregulated elements necessary to adapt to this singular situation in the sector, which appears to be structural. These criteria provide important comparative advantages in terms of reliability, quality, and safety.

Consumer behavior will undoubtedly change as people seek safer conditions, where quality systems and certifications play an essential role, along with criteria for energy efficiency and the decarbonization of our establishments. This decree-law already includes such elements, understanding that safety is key to the health of the tourism sector.

New trends point toward tourism specialization, which is also reflected in this decree-law, allowing establishments to tailor their offerings to specific segments and new demand profiles.

Furthermore, it is essential to facilitate the upgrading of hotel establishments to higher categories. Moving from three to four stars, from four to five stars, or from five stars to five-star Grand Luxury, among others, is neither arbitrary nor merely aesthetic; it opens the door to improving the quality and variety of the services offered.

In a region like Andalusia with 8.6 million inhabitants, there are only 54 high-category hotels (five-star and five-star Grand Luxury) out of a total supply of 3,480 hotel establishments. In other words, only 1.5% of Andalusia's hotel establishments can compete in the international market for tourists with greater spending capacity.

Our destination needs to adapt hotel establishments to the realities of tourism and expand the network of high-category establishments. This would not only help align existing lower-category establishments with higher quality standards but also encourage new and significant economic investment in the region. Many investments currently underway are at risk due to the difficulty of adapting to outdated regulations.

In a global market that sets rules and trends through clicks, selfies, and digital marketing, our commitment lies in strengthening quality, safety, and the universal accessibility of our offerings, as well as the digitalization of our services. Numerous criteria in these areas have therefore been incorporated.

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Tourism, although strategic and resilient to crises, is highly sensitive to uncertainty and may see its traditionally stable behavioral patterns change. We must be prepared.

This decree-law positions Andalusia in the market, enabling it to compete, at the very least, on equal terms.

The Autonomous Community of Andalusia has exclusive competence in tourism under Article 71 of the Andalusian Statute of Autonomy, including the regulation and classification of tourism companies and establishments.

Exercising this competence, Law 13/2011, of 23 December, on Tourism in Andalusia, was approved, with Article 28.1 defining tourism services, including accommodation services when lodging or stay is provided to users of tourism services. Article 40 identifies the types of tourist accommodation establishments, listing hotel establishments first, which are classified into different groups in Article 43 of the same law.

Currently, in the Autonomous Community of Andalusia, hotel establishments are regulated by Decree 47/2004, of 10 February, on hotel establishments. This regulation is now considered outdated and insufficient to address the challenge of overcoming the severe crisis faced by the tourism sector.

Thus, although Andalusia is one of the most significant tourist destinations, its system for classifying hotel establishments is not aligned with national or international systems, failing to meet demand requirements and hindering the competitiveness of the sector and the expectations of users regarding hotel quality.

Previously, five-star hotels could obtain the classification of “Grand Luxury,” but a regulatory amendment in 2010 removed the option of accessing that category. Consequently, current regulations do not include provisions for grand luxury hotel establishments, resulting in the loss of significant business investments due to the legal vacuum in the region. This lack of regulation also clearly discriminates against hotel establishments that obtained such classification prior to 2010 and seriously harms those investing in modernization and improvement of services, as they are unable to achieve a classification higher than five stars.

To prevent a prolonged economic impact on the Andalusian tourism sector beyond the health crisis, immediate action by the Government of Andalusia is necessary, approving new regulations for hotel establishments. This is essential for restoring activity in

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existing hotel establishments and encouraging new business investments, thereby helping to stem the anticipated decline in employment and prevent the closure of many establishments.

Chapter I of this decree-law aims to regulate hotel establishments and define their technical and service provision requirements.

Section 1 of Chapter I contains the general provisions, including its purpose and scope of application, definitions, the legal regime for hotel establishments, access to them, the unit of operation, and the compatibility of different groups or types of hotel establishments within the same building.

Section 2 of Chapter I establishes the classification of establishments into groups, categories, modalities, and, where applicable, specializations. Law 13/2011, of 23 December, in its Article 43, establishes that hotel establishments are classified into four groups: hotels, apartment-hotels, hostels, and pensions. With the new regulation, a fifth group is added: hostels (“albergues”), which were previously considered a specialization under pensions. Practice has shown that the service model offered by hostels, based on shared accommodation by bed rather than by unit, is not comparable to pensions or any of the other groups, making it appropriate to grant them their own classification.

This represents a diversification of hotel establishment types, aimed at a sector of the population seeking more accessible accommodations where coexistence among guests is encouraged, fostering interaction among different groups. This model has grown mainly due to the increase in international youth tourism and a new travel prototype arising from the prevailing global economy.

The traditional star rating system is maintained as a symbol of hotel category; however, the parameters used for classification—specifically for hotels and apartment-hotels—are renewed and based on a points system, a different concept from that previously used, with the aim of raising the level of excellence and quality in Andalusia’s hotel sector.

The new system combines mandatory and optional requirements, whose total points determine the establishment’s category. By contrast, hostels, pensions, and albergues must meet all applicable requirements.

This new system offers a set of requirements and services organized into different material blocks, each assigned a specific score. Hotel establishments must reach a

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minimum score depending on the desired classification, by choosing which optional requirements and services to provide while meeting the mandatory ones.

No specific requirements are established for specializations; instead, tourism operators may choose which services to offer based on the profile of the users their establishments target.

The requirements and services include not only structural elements—traditional mandatory physical measures—but also the assessment of social and environmental quality systems as well as a wide range of complementary services.

This new system replaces the previous model, eliminating the set of mandatory requirements and the system of exemptions and compensations previously in use.

On the other hand, Section 2 of Chapter I regulates the conditions that five-star hotels and five-star apartment-hotels must meet in order to obtain the “Grand Luxury” designation, thus filling the legal vacuum that existed in the Autonomous Community of Andalusia.

Section 3 of Chapter I regulates the operating rules, including the tourist accommodation contract, the admission document, prices, reservations and cancellations, the content of invoices, overbooking, the internal regulations of hotel establishments, and the occupancy period of accommodation units.

Section 4 of Chapter I addresses the inspection services’ control functions and the penalty regime.

A transitional period is established for hotel establishments registered in the Tourism Register of Andalusia, as well as the regime applicable to responsible declarations of project classification submitted, or to projects with reports issued by the peripheral bodies, prior to the entry into force of this regulation.

Furthermore, Article 34 of Law 13/2011, of 23 December, on Tourism in Andalusia, is amended in order to adapt it to the amendment of Law 7/2002, of 17 December, on Urban Planning in Andalusia (LOUA), introduced by Decree-Law 2/2020, of 9 March, on the improvement and simplification of regulation to foster productive activity in Andalusia.

Likewise, Decree 143/2014, of 21 October, regulating the organisation and functioning of the Tourism Register of Andalusia, is amended to adapt it to the aforementioned

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amendment of Law 7/2002, of 17 December, and to impose the obligation for tourism businesses to communicate with the Administration of the Government of Andalusia by electronic means.

Article 14.2 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations, establishes the obligation for certain parties to communicate with public administrations through electronic means, among them legal persons, entities without legal personality, and those representing any person required to communicate electronically with the Administration. Paragraph 3 of the same Article 14 provides that Administrations may, by regulation, impose the obligation to communicate electronically for reasons of economic capacity, technical capacity, professional dedication, or other justified reasons.

In this regard, tourism activity constitutes a highly professionalised sector, largely supported by electronic communication with users, with online business representing an important part of the industry. The growth of remote booking and online contracting—whether through proprietary websites or intermediary platforms—demonstrates a high level of competence in the use of electronic means. Therefore, it is deemed necessary to extend the obligation for holders of the various tourism services to communicate with the tourism Administration by electronic means, so that any business—within the meaning of Article 2(f) of Law 13/2011, of 23 December, on Tourism in Andalusia—that operates one of these services is required to do so.

I HEREBY ORDER

CHAPTER I

Hotel Establishments

SECTION 1. GENERAL PROVISIONS

Article 1. Purpose and scope of application.

1. The purpose of this Chapter is the regulation of hotel establishments and of their technical and service provision requirements.
2. Hotel establishments regulated in Articles 40.1(a) and 43 of Law 13/2011, of 23 December, on Tourism in Andalusia, are subject to the provisions of this Chapter.

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3. Excluded from this Chapter are leisure residences owned by the Government of Andalusia and Local Authorities, residences for the elderly, student residences, youth hostels belonging to the Government of Andalusia, school colonies and youth camps, or any other establishment when its operation serves a social or educational purpose as defined in its sectoral regulation, as well as any establishment similar to the above in which tourist accommodation services are provided only occasionally and not for profit.

These establishments shall be subject to this Chapter should they offer, even temporarily, accommodation services to the general public.

Article 2. Definitions.

For the purposes of this Chapter, the following definitions apply:

- a) **Hotel accommodation:** the tourism accommodation service aimed at providing, for a price, lodging or stays in hotel establishments.
- b) **Complementary service:** any service other than lodging provided in a hotel establishment as an addition to the accommodation service.
- c) **Operating companies:** natural or legal persons who, in their own name, habitually and for remuneration provide the tourism accommodation service.
- d) **Hotel establishments:** the set of movable and immovable property forming an autonomous functional unit operated by an operating company for the adequate provision of the tourism accommodation service.
- e) **Accommodation unit:** an independent space within a hotel establishment for the exclusive use of the guest, composed at minimum of a bedroom or, in the case of establishments in the hostel group, a multiple-occupancy room, and, depending on the group and category, a bathroom and other rooms.
- f) **Multiple-occupancy accommodation unit:** an accommodation unit in which the lodging service is provided by bed (shared accommodation).
- g) **Studio:** an accommodation unit consisting of a combined living-dining room, a bedroom, a kitchen, and a bathroom integrated into a single area.

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- h) **Users of the hotel establishment:** persons who, as final recipients, receive accommodation and complementary services in the hotel establishment.
- i) **Classification:** the inclusion of a hotel establishment in a group, category, modality and, where applicable, one or more specialities.
- j) **Groups:** each of the divisions into which hotel establishments are classified.
- k) **Category:** the level of a hotel establishment within the group to which it belongs.
- l) **Modality:** the classification of a hotel establishment based on its location within one of the following generic tourism destinations: beach, city, rural, or roadside.
- m) **Speciality:** the voluntary classification of a hotel establishment based on its architectural features, the characteristics of the services provided, or the main target demand.
- n) **Bathroom:** a hygiene facility containing at least the three sanitary fixtures required for all groups (toilet, washbasin, and bathtub or shower tray), including, where applicable, the additional fixtures required for each group or category. In all cases, the toilet must be enclosed, either individually or together with the other sanitary fixtures.

Article 3. Legal regime.

1. Hotel establishments shall be subject to the provisions of Law 13/2011, of 23 December, Decree 143/2014, of 21 October, regulating the organisation and functioning of the Tourism Register of Andalusia, the provisions of this Chapter, and any sector-specific regulations applicable to them.
Complementary services provided to the general public shall also be subject to applicable regulations.
The control of authorisations, licences or permits, as well as the supervision of requirements established by sectoral regulations outside the tourism domain, shall be carried out by the competent administrations or bodies.
2. The location and construction of establishments shall respect the landscape and integrate harmoniously into it, in accordance with urban planning and land-use legislation.
3. The rights and obligations of users of hotel establishments and of operating companies shall be those established in Law 13/2011, of 23 December.

Article 4. Access to hotel establishments.

1. In addition to the provision of Article 3.1 regarding complementary services open to the public, hotel establishments shall be considered public-use establishments for all purposes, with access being free and subject only to restrictions arising from laws and regulations.
2. Admission or continued presence in hotel establishments may be denied only:
 - a) Due to lack of capacity in terms of accommodation or facilities.
 - b) For non-compliance with admission requirements established in the internal regulations.
 - c) For behaviours that may cause danger or disturbance to others, whether users or not, or that hinder the normal operation of the activity.
3. Under no circumstances may access to hotel establishments be restricted on the grounds of disability, race, place of origin, sex, age, religion, opinion, or any other personal or social condition. Notwithstanding the above, hotel establishments may provide and advertise services aimed at a preferred target audience.

The regulations governing the admission of persons to public entertainment establishments and recreational activities shall apply to complementary services falling within their scope.

Article 5. Unit of operation.

1. The operating company must continuously manage all the accommodation units of the establishment, in accordance with Article 41 of Law 13/2011, of 23 December.

The operating company must prove, through the appropriate legal instrument, its right to use the entirety of the accommodation units for tourism purposes, particularly in cases of co-ownership or similar situations, and where ownership and operation are separate.

In cases of breach of the unit-of-operation principle referred to in Article 41.5 of Law 13/2011, of 23 December, the registration in the Tourism Register of Andalusia shall not be modified or revoked, provided that the breach affects 10% or less of the total accommodation units, and that such breach is not attributable to the operating company, which must provide evidence through renewal or contracting offers for the tourist

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assignment of such units, or by any other supporting document.

Failure to comply may lead to the initiation of the corresponding tourism sanctioning procedure.

2. The use of an accommodation unit for purposes not permitted by applicable legislation may, independently of the above, give rise to the urban planning reinstatement and sanctioning procedures provided for in Law 7/2002, of 17 December, on Urban Planning in Andalusia.

Article 6. Compatibility of different groups or types of tourist accommodation establishments within the same building.

1. Without prejudice to the previous article, hotel establishments may coexist in the same building with apartment-hotel establishments, provided they are classified in the same category.
2. Likewise, hotel or apartment-hotel establishments may coexist in the same building with tourist apartment establishments belonging to the buildings/complexes group, provided they are classified in a similar category. For these purposes, hotels and apartment-hotels with four, three, two, or one star shall be considered similar to tourist apartment establishments with four, three, two, or one key, respectively, and five-star hotels or apartment-hotels shall be considered equivalent to four-key tourist apartment establishments.
3. Under no circumstances shall compatibility be permitted in hotels or apartment-hotels bearing the “Grand Luxury” designation.
4. The establishment shall be registered in the Tourism Register of Andalusia according to the predominant accommodation type or group, understood as the one with the largest number of accommodation units. In such cases, the establishment must comply with the requirements of the predominant accommodation type or group, and the requirements applicable to each accommodation unit shall depend on the type or group to which it belongs.

SECTION 2. CLASSIFICATION OF HOTEL ESTABLISHMENTS

SUBSECTION 1. CONTENT OF CLASSIFICATION

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Article 7. Content of classification

1. Hotel establishments are classified into groups, categories, modalities, and, where applicable, specialities. Classification into group, category, and modality is mandatory.
2. Specialities constitute a voluntary and supplementary classification.
3. The classification of hotel establishments shall remain in force as long as the circumstances that gave rise to it continue to exist. Otherwise, the competent tourism authority shall review it, either ex officio or at the request of a party, ensuring in all cases the right to be heard by the operating company of the establishment.

Article 8. Groups of hotel establishments

Hotel establishments are classified into the following groups:

- a) Hotels
- b) Apartment-hotels
- c) Hostels
- d) Guesthouses (Pensiones)
- e) Hostels (Albergues)

Article 9. Categories

1. Hotels and apartment-hotels are classified into five, four, three, two, and one-star categories. Those classified as five-star may receive the “Grand Luxury” designation if they achieve the required score specified in Annex IV.
2. Hostels are classified into two- and one-star categories.
3. Guesthouses and hostels have a single category.

Article 10. Modalities

1. Based on their location, hotel establishments are classified into one of the following modalities:
 - a) **Beach:** Establishments located in municipalities with a coastal area within their territorial scope, provided the establishment is no more than 1,500 meters from the beach. Distance is measured from the inner edge of the seashore. The term “beach” shall have the meaning established in Article 3.1(b) of Law 22/1988, of 28 July, on Coasts.
 - b) **Rural:** Establishments located in rural areas as defined in Article 3 of Decree 20/2002, of 29 January, on Rural and Active Tourism.

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- c) **City:** Establishments located in any population nucleus, on land classified as urban, urbanizable, or sectorized urbanizable.
- d) **Roadside:** Establishments located in service areas or zones along roads.
2. If an establishment meets the criteria for more than one modality, the operator may choose any of them.

Article 11. Specialities

Hotel establishments may be classified into one or more specialities based on services offered to meet the specific needs of a target clientele, architectural features, product orientation, or the main market segment, such as wine tourism, gastronomy, wellness, boutique, hacienda, MICE, adult-only, family, senior, single, or LGTBI. Under no circumstances may the establishment discriminate against or prohibit access to non-preferred groups. Specialities and the specific services offered must be advertised through all establishment channels and, if applicable, on the establishment's website.

Article 12. Classification system

1. To be classified into one of the established groups and categories, establishments must meet the minimum infrastructure dimensions set out in Annex I.
The category of hotels and apartment-hotels is determined by compliance with mandatory minimum requirements and the evaluation of optional requirements in Annex II. The total of the points assigned to mandatory requirements, marked with "M", and optional requirements determines the applicable category. Apartment-hotels must also obtain additional points for compliance with mandatory requirements and for optional criteria in areas II.2 and II.3 of Annex II.
Each requirement in Annex II has a single assigned point value, except for those offering alternative options, where only one subsection may be scored. Hostels, guesthouses, and hostels must meet mandatory requirements marked "M" in Annex III.
Five-star hotels and apartment-hotels will be designated "Grand Luxury" if they meet the requirements and score specified in Annex IV.
2. Hotel establishments must always advertise their declared classification requirements, both in a visible, easily accessible location within the

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establishment and through all distribution channels, including their website if available.

Article 13. Identification plaques

All hotel establishments regulated by this Chapter must display, on the exterior of the main entrance, in a prominent and visible location, a plaque showing the characteristics and dimensions of the hotel establishment identifier. These identifiers will be approved by order of the competent tourism authority and will indicate the group, category, and modality.

SUBSECTION 2. GROUPS OF HOTEL ESTABLISHMENTS

Article 14. Hotels

1. This group includes establishments providing tourist accommodation services that, in addition to meeting the minimum infrastructure requirements of Annex I, comply with the minimum services and score required for their category in Annex II.
2. Hotels, except in cases provided for in Article 6, must occupy the entirety or an independent part of a building or complex of buildings in a uniform manner and have their own entrances and, where applicable, exclusive-use elevators and staircases.
3. Hotel establishments comprising more than one building must be identified as a single establishment and are deemed to meet the autonomous functional unit requirement if any of the following conditions are met:
 - a) They occupy a defined area over which the operating company has exclusive use rights, including access areas to the various buildings.
 - b) The buildings are connected for user transit either above ground or underground.
 - c) The distance between user access points to the buildings is ten meters or less, provided no vehicle traffic exists between these entrances (occasional transit authorized by public authorities does not count).

Article 15. Apartment-hotels

1. This group includes establishments providing tourist accommodation services that, in addition to meeting the minimum infrastructure requirements of Annex I,

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comply with the minimum services and score required for their category in Annex II, including group-specific requirements in areas II.2 and II.3, and have facilities for food and beverage preparation, storage, and consumption within each accommodation unit.

2. Apartment-hotels, except in cases provided for in Article 6, must occupy the entirety or an independent part of a building or complex of buildings in a uniform manner, with their own entrances and, where applicable, exclusive-use elevators and staircases.
3. Apartment-hotels comprising more than one building must be identified as a single establishment and are deemed to meet the autonomous functional unit requirement if any of the following conditions are met:
 - a) They occupy a defined area over which the operating company has exclusive use rights, including access areas to the various buildings.
 - b) The buildings are connected for user transit either above ground or underground.
 - c) The distance between user access points to the buildings is ten meters or less, provided no vehicle traffic exists between these entrances (occasional transit authorized by public authorities does not count).

Article 16. Hostels

1. This group includes establishments providing tourist accommodation services that, in addition to meeting the minimum infrastructure requirements of Annex I, comply with the group- and category-specific requirements in Annex III.
2. Hostels may occupy non-independent parts of a building.
3. Hostels must have bathrooms in all accommodation units.

Article 17. Guesthouses (Pensiones)

1. This group includes establishments providing tourist accommodation services that, in addition to meeting the minimum infrastructure requirements of Annex I, comply with group-specific requirements in Annex III.
2. Guesthouses may occupy non-independent parts of a building and may have bathrooms outside the accommodation unit.

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Article 18. Hostels (Albergues)

1. This group includes establishments providing tourist accommodation services per bed in multiple-occupancy accommodation units that, in addition to meeting the minimum infrastructure requirements of Annex I, comply with group-specific requirements in Annex III.
2. Hostels may occupy non-independent parts of a building and may have private or shared bathrooms outside the accommodation unit.
3. These establishments may use internationally recognized names, such as “hostel.”

SECTION 3 – Operating Rules

Article 19. Tourist accommodation contract

- The contract may be **in-person or remote** and sets out the conditions for lodging services and any complementary services.
- Reservation confirmation **constitutes a contract** and must be documented physically or electronically.
- Users must be informed of their rights and obligations **before** the reservation is formalized.

Article 20. Admission document

- Mandatory to occupy a lodging unit.
- Users must present an official identification document.
- Must include at least: name, establishment classification, registration code, lodging unit, number of guests, check-in and check-out dates, meal plan, and price.
- The establishment must **keep a copy for one year** as administrative proof.
- Users receive information about their rights, obligations, and the internal regulations.

Article 21. Prices and reservations

- Prices are **free** and must include mandatory minimum services.
- Must be itemized and displayed publicly.
- Payment: cash, card, or other valid methods accepted by the establishment.
- A **deposit** may be required for reservation.
- Reservations must specify: date, unit, meal plan, cancellation policy, additional services, and total price.

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- Confirmation without deposit: the reservation must be held until the agreed hour or until 8:00 p.m.

Article 22. Cancellations

- The establishment must inform users of cancellation conditions **before the contract**.
- Penalties:
 - Less than 2 days: one night per 10 fractions.
 - Early departure: services used + possible penalty.
 - Non-refundable rates: pre-agreed conditions.
- Force majeure: penalties do not apply.

Article 23. Invoice

- Must include: operator and establishment identification, user, unit, dates, number of guests, itemized service prices.
- Sequential numbering mandatory; duplicates must be available for inspection for one year.

Article 24. Overbooking

- Cannot sell more rooms than available.
- If overbooking occurs: provide accommodation in another establishment of equal or higher category, within ≤ 2 km.
- Travel costs borne by the establishment causing overbooking.

Article 25. Internal regulations

- Mandatory, publicly available, at least in Spanish and English.
- Includes admission rules, coexistence, services, safety, pet policy, and all rules for normal use.
- Security forces may be called for violations.

Article 26. Occupancy period

- Standard: **12:00 on check-in day to 12:00 on check-out day**.
- Extensions: by agreement, with additional payment for extra days.
- Peak occupancy: access may be delayed up to 2 hours.

SECTION 4 – Inspection and Sanctioning Regime

Article 27. Inspection

- The Tourism Department verifies compliance.
- Inspectors must be granted access to facilities and documentation.

Article 28. Sanctions

- Violations: administrative liability under Law 13/2011.
 - Hotels and hotel-apartments must maintain required rating; failure triggers sanction procedures and possible reclassification or removal from the Tourism Registry.
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Additional and transitional provisions

Additional provision 1

- Previous exemptions (Decree 47/2004) remain unless structural modifications are made.

Additional provision 2

- The “hostel” specialty in rural establishments **does not apply** to rural hotels, but it does apply to other rural establishments.

Transitional provisions

1. Hotels and hotel-apartments: 5 years to adapt to new point-based classification.
2. Hostels and pensions: 2 years to adapt.
3. Grand Luxury hotels: 5 years to meet Annex IV requirements.
4. Hostel reclassification: 1 year to adapt.
5. Ongoing registration/classification procedures: follow Decree 47/2004, with option to adapt to Chapter I.
6. Display of signs: previous regulations remain until a new order is issued.

7. Electronic procedures: maximum 6 months for in-person dealings with the Tourism Department.

Repealing provision

- Repeals conflicting provisions of equal or lower rank, including expressly **Decree 47/2004**.

Final Provision Two. Amendment of Law 13/2011, of December 23, on Tourism in Andalusia

A new paragraph 3 is added to Article 34 of Law 13/2011, of December 23, on Tourism in Andalusia, and the existing paragraph 3 is renumbered as paragraph 4, as follows:

“3. In cases where, in accordance with urban planning or land-use regulations, no prior building permit is required for the construction, expansion, or renovation of a tourist accommodation establishment subject to administrative classification—because a responsible declaration in urban planning matters is required—the responsible declaration stating that the proposed establishment meets the requirements established in the applicable regulations to hold a specific tourist classification according to the group, category, type, and, where applicable, specialty of the proposed establishment, together with the documentation referred to in paragraph 1, must be submitted directly by the interested party to the competent Tourism Department. The Department shall verify the compliance of the responsible declaration with the tourism regulations governing the applicable classification of the proposed establishment within one month from the date of receipt and may reformulate the intended classification, which must be notified to the interested party.

If the aforementioned period passes without the Department communicating objections, the project shall be deemed compliant.

4. Once the construction, expansion, or renovation works are completed, the interested party shall submit to the competent Tourism Department the required documentation and the responsible declaration referred to in Article 38.2 of this Law, including an explicit statement on the establishment’s compliance with the regulations governing the classification of the requested tourist establishment. The competent Tourism Department shall send a copy of the registration resolution in the Tourism Registry of Andalusia to the affected municipalities.”

Final Provision Five. Amendment of Decree 143/2014, of October 21, regulating the organization and operation of the Tourism Registry of Andalusia

Decree 143/2014, of October 21, is amended as follows:

1. Article 7 is amended to read:

“Article 7. Use of electronic means

1. Without prejudice to Article 14.2 of Law 39/2015, of October 1, on the Common Administrative Procedure of Public Authorities, holders of tourist services, regulated or not, and of activities affecting the tourism sector, as well as those intending to exercise them, are required to use electronic means at all times in their dealings with the competent Tourism Department for procedures affecting the exercise of their activity, pursuant to Article 14.3 of the aforementioned law.
2. Procedures to be carried out with the Tourism Department shall be conducted electronically through the Junta de Andalucía electronic registry using standardized forms available on the Department’s website. The competent Tourism Department may establish another electronic system for carrying out these procedures.”

2. Article 10 is amended to read:

“Article 10. Information to include in the responsible declaration

1. The responsible declaration, addressed to the competent authority, shall be submitted by the interested party or their legal representative.
2. The completed responsible declaration must include at least the following information:
 - a) Identification data of the owner and, where applicable, their legal representative, including sex, Tax Identification Number, and, if applicable, details of the incorporation deed and registration, and the legal document accrediting the representation.
 - b) Proof of deposit of the guarantee and insurance policy, if required by applicable regulations.

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- c) Proof of the legal authorization to operate the activity or tourist establishment.
- d) Location and basic details of the tourist establishment.
- e) Where applicable, exempted requirements and any compensatory measures adopted.”

3. Paragraph 3 of Article 13 is amended to read:

“3. Within fifteen days of entry of the responsible declaration into the Junta de Andalucía electronic registry, the interested party shall be notified of the corresponding resolution, including the registration data of the company or establishment in the Registry according to the content of the responsible declaration, as well as any exempted requirements, adopted compensatory measures, and their rationale. A copy of this resolution shall also be sent to the affected municipalities.”

4. A new paragraph 5 is added to Article 16, reading as follows:

“5. In cases where, according to urban planning or land-use regulations, no prior building permit is required because a responsible declaration in urban planning matters is required, for the construction, expansion, or renovation of a tourist accommodation establishment subject to administrative classification, the responsible declaration stating that the proposed establishment meets the applicable regulatory requirements for the intended tourist classification according to the group, category, type, and, where applicable, specialty of the proposed establishment, together with the documentation referred to in paragraph 1, must be submitted directly by the interested party to the Provincial or Territorial Delegation of the competent Tourism Department.

The Delegation shall issue a report within one month from receipt, notify the interested party, and comment on the compliance of the responsible declaration with the tourism regulations governing the applicable classification, proposing, if necessary, a reformulation of the intended classification.

If one month passes without the Delegation issuing or notifying the report, the project shall be deemed compliant with the submitted documentation.”

Final Provision Seventeen. Authorization

Regulations may amend the provisions established in Chapters I and II and related measures in accordance with those chapters.

Final Provision Eighteen. Development and execution

1. The head of the competent Tourism Department is authorized to issue provisions necessary for the development and execution of this decree-law, as well as for the regulatory development of the provisions in Chapter I, including explicit amendment of its annexes.
 2. The head of the General Directorate responsible for inspection of tourist services is authorized to recognize quality certifications to verify compliance with certain requirements.
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Final Provision Nineteen. Entry into force and validity

1. This decree-law enters into force on the day of its publication in the Official Gazette of the Junta de Andalucía, with the following exceptions:
 - a) The provisions of Chapter I and related provisions enter into force the day after publication in the BOJA.
2. As a general rule, the measures in this decree-law remain in force until the end of the state of alarm. Specific rules of validity apply:
 - b) The regulation in Chapter I and related provisions shall remain in force according to a normative provision.