

INTERNAL REGULATIONS

Registro MA/01607
Avda Aurora nº31
29002 Málaga

These regulations are prepared in accordance with Article 25 of Decree-Law 13/2020, of May 18, which provides that hotel establishments must develop an internal rules and regulations which will set the rules on coexistence and operation for the normal development of the provision of services and the use and enjoyment of the facilities and equipment offered by the Hotel. It will be mandatory and may not contravene the provisions of Law 13/2011 of December 23. It will always be available to the users, and the assistance of the Security Forces and Bodies may be requested to evict those who violate it or seek to access or remain in the establishment for a purpose other than the normal use and enjoyment of the service and facilities of the Hotel.

Access, admission and stay in the Hotel

Access to this hotel establishment is public and free, with no restrictions other than those derived from the legal provisions and these regulations.

Any person wishing to use the accommodation units, common facilities and, where appropriate, complementary services, must present their identification documents at Reception in order to formalize their admission and registration at the Hotel.

It will not be allowed the stay in an accommodation unit of a different number of people than the contracted number. In this case, the rate established for that new use will be paid. The same criteria shall also apply for superior rooms.

Minors must always be accompanied by an adult who is responsible for them at all times.

The admission and/or stay of persons in the establishment will be denied for the following reasons:

When the capacity has been reached.

- Failure to comply with the admission requirements established in these regulations.
- For behaviors that generate altercations, disturbances, damage, mistreatment, offenses or humiliations to other people.
- For behaviors or actions that violate indications or rules on safety, respect, coexistence, hygiene, cleanliness, or proper use of the Hotel facilities.
- For inappropriate or disrespectful use of the facilities, services or equipment of the establishment.
- For intentionally hindering the normal development of the activity.

When any of the aforementioned circumstances occur, the staff of the establishment may require persons to leave the establishment, upon payment, if applicable, of any outstanding accounts for the provision of services and consumption, as well as for possible charges for the loss, theft or deterioration of furniture, utensils or other equipment of the establishment.

The assistance of law enforcement officers may be requested to evict users, whether housed or not, who violate these regulations or who attempt to access or remain in the establishment for a purpose other than the normal use of the service provided.

Users must prove their condition of lodging by showing the admission document when required.

The user has the right to occupy the type of accommodation unit contracted from 15:00 hours on the first day. However, at times of high occupancy, the availability of the room may be delayed by two hours.

The user must vacate the accommodation unit by 12:00 noon on the day of departure. The Hotel may offer the possibility of late check-out for an additional charge.

In the event that you wish to stay longer or more days than those contracted or specified in the admission document, there must always be an agreement between the parties.

The billing of the lodging rates will be computed by number of persons, type of room, and days or overnight stays; the minimum will be the amount of an overnight stay or day.

If for any reason, the establishment is unable to meet the confirmed reservation of an accommodation unit, it is obliged to provide an alternative in another in the area of the same or higher category. The surcharge or additional travel expenses arising from such cause shall be borne by the Hotel.

Prices, Payment of services and Invoices.

The Hotel may require prior guarantee of payment for the services requested or contracted, and users are obliged to pay the amount thereof at the time of presentation of the invoice.

Invoices will only be provided for services contracted directly by users.

According to Law 11/2021, of July 9, on measures to prevent and combat tax fraud, transactions equal to or greater than 1,000 euros (including VAT) may not be paid in cash. Higher amounts must be paid by credit card.

The presentation of any claim does not exempt from the obligation of payment of the services rendered or contracted.

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Reception

The Front Desk staff is responsible for and is at the center of the relationship with users for all internal matters regarding admission, information, billing, payment and advice.

Services, Facilities and Hours

Both on the website and in the room's discover channel, there is a directory with the facilities, the most common services and their schedules. These may vary depending on the season.

Safety Deposit Boxes

All lodging units have a safety deposit box, free of charge, for the deposit of objects and valuables. The establishment is not responsible for the custody or loss of those not deposited in these boxes. Liability coverage is limited

Laundry - Dry Cleaning

Information on prices and schedules for the delivery and return of garments for this service can be found both in the accommodation units and at Reception.

The establishment is not responsible for the garments that, due to their composition conditions, shrink, discolor or suffer any other type of deterioration.

Various

In order to ensure the rest of all users, please avoid raising your voice or engaging in activities that generate noise and/or disturbance. We also ask you to control the volume of the TV in your room or video or music devices.

Room cleaning hours are from 09:00 hours to 17:00 hours.

The Hotel, through one of its employees, reserves the right to enter at least once a day in each of the rooms for maintenance and/or cleaning. In this way it will also be possible to check that all guests are safe and well.

According to Law 42/2010, of December 30, 2010, on health measures against smoking, smoking is prohibited throughout the hotel, except in outdoor areas specially designated for this purpose.

It is not allowed to circulate in the interior common areas of the Hotel without footwear or with the naked or uncovered torso.

Likewise, it is required the observance of appropriate clothing and footwear for access to the Restaurants.

Users may not access in any case to rooms or spaces reserved, private, or intended for the preparation and location of elements or machinery for the provision of services.

The buffet products are for consumption within the room itself. It is not permitted to take food or beverages out of the Restaurant.

The contracted dietary regime is personal and non-transferable.

The use, consumption and possession of prohibited or dangerous products is absolutely forbidden in all areas and premises of the establishment, in accordance with current legislation on public health and safety.

The access of animals to the establishment is prohibited, with the exception of what is regulated for guide dogs accompanying people with visual dysfunction.

The furniture, equipment and utensils of the rooms and other rooms of the establishment, are part of the services provided and have been arranged with the intention of making the stay of users as pleasant as possible. Please use them appropriately and respectfully.

In any case they are property of the establishment so that, in case of loss, theft or damage, the establishment reserves the right to demand their corresponding payment.

The establishment is not responsible for the price, the behavior of the staff, or outside services or services provided outside the premises of the same.

Security

The establishment has a self-protection plan in case of emergency. Our team has the mandatory and necessary training in this matter. Please cooperate and follow their instructions in case of emergency or evacuation.

For the safety of all users, this establishment has technical devices for electronic surveillance with permanent recording elements in corridors and other general or common areas. In compliance with the Organic Law on Data Protection, you may exercise your rights at privacy@melia.com.

Monitor and control your luggage or belongings at all times. Do not leave them unattended. Do not display jewelry, money or valuables. Do not invite strangers to your room or reveal any information about your stay.

Always close the door to your room. When entering or leaving your room, make sure it is properly locked. Immediately notify Reception of any abnormal occurrence you notice.

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