

# MELIÀ GRANADA

This regulation is prepared in accordance with the Article 25 of Decree-Law 13/2020, of 18 of May, which states that hotel establishments must prepare an internal regulation in which the rules on coexistence and operation will be established for the normal development of 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 23 of December.

It will always be available to users, and the help of the Security Forces and Bodies may be sought to evict those who fail to comply or intend to access or remain in the establishment for a purpose different from that of the normal use and enjoyment of the service and facilities of the Hotel.

## **1. Access, admission and stay at the Hotel**

Access to this hotel establishment is public and free, without any restrictions other than those derived from the legal provisions and this regulation.

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

The stay in an accommodation unit of a number of people other than the one contracted will not be allowed. In that case, the rate set for that new use will be paid. The same criterion will also apply for superior rooms.

Minors must always register accompanied by an adult, 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 maximum capacity is accomplished.
- For failing to comply with the admission requirements established in these regulations.
- For behaviours that generate altercations, annoyances, harm, abuse, offenses or other humiliations to people.
- For conduct or actions that fail to comply with indications or rules on safety, respect, coexistence, hygiene, cleanliness, or correct use of the Hotel facilities.
- For the 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 circumstances indicated occur, the staff of the establishment may ask the guest to leave the facilities, upon payment of the accounts that they have pending both for the provision of services and consumption, as well as for the possible charges for the loss, theft or deterioration of furniture, utensils or other equipment of the establishment.

The help of the agents of the authority may be required to ask clients to leave the premises, hosted or not, who fail to comply with this regulation or who intend to access or remain in an establishment for a purpose other than the normal use of the service provided.

# MELIÀ GRANADA

Users must prove their status as hosts by showing the admission document when required.

The user has the right to occupy the type of accommodation unit booked from 2:00 p.m. on the first day of arrival. However, in times of high occupancy, the room may be offered up to two hours later.

The user must leave the accommodation unit at 12:00 noon on the day indicated as the departure date. The Hotel may offer the possibility of a late departure with an additional charge.

In the event that the guests wants to stay longer or extend the booking, there must always be agreement between the parties.

The invoicing of accommodation rates will be issued for number of people, 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 hotel in the area of same or superior category. The Hotel will pay the surcharge or the complementary cost of displacement that is originated for this cause.

Pets are not allowed, except for the regulations regarding guide dogs that accompany people blind or visually impaired.

## **2. Prices, Payment of Services and Invoices**

Prices and Hotel Services are available to users who request it at the Reception.

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

An invoice will be provided only for the services contracted directly by the users.

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

The presentation of any claim does not excused from the obligation to pay for the services provided or contracted.

## **3. Reception**

The Reception staff is responsible of the relationship with users for all internal matters on admission, information, billing, payment and advice.

## **4. Services, Facilities and Schedules**

Both in Reception and in the accommodation units there is a directory with the facilities, the services available and their schedules. These may vary depending on the season and/or occupation.

# MELIÀ GRANADA

## **5. Safety Deposit Boxes**

All accommodation units have a safe deposit box, free of charge, for the deposit of personal belongings.

The establishment is not responsible for the custody or loss of those that are not deposited in these boxes. Liability coverage is limited.

## **6. Room Cleaning**

The cleaning hours of the rooms 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 to do maintenance and / or cleaning tasks. In this way, we can also check that all guests are well and safe.

## **7. Laundry – Dry cleaning**

Both in the accommodation units and in reception, you can find information on prices and delivery and return times of the laundry service.

The establishment is not responsible for clothes that, due to their composition conditions, shrink, discolor, or suffer other types of deterioration.

## **8. Restaurants & Bars**

The buffet products are for consumption within the room itself. It is not allowed to take food or drinks from the Restaurant.

The Hotel does not allow access and consumption of food or drink from outside to be consumed inside the establishment.

The contracted diet is personal and non-transferable.

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

## **9. Common Areas & Miscellaneous**

In order to guarantee the rest of all users, avoid raising their voice or performing activities that generate noise and / or discomfort. We also ask you to control the volume of your room TV or video or music devices.

According to Law 42/2010, of December 30, on sanitary measures against smoking, smoking is not allowed in the establishment, except in the outdoor spaces specially designed for it.

It is absolutely prohibited, in all areas and dependencies of the establishment, the use, consumption and possession of prohibited drugs in application of current legislation on safety and public health.

It is not allowed to walk in the interior common areas of the Hotel without shoes or with a bare or uncovered upper body. Likewise, the observance of rules for the use of appropriate clothing and footwear for access to common areas is required.

# MELIÀ GRANADA

The furniture, equipment and utensils of the rooms and the rest of the facilities of the establishment are part of the services provided and have been arranged with the aim of making the stay of the guests as pleasant as possible. A proper and respectful use of them is required.

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

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

## **10. Security**

The Establishment has a Self-Protection Plan for emergencies. Our team has the necessary and obligatory training in this matter. We ask for your cooperation and follow our instructions in case of emergency or evacuation.

For the safety of all users, this establishment has technical electronic surveillance devices with permanent recording elements in corridors and other common areas. In compliance with the organic law on Data Protection, you can demand your rights at [privacy@melia.com](mailto:privacy@melia.com).

Keep an eye on and check your luggage or belongings at all times. Do not neglect them. Do not display jewelry, money, or valuables things. 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 it, check that it is properly closed. Immediately notify Reception of any irregular event you notice.