



LA PARRA

HOTEL



—INFORMATION & DOCUMENTATION—

INTERNAL REGULATION



LA PARRA
HOTEL



Número de Registro en Turismo: H/CA/01480

Internal Regulation

Ed. 01 Rev. 00 Date: 15 July 2022

GENERAL RULES

1. General provisions.

People who access this hotel establishment will be obliged to comply with these Regulations, insofar as it does not contravene Law 13/2011, of December 23, on Tourism, Decree Law 13/2020, of May 18, on hotel establishments, and other applicable Rules and Precepts..

ADMISSION CONDITIONS

2. Access, admission and permanence in the establishment.

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

- a. Due to lack of accommodation capacity or facilities.
- b. For failing to comply with the admission requirements established in this RRI.
- c. For adopting behaviours that may cause danger or inconvenience to other people or users.
- d. Difficult or interfere with the normal development of the activities of the hotel establishment.

When the indicated circumstances concur or people incur in one or more of the restrictions listed above, the staff responsible for the establishment may require them to leave it, after payment, where appropriate, of the accounts that they have pending for provision of services and consumption. If necessary, help will be requested from the CC and FF State Security according to article 36 of the tourism law, and article 25 of the Decree Law of hotel management. It is expressly stated that free access to the facilities, services and accommodation of this hotel establishment will not be denied or restricted to persons who wish to do so, for reasons of sex, disability, with or without a guide dog, religion, opinion or any other personal or social circumstance.

3. Entry registration and admission document.

The person who wishes to make use of the accommodation units, and other common facilities must present their identification documents in order to be admitted and registered in the establishment registration.

This establishment, once the person or persons have been registered, will formulate an admission document containing the name, category and registration number of the establishment, number or identification of the assigned accommodation, number of people who will occupy it, dates of entry and departure and meal plan that they have arranged and, when contracted directly, also the price of accommodation. Said admission document, completed in duplicate, must be signed by the interested party to formalize their admission, once informed of the existence of this RRI Regulation and their rights and obligations. The original will be delivered to the user and the copy will remain in the possession of the hotel establishment.

The complementary services that are offered and provided by this establishment or by other persons or entities, are detailed at the Hotel Reception, will be formalized in their corresponding documents and will be settled in accordance with the agreed conditions.

RULES OF COEXISTENCE AND FUNCTIONING

4. Rights and obligations of users.

Users may freely access the establishment and remain there, with the limitations contained in the submission rules indicated in section 1 and in this RRI regulation.

Users have the right to receive truthful, complete information prior to contracting the services offered. That, in said services, their security, intimacy and tranquility be ensured, that they correspond to the agreed conditions, that they be given an invoice, with the regulatory formalities, for the services contracted directly and that, if they wish to formulate any complaint, the pertinent claim forms are delivered to them.

Users are obliged to observe the rules contained in these regulations, which they expressly accept upon signing the admission document, and those dictated by the Directorate on safety, coexistence and hygiene, for proper use of the establishment. Users must prove their condition, showing the admission document, when required, respect the facilities and equipment of this establishment and pay the amount of the contracted services at the time of presentation of the invoice or according to the conditions agreed according to the Article 21 of the Decree Law. The presentation of any claim does not exempt from the obligation to pay for the contracted services.

5. Rights and obligations of the hotel company

This establishment can seek the help of the agents of the authority of the FF and CC State Security, to evict from its premises users who fail to comply with these regulations, who intend to access or remain in them for a purpose other than the normal use of the service. hotelier and also, where appropriate, to people who are not registered as users, attendees at banquets, conventions, etc. or that incur in the assumptions provided for in section 2 of this RRI. Only people registered for this purpose can access the accommodation units, as stated in article 2.e of the Decree Law.

This establishment may request a guarantee of payment for the contracted services, in accordance with the applicable regulations and to make the corresponding charge in the user's account for damages or defects that occur in the facilities, furniture and elements of the establishment due to negligence or improper use of those.

It can also vary the hours of the different consumption, use and enjoyment services, throughout the seasons, depending on seasonality, reserving the right not to admit users outside said hours, also when the maximum authorized capacity is exceeded or when they are requested within the admission limits, thereby harming the work schedule of said services. The aforementioned services, the details of their scheduled times, their prices and the conditions of use, are exposed at the entrances to them and, in summary, in the existing directories in the accommodation, which also contains information on the evacuation plan for emergencies and services that are free.

This establishment has the obligation to give its prices the maximum publicity in the Hotel Reception and to have them available to users. To inform said users, before hiring them, of the conditions of provision of the services and their prices. To provide them with the highest quality, according to their category and in the contracted terms. To take care that users are treated correctly. To attend and maintain the facilities and services in good condition. To have claim sheets and report their existence. To provide users who cannot attend, due to overbooking, accommodation in an establishment in the same area, of the same group, modality, if applicable, specialty, and of the same or higher category. The expenses or surcharges that originate for this reason will be borne by this establishment, which, on the contrary, will return to the user the differences that occur in their favour.

6. Periods of occupation of the accommodation units.

The users of this establishment have the right to occupy the accommodation unit from 12 noon on the first day of the contracted period until 12 noon on the day indicated as the date of departure. However, on dates of maximum occupancy, the availability of the accommodation unit may be delayed by two hours. By agreement between the parties, a different occupancy regime for the accommodation units may be agreed upon, which, if applicable, must be reflected in the admission document. The extension in the occupation of the accommodation unit for a time greater than that contracted will cause the duty to pay one more day and, in the event that the user wants to stay housed for more days than those contracted and specified in the admission document, always There must be an agreement between the parties.

7. Prices, invoices and information.

The swimming pools, the gardens and furniture are free to use.

The hotel establishment is not responsible for the price, nor for the use of tools, fixtures and other services provided outside the hotel establishment, nor for the behaviour of non-existing staff, unless expressly stated in its conditions and rates.

The rates with the prices and conditions of the different types of accommodation, restaurant services, bars, box rental, and own complementary services and those of outside persons or entities are detailed at the Hotel Reception, available to users. who request them.

The billing of the accommodation rates will be computed by days and according to the number of overnight stays. The minimum billing for accommodation will be the amount of an overnight stay or day, understanding this to end at 12 noon on the day following the date of entry.

The establishment may require its users, at any time and upon presentation of the invoice and its receipts, the payment of the services provided outside the accommodation, even if the payment of this had been agreed in advance.

The legal or natural persons who, on their own, provide complementary services in the dependencies of this hotel establishment, are responsible for their personnel and their behaviour, their operation, maintenance, price regime and everything inherent to their own services. In each of these dependencies, the owner of the same will be clearly identified.

In the accommodation units there is also a directory with information on the prices of the most common services.

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

C) ADMINISTRATIVE ORGANISATION AND RESPONSIBLE MANAGER

8. Administrative organisation

The administrative organisation of the Hotel is made up of the Hotel Manager as the person in charge of its operation and legal representative, the administrative staff, the reception staff, the cleaning staff, the maintenance staff and the dining room and bar staff.

9. Responsible manager

The person responsible for the Hotel is the Manager of the same, undersigned.

D) SERVICES PROVIDED BY EXTERNAL COMPANIES

10. Services external companies

The Hotel provides the following Services through external companies:

- Vending Services NEXSY Acuasystem S.L.

E) FACILITIES OR SERVICES WITH RISKS AND SAFETY MEASURES

11. Swimming pools for adults and children

The Hotel provides the following Services with risks for users:

- Swimming pool for adults
- Children's pool

Users must respect the safety measures indicated at the entrance to the pool area. Measures required by national, regional and local regulations, in force at all times.

F) ADMISSION OF PETS AND ADMISSION CONDITIONS

12. Admission of pets

The Hotel does not allow pets.

G) CIRCUMSTANCES OF USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

13. Hotel Reception

At the Hotel Reception, the necessary procedures will be carried out for the admission of people to the establishment and the keys or cards to access the accommodation will be kept. The Hotel Manager, together with the reception staff, are responsible or centres for relations with users for all internal matters of the hotel establishment and for information and advice for them.

14. Safe deposit boxes

In the Hotel Reception there is a safe installed for rent by anyone who wants it. The establishment is not responsible for the loss of objects or values that are not deposited in these boxes.

15. Early breakfast service

If a client has his departure before the operating hours of the restaurant, he will be able to enjoy a cold breakfast. To access this cold breakfast, you must notify the Hotel Reception the day before the date on which this service must be provided.

16. Pools and gardens

Its use and enjoyment are free. In the existing directories in the accommodations, the hours and conditions of use are specified, which are detailed below:

The use of the pools is prohibited after 7 or 8 p.m. (depending on the season) as this is when the maintenance staff starts cleaning and chlorinating the water. The establishment is not responsible for injuries or damages that occur to people or their belongings due to neglecting said hours.

The use of floats, balls and the like is prohibited in swimming pools, except floats or swimmers for children. Jumping into the pools in an inverted position, head first, and playing with balls or the like in the gardens is prohibited for the good of people, meadows and plants.



In Jerez de la Frontera. as of July 15th, 2022

Signed:

The Hotel Manager

Mr. Oscar Sordo