

INTERNAL RULES OF PROCEDURE

TORRELUZ SUITES apartments

According to *Decree 13/2020* of may 18, hotel establishments, has the following Internal Rules of Procedure being mandatory for its clients.

Art. 25. Internal Regulations. 1. Hotel establishments may have internal rules of procedure in which these mandatory rules will be set for users during their stay. 2.The internal regime regulations will specify, at a minimum, the conditions of admission, the rules of coexistence and operation, as well as everything that allows and favours the normal development of the enjoyment of the facilities, equipment and services. Nevertheless, it may not contradict the provisions of the Tourism Law, nor in this Decree. 3. The owners of the hotel establishments may seek help of the authority officials to evict from them the users who do not comply with the regulations of the internal regime or who intend to access or stay in them with a purpose other than the normal use of the service, in accordance with the provisions of Art. 36.4 of the current tourism law.

1. Apartments customers have the obligation to pay the amount of the contracted services at the time of presentation of the invoice in the same establishment or in the agreed conditions; Even if the planned stay has not ended, the establishment can present the invoice to the client, with the amounts consumed by him so far, guaranteeing the establishment a maximum credit of €200 per room, updating this amount with the annual CPI.
2. The establishment will request, upon arrival, a guaranteed deposit of €200 per room per day, making it effective by credit card or in cash, to respond for expenses incurred, damage or loss of accommodation elements.
3. The accommodation reservation begins at 15:00 noon on the first day of the contracted period and ends at 11:00 noon on the day indicated as the departure date. However, on dates of maximum occupancy of the establishment, the company may delay making the accommodation unit available to the customer until 4:00 p.m. For possible changes, please consult the reception occupation. The extension of the occupation for a time longer than that described, without prior agreement, will cause the duty to pay one more day.
4. More people Will not be allowed to stay in the apartment, than would have been hired. In that case, the fixed rate for the number of people staying Will be paid.
5. The cleaning hours of the rooms, during the stay, are from 10:00 a.m. to 3:00 p.m.

6. Smoking is prohibited in the establishment, in case of non-compliance, the guest will assume a charge of €100 for cleaning and sanitizing their room. Smoking is also prohibited in the rest of the Hotel.
7. It is forbidden bring flammable or explosive elements.
8. The access of people accompanied by animals is prohibited, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, regarding the use in Andalusia of guide dogs by people with visual impairments.
9. In accordance with Decree 10/2003 Art. 5 and 7, which approves the General Regulations for the Admission of people in establishments of public shows and recreational activities, the access and permanence of people in the establishment will be prevented in the following cases:
 - a) When someone shows violent attitudes, especially when they behave aggressively or cause altercations, cause situations of danger or inconvenience to other attendees, or do not meet hygiene conditions.
 - b) When it causes damage to any of the facilities, forcing the payment of the damage caused.
 - c) When someone carries weapons and object that can be used as such, unless in accordance with the provisions at any time by the specific applicable regulations, they are members of the Security Forces or private escorts integrated into private companies accessing the establishment on-duty.
 - d) When someone is consuming drugs, narcotic, or psychotropic substances, or shows symptoms of having consumed them, and those who show obvious sign or behavior of being intoxicated.
 - e) When it causes noise that disturbs the normal development of the establishment.
 - f) When someone adopt measures or attitudes against the health and cleanliness of the establishment.
 - g) When it violates the normal social coexistence of the establishment.
10. However, and in the cases described above, the guest is obliged to pay the expenses generated up to the time of the prohibition of access or stay in the establishment.
11. The circulation and stay within the establishment will be in the places reserved for clients, they are not allowed to access in any case the reserved rooms or private spaces.
12. Access or permanence in the common areas or restaurants of the establishment is not allowed: barefoot, with work clothes, or naked torso.
13. The establishment is not responsible for theft or loss of objects not deposited at the reception under deposit. The establishment is responsible for valuables (not cash) deposited in the safe in your apartment up to a limit of €600.

The client can request the deposit of cash (up to a maximum of €6,000) in the reception safe.

14. Forgotten objects or clothing will be kept for 15 days, except for underwear and toiletries, which will be automatically discarded.
15. Safety regulations require extreme caution in the use of an iron in the hotel rooms, the guest will be responsible for any damage and damage caused.
16. Apartments reservations or stays in them by minors, unless they are accompanied by any adult who is responsible for them at all times, will not be accepted.
17. It is forbidden to use the towels and other clothes of the apartment for outside use, except the gray towel for the pool. In case of deterioration or loss of a towel, the charge of the towel will be €20.
18. For more information, or for those questions related to the operation of the establishment, you can contact the reception personally or through the telephone, by dialing 950 234399.