

Regulation of Interior Regime Hotel HACIENDA SEÑORÍO DE NEVADA (Villamena, Granada)



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I. INTRODUCTION AND FEATURES

INTERNAL REGULATIONS

Article 25 of Decree-Law 13/2020, of May 18, of Andalusia, which, among others, establishes the measures related to hotel establishments, provides that hotel establishments must have internal regulations in which Obligatory rules will be established for users during their stay. Hotel establishments may seek the assistance of the Security Forces and Bodies to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to access or stay in them for a purpose other than normal use. of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.

The internal regulations specify:

- a) Admissions conditions.
- b) The rules of coexistence and operation.
- c) Information about the administrative organization and responsible person to whom, where appropriate, they will have to address in matters relating to the operation of the establishment.
- d) List of complementary services provided by companies other than the operating entity and identification of the companies responsible for their provision.
- e) Information to users about the facilities or services that pose a risk and the security measures adopted in this regard.
- f) Admission of animals and conditions for his admission.
- g) In general, all the circumstances that allow and stimulate the normal development of the enjoyment of the facilities, equipment and services.

These Regulations are available to you, as a Client, at all times both in its version in Spanish and in its version in English; It can be consulted in the reception area, as well as on our website.

HOTEL PRESENTATION

Hotel Señorío de Nevada (Villamena, Granada) is a RURAL hotel, located in an environment of exceptional beauty, among vineyards and overlooking the Sierra Nevada, to offer a unique environment where you can reap unforgettable moments. A four-star hotel with 25 rooms, to enjoy all the charm of a stay among the vineyards. In the restaurant you can enjoy an exquisite gastronomic proposal of suggestive pairings. Our wineries and event rooms have become a benchmark of exclusivity in a different place with authentic flavour.

Our twenty-one-hectare estate is located in the heart of the Lecrín Valley, a strategic place, since it is just over ten minutes from the beautiful city of the Alhambra, in twenty minutes we can enjoy the Mediterranean Sea and in half an hour we will enter full mountain when arriving at the Sierra Nevada National Park.

We are located about 650 meters above sea level, influenced by Sierra Nevada, as well as by the warm currents of the Mediterranean Sea.

The condition of the terroir, very rich in minerals, and made up of a mixture of clay, limestone and silt, provides us with an exceptional development of the vines and consequently, obtaining excellent quality wines.

II. RULES OF ADMISSION

1. Rules of admission. This hotel has consideration, to all effects, an establishment for public use, although admission or permanence may be denied:

- a) Due to lack of capacity or accommodation facilities.
- b) For failing to comply with the admission requirements
- c) For adopting behaviors that may cause danger or annoyance to other people, for adopting behaviors that may cause danger or annoyance to other people, whether they are users or not, or that hinder the normal development of the activity.
- d) Persons with an infectious contagious disease of mandatory declaration, who for public health reasons should not stay in a hotel establishment.

2. Admission document. It will be a prerequisite for making use of the hotel room to fill out properly the admission document upon arrival at the Hotel; and you will be informed about your rights and obligations as a Client at that moment as well as the existence of the present Internal Regulations. When you fill the admission document, you must present an official document that identifies you and which will also serve so that the Hotel can fill in the corresponding entry part in accordance with current regulations on registration books and entry part of travelling people. The Hotel, complying with the Order of the Ministry of the Interior INT71922/2003 complying with the Order of the Ministry of the Interior, will request an identification document from all its clients over 14 years of age in order to transfer the information from their hotel registration to the corresponding police. Once the admission document has been completed, you will be given your copy,, which will contain, at least, the name, classification and registration code in the Andalusian Tourism Registry of the Establishment, the identification of the room, the number of people who are going to occupy it, the dates of entry and exit, the diet contracted and, when the accommodation contract has been signed between the client and the Hotel directly , the total price of the contracted stay, delivering the original corresponding document as a contract in this case.

3. Social coexistence and uses not allowed. Customers who violate the usual rules of social coexistence or intend to access or remain or remain in them with a purpose other than the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23th, likewise, failure to comply with these Internal Regulations will result in the expulsion of the client, the hotel reserves the right to terminate the accommodation contract. On the amount of eventual services not received for this reason, the expenses on cancellation of reservations apply.

4. Minors. Children under 18 years of age must travel accompanied by at least one adult or responsible adult, who must stay in the hotel, if not, they must present an authorization from an adult (father, mother or guardian) to be able to spend the night in the hotel.

5. Pets are not allowed in the hotel.

II. GENERAL RULES:

- 1. Reservation.** All reservations will include the date of the stay, quantity and type of room with their diet, cancellation policy and additionally contracted services; also including the total and itemized price for each of said items unless it has been offered as a package at an agreed global price. Our confirmation of the reservation will be considered a tourist accommodation contract.; being physical or electronic evidence available to the client.
- 2. Check-in.** The time of check-in or entry to the establishment is from 14:00 h.
- 3. Check-out** The time of check-out or departure from the establishment is until 12:00 hours. This schedule may be delayed depending on the availability of the hotel and will carry an added cost.
- 4. Cancellations.** Reservations canceled (with advance credit card guarantee) one day or less in advance will be charged for one day of stay.
- 5. Price.** The client must pay the contracted services at the time of the presentation of the invoice or in the agreed term, without the fact of presenting a claim implying the exemption of the payment. In the case of stays longer than one week, services may be billed weekly.
- 6. Payment.** The payment of the price can be made by prior bank transfer, bank card or in cash up to the quantitative limit in force at any time according to the law.
- 7. Credit** The hotel reserves the right to request individual or group clients a deposit equal to the amount of their stay at the hotel which must be paid at the moment with a bank card or cash. A valid credit card will be required upon arrival to open the credit line within the hotel. Reception will inform customers that they exceed € 125 worth of extras so that they can be settled in order to speed up the check-out process.
- 8. Theft.** Theft and intentional damage will be reported immediately. The hotel is not responsible for the theft or theft of any property that has not been deposited in its custody. The hotel does not assume any legal responsibility for luggage deposited in the corresponding room or for bicycles or other vehicles parked on the hotel property.
- 9. Damages.** Whoever damages the building, or the inventory is liable to the law within the framework of current regulations (especially for accompanying persons responsible for groups and for organizers). The ornamentation of the facilities must be respected. The hotel is responsible for damages caused to customers, only in the event of recklessness on the part of the hotel.
- 10. Safe deposit box.** The rooms at this establishment are equipped with a safe deposit box. Our hotel is not responsible for the loss or theft of money or valuables that are deposited in the safe or in the room.
- 11. Cleaning.** The work period for cleaning the rooms is from 09:00h to 17:00h in the morning.

- 12. Food.** Food or drinks from outside cannot be brought into the hotel. You cannot take food out of the restaurant.
- 13. Clothing and aesthetics.** The customer must be wearing shoes and covered with clothing and depending on the label required for some services, such as catering. It is forbidden to hang towels or any other garment on the railing of the windows and terraces of the rooms.
- 14. Games.** It is forbidden to play with balls and the like in areas not specially enabled for it.
- 15. Occupation.** The maximum occupancy per room is 4 people, following tourist regulations.
- 16. Room service.** All services required in the room will have an added cost. (Ice service, breakfast, etc.)
- 17. Parking.** Parking in the loading and unloading area at the hotel's main door is allowed for a maximum of 15 minutes. The hotel's indoor parking has an independent cost from the price of the room, except for promotions described in this way.
- 18. Laundry.** In the room you will find information on the conditions of these services, their prices and times for delivery and return of garments. This establishment is not responsible for garments that, due to their conditions, or compositions of use, shrink, fade or deteriorate.
- 19. Restoration.** Restaurant and cafeteria hours:
Breakfast from 07:30 to 10:30 am.
Lunch from 1:00 p.m. to 4:00 p.m.
Dinner from 7:30 p.m. to 10:00 p.m. Sundays to Thursday.
8:30 p.m. to 11:00 p.m. Fridays and Saturdays
Cafeteria from 07:00 to 11:00 p.m. Fridays and Saturdays.
7:00 to 10:30 p.m. Sundays to Thursdays.
- 20. Posters.** Posters, stickers or the like are not allowed without prior written permission. Neither shall anything be hung from the ceiling without prior authorization from the management.
- 21. Limitation of access.** Access to an area or hotel facility will be limited:
- a) When the established capacity has been completed and, in the meantime, there is no availability of access in response to said capacity.
 - b) When the closing hours of the area or facility have been exceeded
 - c) When the minimum age established to access the area or facility according to the regulations is lacking.
 - d) When he shows or manifests violent attitudes, especially when he behaves aggressively or causes altercations.
 - e) When it creates situations of danger or inconvenience to other users or does not meet the hygiene conditions. When it causes dangerous situations or annoyances to other users or does not meet the hygiene conditions. In particular, access, or, where appropriate, permanence, will be prevented for people who are consuming drugs, narcotic or psychotropic substances, or show symptoms of having consumed them, and those who show signs of obvious drunken behaviors.

f) When they wear clothing or symbols that incite violence, racism, homophobia, or xenophobia, as well as when they do not wear the required clothing according to the area or facility.

g) When you show symptoms incompatible with food safety and / or public health.

IV. SAFETY RULES:

1. Identity. The hotel staff may ask the client for his accreditation as such within the hotel grounds in order to guarantee the safety of all the guests.

2. Tobacco. Smoking is prohibited in all areas of the hotel.

3. Self-protection plan. The client has at his disposal indications of action in case of emergency, as well as signs of evacuation routes and firefighting means. In case of an emergency, you must follow the additional instructions given by the Hotel staff. The obstruction of emergency exits and fire-fighting means (extinguishers, fire hydrants, push buttons ...) as well as their improper use, may lead to the expulsion.

4. Events. In congress halls and common areas, the exhibitor / assembler undertakes to comply with the regulations on safety in halls, especially those referring to maximum capacity, emergency exits and fire-fighting measures. The materials and objects will not rest on the walls and seats, they will be placed in a stable way and well stacked in the places determined for it. Materials and objects that could scratch the floor will not be dragged. Carpet or other material must be provided for transport.

5. Rental of rooms. The rental or assignment of any space for any natural or legal person does not exempt the person responsible from carrying out only activities compatible with the legislation and with the space, prohibiting any illegal, noisy, annoying, unhealthy, dangerous and / or harmful activity. The person who signs the rental or assignment contract will be responsible for any activity that is carried out, as well as the damages that occur and must declare it in advance in order to establish a Coordination of Business Activities (Royal Decree 171/2004). Any breach or lack of solvency will result in expulsion from the hotel.

6. Collaboration. If the client considers that the use of any installation or services may pose any risk to health or to his physical integrity, we strongly ask him to contact our Customer Service to inform him and dispel any question that may have arisen to him.

7. Emergencies, crises and health alerts. In the event that the authorities declare an emergency situation or a health crisis that affects the normal development of our hotel, the services that are suppressed will be conveniently announced so that the client is aware of the measures that are adopted and complies with them. The client who in an emergency situation or health crisis declared by the authorities fails to comply with these mandatory or recommended measures that have been adopted in this establishment may motivate the immediate termination of his accommodation contract; his stay being canceled without the right to any refund, and with notice to the competent authority

V. GOODS ACCESS

1. The control of the access of goods must be carried out through the door of the loading dock, where the delivery notes will be stamped and later the event material will be deposited in the congress warehouse.
2. If the merchandise arrives outside the established reception hours (09:00 - 14:00 hours), reception will take care of the merchandise, informing the warehouse afterwards to follow the procedure described in the previous point.
3. It is not allowed to enter very heavy materials through the porch area of congress rooms or terrace due to the fragility of the floor.
4. . Once the event is over, no waste materials or goods in storage may be left in the facilities.

VI. INFORMATION ON THE ADMINISTRATIVE ORGANIZATION AND PERSON RESPONSIBLE TO THE WHICH, IN THEIR CASE, SHOULD BE ADDRESSED IN THOSE QUESTIONS RELATED TO THE ANOINTING OF THE ESTABLISHMENT.

1. In all cases in which doubts or questions regarding the operation of our hotel arise, they may contact the reception staff or customer service, where they will be resolved or, failing that, they will contact the staff authorized to resolve your question or doubt; being the hotel manager the maximum responsible for it.

VII. LIST OF COMPLEMENTARY SERVICES PROVIDED BY COMPANIES OTHER THAN THE OPERATING ENTITY AND IDENTIFICATION OF THE COMPANIES RESPONSIBLE FOR THEIR SUPPLY

1. Our establishment provides tourist information and various services by companies other than the hotel operator, which you can find out at the reception or customer service. This hotel is not responsible for the services provided by companies other than the operator of this establishment. The schedules of the activities may be modified without prior notice.

VIII. ADVICE AND SUGGESTIONS

1. Watch and control your luggage. Don't leave it unattended.
2. Keep the door closed when you are in your room. Close the door of your room when you leave it and try to open it again to ensure that it is properly closed, even if your absence is for a short period of time.
3. Lock your luggage when not in use or put it in your closet. If the luggage has a lock, always use it.
4. Never display jewelry, money, or valuables in your room.

5. Notify immediately to the management of the hotel any abnormal fact that you notice such as: people in a suspicious attitude in the corridor, repeated telephone calls from people who do not identify themselves, knocks on the door of your room from people unknown to you, or not finding nobody at the door when you go to open it.
6. If you forget or lose your key, only the reception staff is authorized to provide you with a new key to open your room.
7. Do not bother if they ask at reception for your identification when requesting a new key, it is for your safety.
8. When establishing social relationships with strangers, do not reveal the name of the establishment or the room number.
9. Never let people into your room with deliveries that have not been requested.
10. Never comment on specific plans for future excursions, outings, etc. in public or with strangers.
11. If you wish to have your room fixed, hang the notice "Please fix the room" on the outside of your room door. If you wish not to be disturbed, please post the "Please do not disturb" notice.
12. . If you discover any type of deterioration or anomaly, contact the reception.
13. The electrical installation of your room is 220 volts.
14. Respect the areas where the rooms are located during the night and nap hours and, in general, avoid unnecessary noise.
15. Please use the facilities properly, respecting the hotel's furniture and gardens.
16. Please respect the hours of all hotel facilities.
17. We appreciate your participation in the event that any type of accident and evacuation drill is practiced during your stay at the establishment.
18. Some hours may change depending on the time of year.