

# INTERNAL PROTOCOL

**NOMBRE DEL ESTABLECIMIENTO:**

**PENSION NEST  
STYLE GRANADA**

**Nº RTA H/GR/00066**

## **INTERNAL REGULATION**

In accordance with Artº 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory for the clients of the establishment.

Article 25 of Decree 13/2020 provides:

1. Hotel establishments must have an internal regulation in which mandatory standards will be established for users during their stay, without it being able to contravene the provisions of Law 13/2011, of December 23, or in this Chapter.
2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. These regulations must be published on the establishment's own website, if one exists.
3. The operating companies of the hotel establishments may request the help of the Security Forces and Corps 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 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 23.

## **INTERNAL REGULATION**

1. Clients are required to present an identification document at the time of their admission to the hotel establishment.

2. All users of the hotel establishment, before their admission, will be given an admission document that must be signed by the client, and which includes the name, category and registration number of the establishment, number or identification of the accommodation unit, number of people who are going to occupy it, diet, entry and exit dates, and the price of the accommodation if the client has contracted directly with the hotel establishment. The admission document, once signed, will be kept by the establishment.

3. The Establishment may ask the Client for a credit card as a guarantee of payment, which may be charged once the establishment has been left with the amount of any expense or damage caused directly during their stay, or by the appropriation of belongings from the room.

4. Obligations of the users of tourist services: The owners of the establishments may prevent the access and permanence in them of the users who fail or have previously failed to comply with any of the following duties (art. 36.3 and 22 Law of Tourism 13/2011)

- Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments.
- Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
- Respect the agreed date of departure from the establishment, leaving the occupied unit free.
- Pay for the contracted services at the time of the presentation of the invoice or within the agreed term, without the fact of presenting a claim implying the exemption of the payment

- Respect the establishments, facilities and equipment of tourist companies.

- Respect the environmental environment of the historical cultural heritage and tourist resources of Andalusia.

5. The hotel establishment may request a prior guarantee of payment, indistinctly by any of these means: credit card, transfer, etc., for the contracted services, both for the entire reservation and for the extras.

6. The hotel day begins at 2:00 p.m. on the first day of the contracted period and ends at 12:00 noon on the day indicated as the departure date. On dates of maximum occupancy of the establishment, the availability of the accommodation unit to the user may be delayed for a period of time not exceeding three hours. Without prior agreement, the extension of their occupation for a period longer than the contracted period will not be accepted. If there is an agreement, the amount of a full day must be paid.

7. Two people will not be allowed to stay in a double room that has been contracted as a single room. In this case, the fixed rate for double use will be paid.

8. The hotel establishment has a security safe service for the custody of money and valuables, which may be deposited at Reception upon receipt. The establishment is not responsible for the loss or theft of money or valuables that are not deposited in the aforementioned safe.

9. The room cleaning hours are from 8 a.m. to 4 p.m.

10. Please DO NOT make any other use of the towels in the room than that of personal hygiene.

11. Smoking is prohibited in the establishment, except for what is permitted in Law 28/2005, on sanitary measures against smoking, as well as in Law 42/2010, of December 30, which modifies it.

12. It is prohibited to introduce food or drinks into the hotel establishment to be consumed inside it.

13. The access of people accompanied by animals without the express authorization of the establishment 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 dysfunctions.

14. For those establishment services intended for both customers and the general public, access and/or permanence of people will be prevented, in the following cases:

a) When the established capacity has been completed with the users who are inside the enclosure or establishment.

b) When the closing time of the establishment has been exceeded.

c) When the minimum age established to access the premises is lacking, according to current regulations.

d) When the person who intends to access has not paid for the ticket or location in cases where this is required.

e) When the person manifests violent attitudes, especially when he behaves aggressively or causes altercations, causes situations of danger or inconveniences to other attendees.

f) When the person does not meet minimum hygiene conditions.

g) When the person carries weapons, and objects capable of being used as such, except that in accordance with the provisions at all times by the specific applicable regulations, they are members of the Security Forces and Bodies or private escorts.

integrated into private companies, and access the establishment in the exercise of their functions.

h) When the person is consuming drugs, narcotic or psychotropic substances, or shows symptoms of having consumed them, and those who show

Obvious signs or behavior of being intoxicated. It will also be cause for expulsion when they cause malicious damage to the facilities, scandal, noise, especially in the face of complaints from other users who disturb their peace of mind and privacy.

15. In all these cases, the hotel establishment may resort to the help of the Agents of the competent Police Authority.

16. However, and in the cases described above, the person is obliged to pay the expenses that he has generated up to the moment of the prohibition of access or permanence in the establishment.

## **PARKING AND GARAGE**

18. When parking your vehicle, occupy a single parking space.

19. The garage is a service for the residents of the establishment whose use is conditioned to the payment of the rate that it has stipulated, and to the availability of places in it.

The Establishment is not responsible for damages produced or received in the vehicles that use the garage service or for the objects deposited inside them, as well as the theft of the vehicle itself.

## **BREAKFAST**

20. Breakfast hours are from 7:30 a.m. to 10:30 a.m.

21. It is not allowed to take food from the buffet restaurant.

22. Access to Breakfast is not allowed, barefoot, with a bathing suit or with a bare torso.

## **INFORMATION AND DOUBTS**

23. For any type of doubt or question related to the operation of the establishment, you can contact our reception staff, who will assist you and, where appropriate, will contact the person authorized to resolve your doubt or question, with the Director being the person in charge of the Establishment.

## **INFORMATION ADDITIONAL SERVICES PROVIDED BY THIRD PARTIES**

24. You can find out at reception about excursions, services and experiences provided by companies other than the operator of the establishment.

24. This establishment is not responsible for the services provided by companies other than the operator of the establishment.

25. All the facilities and services offered by the establishment comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

## **ADVICE AND SUGGESTIONS**

- Watch and control your luggage. Don't leave it unattended.
- Keep the door closed when you are in your room.
- Close your bedroom door when you leave it, and try opening it again to make sure it's locked properly, even if you're only away for a short time.
- Close your luggage when not in use and place it in your locker. If the luggage has a lock, always use it.
- Never display jewelry, money, or valuables in your room.
- Immediately notify the Management of any abnormal fact that you appreciate, such as: people in a suspicious attitude in the corridor, repeated calls telephone calls from people who do not identify themselves, calls to your room door from people you don't know, or not finding anyone at the door when you go to open it.
- Protect your room key. Do not simply leave it at the reception desk, always return it by hand, or in the mailbox at the entrance when you leave the hotel establishment. Never show your room key in public places.



- If you forget or lose your key, only the reception staff are authorized to provide you with a new key to open your room.
- Do not be upset if they ask you to identify yourself at reception, as it is for your safety.
- When establishing social relationships with strangers, do not reveal the name of the hotel establishment or your room number.
- Never allow Maintenance personnel to enter your room without having been requested or authorized by the Management of the hotel establishment.
- Never allow people into your room with unsolicited deliveries.
- Never discuss specific plans for future excursions, outings, etc., in public or with strangers.
- If you want your room made up, hang the "Please Make Up Room" sign on the outside of your bedroom door. If they wish not to be disturbed, hang up the "Please Do Not Disturb" sign.
- Do not hang clothes on the railing of the terrace, or inside the same hanging from ropes.
- If you discover any type of deterioration or anomaly, contact reception.
- The electrical installation of your room is 220 Volts.

- Please respect the areas in which the rooms are located during nighttime and siesta hours, and in general, avoid making unnecessary noise.
- The occupation and stay of two people will not be allowed in a double room that had been contracted as a single room. In this case, the fixed rate for double use will be paid.
- This Establishment does not admit animals.
- Please use the facilities properly, respecting the furniture.
- Please respect the hours of all the facilities of the hotel establishment.
- We appreciate your participation in the event that during your stay at the hotel, any accident and evacuation drill is practiced.
- Some hours may change depending on the time of year.

The personal data of the Clients will be processed for the purpose of Reservation, provision and collection of hotel services and in the case of having their express consent, sending information about offers and services of the establishment. Being able to exercise the rights of access, rectification, deletion (oblivion), data portability, limitation and opposition to its treatment, just by requesting it by any means to the hotel establishment in accordance with Regulation (EU) 2016/679 (RGPD) and the Law Organic (ES) 3/2018 (LOPDGDD).