

# **SANDOS GRIEGO HOTEL \*\*\*\***

Nro. RTA: H/MA/1087

## **INTERNAL REGULATIONS POLICY**

### **CONDITIONS OF ADMISSION**

#### **1. GENERAL PROVISIONS**

Those persons accessing this Establishment shall be required to comply with these Regulations which does not conflict the Law 12/1999 of Tourism of 15<sup>th</sup> December, the Decree 47/2004 of 10<sup>th</sup> February of Hotel Establishments and Standards and Requirements of application.

#### **2. ACCESS, ADMISSION AND PERMANENCE**

This Establishment is for public use and free access, with no more restrictions than those derived from the legal provisions and these regulations.

Pets are not allowed.

The admission and permanence of persons in this Establishment will only be denied by the following reasons:

- A) For lack of capacity in accommodation or installations.
- B) For not complying with the admission policies established by these Regulations.
- C) For adopting a behavior that could cause harm or discomfort to other persons or users, or difficulty in the development of its normal activity.

When one of the above occurs or when one or various of the above conditions are not met by a person or persons, the personnel responsible for the Establishment could request that they abandon the Establishment, after payment of any pending debts due to services received or consumed.

It is specifically pointed out, that free access to the installations, services and accommodation of this Establishment, will not be denied to those persons on the basis of their sex, incapacity, with or without a guide dog, religion, opinion or any other personal or social circumstances.

#### **3. TERMS OF REGISTRATION AND ADMISSION DOCUMENTS**

For registration in this Establishment, guests must show at the Reception Desk both their reservation and a valid passport or ID for each person who will be accommodated in the room.

The Establishment must provide guests with their rooms between 13:00 and 15:00, dependent upon availability.

Together with the room key, guests will receive an Identification Card for their own security, which may be requested at any time by any employee of the Establishment.

## **TERMS OF CO-EXISTENCE AND FUNCTION**

### **4. USER'S OBLIGATIONS AND RIGHTS**

The users will have free access to the Establishment and permanence within it, with the limitations and terms specified in Policy 1 and these Regulations.

Users have the right to receive true and complete information prior to contracting any services offered by the Establishment, as well as guaranteed security, privacy and tranquility. Also, the right to an invoice for those services contracted directly as per Formal Regulations and in the event of wishing to make a complaint, the Claims and Complaint Book.

Users have the obligation to adhere to the Terms included in these Regulations, expressly accepting them by signing the Registration Document, and in addition those dictated by the Management in terms of Security, Coexistence and Hygiene for correct use of the

Users must show proof of their identity by showing their Hotel Identity Card whenever required; they must respect the installations and equipment of the Establishment and must pay the total of the contracted services upon receiving their invoice, depending on the Hotel regulations.

Users have the obligation to make payment for those services contracted even if a complaint has taken place.

### **5. HOTELIER'S OBLIGATIONS AND RIGHTS**

This Establishment has the right to be assisted by the Authorities to evict out of its premises those users that do not adhere to these Regulations; or intend on accessing or staying in them for purposes different from the normal use of a Hotel; those persons that are not registered as users, or who are not participants to a meeting etc; or those users that do not adhere to the regulations referred to in paragraph 2.

This Establishment may request a guarantee of payment for those services contracted, and in the event of breakage of furniture, damages to installations or any item in the Establishment due to negligence or inappropriate use, may request payment or add charges to guest's bill.

This Establishment has the right to request a deposit both to individual guests and groups. If a deposit is requested, this must be paid immediately and in cash. The total will be returned in cash upon departure, unless damages have occurred, in which case the cost of the damages will be deducted from it.

If damages or dirtiness are incurred either to the building or its furniture, the person who has caused such damage or dirtiness will be responsible to pay for such damage or cleaning services; in addition the Establishment will have the right to terminate their accommodation contract according to paragraph 2.

Timetables for the use and enjoyment of the different services in this Establishment can vary depending on the time of year. The Establishment reserves the right to not admit users outside of the established times or when the maximum authorized capacity has been reached or is about to be reached or when a situation may prejudice or impair the normal function of said services.

Timetables for these services, price lists and conditions of use will be shown at the entrance of each service.

This Establishment has the obligation to clearly show its rates at Reception and to make them available to users at all times as well as the obligation to inform users, prior to contracting services, of the conditions and rates. To supply users with the highest quality, according to its category and those contracted. To ensure that users receive a correct treatment. To keep and maintain in good working order those installations where services are provided. To have a Director or Manager who holds a maximum responsibility for the Establishment. To make available to guests a claims and complaints book and to inform users of its existence. To offer alternative accommodation to those users that can't be accommodated at the Hotel when bookings exceeded availability; with same characteristics and similar or superior rating. Any charges that might be incurred will be assumed by the Establishment as well as those differences in price produced in the guest's favor.

This Establishment will be responsible for any damages incurred to guests only in the event of having acted without responsibility.

## **6. ACCOMMODATION TERMS**

It's forbidden to take any items out of the rooms, pillows, towels, chairs, tv, etc. Your Chamber Maid will be responsible for this equipment.

Safety Deposit Boxes are available in each room and available for hire at reception. The hotel will not be responsible for items that are not kept in the safety deposit box.

Outside visitors may only be met in the public areas of the Establishment. For access to the Rooms and Swimming pool area they must first register with Reception.

Cleaning is carried out daily between the hours of 10.00 and 16.00.

In order to maintain the image to the building and the surrounding areas, it is not allowed to hang items of clothing on the balconies. Should guests wish to dry their beach towels, they can lay them on the outside chair, never above the height of the balcony.

It is not allowed to store food stuffs nor prepare meals in the rooms of the hotel. It is totally forbidden to use electric or gas heaters in the rooms. For everybody's safety, candles are not allowed to be used.

On the day of departure, rooms must be vacated by 12.00. In the event of a user not vacating the accommodation at the specified time the Establishment will make an extra day's charge. Users who wish to extend their stay longer than that originally specified on their booking, must reach an agreement with the Establishment prior to the extension.

## **7. ADITIONAL SERVICES**

Bars opening hours are subject to change depending upon the season and will be shown outside the bars. A price list will be also be displayed in each bar.

Restaurant opening hours are shown at the entrance to the Restaurant along with a notice informing users of those times when fluency of users might be higher (i.e. Peak Times)

Outside the Restaurant a menu is displayed informing users of the different dishes served on that day. The menu is subject to last minute changes, which may not be shown on the menu.

Guests on a Half Board basis can choose between either lunch or evening meal to complete their daily meals service. Services are not cumulative.

Money exchange is available only to the registered users of the Establishment. The Reception Staff are obliged to inform guests not only of the daily exchange rate, but also, of the total amount that will be received upon exchanging their currency.

To exchange or cash Traveler's Checks, users must identify themselves with a valid I.D. or Passport. The personnel who provide these services are not professionals in this trade, therefore, if a discrepancy is found when signing these documents, or there are any doubts of their authenticity or the authenticity of the currency to be exchanged, they can refuse to continue or complete the service.

The use of the Luggage Room is available to all users of the Establishment and is free of charge. This Establishment will not keep a record of any item deposited and therefore will not be responsible for any item left in it.

This Establishment provides an Early Breakfast Service, continental style breakfast, for guests departing prior to the normal opening time of the restaurant. If guests wish to have breakfast prior to the Restaurant's opening hours, they must order it at Reception before 20:00 the day before.

For any queries or requests, a 24h Reception Service is available. The Receptionist will be the person in charge of informing and advising guests during their stay in the Establishment.

## **8. SWIMMING POOL AREA**

In this area guests will find information boards with rules of usage of the swimming pool and swimming pool operating times. Users must respect these rules and specifically those regarding games around the pool area.

Sun beds and Parasols are available free of charge and must not be reserved.

The opening times for the Swimming Pool are shown in this area and will vary depending on the season. Please remember that when the swimming pool is closed, the water filtration system will be operative along with cleaning chemicals. Bathing is not allowed after the swimming pool is closed.

When the Swimming Pool is operative, the Life Guard is responsible for Safety and Security in and around the swimming pool area. Please respect his orders and indications.

The Management.