



Internal Rules of Procedure

In accordance with Article 25 of Decree 13/2020, dated 18 May, the establishment has the following Internal Regulations which must be complied with by guests of the Hotel JUAN ASADOR CABALLO, registered in the Andalusian Tourism Register under number H/JA/00765.

Article 25 of Decree 13/2020 states:

- 1. Hotel establishments are required to have a set of internal rules and regulations that must be complied with by users during their stay, without infringing the stipulations of Law 13/2011, dated 23 December, or the provisions of this Chapter.*
- 2. The internal rules and regulations will always be at the disposal of users and shall be displayed, at least in Spanish and English, in a visible and easily accessible place in the establishment. These regulations shall be publicised on the establishment's own website, if such a website exists.*
- 3. The companies operating the hotel facilities may request the assistance of the Security Forces and Corps to evict from the same those who do not comply with the internal regulations, do not comply with the usual rules of social coexistence or seek to access or remain in the same for a purpose other than the normal use of the service, in accordance with the stipulations of article 36.4 of Law 13/2011, dated 23 December.*

CHECK-IN AND ADMISSION DOCUMENTS

- 1.- Customers who wish to use the accommodation units must present a valid and current identification document at the time of admission to the accommodation establishment.
- 2.- Before admitting any user to the accommodation establishment, they will be provided with an admission form (Welcome) which the client must sign. This document will include the name, category and registration number of the establishment, the number or identification of the accommodation unit, the number of people who will occupy it, the meal options, the check-in and check-out dates, as well as the price of the accommodation if the client has made the booking directly with the accommodation establishment. Once signed, this form will be kept by the establishment.
- 3.- Every user of the establishment using the accommodation units and staying overnight at the Hotel will receive a form called a police form, which must be signed on

arrival. This document will be stored by the Hotel and sent every night to the national police, as required by current regulations.

ADMISSION AND STAY IN THE ESTABLISHMENT

This accommodation establishment is open to the public, with no limitations other than those imposed by law and these regulations. Admission and stay will only be denied for the following reasons:

- Due to unavailability of rooms or facilities.
- Failure to comply with the admission requirements mentioned in these regulations.
- After the establishment's closing time.
- When the minimum age required to access the premises is not met, in accordance with current regulations. In the case of Hotel Restaurante Juan Caballo, the minimum age is 18 years old.
- When the corresponding fee has not been paid, if required.
- For violent behaviour that may cause nuisance or endanger other guests or users.
- Failure to comply with basic rules of hygiene.
- If weapons or objects likely to be used as such are carried, except for members of the security forces or private security companies in the exercise of their duties, as established by the regulations applicable at any given time.
- If they consume drugs or narcotic substances or show signs of having consumed them or of drunkenness.
- For causing malicious damage to the facilities or disturbing the peace and privacy of other users, especially following complaints received.

In such cases, the establishment may request the intervention of the competent authority to vacate the rooms. Expenses incurred up to the time of the prohibition to stay in the establishment must be paid.

Free access to the facilities, services and rooms of this accommodation establishment is guaranteed to all persons, regardless of their sex, disability, with or without a guide dog, religion, opinion or other personal or social circumstances.

RIGHTS AND OBLIGATIONS OF CLIENTS

RIGHTS

Clients have the right to:

- To freely access and remain in the establishment, according to the limitations established in these regulations.
- Receive truthful and complete information before contracting the services offered.
- To guarantee their security, privacy and peacefulness during their stay.
- Receive a detailed bill at the end of their stay with the services contracted directly with the establishment.
- To request official complaint forms from the Junta de Andalucía in the event of a complaint or claim.

OBLIGATIONS

The owners of the establishments may prevent the access or stay of persons who fail to comply with the following duties (art. 36.3 and 22 of the Tourism Law 13/2011):

- Follow the rules of coexistence and hygiene established for the proper use of tourist establishments.
- To follow the internal rules of the establishment, provided that they are compatible with the law.
- Respect the agreed check-out date and vacate the occupied room.
- To pay for the services contracted on the receipt of the corresponding bill or within the agreed period, without presenting a complaint implying exemption from payment.
- To respect the facilities, equipment and environmental surroundings of the establishment.
- To respect the historical and cultural heritage and the tourist resources of Andalusia.

RIGHTS AND OBLIGATIONS OF HOTEL ASADOR JUAN CABALLO

RIGHTS

- The accommodation establishment may require a guarantee of prior payment, either by credit card, transfer or other means, both for the full booking and for additional services.
- Every seven days at the most, or when the bill reaches an amount of 300€, the client must pay all the expenses generated by the services provided by the Hotel. In the event of non-compliance, the client explicitly authorises, by signing the welcome form (where this condition is established), to terminate the accommodation contract. The client must remove their belongings before 12:00 noon, or the Hotel will be authorised to store them in a locker until the invoice is settled.
- It must be ensured that only registered personnel have access to the rooms, in accordance with article 2 of the decree law.

OBLIGATIONS

The accommodation establishment has the following obligations towards its clients:

- To keep the prices available and visible at the reception of the Hotel.
- To inform in advance about the conditions and prices of each service offered.
- To provide services of the highest quality in accordance with its category and to guarantee the correct treatment of clients.
- To maintain the facilities and services in good condition.
- The Hotel's responsibility covers guests' personal property stored in the rooms, except for money, jewellery, securities and objects with a unit value of more than €300.
- Official complaint forms must be available and visible to users.
- In case of overbooking of rooms, provide guests with accommodation in a similar area and always of equal or better category. Any additional costs arising from this situation will be the responsibility of Hotel Restaurante Juan Caballo.

USE AND ENJOYMENT OF THE FACILITIES, EQUIPMENT AND SERVICES OF THE HOTEL RESTAURANTE JUAN CABALLO

RECEPTION

The reception desk will take care of the necessary formalities for the admission of people to the establishment and will keep the keys to access the establishment.

The owner together with the reception staff are responsible for the internal affairs of the Hotel with regard to information and advice.

- The accommodation day starts at 14:00 on the first day of the booked period. On days of high occupancy, this timetable may be delayed by up to one hour, starting at 15:00 and ending at 12:00 noon on the designated day of departure.
- Without prior agreement, no extension of the stay beyond the initially contracted time will be allowed. If an extension is agreed, the full amount of the original booking must be paid, with no possibility of extending the stay with outstanding debts from previous stays.
- A double room may not be occupied by two people if it was booked as a single room. In this case, the double occupancy rate will apply.
- Room cleaning hours are from 09:00 to 17:00 hours. Guests are kindly requested to use towels for personal hygiene only.
- Smoking is strictly forbidden in all areas of the establishment, except in those areas permitted by Law 28/2005, on health measures against smoking, and its amendment by Law 42/2010, of 30 December.
- It is forbidden to consume food in the lobby area of the Hotel. The areas designated for this purpose must be used.
- People bringing animals are not allowed to enter without the express authorisation of the establishment, except those accompanied by guide dogs, in accordance with Law 5/1998, dated 23 November, on the use of guide dogs by visually handicapped people in Andalusia.

- The rooms are delivered with all the services in operation and the necessary controls for the use of the television and the comfort of the room. In case of loss or damage of any item, the Hotel reserves the right to charge the cost of the missing or damaged item. Access to and/or stay in the establishment's services are subject to the above conditions of admission.
- If you wish privacy, please hang the sign "Please do not disturb" on the outside of your room door.

PARKING

- Hotel Restaurante Juan Caballo has its own garage, offering the option of parking for 100% of the accommodation units available in the hotel.
- This establishment is not responsible for any damage caused or received by vehicles parked outside the car park, nor for any objects left inside the car park, as well as for the theft of the vehicle itself.

INFORMATION AND DOUBTS

For any type of doubts or questions regarding the operation of the hotel, you may contact our reception staff, who will attend to you and, if necessary, will contact the person authorised to resolve your doubt or question, the owner being the person most responsible for the Hotel.

INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

At the reception, you can obtain information about tours, services and experiences offered by companies outside the management of the Hotel.

This establishment assumes no responsibility for services provided by outside companies, even if they have been paid for at the Hotel. In these cases, the Hotel acts only as an intermediary.

All our facilities and services comply with the security measures established to guarantee your well-being.

ADVICES AND HINTS

- Keep your luggage under surveillance at all times and do not leave it unattended.
- During meals, avoid leaving belongings unattended on the table.
- Be sure to lock the door to your room when you are inside and whenever you go out, even for short periods.
- Close and secure your luggage when not in use, preferably by locking it in the wardrobe and using the lock if available.
- Avoid displaying jewellery, money or valuables in your room.

- Report any suspicious or unusual activity you observe, such as people loitering in the corridors or unidentified phone calls, to the front desk immediately.
- Keep your room key safe and return it in hand to the front desk when you leave the establishment. Do not leave it in public places or show it in public.
- If you lose or forget your key, only the reception staff is authorised to provide you with a new one, for which you must present your identity document.
- Cooperate with the security measures of the establishment, including identification when requested by reception staff.
- When socialising with strangers, avoid revealing details about the establishment or your room.
- Do not allow unauthorised persons into your room, especially if they bring unrequested deliveries.
- Avoid discussing travel plans or other personal details in public or with strangers.
- Do not hang clothes on the terrace railing or in undesignated places.
- Report any problems or anomalies you observe in your room to reception.
- Use the facilities properly and respect the Hotel furniture.
- Comply with the opening hours established for the Hotel facilities.
- We appreciate your cooperation in emergency or evacuation drills during your stay.
- Please note that opening hours may vary depending on the season.

Data Protection. Garber 2021, S.L.U. is the Data Controller of the personal data provided under your consent and informs you that these data will be processed in accordance with the provisions of Regulation (EU) 2016/679, dated 27 April (GDPR), and Organic Law 3/2018, dated 5 December (LOPDGDD), for the purpose of maintaining a business relationship (based on a contractual relationship, legal obligation or legitimate interest) and keep them for no longer than necessary to maintain the purpose of processing or while there are legal requirements that dictate their custody. The data will not be communicated to third parties, unless legally obliged to do so. Likewise, you are informed that you may exercise your rights of access, rectification, portability and suppression of your data and those of limitation and opposition to its processing by contacting Garber 2021, S.L.U. at C/ San Cristóbal, 17 - 23400 UBEDA (JAÉN). E-mail: infojuancaballo@gmail.com and the complaint to www.aepd.es. You can see the data protection policy at <http://www.ruleando.com/garber/lopd>.