

INTERNAL REGULATION

As established by Decree-Law 13/2020, of May 18, hotel establishments must have internal regulations in which mandatory standards will be established for users during their stay.

For this reason, the following document is prepared by Hostal el Faro de Chipiona, S.L. with tourism registration number CA/00956, in which the aforementioned will be stated:

❖ Conditions of admission

We are considered, for all purposes, an establishment for public use, although admission or permanence may be denied: due to lack of accommodation capacity or facilities, for failing to comply with admission requirements or for adopting behaviors that may cause danger or inconvenience to other people, whether they are users or not, or that hinder the normal development of the activity.

Our establishment will seek the help of the Security Forces and Corps to evict those who fail to comply with this Internal Regime Regulation.

❖ Admission requirements

It is essential that upon arrival you provide us with an official document that identifies you in order to complete the admission document, and that will also help the hostel to fill out the corresponding entry form in accordance with current regulations on registration books. 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 will occupy it, the dates of entry and exit, the contracted food regime.

❖ Rights

Your rights as a customer of this establishment are:

- a) Receive truthful, sufficient, understandable information, prior to contracting the accommodation period, as well as the full final price, including taxes.
- b) Obtain the documents that prove the terms of the contract.
- c) Receive the services under the agreed conditions.
- d) Receive information on facilities or services that pose a risk and on the security measures adopted.
- e) Receive an invoice or ticket for the price paid for the services provided.
- f) Formulate complaints and claims and obtain information on the procedure for presenting them and their treatment.

On conformity with the expressed in the article. 5.1 of Organic Law 15/1999 of December 13 on Personal Protection, we inform you that your data will be incorporated into a file called "clients" whose manager is Hostal El Faro de Chipiona, S.L.

That the purpose of this file is "hostel accommodation, reservation management, collections, sending offers and promotions". The file, named "Customers" is registered in the general data protection registry. You can consult its content at www.agpd.es. You may exercise the rights of access, rectification, cancellation and opposition in accordance with the procedures established in the aforementioned Organic Law.

❖ **Obligations**

Your obligations as a customer of this establishment are:

- a) Respect these internal regulations.
- b) Respect the agreed date of departure from the Establishment, leaving the room free.
- c) Pay for the contracted services at the time of presentation of the invoice or within the agreed term.

❖ **Reservations**

All reservations will include the date of stay, quantity and type of room with its board, full price, cancellation policy and complementary services additionally contracted. Cancellation and advance payment policies may vary depending on the season.

Confirmation by us of your reservation will be considered as a tourist accommodation contract; leaving physical or electronic evidence available to you.

❖ **Rules of coexistence and operation**

- a) Smoking is totally prohibited inside the rooms and common areas not set up for it, the establishment may charge you an extra cleaning service of €100 if you fail to comply with this rule.
- b) The maximum silence of 4:00 p.m. is requested. at 6:00 p.m. and from 00:00 to 09:30. in the morning.
- c) It is not allowed to play ball or other similar games inside the Hostel.
- d) Avoid leaving food or remains of it to avoid insect nuisance.
- e) For aesthetics and image of the premises, please do not hang any garments in windows, corridors or patios.
- f) It is not allowed to enter the rooms of people not staying at the hostel, without permission from the management.
- g) This establishment does not allow pets.
- h) Inside the rooms you will find the instructions to be followed in case of fire, as well as a map of how to get from your room to the emergency exit.

i) Room service ends at 1:30 p.m.

j) In case of loss of room keys we are obliged to charge you a supplement of €15.

k) The reception hours are from 8:30 a.m. to 8:30 p.m. (may vary depending on the season)

l) If you need help or have any questions outside reception hours, you can contact us at the following numbers 625727926 – 654502000 856158955, we will be happy to assist you.

The reception managers are Rocío Pinteño Porras and María Dolores García Pérez.
Manager: María Dolores García Pérez.

❖ **Services provided by third parties**

Our establishment offers you excursions and experiences provided by the company PROMARKETING, as well as rental of bicycles and electric motorcycles by BICICLETAS VALDÉS. This hostel is not responsible for these services.

❖ **Services provided by the hostel**

a) Parking: this service is enabled exclusively for hostel users and subject to availability of parking spaces. This service is subject to the payment of a single daily rate per parked vehicle. When parking the vehicle, only one parking space must be occupied.

b) Breakfast: the hours are from 09:00 – 10:30 a.m. and it is buffet style. We have a limited capacity of 35 people.

❖ **Security on facilities and services**

All the facilities or services of our hostel are equipped with measures that favor or guarantee your safety at all times. However, if you consider that the use of any facility or service may pose any risk to your health or physical integrity, we urge you to contact reception so that they can inform you and resolve any issue that may have arisen in this regard.

Thank you very much for sharing your stay with us.

Atte.: The Address of Hostal el Faro de Chipiona.