INTERNAL SYSTEM REGULATIONS
HOTEL SPA CADIZ PLAZA
Tourist Register Nr.:H/CA/01289
H****
Modality City

GENERAL STIPULATIONS:

Any person acceding the **HOTEL SPA CÁDIZ PLAZA** is obliged to follow the stipulations of these regulations as well as the established in the law 13/2011 of 23th December about tourism in Andalusia and in the **Decree-law 13/2020 of May 18, which introduces measures applicable to hotel establishments and other tourism-related areas, and Decree 31/2024 of January 29, which amends various provisions regarding tourist-use housing, tourist apartments, and hotel establishments in the Autonomous Community of Andalusia.**

RECEPTION:

ENTRANCE REGISTER

· Any person major than 14 years old staying at the hotel has to sign an entrance form and to show his national identity card or passport as established in the decree 933/2021 of 26th October as well as to sign the correspondent entrance form for travellers according to the Order Int./1922/2003 of 3rd July about register books and entrance forms for travellers in hotel establishments or others analogous.

The room entrance time is from 12 o'clock in the morning on. In periods of high occupation, a delay of up to two hours is allowed according to the article **26 law decret 13/2020 May 18th.**

At your arrival you will inform you about your type of boarding, your room and more according to article **20.2 law decret 13/2020 May 18th.**
In addition, we provide you for a digital device, where you sign your registration in the hotel, we will inform you and will accept, the data protection law, and we will information about our fidelity programme.

According to the stipulated in the article 36 of the tourism law of Andalusia and in the article **4 of law decret 13/2020 May 18th** , the access to tourist establishments is free. With no kind of restriction in advance, the titular of the company can invite all those people to leave the installations (after having paid their consumptions) who do not follow the stipulated in the article 22 of the tourism law of Andalusia, in the **article 24 of Andalusia Tourism decret Law 13/2020 May 18th,** and the expressed in these internal regulations, or people pretending to stay in the establishment with a different purpose than the normal use of these services.

· The condition of tourist user is obtained by signing the perceptive document of admission immediately after the access to the establishment.

· In order to accede to the interior sections of the hotel as well as to consume in the different existent sales points you have to be registered through the digital device at the arrival.

· To CHANGE MONEY, you are obliged to show your identity card. The service is exclusively for guests lodging in the establishment.

Our MYSENATOR Loyalty Program, which you can join free of charge either at any of our front desks via a QR code, through our reservations center +34950335335, or on our website https://www.senatorhr.com/my-senator-signup/ , offers several membership levels with associated benefits and discounts. The terms and conditions of the Loyalty Program can be found in the section dedicated to it.

· Under the law 28/2005, of December 26th, on health measures against tobacco addiction, smoking is forbidden in all the establishment. The use of cigarettes, electronic cigarettes and any other smoking devices is not allowed indoors. Smoking in your room will cost you a cleaning fee of 150€.

· The operating companies of the hotel establishments may seek the assistance of the Securit 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 remain in them with a purpose other than normal use of the use of the service, in accordance with the provisions of article 36.4 of Law 13/2011 of December 23.

SECURITY DEPOSIT

The hotel reserves the right to request a security deposit from guest at chek-in or any time during their stay, whenever deemed appropriate at the discretion of Hotel Management. The amount and terms of the deposit will be communicated to the guest prior to its collection.

The deposit may be used to cover any damage caused to the hotel´s premises, furniture or equipment, as well as any outstanding charges arising form the stay, in accordance with the hotel´s policies and applicable legislation.

INVOICING, PRICES AND STAY

· The price list is at your disposal at the reception of the Hotel, as well as in other places where services are given.

· You must pay the amount of the accommodation upon arrival at the hotel. The contracted services' bill must be paid when the invoice is shown or under the agreed conditions. (Except guest that provide to the Hotel, the credit card number as a guarantee who will pay at the checkout.

· If you have contracted your stay and services in our hotel with an agency that has no credit with us and your reservation was not paid in advance, we reserve us the right of admission except you grant us the payment of the invoice with a credit card or cash.

· Independently of the possible prepayment of the guest to the company, from the moment of the entrance or formalisation of the reservation on, the establishment can ask in any moment with previous presentation of the corresponding invoice, the payment of the given services.

· Independently of the anterior the hotel can reclaim the payment of invoices superior to 300 Euros during your stay.

· We do not accept cheques or personal cheques.

· This establishment disposes of a reclamation book for clients asking for it.

· This establishment allows one pet per room as long as they do not exceed a weight of 25 kg. This requires a special cleaning of the room which has a cost of 25€. The supplement per pet per day will be €12. During the cleaning time of the room (which will be specified at check-in) the pet cannot be in it. The pet must always be accompanied by its owner. Pets are not allowed access to common areas such as the Spa, Breakfast buffet ,Bar and rooftop.

· In case of flaw, caused for the pet, the Hotel we will charge on the bill of the guest , the amount that will be required to the fix it for the flaw , and additional charge in concept of compensation for the damaged of 100€.

· For major security do not permit your children to use the lifts by themselves without the company of an adult.

· For major security do not permit your children neither the use of the automatic doors by themselves nor the playing with these doors. The hotel is not responsible for accidents due to the improper use of the doors. The door works automatically, therefore NEVER try to push it or to pass in the opposite sense as security systems than stop the door. Furthermore, the doors work with a sensor of presence at the entrance and exit in order to function. If you stay inside it will stop.

· If you wish to make use of the wake up service, please contact the reception.

· The hotel do not have private parking.

· The management of the hotel reserves itself the right to change the opening hours or services in function to the internal needs of the hotel after a public appropriate notification.

ROOMS

· The day of your departure you have to leave the room by 12:00 o'clock at the latest. Otherwise, we have to charge you one day more according to the article **26 of decret law 13/2020.** If you wish to extend your stay, please inform the reception in advance.

This establishment disposes of a room service, if you contact with Reception, we will provide information about the service. . This is an extra service – not included – in any of your contracted services.

· The hotel is not responsible for valuable belongings left in your room but not in the safe. The establishment has a theft insurance up to 1,500 Euro per safe. The establishment is not responsible for valuable/personal belongings left unattended in public areas, restaurant, cafeteria etc.

· The towels in the rooms are to be used exclusively in the room

· In the minibar provided in the rooms, you will find two complimentary bottles of water on the day of your arrival.

· For aesthetical reasons we kindly ask you not to hang up towels on the balcony of the room.

· Please follow the system of towel exchange indicated in your room in order to help us to protect the environment saving water, energy and detergent.

· Be aware that while the balcony door is open the air conditioning or heating remains disconnected.

· In order to respect the other guests please be kind enough to control the volume of your television in your room, and to avoid noise in the corridors from 22.00 o'clock on.

· The hotel reserves itself the right to bring to an end appropriate action for slight damages or breakings within the rooms or installations of the hotel produced by the guest himself.

· If you wish to make use of our laundry service please get in touch with the reception, the service takes 48 hours. Express service, under availability.

· Cleaning of the rooms is done daily from 10 to 14 o'clock. In times of high occupation, it might be prolonged until 16.00 h.

. Pursuant to Law 28/2005 of 26 December 2005 on health measures against smoking, smoking is prohibited throughout the establishment. The use of cigars, electronic cigarettes and any other smoking devices is not permitted indoors. Smoking in your room will cost you a fee of 150€.

RESTAURANT AND CAFETERIA

· If you wish to order a Picnic or a cold breakfast, please contact reception the previous day before 20.00 h.

· No pets allows.

· If you need to keep a certain diet for health reasons please do not hesitate to talk to our responsible for F&B or to contact reception in order to inform the kitchen.

· We remind you that it is not permitted to bring food in to the bar or to take away food from the breakfast buffet.

. It is not allowed to enter the restaurant without shoes or in a bathing suit.

OTHERS

· Children of less then ten years old will not be provided with games without the company of an adult.

· The establishment is not responsible for any accident /incident caused by the improper use of its facilities.

· For your own security do not walk around barefooted or with wet feet in the interior of the hotel.

RULES TO PREVENT FIRE RISKS

· It is not permitted to use heating devices that are not allowed in the rooms

· Transport or use of flammable objects or liquids is strictly forbidden.

· Do not manipulate the electrical installation

· Avoid smoking in the bed.

· Under the law 42/2005 of December 26, modified by Law 42/2010 of December 30, smoking is not allowed in the establishment. The use of cigarettes, electronic cigarettes and any other smoking device is not allowed inside the establishment or in the room. Smoking in your room will cost you a special cleaning fee of €150.

Obligations for users of tourist services. Article 22 Law 13/2011, December 23rd of the tourism in

Andalusia:

To the effect of this law and without prejudice to the established in other stipulations being applicable, the user of tourist services has the obligation to:

a) Observe the rules of coexistence and hygiene established in order to the proper use of tourist establishments.

b) Respect the regulations of use or internal system regulations of the tourist establishments, always if they are not the contrary to the present Law or to the developed stipulations and if they are approved by the administration.

c) Pay the price of the contracted services in the moment of the presentation of the invoice or within the stipulated delay. The fact to present a complaint does never free you from your obligation to pay.

d) Respect the establishments, facilities and properties of the tourist company you use or frequent.

e) Respect the environmental surroundings of Andalusia

Access to hotel establishments, Art. 4 decret Law 13/2020 of the council of tourism, commerce and sports of the Junta (Government) of Andalusia:

1. Without prejudice to the established in the second paragraph of the article 3.1 of the present decree, and in reference to the complementary services of public use, the hotel establishments are considered establishments of public use to all effects. They are of free access without more restrictions than the ones derived of the laws and regulations.

2. The admission and permanence in hotel establishment can be denied only:

a) because of a lack of capacity of lodgement or installations

b) because of the non-fulfilment of the requirements of admission established in its internal system regulations

c) because of behaviour that might produce danger or inconveniences for other people or users, or that make more difficult the normal development of the activity.

3. The access to hotel establishments can never be restricted because of handicap, race, place of birth, sex, religion, opinion or any other personal or social circumstances.

Obligations for the users of hotel establishments, article 20 of Decret 71/2020

To the effects of this decree and without prejudice to the foreseen in other stipulations being applicable, the users of hotel establishments have the obligation:

a) To formalize with previous character, the corresponding document of admission to use the installations

b) To observe the rules of security, coexistence and hygiene established by the management in order to use the establishment in an adequate way.

c) Follow the rules established in the internal system regulations that in your case exist in the establishment.

d) Respect the establishment, the equipment and its facilities.

e) Pay the amount for the contracted services in the moment of the presentation of the invoice in the establishment itself or in the agreed conditions. The fact to present a reclamation never frees you from the obligation to pay.

Article 3. LEGAL REGIME:

Hotel establishments will be subject to the prescriptions of the Tourism Law, to the provisions of this Decree and to the sectoral regulations that, if applicable, apply to them.

In particular, the complementary services that are presented to the general public will also be subject to the applicable regulations in force regarding public shows and recreational activities.

The manager of the establishment and our customers' service department are at your disposal for any kind of complaint or suggestion during your stay. We do not admit complaints formulated after your departure.