

# INTERNAL REGULATIONS

## APARTAMENTOS TURISTICOS CUMBRES VERDES

**Modalidad Rural R.E.A.T.GR.00216**

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## Internal Regulations of the Hotel

Pursuant to Article 13 of Decree 47/2004 of February 10 on Hotel Establishments, BJA No. 42 of March 2, 2004, as amended by Decree 80/2010 on the simplification of administrative procedures, the establishment has the following Internal Regulations, which shall be binding on all guests.

### Article 13. Internal Regulations:

1. Hotel establishments may have an internal regulations document setting out rules that guests must comply with during their stay. Hotel establishments may have an internal regulations document that sets out rules that guests must comply with during their stay.

2. Hotel establishments may have an internal regulations document setting out rules that users must comply with during their stay. 3. The internal regulations, if any, shall specify, at a minimum, the admission conditions, the rules of coexistence and operation, as well as anything that enables and promotes the normal enjoyment of the facilities, equipment, and services, without contravening the Tourism Law or this Decree. The internal regulations, if any, shall specify, at a minimum, the admission conditions, the rules of conduct and operation, as well as any provisions that enable and promote the normal enjoyment of the facilities, equipment, and services, without contravening the provisions of the Tourism Law or this Decree.

3. The internal regulations, if any, shall specify, at a minimum, the admission conditions, the rules of conduct and operation, as well as any provisions that enable and promote the normal enjoyment of the facilities, equipment, and services, without contravening the Tourism Law or this Decree. 4. Hotel owners may seek the assistance of law enforcement officers to evict guests who violate the internal regulations or who attempt to enter or remain on the premises for a purpose other than the normal use of the service, in accordance with Article 33.2 of the Tourism Law. Hotel owners may request the assistance of law enforcement officers to evict guests who violate the internal regulations or who attempt to enter or remain on the premises for a purpose other than the normal use of the service, in accordance with Article 33.2 of the Tourism Law.

### Article 5. Access to hotel establishments

1. Access to hotel establishments. Without prejudice to the provisions of the second paragraph of Article 3.1 of this Decree regarding complementary services for public use, hotel establishments shall be considered, for all purposes, as establishments for public use, and access to them shall be free, subject only to the restrictions imposed by laws and regulations. Without prejudice to the provisions of the second paragraph of Article 3.1 of this Decree regarding complementary services for public use, hotel

establishments shall be considered, for all purposes, as establishments for public use, with free access thereto, subject only to restrictions imposed by laws and regulations.

2. Without prejudice to the provisions of the second paragraph of Article 3.1 of this Decree regarding complementary services for public use, hotel establishments shall be considered, for all purposes, as establishments for public use, and access thereto shall be free, subject only to the restrictions imposed by laws and regulations.

3. Admission to or continued presence in hotel establishments may only be denied:  
Admission to or continued stay in hotel establishments may only be denied:

- a) Due to lack of accommodation capacity or facilities.
- b) For failing to meet the admission requirements set forth in its internal regulations.
- c) For engaging in conduct that may pose a danger or cause annoyance to other persons or users, or that hinders the normal conduct of the activity.

4. The internal regulations shall always be available to users, in at least Spanish and English, in a visible location at the establishment's reception desk.

5. Period of occupancy of the accommodation units:

The hotel guest shall be entitled to occupy the accommodation unit from 12:00 noon on the first day of the contracted period until 12:00 noon on the designated departure date; a different arrangement may be agreed upon individually, in which case it must be reflected in the admission document.

However, on dates of maximum occupancy at the establishment, the hotel company may delay making the accommodation unit available to the guest for a period not exceeding two hours. Prolonging the occupancy of the accommodation unit beyond the contracted period will result in the obligation to pay for an additional day.

The user may stay for more days than specified in the admission document, provided there is an agreement between the parties.

6. Users are obliged to pay the amount for the contracted services at the time the invoice is presented at the establishment or under the agreed terms. Users are obliged to pay the amount for the contracted services upon presentation of the invoice at the establishment itself or under the agreed terms. In no case does filing a complaint relieve you of your payment obligations.

7. In no case does filing a complaint exempt you from payment obligations. Room cleaning hours are from 8:00 AM to 3:30 PM.

8. Smoking is prohibited throughout the entire establishment, including inside the Studios. Smoking is prohibited throughout the premises, including inside the Studios.

9. Smoking is prohibited throughout the premises, including inside the studios. Bringing alcoholic beverages into the hotel for consumption on the premises is prohibited.

10. Alcoholic beverages may not be brought into the hotel for consumption on the premises. No food, meals, or beverages may be taken out of the Apartments Cafeteria.

11. The entry of persons accompanied by animals is prohibited, except for guide dogs, as established by Law 5/1998 of November 23, concerning the use of guide dogs by persons with visual impairments in Andalusia.

12. Access will be prohibited to persons who exhibit violent behaviour, especially when they behave aggressively or cause disturbances, create dangerous situations or annoy staff or other customers, or fail to meet hygiene standards. Access will be denied to individuals who exhibit violent behaviour, especially when they act aggressively, provoke disturbances, create dangerous situations or cause annoyance to staff or other customers, or fail to meet hygiene standards.

13. Access will be prohibited to individuals who exhibit violent behaviour, especially when they behave aggressively, provoke disturbances, create dangerous situations or cause annoyance to staff or other customers, or fail to meet hygiene standards. When the person is using drugs or shows symptoms of having used them, or when they exhibit obvious signs or behaviours of intoxication.

14. However, in the cases described above, the person shall be liable for the expenses incurred up to the moment access or continued presence in the establishment is prohibited. However, in the cases described above, the person remains obligated to pay any expenses incurred up to the moment access to or presence on the premises is prohibited.

15. However, in the cases described above, the person shall be liable for the expenses incurred up to the moment access or continued presence on the premises is prohibited. Customers may only move about and remain in the areas designated for them within the establishment, and under no circumstances may they enter reserved or private rooms or spaces.

16. Safety regulations prohibit the use of irons in guest rooms, except for those provided by the establishment at the guest's request. Safety regulations prohibit the use of irons in guest rooms, except for those provided by the Establishment at the guest's request.

17. The use of an iron in the rooms is prohibited, except for the one provided by the Establishment at the guest's request. It is prohibited to use the towels and other garments provided by the Studios for outdoor use.

18. The Studios have an electrical cutoff device that must remain activated whenever the client is not inside. The studios have an electrical cutoff device that must remain activated whenever the client is not inside.

19. The furniture and utensils in the rooms, as well as in the rest of the establishment's premises, are part of the services provided and have been arranged with the intention of making guests' stay as pleasant as possible. Therefore, we kindly ask that they be used properly and respectfully. The establishment reserves the right to charge for any damage or loss.

20. Two people will not be allowed to stay in a double room that has been booked as a single. In such cases, the double-occupancy rate will apply. Two people will not be allowed to stay in a double room that has been booked for single occupancy. In such

cases, the double-occupancy rate will apply. Likewise, access to the rooms is prohibited to persons who are not registered at the hotel.

23. The establishment is only responsible for valuables in accordance with the terms of the safe deposit box rental. The Establishment is only responsible for valuables in accordance with the terms of the safe deposit box rental. The Establishment is not responsible for thefts, burglaries, or losses of items not deposited at the front desk. Nor is it responsible for items left in the luggage room, so we recommend placing all your belongings inside your luggage and locking it.

- Keep an eye on your luggage and don't leave it unattended.
- Close your room door when you leave and make sure it's properly locked, even if it's only for a short time. Also keep it closed when you're inside.
- Close your luggage when not in use and store it in your locker. If it has a lock, always use it.
- Immediately notify reception of any unusual occurrence you notice, such as people acting suspiciously in the hallways, repeated unidentified phone calls, knocks on your room door by strangers, etc.
- Please don't be offended if you're asked to identify yourself at reception or any other department. It's for your safety.
- Do not display jewellery, money, or valuables in your room.
- Do not invite strangers into your room, nor tell them the room number.
- Do not allow repair personnel into your room unless you have requested it or have been notified by reception.
- The electrical system is 220 V.
- Respect common areas during nighttime or nap hours, and generally avoid unnecessary noise.
- Use the facilities properly, respecting the hotel's furniture and fixtures.
- Respect the opening hours of all facilities.

WE HOPE YOU ENJOY A PLEASANT STAY

## CUSTODY AND DEADLINE FOR CLAIMING BELONGINGS

Specific legislation on the custody of guests' belongings in hotels and tourist accommodation is regulated by Law 13/2011 of December 23, on Tourism in Andalusia, and by Decree 31/2024 of January 29, which amends various provisions concerning tourist accommodation, apartment hotels, and hotels in the Community of Andalusia.

### Obligations of hotels / tourist apartments

Hotels are obligated to safeguard guests' belongings and must inform them of their custody policy.

They must provide individual in-room safes or a safekeeping service at reception.

In the event of loss or theft of belongings, hotels must compensate guests, unless it is proven that the guest did not take the necessary precautions.

### Deadline to claim belongings

There is no specific deadline established by law for guests to claim their belongings.

However, hotels are generally considered obligated to safeguard the items for a reasonable period, which is typically three to six months.

If the guest does not claim their belongings within this period, the hotel may consider them abandoned and proceed to sell or destroy them.

### Recommendations

It is important that hotels inform guests about their policy for storing belongings and the deadline for claiming them.

Guests must ensure they collect their belongings before leaving the hotel, and if they are unable to do so, they should inform the hotel so that arrangements can be made for their safekeeping.

