

# REGULATIONS OF INTERNAL REGIME

NAME OF THE ESTABLISHMENT
<b>HOTEL ZENIT SEVILLA****</b>
Register number (Andalusian Department of Tourism)
<b>H- SE - 00787</b>

**REGULATIONS OF INTERNAL REGIME**

In accordance with Article 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory for customers of the establishment.

Article 25 of Decree 13/2020 provides:

1. The hotel establishments must have an internal regulation in which mandatory rules will be established for users during their stay, without being able to contravene the provisions of Law 13/2011, of December 23, or in this Chapter.
2. The internal regulations will always be available to users and will be displayed, at least, in Spanish and English, in a visible and easily accessible place in the establishment. These regulations must be published on the establishment's own website, if there is one.
3. The operating companies of the hotel establishments may seek the assistance of the Security 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 for a purpose different from the normal use of the service, in accordance with the provisions of article 36.4 of Law 13/2011, of December 23.

**REGULATIONS OF INTERNAL REGIME**

1. It is compulsory for all the guests to present their valid legal identity card (ID card/passport) at the moment of being admitted in the establishment, photocopies and images from electronic devices are not considered valid.
2. Upon check-in, every guest of the hotel establishment will receive, at the email address they provide during registration, an admission document ("Welcome") which they will sign in advance using the Wacom device provided at the front desk. This document includes the name, category, and registration

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number of the establishment; the number or identification of the accommodation unit; the number of occupants; the meal plan; check-in and check-out dates; and the accommodation price (if the guest has booked directly with the hotel), as well as certain terms and conditions of the stay.

Once signed, the admission document will be digitally stored by the hotel.

**3.** Every guest who makes use of the accommodation units and stays overnight at the hotel will be registered by the hotel in the lodging application, in accordance with Royal Decree 933/2021 of October 26, fulfilling the obligations of documentary registration.

**4. Obligations of the users of tourist services** The owners of the establishments could prevent access and stay of the users that breach or have breached with anteriority any of the follow duties (art. 36.3 & Tourism Law 13/2011).

- Observe the rules of coexistence and hygiene dictated for the proper use of tourist establishments
- Respect the internal regulations of tourist establishments, as long as they are not contrary to the law.
- Respect the agreed date of departure from the establishment leaving free the occupied unit
- Pay the contracted services at the time the invoice is presented or within the agreed period, without the fact of filing a claim implying the exemption of payment.
- Respect establishments, installations and equipment of the tourist companies.
- Respect the environmental environment of the historic-cultural heritage and the tourist resources of Andalusia.
- Guests will be subject to expulsion if they are found consuming drugs, narcotic or psychotropic substances, or if they show signs of having used them or appear to be intoxicated.

Likewise, expulsion will also apply in cases of intentional damage to the facilities, disturbances, or excessive noise—especially when such behavior leads to complaints from other guests whose peace and privacy are being disrupted.

In the aforementioned cases, the establishment may request the assistance of law enforcement or the competent authorities to proceed with the eviction from

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the accommodation units or hotel premises. Guests will be required to pay for any charges incurred up to that point.

- 5.** The establishment will be able to ask for a previous guarantee of payment by any of these means: credit card, transference, etc. This guarantee will cover both all the services contracted by the reservation and the extra charges.
- 6.** Every 7 days at the latest or as soon as the invoice exceeds €500, all costs incurred must be paid. If this operation is not carried out, the client authorises, with the signature on the welcome (which includes this condition) to terminate the accommodation contract with the hotel. If this action is not carried out, the guest expressly authorizes, by signing the "Welcome" document on the Wacom screen (which includes this condition), the immediate termination of the lodging contract with the establishment. The client must collect their personal belongings within a maximum of 12 hours, or the hotel is authorised to collect them and store it in the luggage room until the bill is settled.
- 7.** The hotel reserves the right to charge the equivalent of an additional night in cases where guests have caused damage, left odors from tobacco or other substances, or otherwise rendered the room unsellable for the following day.
- 8.** The stay begins at 14:00 on arrival day (16:00 in the case of apartments) and finishes at 12:00 on departure day. In high season, the availability of the units of accommodation can be delayed for 4 hours at the most.
- 9.** Without previous agreement between the client and the hotel, any extension of the stay beyond the contracted period will not be accepted. If there is an agreement, the client will pay for the whole day. In case in of an extension agreement, the full amount of the first booking must be paid, and the stay cannot be extended with outstanding invoices.
- 10.** It is not allowed the stay of two people in those double rooms that have been contracted as single rooms. In the event that a second person stays in the room, the primary guest listed on the reservation is obligated to inform the hotel of the additional occupancy.

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The second guest must be properly registered by providing a valid legal identification document, as specified in point 1 of this regulation (ID card or passport), and must complete the corresponding check-in process.

- 11.** Rooms will be cleaned from 09:00 to 17:00. Please, use the towels of the room only for personal hygiene.
- 12.** It is forbidden to smoke in this establishment, with the exception of what is allowed in the law 28/2005, about the sanitary measure against tobacco habit and the law 42/2010, 30 December that modifies it.
- 13.** It is forbidden to eat in the hotel lobby, and you must use the spaces and tables in the restaurant that have been set up for this purpose.
- 14.** Animals are not allowed in the establishment without a specific authorization, with the exception of guide dogs, in accordance with the Law 5/1998, of 23<sup>rd</sup> of November, relating to the use of guide dogs by people with visual dysfunction in Andalusia.
- 15.** Minors who are not accompanied by a responsible adult are not allowed to use the lift.
- 16.** Minors are not allowed to request services at the hotel or use the restaurant, terrace, or café unless they are accompanied by a responsible adult who authorized and assumes responsibility for any charges incurred.
- 17.** It is not allowed to wander around the communal areas of the hotel without footwear and without any upper garment (T-shirt, shirt, etc...).
- 18.** There is a free safe/strongbox in each accommodation unit. In the directory of services in each room you will find a small guide to the operation of the room.
- 19.** The room is delivered to each client with all the necessary equipment and controls to enjoy the multimedia systems and comfort of their room. In the event of the disappearance or breakage of any item, the hotel reserves the right to charge for the amount of the missing or damaged item.

**20.** For those services offered both to clients and to the general public, the access and/or stay will be restricted in the following cases:

- a)** When the maximum capacity has been completed with the users who are in the establishment or building.
- b)** When the closing hour of the establishment has been surpassed.
- c)** When the user has not the minimum age to enter the establishment, according to the current legislation.
- d)** When it is necessary to pay for a ticket in order to enter into the establishment, and the user has not paid for it.
- e)** When the users show a violent attitude, specially, when they behave in an aggressive way or they cause arguments, originate situations of danger or annoyances to other users.
- f)** When the users do not have the minimum conditions of hygiene.
- g)** When the users carry weapons and objects susceptible to be used as weapons, unless they are members of the police, armed forces or security forces, or they are escorts for private companies, and they enter the establishment in the course of their duties; in accordance with the current and specific legislation
- h)** When the users consume drugs, narcotic or psychotropic substances, or they show symptoms of having consumed them, and those that show an evident behaviour of being drunk. Also it will be a cause of expulsion to cause flaws to the facilities, scandal or rowdiness, specially if other users are disturbed.

**19.** In all these cases, the establishment will be able to recur to the Police for help.

- 20.** Nevertheless, in the above mentioned cases, the clients will have to pay all the bills that have been generated until the moment of the prohibition of access or stay in the establishment.

### **PARKING and GARAGE**

- 21.** When parking your vehicle, please occupy a single parking space.
- 22.** The use of the disabled people parking zone will have to be justified by showing the relevant card.
- 23.** The garage is a service for the guests of the establishment and its use is conditioned to the payment of the rates stipulated by the establishment, and to the availability of spaces.

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### **RESTAURANT/BAR**

- 24.** The opening hours of the restaurant are

#### **Breakfast:**

From Monday to Friday from 07:00 to 11:00 hrs.  
Weekend and public holidays from 08:00 to 11:00 hrs.

#### **Lunch:**

From Monday to Sunday from 13:00 to 16:30hrs.

#### **Dinner:**

From Monday to Sunday from 20:00 to 23:00hrs.

#### **Cafeteria service**

From Monday to Sunday from 11:00 to 13:00hrs. and from 17:00 to 20:00hrs.

(\*) These schedules are subject to change. If any changes occur, they will be announced and communicated to guests in advance.

**25.** Is not allowed to take food away food from the buffet restaurant.

**26.** If a guest with breakfast booked wants to have breakfast before the dining room opens, the hotel offers in these cases a picnic to take away. This option must be communicated to the reception staff at the time of check-in.

**27.** It is not allowed to enter into the restaurant with sport or swimming wear or shoes. Gentlemen are also kindly requested not to wear short trousers in the restaurant area.

**28.** Room service is available

- Same Restaurant opening hours.

### **SWIMMING POOL**

**29.** The access to the swimming pool will only be only allowed to the guests staying at the hotel and its free for them.

**30.** The swimming pool is open from June 1st to September 30th.

The timetable of the swimming pool during these months is as follows:

June, July, August and September from 12:30 to 20:30 hrs.

The hotel reserves the right to open the pool season before June or to close it after September, as well as to modify the established opening hours. Any such decisions, along with the applicable schedules, will be communicated through the appropriate channels.

**31.** Bathing is prohibited outside these timetable and outside the opening months, unless the hotel brings forward the opening date or delays the closing date, in which case the

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extension will be properly communicated along with the schedule to be applied on those days.

- 32.** It is compulsory to use the bathing before swimming in the pool.
- 33.** It is compulsory to wear a swimming costume in order to enter the pool.
- 34.** It is forbidden to use the towels of the room for the swimming pool or the beach. The establishment provides its guests with free towels for the exclusive use of the swimming pool, they must be returned upon leaving the solarium.
- 35.** The use of the sun loungers of the swimming pool is free and only for guests staying at the hotel and they cannot be reserved in advance. The hotel staff may remove the sun loungers that are not in use for at least 30 consecutive minutes, provided that there are other users waiting to occupy them and remove any personal belongings to the reception of the establishment.
- 36.** It is forbidden to eat in the swimming pool/solarium area and to introduce glasses or other glass objects in the swimming pool/solarium area.
- 37.** Please, make use of the wastebaskets.
- 38.** It is not allowed the use of floats in the swimming pool.
- 39.** It is forbidden to jump in headfirst and in an aggressive manner. Pool depth: 90 cm
- 40.** It is forbidden to consume drinks and food on the Hotel Terrace if they have not been purchased at the Swimming Pool Bar, or at any other point of sale in the hotel establishment.

**GYMNASIUM**

- 41.** The establishment has a gym which is free for guests staying at the hotel.
- 42.** Children under 16 years of age are not allowed to enter the hotel without being accompanied by a responsible adult.

- 43.**Its schedule may vary depending on the season. Please check with the reception staff upon your arrival.
- 44.**For your safety, sports shoes are required to use the facilities.
- 45.**Deposit used towels in the basket provided for this purpose.

**LIST OF COMPLEMENTARY SERVICES PROVIDED BY COMPANIES OTHER THAN THE HOTEL'S OWNER**

- 46.**The facility offers a series of services that are managed by companies other than the entity, as follows:

<u>SERVICES</u>	<u>MANAGEMENT ENTITY</u>
-Cleaning services	-Grupo Eulen S.A. - A28517308
-Service assitent	-Grupo Eulen S.A - A28517308
-Maintenance	-Obras y Proyectos Pronur S.L -B85698520
-Restaurant/Coffee bar	-Alfabarrotos S.L. – B13885454
-Coffee bar / Rooftop	- Alfabarrotos S.L. – B13885454

**INFORMATION AND DOUBTS**

- 47.**For any kind of doubts or questions relating to the functioning of the hotel you may go directly to our reception staff, that will attend you and in case of necessity will put you in touch with the authorised person to answer your doubt or question, or, if unavailable, with the Hotel Manager.

**INFORMATION OF SUPPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES**

- 48.** You can get information at the reception about excursions, services and experiences provided by companies outside the hotel operator.
- 49.** This establishment is not responsible for the services provided by companies outside the hotel operator.
- 50.** All the facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

**INFORMATION AND DOUBTS**

- Watch and control your luggage. Please, do not leave it unattended.
- Do not leave your belongings unattended on the tables/chairs in the communal areas of the hotel.
- Keep the door closed when you should be in your room.
- Close the door every time you leave, and try to open it in order to make sure that it is correctly closed, even though your absence should be for a short time only.
- Close your luggage when you do not use it and put it in your closet. If the luggage has a security lock, use it at all times.
- Never leave jewellery, money or valuables in your room.
- Notify immediately Reception staff of any abnormal occurrences such as: suspicious-looking persons along the corridor, repeated telephone calls from unknown people, unknown people knocking on your room door, or not finding anybody when you open it.
- Protect the key of your room. Do not leave it on the counter of reception, always give it back to the receptionist when you leave the establishment. Do never show your key in public places.

- For your security, if you forget or lose your key, only the reception staff is authorised to provide you with a new key to open your room, for which you will have to present your ID/Passport, or answer a couple of questions
- Please do not feel bothered if you are asked to identify yourself at reception. It is for your security.
- When you establish social relations with unknown people, do not reveal the name of the establishment or the number of your room.
- Never allow the maintenance personnel to enter your room without having required it or without having been authorized by the manager of hotel
- Never allow people to enter your room with deliveries that have not been asked for.
- Never discuss specific plans of future excursions, etc., in public or with strangers.
- In case of wishing your room to be done, please, hang the warning: "Please, clean the room ", on the door of your room. If you wish not to be disturbed , please, hang the warning: "Please, do not disturb".
- Do not hang clothes on the railing of the terrace. Do not use ropes or cords to hang clothes in the terrace.
- If you discover some type of deterioration, damage or anomaly, please, inform the reception personnel of it.
- The electrical system of your room is of 220 Volts.
- Respect the room area during the night and the siesta time, and in general, avoid making noise unnecessarily.
- Please, use the facilities suitably, respecting the furniture and the gardens of the establishment.
- Please, respect the schedules of all the facilities and services of the establishment.
- We thank you for your participation in case that during your stay in the establishment, there were some disaster or evacuation practices.

**REGLAMENTO DE REGIMEN INTERNO - HOTEL ZENIT SEVILLA\*\*\*\***  
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- Some schedules can be changed according to the season.

The personal data of distinguished customers will be processed for the purposes of booking, provision and collection of hotel services and in the case of having their express consent, sending information about offers and services of the hotel. You may exercise your rights of access, rectification, deletion (oblivion), data portability, limitation and opposition to its treatment, by simply requesting it by any means to the hotel establishment in accordance with the Regulation (EU) 2016/679 (RGDP) and the organic law (SP) 3/2018 (OLPPD)