



INTERNAL REGULATIONS



In accordance with article 25 of Decree 13/2020, of May 18, this establishment has the following Internal Regulations that will be mandatory for our clients and which provides:

Tourist accommodation contract.

The tourist accommodation contract is that mutual agreement between **Hostal Casa La Laja** and the user of the same that, concluded in person or remotely, includes, among other aspects, the conditions under which the accommodation services will be provided as well as, in its case, complementary services. This contract will be subject to the current provisions regarding obligations and contracts, and, where applicable, those that regulate electronic commerce. The confirmation by the establishment of the reservation made by the user will be considered a tourist accommodation contract. In any case, there must be physical or electronic proof.

The user must be informed, in advance, of their rights and obligations, in accordance with the provisions of articles 21 and 22 of Law 13/2011, of December 23, by the same means used when making the reservation, or another that the user chooses.



Admission document.

It will be a prerequisite to use the accommodation units to properly complete the admission document, for which the user must present an official document that identifies him or her. The identification document will also be presented for the purpose of completing the corresponding entry report in accordance with current regulations on registration books and entry reports for travelers in hospitality and other similar establishments.

At the time of receipt, every user will be given the admission document which includes the name, classification and registration code in the Andalusian Tourism Registry of **Hostal Casa La Laja**, the identification of the unit. of accommodation, the number of people who will occupy it, the arrival and departure dates, the total price of the contracted stay, in this case the original document being delivered as a contract.

The copy of this document, once completed and signed by the user, will be kept by **Hostal Casa La Laja** and at the disposal of the competent bodies of the Administration of the Junta de Andalucía for one year, having proof value for administrative purposes.

Likewise, at the time of admission, you must be duly informed about the regime of your rights and obligations as a user and the existence of internal regulations.



Prices and reservations.

The prices of the tourist services provided by **Hostal Casa La Laja** will be governed according to the provisions of article 32 of Law 13/2011, of December 23, and will be in accordance with the provisions of current regulations regarding the defense of persons. consumers and users.

The prices will be global and will include all the mandatory or minimum services that **Hostal Casa La Laja** provides by law. The supply of water, electricity, heating, refrigeration, air conditioning, cleaning, use of bed and bath linen as well as basic bathroom equipment, Wi-Fi and television will be included in the price of the accommodation unit.

Hostal Casa La Laja may request from the client a credit card, transfer or any other means, as a guarantee of payment, which may be charged once they leave the establishment with the amount of any expense or damage incurred during their stay directly, or for the appropriation of room belongings.

Users must pay for the contracted services at the time of presentation of the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment.

The reservation at **Hostal Casa La Laja** includes the date of stay, amount and cancellation policy with a description of the total price and breakdown for each of these concepts.



Cancellations.

Hostal Casa La Laja is obliged to inform the user or users, before making the contract, of the conditions for canceling the reservation.

Obligations of users of tourist services.

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.

In the case of the tourist accommodation service, respect the agreed date of departure from the establishment, leaving the occupied unit vacant.

Pay for the contracted services at the time of presentation of the invoice or within the agreed period, without the fact of submitting a claim implying exemption from payment.

Respect the establishments, facilities and equipment of tourism companies.

Respect the environmental environment, the historical and cultural heritage and the tourist resources of Andalusia.



Access and stay in tourist accommodation establishments.

Tourist establishments are considered public, and access to them cannot be restricted for reasons of race, sex, religion, opinion or any other personal or social circumstance that involves discrimination.

Access to and stay in tourist establishments may be conditional on compliance with their internal regulations, which may not contravene the provisions of this Law or its implementing regulations. The existence of these rules must be announced visibly in places of access to the establishment and made known to users of tourist services.

The owners of the establishments may prevent the permanence in the establishments of users who fail to comply with any of the duties established in article 22 of this Law.

The owners of the tourist establishments may seek assistance from the Security Forces and Bodies to evict from them people who fail to comply with the usual rules of social coexistence, their internal regulations, or who intend to access or remain in them. . for a purpose other than normal use of the service.



Occupancy period of accommodation units.

The user of the hotel establishment will have the right to occupy the accommodation unit from 12 noon on the first day of the contracted period until 12 noon on the day designated as the departure date, and a different regime may be individually agreed upon, in which case it must be reflected in the admission document, even if said agreement was reached during the stay. However, on dates of maximum occupancy of the establishment, the operating company may delay making the accommodation unit available to the user for a period of time not exceeding three hours. In any case, the user will have the right to access its common facilities from 12 noon on the day of arrival.

Unless otherwise agreed, the extension of the occupancy of the accommodation unit for a longer period than contracted will cause the obligation to pay for one more day.

The user may remain accommodated for more days than those specified in the admission document, as long as there is an agreement between the parties. In this case, it will be understood as an extension of the first contract and must be stated in the same admission document.

Two people will not be allowed to stay in a double room that has been booked as a single. In this case, the rate set for double use will be paid.



Hostal Casa La Laja's rules.

Room cleaning hours are from 8 a.m. to 3 p.m.

Please DO NOT use the room towels other than for personal hygiene.

Smoking is prohibited in the establishment, except as permitted in Law 28/2005, on health measures against smoking, as well as in Law 42/2010, of December 30, which modifies it.

It is prohibited to bring food or drinks into the hotel establishment to be consumed inside.

Access of people accompanied by animals is prohibited without express authorization from the establishment, with the exception of people accompanied by guide dogs, as established by Law 5/1998, of November 23, relating to the use in Andalusia of guide dogs by people with disabilities. visuals.

Information and doubts

For any type of doubts or questions related to the operation of the hotel, you can contact our staff, who will assist you and, where appropriate, will contact you with the person authorized to resolve your doubt or question, the Director being the person in charge of the Hotel.

All facilities and services offered by the hotel comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.



Advice and suggestions

Monitor and control your luggage and do not leave it unattended.

Keep the door closed when you are in your room. Close the door to your room when you leave it, and try to open it again to make sure it is properly closed, even if your absence is only for a short period of time.

Close your luggage when not in use and place it in your closet. If your luggage has a lock, always use it.

Immediately notify the Management of any abnormal event that you notice, such as: people acting suspiciously in the hallway, knocks on your room door from people unknown to you.

Protect your room key. If you forget or lose your key, only the reception staff is authorized to provide you with a new key to open your room.

Safety regulations prohibit the use of irons or any other electrical appliance that may cause a fire in the rooms of the hotel establishment.