



## HOUSE RULES- TERMS AND CONDITIONS

### WELCOME

We wish you a pleasant stay in our Boutique Hotel, and we remind you that the reception team will gladly assist you at any time of the day for any questions or suggestions. We recommend you to read the following information.

#### **Check-in & Check-out**

- Check-in: from 14:00 PM
- Check-out: until 12:00AM

If you would like to make your stay longer, please inform at the front desk before the check-out time (subject to availability). Each extra hour will have a penalty of 50€ (VAT incl.) You are welcome to leave your luggage free of charge in the luggage room before check-in time and/or after you have checked out.

#### **Mandatory guest registration**

We would like to inform you about an important change that affects the check-in procedure at hotels in Spain. Royal Decree 33/2021, which came into force on December the 2nd, establishes new rules regarding necessary documentation and information for guests staying in hotels.

*How does this regulation affect you as our guest?*

You will be asked to provide us with the following extra information to comply with the new legal requirements:

1. Your home address, as well as the home addresses of the people staying with you in your room.
2. Your mobile phone number, as well as that of the people staying with you.
3. Parentage if you are travelling with a child under 14 years of age.
4. The payment method you will be using to pay for your stay.

We are aware that sharing this type of personal information may be an inconvenience to you and that it may lengthen the registration process. However, it is a necessary procedure and is required by state regulation. Unfortunately, we will not be able to complete your registration or admit your stay if we are not provided with the required information. We are aware that this means additional effort from both, yourself and our staff. We assure you that we will do our best to make it as quick and



easy as possible. We would like to thank you for your understanding and cooperation in this new process. We hope that you enjoy your stay with us here at Málaga Premium Hotel.

### **Room Payment**

Full payment for room is required upon check-in. Also you have to give us a credit card as warranty.

### **Breakfast**

Enjoy a delicious breakfast from 7:30 to 11:00 a.m. Monday to Friday and until 11:30 a.m. on Saturdays and Sundays at our Batik restaurant, located on the fourth floor of the Hotel.

In case you booked breakfast and want to eat it before the start time, make sure to ask for the 'Picnic Breakfast' service at the hotel reception 24 hours ahead.

### **Personal belongings**

You can use the safe box for free. The hotel is not responsible for loss or theft of money or valuables.

Property left at the hotel and not claimed will be donated to a charity if it fits after 15 days of checkout.

### **Air-conditioned / Heating**

We have central air conditioning installation. Please be patient and wait 15 minutes to feel fresh or heat after turn it on

### **Key-card**

If you lose or damage it you must pay 1€ per key card.

### **Visitors**

Please receive your visitors in the hotel common area. Visitors or friends are prohibited from entering to the rooms, which are only for registered guests.

### **It is not allowed**

- Smoking is not allowed in the room and common areas. If you do so, we will have to charge 100€ (VAT incl.) for a full cleaning of the room. The positive about it: some of the money will be donated to a local cancer organization.
- Guests will be expected to reimburse the hotel for any damages caused by inappropriate behavior.



## **Other facilities**

- Beach towels: under deposit of 10€ (cash) per towel. (Subject to availability).
- Umbrella: under deposit of 12€ (cash) per towel. (Subject to availability).
- A bottle of water will be provided for free per person per day in the room.
- You will find a kettle with tea facilities inside the closet.
- Iron, luggage manual scale, baby cot; are available at reception (Subject to availability).
- Book a taxi transfer to the airport or rent a car with our 24-hour reception service.
- We will be glad to help you at front desk if you need to print a boarding pass or any other type of document free of charge.

## **Cleaning service**

Daily room cleaning. Please consider reusing towels when possible for helping to conserve our valuable energy y resources. Hang to reuse. Drop to replace.

## **Parking**

We have an agreement with Parking Camas, located just 2 minutes walking from the hotel. 24 hours cost 18€ and 48 hours 36€. You can buy the bono at reception desk and with this rate you can not enter and leave the parking several times.

## **Wifi**

User: HotelPremium

Password: bePREMIUM

## **Privacy Policy and Personal data protection**

The current regulations in the field of personal data protection consist of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27April 2016 (GDPR) and Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights (LOPD). In accordance with the aforementioned regulations, ALCAZABA PREMIUM HOSTEL SL will guarantee the confidentiality of the personal data processed. To this end, it will adopt the necessary technical and organisational measures. Málaga Premium Hotel & Hostel S.L processes and stores your personal data inconnection with your stay at our hotels and offers you the services you haveordered. We collect and process your personal data with a view to giving you the best experience during your stay with Málaga Premium Hotel & Hostel S.L and the best possible services also in respect of any future stays. If you have any questions or wish to complain about



the processing of your personal data, you may contact us at all times by email [privacidad@grupopremium.es](mailto:privacidad@grupopremium.es)

Please note that the failure of this house rules will be forced us to ask you to leave the hotel without any reimbursement.