INTERNAL REGULATIONS

HOTEL ISLA CANELA GOLF

PURPOSE

These Internal Regulations are intended to govern the rules of conduct, use of the facilities, and provision of services at Hotel Isla Canela Golf, ensuring a pleasant, safe, and high-quality stay for all guests and users of the establishment.

The use of the hotel's facilities and services implies acceptance of the rules contained in these regulations.

GUEST IDENTIFICATION

In accordance with current regulations on public safety and guest registration, all guests must present a valid and current official identification document at the time of check-in.

The hotel management may request proof of identity from accommodated guests at any time.

OPENING HOURS

Reception

The Reception Desk is open 24 hours a day.

Check-in

From 14:00 (2:00 p.m.) on the day of arrival.

Check-out

Before 12:00 noon on the day of departure.

Late check-outs are subject to availability and may incur additional charges.

Restaurant

Opening and closing times shall be those established by hotel management and will be communicated through information boards and other available means.

Bar and Cafeteria

These facilities operate according to the schedules established by management, which may be modified depending on the season or operational requirements.

Swimming Pool

The opening hours shall be those indicated in the specific signage displayed at the facility.

Golf Course and Related Services

Golf services shall be governed by the specific schedules and regulations established by Isla Canela Golf.

RIGHT OF ADMISSION

Hotel management reserves the right of admission in accordance with applicable legislation.

Access to or continued stay at the hotel may be denied to persons who:

- Fail to comply with the rules of conduct.
- Display violent, aggressive, or disrespectful behaviour.
- Disrupt the normal operation of the establishment.
- Cause inconvenience or disturbance to other guests.
- Show signs of intoxication that affect coexistence or safety.

USE OF GUEST ROOMS

Guests must use their rooms and all other hotel facilities appropriately and respectfully.

The following are prohibited:

- Allowing unregistered persons to stay in the room.
- Carrying out activities contrary to the law, public morality, or public order.
- Tampering with electrical, air-conditioning, or safety systems.
- Using equipment that could compromise the safety of the establishment.
- Bringing furniture or items into the room that alter its normal condition without prior authorisation.

Any damage caused through improper use shall be the responsibility of the guest, who must bear the corresponding repair or replacement costs.

RULES OF CONDUCT

To ensure all guests can enjoy a restful stay:

- Guests must behave respectfully at all times.

- Between 23:00 (11:00 p.m.) and 08:00 (8:00 a.m.), every effort must be made to minimise noise that could disturb other guests.
- Parties or gatherings that may cause disturbance are not permitted without the express authorisation of management.

SMOKING POLICY

In accordance with Law 28/2005 and its implementing regulations, smoking is prohibited in all guest rooms and indoor areas of the hotel.

This prohibition also includes electronic cigarettes, vaping devices, and similar products whenever required by applicable legislation.

Failure to comply with this policy may result in additional cleaning and deodorising charges, in addition to any legal penalties that may apply.

PETS

Pets are not permitted in the hotel.

VALUABLE ITEMS

The hotel provides guests with safes, either in rooms equipped with them or through reception services where applicable.

Management recommends that valuable items should not be left unattended.

The hotel's liability shall be governed by the applicable tourism and civil legislation.

SWIMMING POOL AND OUTDOOR AREAS

The swimming pool and recreational areas must be used in accordance with the specific rules displayed at each facility.

The following are prohibited:

- Engaging in dangerous activities.
- Bringing glass containers into bathing areas.
- Using audio equipment at excessive volume levels.
- Reserving sun loungers with towels or personal belongings for extended periods without occupancy.

Minors must remain under the supervision of a responsible adult at all times.

SAFETY AND EMERGENCIES

All guests must comply with the establishment's safety and evacuation procedures.

In the event of an emergency:

- Follow the instructions of hotel staff.
- Observe evacuation signage.
- Do not use elevators when instructed otherwise by emergency services.

Emergency exits, fire-fighting equipment, and safety systems must not be tampered with except in justified situations.

LOST PROPERTY

Items found on the premises will be held by the hotel for the period established by applicable regulations.

Once this period has elapsed without any claim being made by the owner, the hotel shall proceed in accordance with current legislation.

Any shipping costs arising from the return of lost property shall be borne by the guest.

BILLING AND PAYMENTS

Contracted services must be paid for in accordance with the conditions agreed upon at the time of booking.

Management may request payment guarantees, pre-authorisations, or deposits in accordance with the applicable booking conditions.

Additional services and consumptions must be paid for under the conditions established by the hotel.

DATA PROTECTION

Personal data provided by guests shall be processed in accordance with Regulation (EU) 2016/679 (GDPR), Organic Law 3/2018, and all other applicable data protection regulations.

Information regarding such processing is available in the establishment's Privacy Policy.

COMPLAINTS, CLAIMS AND SUGGESTIONS

Guests may submit complaints, claims, or suggestions through:

- Hotel Reception.
- Official Complaint Forms.
- Customer service channels provided by the establishment.

Management welcomes any suggestions aimed at improving the quality of the services offered.

FINAL PROVISION

The management of Hotel Isla Canela Golf reserves the right to amend these Internal Regulations in order to adapt them to legal, operational, or service-related changes.

Any situations not expressly provided for in these regulations shall be resolved by the hotel management in accordance with applicable legislation and the principles of good faith, coexistence, and safety.

Management
Hotel Isla Canela Golf
Ayamonte (Huelva)