



HOUSE RULES AND GUEST REGULATIONS

All guests and visitors entering Hotel San Fermin are required to comply with these House Rules and Guest Regulations. These rules are subject to the provisions of Spanish Tourism Law 13/2011 of 23 December, Decree-Law 13/2020 of 18 May governing hotel establishments, and any other applicable legislation.

Access to and Stay in the Hotel

1. Hotel establishments are public establishments and access may not be restricted on the grounds of race, sex, religion, opinion, or any other personal or social circumstance that may constitute discrimination.
2. Access to and continued stay in the Hotel are subject to compliance with these House Rules and Guest Regulations, which are displayed at the Hotel entrance and made available to guests.
3. Hotel Management reserves the right to refuse admission or require any guest to leave the premises if they fail to comply with their obligations as guests or with these regulations.
4. Hotel Management may request the assistance of the Police or other competent authorities to remove any person who:
 - Fails to comply with these regulations;
 - Disturbs the normal operation of the Hotel;
 - Disrupts the peaceful enjoyment of the Hotel by other guests; or
 - Attempts to use the Hotel facilities for purposes other than their intended use.

Payment

Guests are required to settle all charges for contracted services upon presentation of the invoice.

Credit Card Guarantee

The Hotel may require a valid credit card guarantee for accommodation, additional services and any extras, in accordance with applicable legislation.

Check-in and Check-out

Check-in begins at 2:00 p.m. on the arrival date.

Check-out must be completed by 12:00 noon on the departure date.

During periods of exceptionally high occupancy, room availability may be delayed by up to three hours. For further information, please contact Reception.

Late departure without prior authorisation from Reception may result in an additional night's charge.

Room Occupancy

A double room booked for single occupancy may not be occupied by two persons. In such cases, the applicable double occupancy rate will be charged.

Housekeeping

Rooms are serviced between 9:00 a.m. and 3:00 p.m.

Guests wishing to have their room serviced should display the "Please Make Up Room" sign on the outside of the door.

Guests who do not wish to be disturbed should display the "Do Not Disturb" sign.

Front Car Park

The car park located opposite the Hotel's main entrance is available exclusively for registered guests, subject to availability and payment of the applicable parking fee.

Upper Car Park

The upper car park is available to Hotel guests, subject to availability and payment of the applicable parking fee. Parking spaces may be reserved for the duration of the guest's stay, subject to availability.

Smoking Policy

Smoking is strictly prohibited throughout the interior areas of the Hotel.

Food and Drink Brought into the Hotel

Food and beverages brought from outside the Hotel may not be consumed within the Hotel premises.

Drinks consumed in the swimming pool area must be purchased from the Pool Bar.

Food and Beverage Consumption

Food, drinks and other items may not be removed from the Hotel restaurant, buffet or dining areas.

For exceptional circumstances, please consult the Restaurant Manager or the person responsible for the service.

Animals

Animals are not permitted within the Hotel, with the exception of guide dogs and other legally recognised assistance dogs.

Circumstances in Which Admission or Continued Stay May Be Refused

The Hotel reserves the right to refuse admission or require a person to leave the premises in the following circumstances:

- a) When the maximum authorised occupancy has been reached.
- b) After the Hotel's permitted operating hours where applicable.
- c) When the person does not meet the minimum age requirements established by law.
- d) When the person behaves aggressively, violently, causes disturbances, creates a risk to others, causes inconvenience to other guests, or fails to maintain acceptable standards of personal hygiene.
- e) When the person carries weapons or objects that could be used as weapons, except where authorised by law.
- f) When the person is consuming illegal drugs or psychoactive substances, shows signs of having consumed them, or is clearly intoxicated.

- g) When the person creates excessive noise that disrupts the normal operation of the Hotel.
- h) When the person acts against the health, hygiene or cleanliness standards of the establishment.
- i) When the person behaves in a manner contrary to normal standards of social conduct and respect for other guests.
- j) When the person engages in "balconing" or any similar dangerous activity.

Liability for Charges

Any person refused admission or required to leave the Hotel shall remain liable for all charges incurred up to that point.

Prices and Reservations

Prices and reservation conditions are governed by the provisions of Article 32 of Spanish Tourism Law 13/2011 of 23 December and any applicable regulations.

Use of Hotel Facilities

Guests may only access areas designated for guest use.

Private areas, staff areas and restricted areas are strictly off-limits.

For security reasons, guest accommodation areas, lifts, stairways and corridors leading to guest rooms may only be used by registered guests and Hotel staff.

Guests are expected to wear appropriate clothing at all times in public areas of the Hotel.

Restaurant Dress Code

Access to the restaurant, buffet and dining rooms is not permitted while wearing swimwear or sleeveless vests.

Valuables

The Hotel accepts responsibility for valuables only in accordance with the terms governing the use of the in-room safe or any valuables deposited with Reception for safekeeping.

Guests are strongly advised to store all valuables in the room safe.

The Hotel accepts no responsibility for the loss or theft of items not deposited for safekeeping.

Safety Regulations

For safety reasons:

- The use of irons in guest rooms is prohibited.
- Smoking in bed is strictly prohibited.

Guest Identification

Where issued by Reception, the guest identification card serves as proof of guest status and should be carried at all times within the Hotel premises.

Towels and Linen

Hotel towels and other room linen may not be removed from guest rooms for outdoor use.

Swimming Pool Safety

For safety reasons, inflatable mattresses, large inflatables and similar items are not permitted in the swimming pools.

Safety Recommendations

Hotel Management kindly recommends that guests:

- Keep luggage under supervision at all times.
- Ensure room and terrace doors are securely closed when leaving the room.
- Keep room doors closed whilst inside.
- Store luggage securely and use locks where available.
- Keep room keys secure and return them directly to Reception when leaving the Hotel.
- Report any suspicious activity immediately to Reception.
- Cooperate if Hotel staff request identification.
- Avoid displaying valuables in guest rooms.
- Do not invite strangers to your room or disclose your room number.
- Verify the identity of maintenance personnel before allowing access to your room.
- Refuse unsolicited deliveries or visits.
- Avoid disclosing your Hotel details to strangers.

- Avoid discussing travel plans in public areas.
- Do not display room keys in public places.
- Do not hang clothing from balcony railings.
- Report any damage or malfunction immediately to Reception.
- Please note that the electrical supply is 220 volts.
- Respect quiet hours, particularly during the night and afternoon rest periods.
- Use all Hotel facilities responsibly and respect Hotel property and gardens.
- Observe the opening hours and regulations applicable to all Hotel facilities, which may vary seasonally.
- Do not use glassware in the swimming pool area.
- Cooperate with any emergency drill or evacuation exercise conducted during your stay.

We thank you for your cooperation and wish you a pleasant stay.

HOTEL MANAGEMENT.

