

GRUPO DOROBE HOTELS

HOTEL SAN FERMÍN BY DOROBE

HOTEL INTERNAL REGULATIONS

Internal Rules of the Hotel Establishment

(20/06/2026)

Preamble

These Internal Regulations are established under the tourism legislation of Andalusia, governed by Law 13/2011, of 23 December, and Decree-Law 13/2020, of 18 May, and are mandatory both for the hotel establishment Hotel San Fermín by Dorobe and for guests contracting its services.

At Hotel San Fermín by Dorobe, we are committed to offering our guests an experience of quality, comfort and mutual respect. We kindly ask guests to cooperate with hotel staff to ensure everyone's enjoyment.

Chapter 1 – General Conditions of Admission

- › Both the booking holder and their companions (adults and minors) are required to identify themselves upon arrival by presenting a valid ID card, NIE or passport. Bookings are personal and non-transferable, unless expressly authorised by management.
- › It is mandatory to complete registration at reception and accept the conditions agreed in the booking.
- › The total amount of the stay, including previously contracted services, must be paid upon arrival. If the client does not accept the charge, the booking will be automatically cancelled.
- › Guests wishing to charge additional services to their account must provide a valid credit card for a pre-authorisation of €50 per night of stay. Otherwise, services must be paid at the time of provision.
- › No guest may accommodate non-registered persons in their room without prior management approval. In all cases, the relevant registration procedures must be completed and applicable charges paid.
- › Double rooms booked for single occupancy may not be used by two persons.
- › **Check-in:** from 14:00 hours. During high occupancy periods, rooms may not be available until 16:00 hours.
- › **Check-out:** before 12:00 hours. Late departure will incur an additional night charge. Please notify reception of any change in departure time.
- › The guest card and identification wristband issued by reception certify guest status. They must be carried at all times for identification purposes.

Chapter 2 – Rules of Coexistence and Operation

- › Furniture, bed linen, towels and other hotel items must be used responsibly. When leaving the room, guests must close doors, windows and taps, and return keys at the end of their stay.
- › The hotel is not responsible for damage, theft (partial or total) of vehicles parked on the premises, nor for items inside them.
- › The hotel will issue detailed invoices for all services provided. Staff will provide receipts for any additional charges not included in the booking.

- › Prices and booking conditions for tourist accommodation shall be governed by Article 32 of Law 13/2011, of 23 December.
- › The hotel assumes no responsibility for external services contracted by guests (taxis, dry cleaning, medical services, etc.).
- › The hotel is not responsible for loss of money, jewellery or valuables not deposited in the in-room safe. Items left in common areas or rooms after check-out will be kept in custody until the end of the season.
- › Hotel parking is for exclusive use of staying guests, subject to payment of the applicable rate and availability at all times. Parking spaces cannot be reserved.
- › Room cleaning service is provided daily from 09:00 to 15:00. Guests wishing their room to be cleaned must display the “Make up room” sign outside the door. If they do not wish to be disturbed, they must display the “Do not disturb” sign.
- › The use of irons or similar appliances in rooms is strictly prohibited for safety reasons.
- › Civil and respectful behaviour is required throughout the establishment. Guests must maintain appropriate standards of hygiene and decorum when using communal areas, in consideration of other guests and hotel staff. Disturbing behaviour, excessive noise or use of facilities for illegal activities is strictly prohibited.
- › Entry is prohibited to persons carrying weapons or objects that may be used as such, except members of the State Security Forces and Corps or duly accredited private security guards acting in the course of their duties.
- › In the provision of its services, Hotel San Fermín by Dorobe shall not discriminate on the grounds of sex, political belief, religion, nationality or social status. Management may refuse access or service to persons who are intoxicated, under the influence of narcotic substances, or who intend to misuse the facilities. Access to any hotel services or facilities (such as the restaurant, bar, swimming pool, gym or other communal areas) may also be refused when the closing time has been exceeded or the maximum capacity has been reached.
- › Walking barefoot in the lobby, corridors or indoor common areas is not permitted, except in the pool area. Wearing swimwear in indoor common areas is also not permitted, except in the pool environment.
- › Animals are not permitted in any hotel facilities, regardless of species, size or purpose.
- › Movement and stay within the establishment are limited to areas intended for guest use. Access to private or restricted staff/management areas is strictly prohibited.
- › Consumption of alcohol by minors under 18 is prohibited, as is the sale of tobacco and alcoholic beverages to minors. The hotel reserves the right not to serve alcoholic beverages to anyone showing signs of intoxication.
- › For hygiene and health reasons, consumption of food and beverages is only permitted in designated areas.
- › It is expressly forbidden to take food out of the restaurant or buffet, or to bring outside food or beverages into the establishment for consumption.
- › In the pool area, only food and drinks purchased at Bar San Fermín may be consumed.
- › The introduction or use of glass containers, glasses, bottles or any glass objects in the pool area is strictly prohibited for safety reasons.
- › The use of inflatables, mats or similar items in the swimming pool is not permitted if they hinder bathing or affect the safety and comfort of other users.
- › Sunbeds are free of charge and cannot be reserved. Hotel staff may remove personal belongings from sunbeds left unused for more than 45 consecutive minutes when other guests are waiting.
- › Hotel towels must not be used outside. Specific pool/beach towels are provided for this purpose.
- › The practice of “balconing” is strictly prohibited, understood as jumping or moving between balconies, as well as any similar behaviour that endangers personal safety or hotel security. Violation of this rule may result in immediate expulsion from the hotel, without prejudice to any legal action that may apply.
- › Smoking is strictly prohibited throughout the building, including rooms and indoor common areas. Smoking is only permitted in designated outdoor areas.
- › Dress code for access to dining areas allows shorts, polo shirts or shirts. Swimwear, bikinis, sleeveless shirts or similar garments are not permitted. Management may require compliance before granting access.

Recommendations:

- Keep an eye on your luggage and do not leave it unattended.
- Ensure your room door and terrace door are properly closed when leaving.
- Keep your room door closed when inside.
- Lock your luggage when not in use and store it in the wardrobe.
- Protect your room key and return it personally to reception.
- Report any suspicious activity or unusual incidents to reception immediately.
- Do not be offended if staff request identification.
- Do not display valuables such as jewellery or cash in your room.
- Do not invite strangers to your room or disclose your room number.
- Do not allow unidentified maintenance personnel into your room without verification.
- Do not accept unsolicited deliveries into your room.
- Do not disclose your hotel name or room number to strangers.
- Do not discuss travel plans publicly.
- Do not display your room key in public areas.
- Report any damage or faults to reception immediately.
- Electrical supply in rooms is 220 volts.
- Respect quiet hours during night-time and siesta periods.
- Use hotel facilities properly and respect furniture and gardens.
- Respect schedules and rules of all hotel facilities.
- We appreciate your cooperation in the event that any emergency or evacuation drill is carried out during your stay at the hotel.

FOOD AND BEVERAGE SERVICE HOUR

Service	Time
Buffet Breakfast	07:30 – 10:30 h
Buffet Dinner	19:00 – 22:00 h
Bar San Fermín	10:30 – 00:00 h

** Timetables may be modified by management depending on the season.*

DEPOSITS

The establishment may request a €200 deposit upon arrival to cover possible damages. This deposit will be fully refunded at check-out after room inspection. In case of damage (facility damage, theft of items, excessive dirt, or non-return of keys/cards), the full amount may be retained. Failure to accept the deposit entitles the establishment to terminate the accommodation contract.

Chapter 3 – Internal Organisation

The Hotel Director is the highest responsible authority for its operation and is supported by a Quality Committee to manage any incidents. Guests may contact any of its members:

- › General Hotel Manager
- › Deputy Manager
- › Reception Manager
- › Chef
- › Maître
- › Housekeeping Manager

Chapter 4 – Capacity of Common Areas

Area / Service	Maximum capacity
Restaurant	340 persons
Terrace / Solarium	750 persons
Bar San Fermín (Pool area)	230 persons
Lobby	106 persons
Reception / Hall	60 persons

** Capacities are established in accordance with the establishment's operating licence and current safety regulations.*

Final Provision – Assistance from Authorities and breaches

The management of Hotel San Fermín by Dorobé, or responsible staff, may request assistance from law enforcement authorities to remove users who fail to comply with these Internal Regulations or who attempt to access or remain in the establishment for purposes other than normal use of its services, in accordance with the Tourism Law of Andalusia.

Failure to comply with these Regulations may result in termination of the accommodation contract, without legal liability for the establishment, and without exempting the guest from payment for services already provided. Official Complaint Forms of the Regional Government of Andalusia are available to guests.