



PALACIO
DE SANTA PAULA

AUTOGRAPH COLLECTION®
HOTELS

Palacio de Santa Paula Hotel
Gran Via de Colon 31 18001
Granada-Spain
+34 958 805 740
psantapaula@ac-hotels.com

HOTEL POLICIES PALACIO DE SANTA PAULA HOTEL

INTRODUCTION AND FEATURES

In accordance with Article 25 of Decree 13/2020, of May 18, the establishment has the following Internal Regulations that will be mandatory for customers of the establishment. The hotel establishment must have an internal regulation, in which mandatory rules will be established for users during their stay. The operating companies of the hotel establishment may seek the assistance of the Security Forces and Bodies to evict from them those who fail to comply with the internal regulations, fail to comply with the usual rules of social coexistence or intend to Access or remain in them for a purpose different from the normal use of the service, in accordance with the provisions of current legislation.

The internal regulations specifies:

1. Admission rules
2. General and coexistence rules
3. Safety Standards
4. Company organization
5. External complementary services

I. ADMISSION RULES

1. Right of admission. This Hotel is considered, for all purposes, of establishment for public use, although admission or permanence:

- a) Due to lack of accommodation capacity or facilities.
- b) For failing to comply with the admission requirements.
- c) For adopting behaviors that may cause danger or annoyance to others people, whether users or not, or who hinder the normal development of the activity.
- d) People with an infectious-contagious disease of mandatory declaration, that for public health reasons they should not stay in an establishment hotelier.



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2. Registration Card Document. It will be a prerequisite to use the room hotel company properly fill in the admission document upon arrival at the Hotel; being so that at that time you will be informed about your rights and obligations as a Client, as well as the existence of this Regulation of Internal Regime. When completing the admission document, you must Present an official document that identifies you and that will also serve so that the Hotel can fill in the corresponding entry part according to the Current regulations on registration books and entry parts of travelers. The hotel, complying with the current legislation and resolution of The Secretary of State for Security will ask all its clients over 14 years of identification document in order to transfer to the corresponding police the your hotel registration information. Once the document of admission, you will be given your copy, which will include, at least, the name, classification and registration code in the Andalusian Tourism Registry of the Establishment, the identification of the room, the number of people who they will occupy, the dates of entry and exit, the contracted diet and, when the accommodation contract has been signed between the client and the Hotel directly, the total price of the contracted stay, giving you the original corresponding document as a contract.

3. Social coexistence and unauthorized uses. Customers who fail to comply with the usual rules of social coexistence or intend to access or remain in the themselves with a purpose other than the normal use of the service, in accordance with what is established in current legislation, likewise, Failure to comply with these Internal Regulations will result in expulsion of the client, reserving the hotel the right to rescind the accommodation contract. On the amount of eventual services not received for this reason, the Expenses on cancellation of reservations. Access to any room area by anyone not staying at the establishment is not allowed.

4. Children. Children under 18 must travel accompanied as minimum of one adult or responsible adult, who must sleep in the hotel (father, mother or legal guardian)

5. Animals. Animals are not allowed in any area of the establishment; With the exception of guide dogs, whose access is allowed free of charge and is not limited, according to the current legislation, relative to the use in Andalusia of guide dogs for people with visual impairments.

II. GENERAL RULES

- 1. Check-in.** The time of check-in or entry to the establishment is from 3.00 p.m.
- 2. Check-out.** The time of check-out or departure from the establishment is until 12.00 pm
This schedule may be delayed according to hotel availability and will incur a cost added.
- 3. Payment.** The payment of the price can be made by prior bank transfer, bank card or cash up to the quantitative limit in force at all times according to law.
- 4. Guaranty.** The hotel reserves the right to request a pre-authorization corresponding to the total amount of the stay as well as an amount of € 50 per day for possible extra consumption on arrival at the establishment during the registration process.
- 5. Theft.** Theft and intentional damage will be reported immediately. The hotel is not responsible for the theft or theft of any property that has not been deposited in their custody. The hotel does not assume any legal responsibility for luggage deposited in the corresponding room or by bicycles or other vehicles parked on the hotel property.
- 6. Damages.** Whoever damages the building or the inventory is liable to the law within the framework of current regulations (especially for those accompanying persons responsible for groups and for organizers). The ornamentation of the facilities. The hotel is responsible for damages caused to customers, only in case of having acted recklessly by the hotel.
- 7. Safe.** The rooms of this establishment are equipped with a safe. Our Hotel is not responsible for the loss or theft of money or Valuables that are stored in the safe or in the room.
- 8. Cleaning.** The room cleaning work period starts from 09.00 a.m. at 5:00 p.m. in the morning.
- 9. Dress Code.** The Client will have to go footwear and covered with clothing and according to the required label in all the common areas of the hotel
- 10. Games.** Playing with balls and the like is prohibited throughout the hotel.



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12. Noise. It is not allowed to make noise that annoys other clients after 11 pm neither in your room nor in any common space that may affect the rooms.

11. Fitness Room. Access to the gym is free for all hotel guests 24 hours

12. Room Capacity. The maximum occupancy per room must be the one that the client has confirmed in his reservation according to the type of room and maximum occupancy allowed in it.

13. Parking. Parking in the loading and unloading area at the front door from the hotel is allowed for a maximum of 15 minutes. The hotel parking has an independent cost to the price of the room, except promotions thus described

14. Laundry. In the room you will find information about the conditions of these services, their prices and times of delivery and return of garments. East Establishment is not responsible for the garments that, due to their conditions or use compositions, shrink, discolor or deteriorate.

15. Hotel Services Hours

Breakfast

Full à la carte breakfast with fresh products

From 7 a.m. to 11 a.m.

El Claustro Restaurant

From 1.30 p.m. at 3.30 p.m.

From 7 p.m. at 22.30 p.m.

Terrace Bar El Claustro

From 11 a.m. at 11 p.m.

Room Service

From 7 a.m. at 11 p.m.

Fitness Room

Limited capacity and use of a mandatory mask, follow the instructions that we have added in the gym for safe and responsible use.

24 hours

The services hours of operations might be changed depending on the season of the year.



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16. Signage. The collation of posters, stickers or the like without prior notice is not allowed without written authorization. Also, nothing will be hung from the ceiling without authorization.
previous address.

17. Access limitation. Access to an area or facility of the Hotel will be limited:

- a) When the established capacity has been completed and in the meantime there is no availability of access in response to said capacity.
- b) When the closing time of the area or facility has been exceeded.
- c) When the minimum age established to access the area is lacking or installation according to current regulations.
- d) When violent attitudes are shown or manifested, especially when behave aggressively or cause altercations.
- e) When it creates situations of danger or inconvenience to other users, or not meet the hygiene conditions. In particular, access will be prevented, or where appropriate permanence, to people who are consuming drugs, substances narcotic or psychotropic drugs, or show symptoms of having consumed them, and those who show signs of obvious behaviors of being intoxicated.
- f) When wearing clothing or symbols that incite violence, racism, homophobia, or xenophobia, as well as when not wearing the required clothing according to the area or installation.
- g) When you show symptoms incompatible with food safety and / or public health.

18. We are in a building called a Tourist and Protected Property, so any alteration to the building or its spaces may lead to a penalty and complaint by the establishment.

III. SAFETY RULES

1. Identity. The hotel staff may ask the client for their accreditation as such within the hotel grounds in order to guarantee the safety of all the guests.

2. Tobacco. Smoking is prohibited in all areas of the hotel, with the exception of the Cloister terrace, the only place in the hotel where smoking is allowed, as long as any other person is disturbed and a distance of 3 meters is respected



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3. Self-protection plan. The client has at his disposal indications of action in case of emergency, as well as signposting of evacuation routes and means fire protection. In case of an emergency, you will need to follow the prompts additional provided by the Hotel staff. Obstruction of emergency exits and means against fires (extinguishers, fire hydrants, push buttons ...) as well as their improper use, may lead to expulsion from the hotel.

4. Events. In congress halls and common areas the exhibitor / assembler undertakes to comply with the rules on security in rooms, especially those referring to maximum capacity, emergency exits and fire prevention measures. The materials and objects will not rest on the walls and seats, they will be placed stable shape and well stacked in the places determined for it. I don't know they will drag materials and objects that can scratch the floor. It must be enabled carpet or other material for transport.

5. Meeting Rooms. The rental or assignment of any space to anyone physical or legal does not exempt the person responsible for carrying out only activities compatible with legislation and with space, prohibiting any illegal, noisy, annoying, unhealthy, dangerous and / or harmful activity. The person who signs the rental or assignment contract, will be responsible for all activity that is developed, as well as the damages that they produce and must declare it in advance in order to establish a Coordination of Activities Business (current legislation). Any non-compliance or lack of solvency, will mean expulsion from the hotel.

6. Collaboration. If the client considers that the use of any installation or service may pose any risk to your health or physical integrity, we kindly ask you We strongly encourage you to contact our Customer Service for to inform you and dispel any question that may have raised you in this regard.

7. Emergencies. crises and health alerts. In the event that the Authorities declare a emergency or health crisis situation that affects normal development of our Hotel, will be conveniently announced so that the Client, the services that they are suppressed and know the measures that are adopted and comply with them. The Client who in an emergency or health crisis situation declared by the Authorities fail to comply with the measures, mandatory or recommended, that have been adopted in this Establishment may motivate the immediate termination of your accommodation contract; your stay being canceled without the right to any refund, and with notice to the competent authority.



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IV. INFORMATION ABOUT THE ADMINISTRATIVE ORGANIZATION AND PERSON RESPONSIBLE TO WHOM, IN YOUR CASE, THEY WILL BE ADDRESSED IN THOSE QUESTIONS RELATING TO THE OPERATION OF THE ESTABLISHMENT

In all cases in which doubts or questions arise regarding the operation of our Hotel can contact the reception staff or the Attention Service to the Client, where they will be resolved or, failing that, the staff will be contacted enabled to resolve your question or doubt; being the director of the Hotel the maximum responsible for it.

V. LIST OF COMPLEMENTARY SERVICES PROVIDED BY COMPANIES OTHER THAN THE OPERATING ENTITY AND IDENTIFICATION OF THE COMPANIES RESPONSIBLE FOR ITS SUPPLY.

Our establishment provides tourist information and various services for companies other than the operator of the Hotel, which can be found in the Reception or Customer Service. This Hotel is not responsible of the services provided by companies other than the operator of this Establishment.