

GRUPO DOROBÉ HOTELS

PARASOL BY DOROBÉ

INTERNAL REGULATIONS

Internal Regulations of the Hotel Establishment

H/MA/01012

Preamble

This Internal Regulations are established under the Andalusian tourism legislation, regulated by Law 13/2011 of December 23 and Decree-Law 13/2020 of May 18, and are mandatory for both the Parasol by Dorobé hotel and its guests.

At Parasol by Dorobé, we are committed to offering our guests an experience of quality, comfort, and mutual respect. We ask that you cooperate with the hotel staff to ensure everyone enjoys their stay..

Capítulo 1 – Condiciones Generales de Admisión

- › Both the reservation holder and their companions (adults and minors) are required to present valid identification upon arrival at the establishment, such as a national identity card (DNI), foreign resident's card (NIE), or passport. The reservation is personal and non-transferable, except with the express authorization of management.
 - › It is mandatory to complete registration at reception and accept the terms and conditions agreed upon in the reservation.
 - › The total amount of the stay, including any previously booked services, must be paid upon arrival. If the guest does not accept the charge, they will automatically forfeit their reservation.
 - › Guests wishing to add services to their account must provide a valid credit card for a pre-authorization of €50 per night. Otherwise, services will be charged upon delivery.
 - › No guest may accommodate unregistered persons in their room without prior consent from management. In all cases, the corresponding registration procedures must be completed and the applicable fee paid. Double rooms booked as single rooms may not be occupied by two people.
 - › Check-in: from 2:00 PM. During peak periods, rooms may be available until 4:00 PM.
 - › Check-out: before 12:00 PM. Stays beyond this time will incur an additional charge for one day. Please notify reception of any changes to your departure date.
 - › The guest card provided by reception serves as your hotel guest ID. Please keep it with you at all times.
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Chapter 2 – Rules of Coexistence and

- › The hotel's furniture, linens, towels, and other amenities must be used responsibly. Upon leaving the room, guests must close doors, windows, and turn off faucets, and return the keys at the end of their stay.
- › The hotel is not responsible for damage to, or partial or total theft of, vehicles parked on the premises, nor for the contents of vehicles.
- › The hotel will issue a detailed invoice for all services provided. Staff will provide a receipt for any additional charges not included in the reservation.
- › The hotel is not responsible for external services contracted by the guest (taxis, dry cleaning, medical services, etc.).
- › The hotel is not responsible for the loss of money, jewelry, or valuables not deposited in the room's safe. Items left in common areas or rooms after check-out will be kept in safekeeping until the end of the season.
- › Courteous behavior is required throughout the establishment. Disturbing the peace, making excessive noise, or using the facilities for illegal activities is prohibited.
- › In providing its services, Parasol by Dorobé will not discriminate on the basis of sex, political beliefs, religion, nationality, or social status. Management may deny access or services to individuals who appear intoxicated, under the influence of drugs, or who intend to misuse the facilities.
- › Walking barefoot in the lobby, hallways, or common areas of the hotel is not permitted, except in the pool area. Swimwear is also prohibited in indoor common areas, except around the pool.
- › The consumption of alcohol by persons under 18 years of age is prohibited, as is the sale of tobacco and alcoholic beverages to minors. The hotel reserves the right to refuse service to anyone showing signs of intoxication.
- › For hygiene and health reasons, the consumption of food and beverages is only permitted in designated areas. It is expressly forbidden to remove food from the restaurants or buffet, as well as to bring outside food or drinks into the establishment for consumption.
- › In the pool area, only food and drinks purchased at the Parasol Bar may be consumed. The use of glassware is also prohibited in the pool area.
- › Pool sun loungers are free of charge and cannot be reserved. Hotel staff may relocate personal belongings from sun loungers that have not been used for more than 45 consecutive minutes when other guests are waiting.
- › The use of room towels outside is not permitted. Specific pool/beach towels are provided for this purpose.
- › Smoking is prohibited throughout the building, including rooms and common indoor areas. Smoking is only permitted in designated outdoor areas.
- › The dress code for access to the dining rooms and restaurants allows shorts, polo shirts, or dress shirts. Swimwear, bikinis, tank tops, or similar clothing are not permitted. Management may require compliance with this rule before granting entry.
- › For reasons of hygiene and safety, access to the pool is prohibited with clothing not specifically designed and intended for swimming. Swimming attire must allow for adequate movement and freedom of movement in the water.

RESTAURANT HOURS

Service	Service Hours
Buffet breakfast	07:30 – 10:30 h
Lunch	13:00 – 15:30 h
Buffet dinner	19:30 – 22:30 h
Bar	11:00 – 23:00 h

** Schedules may be modified by management depending on the season. Please check with reception.*

DEPOSITS

The property may require a €200 security deposit upon arrival to cover any potential damages. This deposit will be fully refunded upon check-out, after the room has been inspected. In the event of any damage (damage to facilities, theft of equipment, excessive dirt, or failure to return keys/cards), the full amount will be retained. Refusal of the deposit entitles the property to terminate the accommodation agreement.

Chapter 3 – Internal Organization

The Hotel Manager is ultimately responsible for the hotel's operations and has a Quality Committee to handle any issues. Guests can contact any of its members directly:

- › General Manager
- › Head of Reception
- › Head Chef
- › Maître d'
- › Head Housekeeper

Chapter 4 – Capacity Limits for Common Areas

Zona / Servicio	Aforo máximo
Restaurant / Main Dining Room	232 PAX
Outdoor terrace / Solarium	72 PAX
Parasol Bar (pool area)	345 PAX
Lobby Bar	203 PAX

** Capacity limits will be established in accordance with the establishment's business license and current safety regulations.*

Final Provision – Assistance from Authorities and Non-Compliance

The management of Parasol by Dorobé, or the responsible staff, may request the assistance of law enforcement to remove guests who violate these Internal Regulations, or who attempt to access or remain on the premises for a purpose other than the normal use of its services, in accordance with the provisions of the Andalusian Tourism Law.

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