

HOTEL SORBAS

INTERNAL REGULATIONS – Year 2026

General Admission Rules

Access and stay in the establishment shall be subject to the provisions of Andalusian Tourism Law 13/2011, Decree-Law 13/2020 on hotel establishments, and other applicable regulations.

The establishment is public and open access, except for the restrictions derived from applicable law or these regulations. Any person wishing to use accommodation units must present a valid identification document (ID card, Passport, Driver's License, or, where applicable, Residence Permit). Photographs or unverified copies will not be accepted.

Admission and stay may only be denied for the following reasons:

- Lack of available accommodation or facilities.
- Failure to meet admission requirements set forth in these regulations.
- Conduct that may cause danger or inconvenience to other persons or users, or that disrupts the normal activity of the establishment.

In such cases, staff may request guests to leave, after settling any outstanding accounts for services or consumption. If necessary, the assistance of law enforcement may be requested. It is expressly stated that no access shall be denied or restricted on the grounds of sex, disability, religion, opinion, or any other personal or social circumstance.

Rights and Obligations of Guests

Guests have the right to truthful information, to safety, privacy and tranquility during their stay, and to receive the services contracted in accordance with the category of the establishment. They are also entitled to invoices and official complaint forms.

Guests must respect the facilities, comply with the rules of coexistence, and pay for services either at the time of invoicing or under the agreed conditions.

Rules of Conduct

Silence must be observed in hallways and common areas from 22:00 onwards to avoid disturbing other guests.

Smoking is prohibited throughout the establishment. A €150 penalty will be applied in case

of non-compliance.

Cooking in rooms or the use of unauthorized electrical appliances is prohibited.

Minors must always be supervised by an adult.

Services and Schedules

Check-in time is from 15:00 to 22:00. Check-out must be completed before 12:00; otherwise, an additional night will be charged.

Room cleaning service is available from 9:00 to 15:00. Guests staying more than one day may request exclusion from cleaning for a maximum of one day, while maintaining proper hygiene.

Maintenance and repairs are carried out from 11:00 to 14:00, during which time noise may occur. Guests can inform staff if these works cause discomfort.

Breakfast, for those whose booking includes it, is served from 7:00 to 10:30.

Reservations and Payments

Reservations are confirmed after payment of the first night or the requested guarantee. Amounts paid as confirmation are non-refundable.

In case of cancellation, no refund will be granted if it occurs less than 15 days before check-in for group bookings, or less than 7 days for individual bookings. For non-refundable rates, cancellations are never free.

Cancellations must be made through the same booking channel and are only valid if acknowledged by the establishment. The establishment may make charges or pre-authorizations to the credit card provided. Early departure does not exempt the guest from paying for the full stay.

If guests are absent for more than 42 hours without prior notice, the establishment may terminate the lodging contract and collect belongings.

The establishment may change a reservation to a higher category room. Guests must promptly report any anomaly or malfunction; otherwise, management cannot be held responsible or liable for compensation at the end of the stay.

Pets and Companion Animals

At Hotel Sorbas, pets are not allowed.

Responsibilities and Guarantees

The establishment may require a deposit or guarantee (up to €300) to cover possible damages or unpaid services. Staff may request the assistance of authorities in cases of non-payment or breach of these regulations.

Loss or non-return of key/card will incur a €50 penalty.

For questions regarding hotel operations, guests may contact reception staff.

The establishment is not responsible for services provided by external companies.

The establishment may charge the guest's credit card for the cost of their stay. In case of an irreparable fault affecting a room, the establishment will relocate guests when possible, or refund unused nights if relocation is not feasible.

Safety and Hygiene Rules

Access will be denied to individuals who do not meet minimum hygiene conditions, carry unauthorized weapons, show signs of drunkenness, or are under the influence of drugs.

Unregistered persons are not allowed to stay, nor may the number of occupants exceed the contracted capacity.

The establishment may use CCTV in common areas in compliance with current legislation.

Special Rules for Group Reservations

Reservations of three or more rooms are considered group bookings.

To confirm group bookings, a 50% deposit must be paid at the time of reservation. Full payment is required at least two weeks prior to check-in.

A guest list must be submitted 48 hours before arrival. Guest exchange between rooms is not allowed without express authorization.

Group reservations are non-refundable; amounts paid will not be reimbursed.

Data Protection and Complaints

The establishment complies with REGULATION (EU) 2016/679 on personal data protection.

Guests may request official complaint forms at reception. Filing a complaint does not exempt guests from compliance with these regulations or from paying contracted services.

Final Provisions

In case of non-compliance with these regulations, the guest may be required to leave the establishment, with reimbursement for unused nights already paid.

The establishment is not responsible for external failures in electricity, water, or telecommunications supply.

Forgotten items will be stored for two days if durable, otherwise disposed of if perishable.

These regulations form part of the terms and conditions of all bookings made at this establishment. They will be published on the establishment's website and made available at reception.

These regulations are governed by Spanish Law and are issued in Spanish, which is the only legally binding version. Other translations, such as English or French, are provided for information only.