

WELCOME TO HOSTAL RIO DE ORO.

Modality: City **Quality:** 1 Star

H/JA/00529

INTERNAL RULES REGULATIONS OF THE INTERNAL REGIME:

This hotel establishment complies with the provisions of:

- Decree 13/2020 of 18 May, on Hotel Establishments of Andalusia.
- Law 13/2011, of 23 December, on Tourism in Andalusia.
- Data protection regulations (Regulation (EU) 2016/679 – GDPR and LOPDGDD).
- Information on prices, services and general conditions is available to the customer at reception.
- In case of disagreement, the customer can present a complaint and claim form, available at the establishment.
- The payment of the stay will be made according to the hostel's policy, previously informed.
- Smoking is prohibited in the rooms (Law 42/2010).
- Animals are not allowed to enter, except guide dogs or unless expressly indicated.
- Right of admission: The hostel can exercise its right of admission in accordance with current regulations (Article 25), without this implying any discrimination.
- It is totally forbidden to make noise after 20:00 in the afternoon for guests' rest.
- Respect check-in and check-out times.
- Keep the room tidy and notify the staff of any damage.
- Do not allow strangers to enter the room and notify the hostel about any suspicious situation.
- The person responsible for those issues related to the operation of the establishment is Eduardo Aguilera Gutiérrez (TELF 618559282).
- All the services carried out in our establishment are carried out by the same establishment.
- In the event of any anomaly or service that poses a risk to the customer, they will be informed of the security measures adopted in this regard.

