

GRUPO DOROBÉ HOTELS

NERJA CLUB & SPA BY DOROBÉ

HOUSE RULES

Internal Regulations of the Hotel Establishment
(H/MA/01039)

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 binding both for the hotel establishment Nerja Club & Spa by Dorobé and for the guests who contract its services.

At Nerja Club & Spa by Dorobé we are committed to offering our guests an experience of quality, comfort and mutual respect. We kindly ask you to cooperate with the hotel staff to ensure the enjoyment of all.

Chapter 1 – General Conditions of Admission

- › Both the reservation holder and their companions (adults and minors) are required to identify themselves upon arrival at the establishment by presenting a valid national ID card (DNI), foreigner ID (NIE) or passport. The reservation is personal and NON-transferable, unless expressly authorised by the management.
- › It is mandatory to complete registration at reception and to accept the conditions agreed in the reservation.
- › The total amount of the stay, including any services contracted in advance, must be paid upon arrival. If the guest does not accept the charge, they will automatically forfeit their right to the reservation.
- › Guests wishing to charge additional services shall pay for them at the time they are provided.
- › No guest may accommodate unregistered persons in their room without the prior consent of the management. In any case, the corresponding registration procedures must be completed and the applicable fee paid.
- › Occupancy of double rooms booked as single rooms by two people is not permitted.
- › **Check-in:** from 2:00 p.m. During periods of maximum occupancy, the room may not be available until 4:00 p.m.
- › **Check-out:** before 12:00 noon. Staying beyond this time will result in the charge of one additional day. Please notify reception of any change to your departure date.
- › The guest card provided by reception identifies you as a hotel guest. Please carry it with you at all times.

Chapter 2 – Rules of Coexistence and Operation

- › Furniture, bed linen, towels and other hotel property must be used in a reasonable manner. When leaving the room, guests must close doors, windows and taps, 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 any items inside them.
- › The hotel will issue an itemised invoice for all services provided. Staff will provide a receipt for any additional charge not included in the reservation.

- › The hotel assumes no responsibility for external services contracted by the guest (taxi, dry cleaning, medical services, etc.).
- › The hotel is not responsible for the loss of money, jewellery or valuables not deposited in the in-room safe. Items left in common areas or in rooms after check-out will be kept in custody until the end of the season.
- › Civic behaviour is required throughout the establishment. Disturbing the peace, making excessive noise or using the facilities for illegal activities is prohibited.
- › The Hotel reserves the right of admission and the right to expel guests who disturb the peace or engage in violent behaviour, without this affecting the charge for the full amount of their stay
- › In the provision of its services, Nerja Club & Spa by Dorobé will not discriminate on the grounds of sex, political belief, religion, nationality or social status. The management may deny access or services to persons who arrive in a state of intoxication, under the influence of narcotic substances, or who intend to misuse the facilities.
- › Walking barefoot through the lobby, corridors or common areas of the hotel is not permitted, except in the pool area. Remaining in swimwear in indoor common areas is also not permitted, except in the vicinity of 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 not to serve alcoholic beverages to anyone showing signs of intoxication.
- › For reasons of hygiene and health, the consumption of food and beverages is only permitted in the areas designated for this purpose.
- › It is expressly prohibited to take food out of the restaurants or the buffet, as well as to bring in outside food or drink for consumption on the premises.
- › It is expressly prohibited to take glassware (glasses or cups) to the pool area. The staff will provide plastic alternatives.
- › In the pool area, only food and beverages purchased at the Bar Nerja Club may be consumed.
- › The pool sun loungers are free of charge and may not be reserved. Hotel staff may remove personal belongings from sun loungers left unused for more than 45 consecutive minutes when other guests are waiting.
- › The use of room towels outdoors is not permitted. Specific pool/beach towels are provided for this purpose.
- › Smoking is prohibited throughout the building, including rooms and indoor common areas. Tobacco use is only permitted in the designated outdoor areas marked for this purpose.
- › The dress code for access to the dining rooms and restaurants allows shorts, polo shirts or shirts. Access is not permitted in swimwear, bikinis, tank tops or similar garments. The management may require compliance with this rule before allowing access.

RESTAURANT & BAR OPENING HOURS

Service	Hours
Buffet Breakfast	08:00 – 10:00
Lunch / À la carte	13:00 – 14:30
Buffet Dinner / À la carte	19:00 – 21:30
Bar Nerja Club (pool)	10:00 – 20:00
Bar / Lobby Bar	09:30 – 23:00

** Opening hours may be modified by the management depending on the season. Please check at reception.*

DEPOSITS

- › The establishment may request a deposit of €200 upon arrival to cover possible damage. This deposit will be fully refunded at check-out, after inspection of the room. If any damage is detected (damage to facilities, theft of items, excessive dirtiness or failure to return keys/cards), the full amount will be withheld. Refusal to pay the deposit entitles the establishment to terminate the accommodation contract.

Chapter 3 – Internal Organisation

The Hotel Manager is ultimately responsible for the operation of the hotel and is supported by a Quality Committee to handle any incident. Guests may contact any of its members directly:

- › General Manager of the Hotel
- › Front Office Manager
- › Head Chef
- › Maître d'
- › Head Housekeeper

Chapter 4 – Maximum Capacity of Common Areas

Area / Service	Maximum capacity
Restaurant / Main dining room	To be determined
Outdoor terrace / Solarium	To be determined
Bar Nerja Club (pool area)	To be determined
Lobby Bar	To be determined
Reception / Lobby	To be determined
Meeting room / Events	To be determined

** Capacities will be established in accordance with the establishment's activity licence and current safety regulations.*

Final Provision – Assistance of the Authorities and Non-Compliance

The management of Nerja Club & Spa by Dorobé, or the responsible staff, may request the assistance of law enforcement authorities to remove users who breach 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 Tourism Law of Andalusia.

Failure by the guest to comply with these Regulations may be grounds for termination of the accommodation contract, without legal liability for the establishment, and without exempting the guest from payment for services already provided. The establishment makes the Official Complaint Forms of the Junta de Andalucía available to its guests.