



HOTEL INTERNAL REGULATIONS

HOTEL ARENA SUITES MÁLAGA

1. Purpose

These Internal Regulations establish the rules governing the operation, conduct, safety and use of the facilities at Arena Suites Málaga, with the aim of ensuring a comfortable stay for all guests, in accordance with the tourism regulations currently in force in the Autonomous Community of Andalusia.

By making a reservation or staying at the establishment, guests agree to comply fully with these Internal Regulations.

2. Hotel details

Establishment: Arena Suites Málaga

Address: Calle Casares 9A, Carretera de Cádiz, 29004 Málaga, Spain

Category: Hotel

Telephone: +34 665 159 765

The hotel management is responsible for ensuring compliance with these Internal Regulations and addressing any issues arising during guests' stays.

3. Admission Requirements

Any person who has duly completed a reservation and complies with the conditions established by applicable law may stay at the hotel.

The hotel may refuse admission or require a guest to leave under any of the following circumstances:

- Failure to provide identification as required by applicable regulations.
- Failure to comply with the booking or payment conditions.
- The authorised occupancy limit has been exceeded.
- Conduct that disrupts other guests, their rest, or the safety and normal operation of the hotel.
- Intoxication or being under the influence of substances that seriously impair behaviour.
- Violent, aggressive, discriminatory or disrespectful behaviour towards other guests or hotel staff.
- A serious breach of these Internal Regulations.

Where necessary, the hotel may request assistance from the relevant law enforcement authorities.

4. Guest Registration

All guests must present a valid official identity document or passport before accessing their room, in accordance with the regulations governing guest registration.

Unregistered persons may not enter guest rooms unless expressly authorised by the hotel management.

5. Check-in and Check-out Times

Check-in

From 3:00 p.m.

Check-out

By 12:00 noon.

Late check-out is subject to availability and may incur an additional charge.

6. Guest Conduct

To ensure that all guests can rest comfortably:

- Quiet hours are from 10:00 p.m. to 8:00 a.m.
- Parties and gatherings that may disturb other guests are not permitted.
- Music must not be played at a high volume.
- Guests must behave respectfully towards other guests and hotel staff.

- **7. Hotel recommended for adults.**

Due to the nature of its facilities, services and accommodation concept, Arena Suites Málaga is a hotel recommended for adults.

8. No-Smoking Policy

In accordance with applicable law, smoking is prohibited in guest rooms and all indoor areas of the hotel.

Failure to comply may result in a charge for specialist cleaning and odour removal, without prejudice to any other liability applicable by law.

9. Pets

Pets are not allowed.

This restriction does not apply to guide dogs or other legally recognised assistance animals.

10. Use of Guest Rooms

Guest rooms must be used exclusively for the accommodation booked.

The following are prohibited:

- Altering or rearranging the furniture.
- Tampering with electrical installations.
- Using appliances or devices that may pose a safety risk.
- Engaging in illegal activities.
- Bringing flammable or hazardous materials onto the premises.

11. Use of the Hot Tub

Hot tubs provided in guest rooms must be used in accordance with the instructions supplied by the hotel.

The following are prohibited:

- Using oils, salts, bubble bath or other products that may damage the system.
- Placing objects in the hot tub that may obstruct the pipes.
- Tampering with the technical systems.

Guests use the hot tub at their own risk.

12. Housekeeping

Housekeeping services will be provided daily during the hours established by the hotel.

Guests are kindly requested to allow housekeeping staff access to their rooms.

13. Safety

For safety reasons:

- Tampering with fire-safety equipment is prohibited.
- Emergency exits must remain unobstructed and be used appropriately.
- In the event of an evacuation, guests must follow the instructions given by hotel staff.
- Lifts must not be used during a fire emergency.

14. Personal Belongings

The hotel shall not be liable for the loss, theft or damage of personal belongings that have not been deposited in the designated safekeeping facilities, except where otherwise provided by applicable law.

15. Damage

Guests shall be liable for any damage caused by the improper use of the hotel's facilities, furniture or equipment.

The hotel may charge the corresponding cost of repairing or replacing damaged property.

16. Third-Party Services

Where certain services are provided by external companies, they shall be governed by their own specific terms and conditions, without prejudice to the information provided by the hotel.

17. Official Complaint Forms

Official complaint forms issued by the Regional Government of Andalusia are available at the hotel in both physical and electronic formats, in accordance with applicable regulations.

18. Data Protection

Guests' personal data shall be processed in accordance with Regulation (EU) 2016/679 (GDPR), Spanish Organic Law 3/2018 and all other applicable legislation.

19. Breach of the Internal Regulations

Failure to comply with any of these Internal Regulations may result in refusal of admission or a requirement to leave the hotel, without prejudice to any legal action that may be taken.

20. Availability of the Internal Regulations

These Internal Regulations shall be available to guests at the hotel reception and on the official Arena Suites Málaga website in both Spanish and English.

Final Provision

These Internal Regulations have been drawn up in accordance with Article 25 of Decree-Law 13/2020 of 18 May, governing hotel establishments in Andalusia, and all other applicable tourism regulations.