

Occidental Puerto Banús

H/MA/01340 Hotel Occidental Puerto Banús - Avenida Rotary internacional s/n 29660 Marbella, Málaga

Internal Hotel Regulations

At Occidental Puerto Banús we are delighted to welcome all our guests and walk-in clients, as you know there is a protocol that we have to follow not only for safety and health issues, but also for issues of coexistence.

Pursuant to Article 25 of Decree 13/2020 of May 18th of Hotel establishments, BOJA No. 42 of in wording established by Decree 13/2011 of simplification of administrative procedures, the establishment has the following Internal Regulations that will be mandatory for customers of the establishment.

The hotel reserves the right to ask the assistance of agents of the authority to invite out from the establishment users who do not comply with the internal rules or who intend to access or stay in them for a purpose other than the normal use of the service, also in those cases in which the attitude of customers poses a risk to their own safety, that of other customers or the hotel staff.

According to the decree 10/2003 Artº 5 and 7 by which the General regulation of Admission of persons in establishments of public spectacles and recreational activities is approved, the access and the permanence of persons in the establishment will be prevented in the following suppositions:

- When users manifest violent attitudes, especially when they behave aggressively or cause altercations, create situations of danger or inconvenience to other customers, or do not meet the hygiene conditions.
- When it causes noises that disturb the normal development of the establishment.
- When you adopt measures or attitudes against the health and cleanliness of the establishment.
- When an attempt is made against the normal social coexistence of the establishment.

However, in the cases described above, the person is obliged to pay the costs incurred up to the time of the prohibition of access.

On the other hand, below are several points to consider within the establishment:

- It is mandatory to shower before entering the pool.
- The use of towels on the hammock.
- It is forbidden to reserve sun loungers in the pool area, after 30 minutes without occupying the sun lounger, the pool department will collect your belongings and keep them until their collection.
- The use of the Burkini for bathing is authorized as long as it is made with special fabrics such as neoprene, lycra ... As swimsuits and bikinis are made for use at the beach or pool.
- It is forbidden to be at "topless" in the hotel common areas.
- The hotel is not responsible for any type of incident, damage, or loss in the car park.
- The accommodation reservation begins at 14:00 hours on the first day of the contracted period and ends at 12:00 hours on the day designated as the departure date. For possible changes, please consult reception. The prolongation in the occupation by time superior to the described one, will cause the duty to pay one more day. Reservations of rooms or stays in them by minors not accompanied by an adult who is responsible for them always will not be accepted. The hotel may require written authorization from the person responsible for the minor.
- Smoking is prohibited in "non-smoking" areas.
- It is forbidden to bring food or drinks into the hotel to be consumed inside the common areas of the Hotel.
- No food, meals or drinks may be taken from the hotel dining rooms.
- Access to the establishment's buffet restaurant or dining rooms with inappropriate clothing, wet clothes or swim suit is not permitted.
- The hotel kindly request not to leave clothes or towels in the room balcony. Please, do not throw any objects through the windows.
- For security reasons, access to the rooms to any person not registered at the hotel is forbidden. If guests receive any visitors, they must remain in the social areas, or check-in at the main desk. To preserve the exclusivity, harmony, and distinction that define our hotel, access is restricted to companions whose attire does not align with the purpose of the stay.
- The hotel may request a prior guarantee of payment by credit card or cash (not exceeding 999.99€) for the services contracted, in accordance with applicable legislation, the Order of 15 September 1978 on prices and reservations.
- The users have the obligation to pay the amount of the services provided as well as the consumption made at the time of the presentation of the invoice in the same establishment or in the agreed conditions.
- The establishment is only responsible for valuables in the safe box. Deposit all valuables in the safe in your room. The hotel is not responsible for theft, robbery or loss of objects not deposited in the Reception under deposit, nor for those objects deposited in the luggage room without properly storing, so it is recommended to deposit all your belongings inside your luggage and lock it. The hotel is not responsible for any valuables left in the rooms.
- The furniture and equipment of the rooms, as well as the rest of the outfits of the establishment, are part of the services provided and have been arranged with the intention of making the stay of customers as pleasant as possible, so we ask for an appropriate and respectful use of them. In any case, they are property of the establishment, so in case of damage, loss or unjustified deterioration of them, the establishment reserves the right to require their corresponding payment.
- Maximum time allowed from passengers boarding and disembarking from the vehicle at the hotel entrance is 5 minutes.

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