General Rules of Admission

1. Access to and stay in the establishment shall be subject to the provisions of Law 13/2011 on Tourism in Andalusia, Decree-Law 13/2020 on hotel establishments, and all other applicable regulations.
2. The establishment is open to the public and offers free access, subject only to the limitations set forth by law or by these Internal Regulations.
3. Any person wishing to occupy an accommodation unit must present a valid identification document (National ID card, Passport, Driver's License, or, where applicable, Residence Permit). Photographs or unverified copies shall not be accepted.
4. Admission and stay in this establishment shall be refused on the following grounds:

   a) Lack of accommodation capacity or facilities.

   b) Failure to comply with the admission requirements established in these Internal Regulations.

   c) Engaging in conduct that may cause danger or nuisance to other persons or users, or that hinders the normal operation of the establishment's business.

   Where any of the aforementioned circumstances arise or where persons violate one or more of the restrictions listed above, the authorized personnel of the establishment may request that such persons leave the premises, subject to prior payment, where applicable, of any outstanding balances for services provided and consumption incurred. If necessary, assistance shall be requested from the State Security Forces and Bodies pursuant to Article 36 of the Tourism Law and Article 25 of the Hotel Organization Decree-Law.

5. It is expressly stated that free access to the facilities, services, and accommodation of this hotel establishment shall not be denied or restricted to any person on the grounds of sex, disability, religion, opinion, or any other personal or social circumstance.

Rights and Obligations of Users

1. Users have the right to receive truthful information, to safety, privacy, and peace during their stay, and to the provision of the contracted services in accordance with the establishment's category. Likewise, they have the right to receive an invoice and to be provided with complaint sheets.
2. Users must respect the facilities, comply with the rules of coexistence, and pay for services upon presentation of the invoice or as agreed.

Rules of Coexistence

3. Silence must be maintained in hallways and common areas from 10:00 PM onwards, avoiding noises that disturb the rest of other guests.
4. Smoking is strictly prohibited throughout the entire establishment. Non-compliance shall incur a penalty of €150.
5. Cooking in the rooms or using unauthorized electrical appliances is strictly prohibited.
6. Minors must be supervised by an adult at all times.

Services and Hours

1. Check-in time is from 3:00 PM to 10:00 PM.
2. Check-out must be completed before 12:00 PM (noon). Failure to comply shall incur the charge of an additional night's stay.
3. If the guest fails to return the room key at the end of their stay at the Hotel, a penalty or charge of €100 shall apply.
4. Housekeeping service hours are from 9:00 AM to 3:00 PM. Guests staying for more than one night may request the exclusion of housekeeping services for a period not exceeding one day, provided they maintain appropriate hygiene measures.
5. Maintenance and repair hours are from 11:00 AM to 2:00 PM; consequently, operational noise may occur during this timeframe. Guests staying for more than one night who experience inconvenience due to such noise may notify the staff so that it may be minimized to the extent possible.
6. The restaurant service located within the building is operated independently by an external management company. The hotel management shall not be held liable for any incidents or services provided by said parent company.

Reservations and Payments

7. Reservations shall be confirmed upon payment of the first night or the security deposit requested by the establishment. Amounts paid as reservation confirmation fees are non-refundable.
8. In the event of a cancellation with less than 15 days' notice for group reservations, or less than 7 days' notice for individual reservations, no refund shall be granted. For non-refundable rates, cancellations shall never be free of charge.
9. Cancellations must be made through the same booking channel used for the reservation and shall only be valid upon written confirmation from the establishment.
10. Early departure shall not exempt the guest from full payment of the contracted services.
11. To complete check-in at the establishment, guests must provide valid credit card details per room. The establishment reserves the right to charge said card for non-compliance with the rules set forth in these Internal Regulations

and in the admission document, proportional to the damage caused to the establishment, its facilities, or its operation. Furthermore, the establishment may process charges or pre-authorizations on the credit card provided.

12. If guests are absent for more than forty-two hours without prior notice, the hotel establishment may suspend or terminate the accommodation contract and proceed to remove and store their luggage.
13. The hotel establishment reserves the right to reassign an accommodation reservation to a different room category of equivalent or higher level than the one contracted by the guest.
14. Guests must report any anomaly or operational defect observed in the facilities, rooms, or common areas as soon as possible to enable management to rectify the issue. The management shall not be held liable for any defect that was not reported in a timely manner upon detection, and the guest shall not be entitled to claim compensation or a refund for such reasons upon departure.

Liability and Guarantees

1. The establishment may require a deposit or guarantee of up to €300 to cover potential damages, unpaid balances arising from the stay, or breaches of these Internal Regulations. Deposits or holds made via credit card shall be released within one week from the check-out date. Cash deposits shall be refunded within 48 hours following check-out to the bank account provided by the guest.
2. Establishment personnel may request authority assistance in the event of non-payment of accommodation fees or any other breach of these Internal Regulations.
3. Guests must provide valid credit card details at the time of check-in; the establishment reserves the right to refuse registration and check-in if the guest fails to provide such details or, failing that, pay the requested security deposit in cash.
4. Loss or failure to return the room key/access card shall incur a penalty of €100.
5. For any queries or issues regarding the operation of the hotel, guests may contact the reception staff, who will assist them or connect them with the person authorized to resolve their query.
6. The hotel establishment shall not be held liable for services provided by third-party companies operating independently from the establishment.
7. The hotel establishment is authorized to charge the credit card provided by the guest at the time of booking for all expenses related to their stay.
8. In the event of an irreparable breakdown affecting a room, the hotel establishment shall rehouse the occupants. If rehousing is not possible for any reason and guests must leave the establishment, the hotel shall refund all amounts collected for the days not spent at the property, including the day the breakdown occurred.

Health and Safety Regulations

1. Access shall be refused to persons who fail to maintain basic hygiene standards, carry unauthorized weapons, or display signs of intoxication or drug use.
2. Unregistered persons are strictly prohibited from staying on the premises, and the maximum occupancy limit for each booked room must not be exceeded.
3. The establishment may operate video surveillance systems in common areas in compliance with applicable law.

Special Regulations for Group Reservations

4. Bookings of three or more rooms shall be deemed group reservations.
5. Confirmation of group reservations requires a 50% deposit at the time of booking.
6. Full payment must be settled at least two weeks prior to check-in.
7. A complete guest list must be submitted 48 hours prior to arrival. If the organizers fail to provide this list, the reservation shall be canceled and applicable cancellation fees may apply.
8. Guest room switching without express authorization is strictly prohibited.
9. Group reservations are strictly non-refundable, and free cancellation shall not apply.

Data Protection and Complaints

10. The establishment complies with Regulation (EU) 2016/679 on personal data protection (GDPR).
11. Guests may request official complaint forms at reception. Filing a complaint shall not exempt the guest from complying with these Regulations or paying for contracted services.

Final Provisions

1. In the event of non-compliance with any of the aforementioned rules, the hotel establishment reserves the right to request the guest's departure, refunding the amount corresponding to any remaining unfulfilled nights, provided they have been paid for in advance.
2. The establishment shall not be held liable for disruptions in electricity, water, or telecommunications supplies beyond its control.
3. Lost property shall be held for two days if non-perishable; perishable items shall be disposed of immediately.
4. These regulations are established to set forth the rules of coexistence within the hotel establishment and form an integral part of the terms and conditions of all reservations made at this property.

5. These Regulations are governed by Spanish Law and are officially rendered in Spanish, which shall remain the sole legally binding text and shall prevail in the event of any discrepancy in interpretation, even if translated or published in other languages, such as English or French.
6. The filing of any complaint or claim by guests shall not exempt them from complying with these Regulations or settling the payment for contracted services.
7. These regulations shall be published on the website and made available at the establishment's reception desk.

Pets and Service Animals

8. At Hotel Museo Lucainena, pets are allowed upon request and subject to the payment of a surcharge. Pets shall only be admitted if the reservation made explicitly includes this option. To stay with pets, a security deposit of €200 must be provided.
9. The establishment allows pets, provided they adhere to basic standards of hygiene and respect for the facilities and other guests. Guests wishing to bring pets to the hotel establishment must notify management prior to their stay, and access with pets shall be prohibited without prior notification to authorized hotel personnel. Furthermore, the establishment reserves the right to charge an associated surcharge, alongside a security deposit against potential damage caused to the premises or accommodation units. This deposit shall be refunded once hotel staff verifies that no such damage has occurred. In the event of non-compliance with any of the aforementioned rules, the hotel establishment reserves the right to request the guest's departure, refunding the amount corresponding to any remaining unfulfilled nights, provided they have been paid for in advance.
10. Pets must not be left unattended in the room at any time.
11. Pets are strictly prohibited from being on beds or any other furniture in the rooms or common areas.