

Barceló Marbella

H/MA/01704 Hotel Barceló Marbella Urbanización Guadalmina Alta, Camino Cortes, Cam. de la Granadilla, s/n, 29670 Marbella, Málaga

Internal Hotel Regulations

At Barceló Marbella we are delighted to welcome all our guests and walk-in clients, as you know there is a protocol that we must 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.
- 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 15:00 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 inside the rooms and in designated “non-smoking areas”. The use of electronic cigarettes and vapers is also not allowed in the rooms or “non-smoking” areas. Please be reminded that the consumption and handling of illegal substances is strictly forbidden in this hotel. Use of such substances may result in eviction, notification of the relevant authorities, and applicable penalties.
- 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 swimsuit 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.
- Access is prohibited to individuals accompanied by animals, except for those accompanied by guide dogs, in accordance with law 5/1998, of November 23rd, regarding the use of guide dogs in Andalusia by individuals with visuals impairments.
- 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.
- We kindly inform you that if the room is excessively messy or contains a large number of personal belongings, our Housekeeping staff may NOT be able to perform the cleaning service.
- Maximum time allowed from passengers boarding and disembarking from the vehicle at the hotel entrance is 5 minutes.