

Accommodation agreements

- The Hotel is not responsible for the cash or personal guest's belongings, unless placed in the safe box.
- Dear guest, we inform you that, according to Royal Order 19/1997, implemented by the Local authorities of the Comunidad Valenciana, rooms will be available for the guest between 12:00 and 16:00 h. Check out time will be at 12:00 h. day of departure.
- The bill must be settled when presented for payment (according to art.24 of the Spanish Tourism Law-Ley 12/1999).
- The Hotel is entitled to retain the guest's personal belongings, until the bill is fully paid (in accordance with art. 1866 of the Spanish Civil Code).
- For security and protection reasons, unregistered persons are not allowed to visit or use the rooms.
- By Signing this document, you authorize us to charge in your bank card, provided in the reservation or during the check-in, the total amount of the stay and expenses derived from it, even after the departure.
- The stay itself involves the acceptance of these conditions.
- Signing the present document, I promise to fulfil and see to it that others fulfil, all the dispositions contained in Law 28/2005 (Ley 28/2005, de 26 de diciembre).

Information about data protection

We inform you that your data is incorporated into the files of MAYAPAN, S.L. - MAYAPAN, to manage your reservation, provide you with hotel services, guarantee the payment of the expenses derived from the stay, loyalty programs (profiling) in your case, as well as to send you information by email about our offers and services by checking the corresponding box. The data are processed for the execution of the contract of hotel services and / or with the consent of the affected parts. The essential data to comply with the current legislation will be provided to the competent authorities.

In compliance with the applicable regulations (Organic Law 4/2015 for the protection of public safety), guest data will be communicated daily to the Security Forces. Likewise the necessary data will be provided to the involved travel agencies or operators.

The data will be kept for a minimum of 6 years in compliance with the fiscal, commercial, consumption and book-entry regulations of the travelers.

You have the right at any moment to access, rectify and cancel the data relating to you, limit your treatment, request the portability of your data, as well as to oppose the treatment of the same, addressing in writing and attaching a copy of the ID to MAYAPAN, SL - HOTEL CALAS DE ALICANTE Calle Canónigo Manuel L. Penalva nº2 03002 Alicante REF PROTECTION OF DATA. You also have the right to file a complaint before the Spanish Data Protection Agency (www.agpd.es).