

AREA / SUB-AREA / CRITERION
<b>I. General conditions / Common areas</b>
<b>I.2 Public Areas</b>
Lounge with self-service coffee, tea, soft drinks, pastries, fruit, sweet/savoury canapés and snacks available to guests free of charge
<b>I.3 Reception</b>
Credit line for hotel services
<b>I.7. Services</b>
Staff to park the car and make it available to the guest upon request 24-hour butler service
Free clothing repair/alteration service Manual shoe cleaning service
Luggage preparation service Personal
assistant service
Personal shopping assistant (Personal Shopper)
<b>II. ACCOMMODATION UNITS: FURNITURE / EQUIPMENT</b>
<b>II.1 Dimensions</b>
More than 15% of junior suites with
Jacuzzi in 10% of rooms
For rooms exceeding the minimum five-star requirements by 20% (0.5 points per accommodation unit accommodation unit - maximum 20 points)
<b>II.5 Room facilities</b>
Work or relaxation area with specific furniture
Safe with capacity for at least one laptop
<b>II.6. Bathroom facilities and amenities</b>
Rain shower
Hypoallergenic or high-end toiletries depending on the occupancy of the accommodation unit (at least 8 different items)
<b>III. CATERING</b>
<b>III. 1. Beverages</b>
Free snack service in your room, replenished daily Cocktail service
<b>III.3. Meals/Catering.</b>
Dining areas with simultaneous capacity for 80% of the establishment's maximum capacity Brunch service
Private/reserved dining room Wine
cellar
Preparation of dishes in front of the customer (flambéed, carved, deboned)
<b>IV. LEISURE / FREE TIME</b>
<b>IV.1. Sports</b>
Personal trainer service
Free access to sports facilities (3 points for each facility - maximum 15 points)
<b>IV.2. Health and beauty</b>
Free access to the spa area (3 points per facility - maximum 15 points) Free drinks or fruit for
guests in the spa area
<b>IV.3. Children</b>
Gifts for children upon arrival
Children's hygiene items
<b>IV.4 Other offers</b>
Bar service/waiters in the sun lounge area Pool
towels available for guests

Free digital library (online/downloads)
Establishment open all year round
At least 75% of employees have permanent contracts

## AREA / SUB-AREA / REQUIREMENTS

### I. General conditions / Common areas

#### I.1. General conditions

The entire establishment must be clean and hygienic.

All mechanisms and equipment (furniture, office supplies, etc.) are in perfect working order

The characteristics of the establishment must correspond to its category\*

Establishment located in a building that is listed in urban development plans or is located in special protection areas or has direct access to the beach.

#### I.2. Public Areas

There is air conditioning in the public areas of the establishment (restaurant, lobby, entrance, etc.)

There are separate toilet facilities for men and women in common areas, lounges or meeting places

Natural plants or flowers

Internet terminal accessible to guests (1 per 50 accommodation units)\*

Internet access in public areas (e.g. broadband, WLAN, Wi-Fi)\*

Bar\* open on the same days as the hotel

#### I.3. Reception

Separate and independent reception desk for service

Lobby with seating and complimentary beverage service

Telephone available for guests

Printer/photocopier service

Multilingual information area with electronic support

Information material on regional tourist attractions available at reception

Multilingual staff

24-hour reception service \*

Car parking staff

Concierge (separate staff)

Bellboys (separate staff)

Luggage service (delivery and collection to/from your room)

Luggage storage service upon arrival or departure of guests

#### I.4. Facilities for people with disabilities

Wall-mounted toilets

Door opening mechanisms using magnetic cards (avoiding card insertion systems)

#### I.5. Parking

Parking for use by guests (for at least 50% of accommodation units)\*

#### I.6. Other general facilities

Customer access is separate from service and goods access\*

Office on each floor\*

Service lift/goods lift

<b>I.7. Services</b>
Daily room cleaning
Daily towel change upon request
Change of bed linen every three days
Daily change of bed linen on request
Payment by bank card, clearly advertising the payment methods
Return of forgotten items at the customer's request, payable by the customer
Wake-up service
Umbrellas at reception/in rooms
Free newspapers
Daily national and/or international newspapers
Sewing service
Transport service (customer transfer)
Shoe cleaning service
24-hour maintenance service
Personal greeting for each guest with fresh flowers or a small gift in the room (not just a welcome message on the TV)
Accompanying guests to their room upon arrival
Wheelchair rental service
Luggage weighing service (scales)
Plants and/or fresh flowers in rooms
Additional afternoon service (second service) for room checks (towel change, turning down beds, emptying waste bins, etc.)
Ironing service (return within one hour)
Laundry and ironing service (delivery before 9:00 a.m., return within 12 hours)
Chemical cleaning/dry cleaning (collection before 9:00 a.m., delivery within 24 hours)
Currency exchange service
External medical assistance on request
Car rental service or other means of transport
Baby stroller rental service
<b>II. Accommodation units (u.a.)</b>
<b>II.1. Dimensions</b>
At least 80% of the accommodation units must meet the dimensions required for their category
Junior suite (double with lounge)
Suite
Balconies or terraces in at least 50% of the a.u.
Terrace furniture (at least 3 items of furniture) on at least 85% of the terraces of the rooms
Hammocks on terraces (on at least 50% of the terraces of the rooms)
<b>II.4. Sleeping facilities</b>
Single beds with minimum dimensions of 1.00 m x 2.00 m and double beds with minimum dimensions 1.50 x 2.00 m
Mattresses with a thickness of 22 cm or more
Duvet cover service
Hygienic mattress covers (washable with thermochemical products, breathable, free of mites and their excrement). A simple fleece sheet is not permitted.

Cot available on request
Well-maintained blankets or duvets
Well-maintained pillows
Hygienic pillow covers
Additional pillow on request
Two pillows per person
Guests can choose from different types of pillows (pillow menu)
Extra blanket on request
Possibility of completely darkening the room (e.g. blinds)
<b>II.5. Accommodation unit facilities</b>
Curtain
Suitable wardrobe or space for clothes
Clothes rack
Hangers made of uniform material and colour
Appropriate control of external noise through windows
Noise-absorbing doors or double doors
Air conditioning in the rooms
One seat per place
A comfortable seat (chair or armchair) with a side table
An extra comfortable seat (upholstered chair or armchair) in double rooms or suites
Table, desk (with minimum working space) and adequate lighting
Two power sockets in the room
Additional socket near the table and desk
Two power sockets near the bed
Adequate lighting in the room
Bedside table
Reading light near the bed
Switch for all room lights near the bed
Full-length mirror
Place for luggage
Waste bin
Radio (radio broadcasts can be received via TV or the hotel's central telecommunications system)
Smart TV with remote control
Additional colour television in the living rooms of suites and junior suites with remote control
International plug adapters available (upon request)
Telephone in rooms with internal and external lines and a multilingual instruction manual
Internet access in the room (broadband, WiFi, etc.)*
Device (PC, tablet or similar) with internet connection in the room, upon request
Safety deposit box/safe in the room
<b>II.6. Bathroom facilities and amenities</b>
100% of bathrooms have a shower or bathtub, toilet and sink.
Bathtub and/or shower with screen.
Bidet
Double sink or single space with double taps in double accommodation units in double accommodation units, junior suites and suites

Average amenities (basic amenities, towels/face cloths, magnifying mirror and stool)
4 additional amenities provided
Heating in the bathroom
Additional telephone in bathrooms
Gel and shampoo in single-use bottles
Extra towels
Bathrobe
Slippers
<b>II.7. Miscellaneous items in the room</b>
Multilingual hotel services manual
Magazine for guests
Daily newspapers (digital or printed)
Writing utensils and notepad
Iron and ironing board on request
Sewing kit
Laundry bag available
Shoehorn
Shoe cleaning kit*
Additional locking mechanism/lock on the room door
Mobile phone opening system
<b>III. Catering</b>
<b>III.1. Beverages</b>
Drinks available at the establishment outside dining room/bar hours or from a drinks dispenser.
24-hour beverage service for room service
Minibar in accommodation units with a drinks and snacks menu available on request
Coffee machine and kettle with single-serve coffee and tea bags in the accommodation unit
<b>III.2. Breakfast*</b>
À la carte breakfast (full buffet breakfast including hot buffet, live cooking or à la carte hot dishes)
Equivalent à la carte breakfast menu for room service
Breakfast time extended by two and a half hours
Breakfast outside normal hours
<b>III.3. Meals/Catering*</b>
Meals offered at the hotel (minimum service for lunch or dinner)
Meal times of at least two hours
Dinner time of at least two and a half hours
Cold lunch/dinner for late arrivals at the establishment
Meals available from room service 24 hours a day
À la carte or buffet restaurants open 7 days a week ( <i>each restaurant has a different concept, food selection and location</i> )
Dining room with outdoor terrace for breakfast and dinner
Snack service
Special menus available on request (children's menu, gluten-free, allergy-friendly, diabetic, etc.)
Cuisine featuring regional products
High chairs in the restaurant/dining room on request

Menu or buffet information in more than one language

#### **IV. Additional services (leisure and other activities)**

##### **IV.1. Sports**

Gym with at least four different types of exercise machines

##### **IV.2. Health and beauty**

Drinks service in the spa

Massage/treatment rooms (minimum size 10 m<sup>2</sup>)

Sauna with a minimum of six seats

Solarium

Background music with relaxing tunes

##### **IV.3. Children**

Childcare assistant/carer available on request

##### **IV.4. Other amenities**

Outdoor infinity pool

Number of sun loungers for between 25% and 50% of the beds with a side table

Pool/beach towels

#### **VI. Quality and ICT (online activities)**

##### **VI.1 Quality systems**

Complaints management system. Includes the complaint acceptance, assessment and response cycle.

Customer satisfaction questionnaire. Includes, on the part of the establishment, satisfaction questionnaires, evaluation of results, improvement and follow-up programmes, and publication of results on its own website

Adherence to the electronic complaints and claims system of the Regional Government of Andalusia

Environmental management system certificate (ISO 14001 or EMAS)

##### **VI.2. ICT (online activities)**

Own website with realistic and meaningful photographs of the establishment (at least exterior views, public areas and rooms). 3, 4 and 5-star establishments must be in at least two languages.

Online booking available through a proprietary electronic booking system. More than just a simple email address for customer requests or queries.

Accessible website

Invitation sent electronically to customers who are leaving or have left to leave a comment on a portal or on the website

Location map or geolocation coordinates, at the customer's request or online

#### **VII. Environmental, Energy Efficiency and Circular Economy Measures \***

##### **VII.1. Energy efficiency and renewable energies**

Automatic power cut-off system when leaving rooms

LED lighting in areas with permanent night lighting

Lamps or lighting fixtures with maximum light output and minimum electricity consumption inside the building  
inside the building

Use of renewable/alternative energies other than solar energy.

Use of liquid and gaseous fuels in preference to electrical energy, giving priority to natural gas and eliminating appliances that run on fuel oil.

Devices to disconnect air conditioning when doors and windows are opened in the u.a.

Thermostats in all rooms, common areas and u.a. whenever available  
air conditioning

## **VII.2. Water**

Water-saving devices on taps in washbasins, bathtubs and showers (single-lever taps, diffusers, pressure and flow limiters, etc.) throughout the establishment

Double flush or flush with cistern shut-off in all toilets throughout the establishment

## **VII.4. Waste**

Selective collection of waste generated by the establishment's activities

## **VII.5. Decarbonisation**

Methodology for measuring the carbon footprint has been initiated.