I.General conditions/Common areas	
I.1 General conditions	
The entire facility must be in a clean and hygienic condition.	<b>V</b>
All mechanisms and equipment (furniture, office equipment, etc.) are in	<b>7</b>
perfect working order.	V
The characteristics of the facility must be in accordance with its	<b>\</b>
category.	V
The facility is located in a building that has some kind of cataloguing in	
the urban management plans or is located in areas of special protection	
or has direct access to the beach.	
Facility located in a building/estate declared of cultural interest.	
I.2 Public areas	
Main entrance with canopy	V
There is heating/cooling by fixed elements in the public areas of the	<b>V</b>
establishment (restaurant, lobby, entrance).	V
There is air conditioning in the public areas of the establishment	<b>7</b>
(restaurant, lobby, entrance)	V
There are separate restrooms/toilets for men and women in common	<b>\</b>
areas, lounges or meeting places *.	V
TV room	V
Audiovisual room	
Reading / writing / library room	
Original art work in the common areas*	
Plants or natural flowers	V
Internet terminal accessible to clients (1 for every 50 housing units)	V
Internet access in public areas (e.g. broadband, WLAN, Wi-Fi)*	V
Bar*	V
Bar*with same openning days than the hotel	V
There is an area with counters/information tables for tourism service	
brokers.	
I.3 Reception	
Functionally independent area for reception service (visually separated)	V
Separate and independent reception desk for service	V
Lobby with seating	V

Lobby with seating and complimentary beverage service	<b>V</b>
Telephone available to customers	<b>V</b>
Printer/photocopier service	<b>V</b>
Multilingual service information area (panels/directories)	<b>√</b>
Multilingual service information area in electronic support	
Information material on regional tourism resources available at the	<b>√</b>
reception desk.	V
Bilingual staff	<b>V</b>
Multilingual staff	<b>√</b>
24-hour reception service in person	<b>√</b>
Staff knowledgeable in sign language	
Welcome manual or hotel information in Braille	
Vehicle parking personnel	
Doorman (with separate staff)	
Concierge (with separate staff)	
Bellboy (with separate staff)	
Luggage service, upon customer's request	<b>√</b>
Luggage service (delivery and pick-up at the room)	
Luggage storage service on arrival or departure of customers	<b>√</b>
	<b>7</b>
Public relations service independent of reception and concierge service	
I.4 Facilities for people with disabilities	
Emergency call pendants connected to the reception desk available to	
the customers.	
Magnetic loop installation for hearing impaired people	
Supplementary devices for the hearing impaired to perform the	
dispatching service	
Computers adapted for people with disabilities	
Walking stick holder in common areas	
Availability of low stool for easy access to washbasins and toilets	<b>✓</b>
Wall-mounted toilets	V
Baby changing facilities in male and female general toilets	
Installation of height-adjustable washbasins	
Magnetic card door opening mechanisms by proximity (avoiding the	<b>√</b>
card insertion system)	4

Terrace access frame from bedroom embedded in the floor	
Thermostats limiting hot water temperature to a maximum of 40º	
Beds adjustable in height and inclination of head and feet.	
Domotic fall detection systems	
Insulation of hot water pipes in washbasins*	
Ischiatic support in outdoor and common areas	
Mirrors above the buffet bar to facilitate the visualisation of the food	
available.	
Parking spaces with sufficient space for the use of lifting platforms	<b>V</b>
Adapted telephones with sound amplification systems	<b>\</b>
Folding and automatic return seat in lifts	
General information system adapted for people with audio-visual	
disabilities	
Manuals / codes of conduct for the care of persons with disabilities	
AREA / SUB-AREA / REQUIRIMENTS	
I. Parking	
Parking for the use of the facility (for a minimum of 20% of the	
accommodation units)*.	
Parking for the use of the facility (for a minimum of 20% of the	1
accommodation units)*.	
Parking for the use of the establishment (for 100% of the	
accommodation units)	
Bus parking	
Garage (for a minimum of 20% of the accommodation units)*.	V
Garage (for a minimum of 50% of the accommodation units)*.	V
Garage (for a minimum of 100% of the accommodation units)*.	V
Charging station for electric vehicles (cars, bicycles, etc.)	
I.6 Other general facilities	
Customer access is independent of service and goods access*	V
office on one floor every 3 *	<b>V</b>
Office in each floor*	
Service staircase	V
Service lift-elevators	
Own gardens 5 m2 per place	
Own gardens 10 m2 per place	V

Aisles wider than 1.50 metres	
Customer staircase with a width of more than 1.50 metres	
I.7 Services	
Daily cleaning of the room	V
Daily change of towels on customer request	V
Change of bed linen every five days of the stay	
Change of bed linen every three days of the stay	V
Daily change of bed linen on customer request	
Payment by bank card with clear advertising of the means of payment	V
Delivery of forgotten objects at the request of the client, who will have	
to pay for it.	<b>√</b>
Wake-up service	V
Umbrella in the reception/room	
Free updated magazines	
National and/or international daily press	V
Sewing service	
Transport service (transfer of clients)	
Shoe shine service	
24-hour maintenance service	V
WC/Courtesy shower for late departures	
Courtesy room for check-in and check-out (only for this use)	
Offer of complimentary sanitary products in the room	
Personal greeting to each guest with fresh flowers or a detail in the	
room (not just a welcome message on the TV)	
Accompany the client to the room on arrival	V
Wheelchair rental service	
Luggage weighing service (weighing scale)	
Natural plants and/or flowers in the rooms	
Additional evening service (second service) to check the rooms (change	
of towels, opening of bedspreads, cleaning of bins, etc).	
Ironing service (return within one hour)	
Laundry and ironing service (return by arrangement)	V
Laundry and ironing service (delivery before 9:00 a.m., return within 24	<b>V</b>
hours, except on weekends)	ت

Laundry and ironing service (delivery before 9:00 a.m., return in 12	
hours)	
Laundry for customer use	
Chemical cleaning/dry cleaning (collection before 9:00h, delivery in 48	
hours)	
Chemical cleaning/dry cleaning (collection before 9:00h, delivery in 24	
hours)	
Currency exchange service	
Nursing service - own facilities for providing health care	
External on-demand health care service	
Car or other transport rental services	
Baby pram rental service	
II. Accommodation units	
II.1. Dimensions	
At least 80% of the accommodation units with dimensions required for	<b>V</b>
their category.	V
100% of the accommodation units with dimensions required for their	
Junior Suite category (double with living room).	V
Suite	
Communicated accommodation units	
Balconies or terraces in a minimum of 20% of the accommodation units	V
Balconies or terraces in a minimum of 50% of the accommodation units	V
Balconies or terraces in a minimum of 75% of the accommodation units	V
Terrace furniture (on at least 3 items of furniture), on at least 85% of	abla
the terraces of the rooms	<u> </u>
Hammocks on terraces (at least 50% of the terraces of the rooms)	
II.2. Room dimensions in hotels - flats	
At least 80% of the accommodation units with dimensions required for	
their category.	
100% of the accommodation units with the dimensions required for	
their category.	
II.3. Kitchen Equipment in Hotels - flats	

Kitchen	
Oven	
Cooker hood	
Sink	
Coffee and tea maker with single-dose coffee and tea pods	
Microwaves	
Kitchen and dining room utensils (crockery, cutlery, glassware, etc.)	
Fridge	
Cleaning utensils	
Small household appliances (blender, toaster, juicer)	
Washing machine	
Dishwasher	
II.4. Sleeping accommodations	
Single beds of minimum dimensions of 0.9m x 1.90m and double beds	
of minimum dimensions of 1.35x1.90m.	
Single beds of minimum dimensions of 1,00m x 1.90m and double beds	
of minimum dimensions of 1.50x1.90m.	
Single beds of minimum dimensions of 1,00m x 2,00m and double beds	✓
of minimum dimensions of 1.50x2,00m.	<b>▼</b>
Single beds of minimum dimensions of 1,00m x 2,00m and double beds	
of minimum dimensions of 2,00x2,00m.	
10% of beds with a minimum length of 2.10m	V
Well-kept mattresses with a minimum thickness of 18cm.	V
Mattresses with a thickness of 22cm or more	V
Ergonomically adjustable mattresses	
Duvet cover service	V
Sheets and mattress covers	V
Hygienic mattress covers (washable with thermo-chemical products,	
breathable, free of mites and their excrements). A simple mattress	✓
sheet is not allowed.	
Thorough cleaning of mattresses on an annual basis by means of non-	
chemical systems that guarantee the disappearance of mites, verifiable	V
by explicit verification.	
Cradle on customer request	
In-room alarm clock device	V

Well-preserved blankets or rugs	
Well-preserved blankets or rugs	✓
Well-preserved pillows	V
Hygienic pillowcases	V
Additional pillow on request	V
Two pillows per person	V
Customers can choose between different types of pillows (pillow	
menu).	
Additional blanket on request	V
Possibility of darkening the room	
Possibility to darken the room completely.	
II.5.Equipment of the accommodation unit	
Net curtain	<b>V</b>
Rug	<b>\lambda</b>
Hanger	
Clothes valet	
Adequate wardrobe or clothing space	✓
Clothes rack	<b>\rightarrow</b>
Hangers of homogeneous material and colour	
Appropriate control of outside noise through windows	✓
Noise-absorbing doors or double doors	V
Ceiling or wall fans	
Heating and cooling adjustable by fixed elements*.	
Air conditioning in the rooms	V
One seat	✓
One seat per person	✓
A comfortable seat (chair or armchair) with a side table	✓
An extra comfortable seat (chair or upholstered armchair) in double	
rooms or suites	
Table or desk	<b>\rightarrow</b>
Table, desk - with minimum working size - and adequate lighting	
Two power sockets in the room	V
Additional socket near the table and desk	<b>V</b>
Two power sockets near the bed	<b>V</b>
Adequate lighting of the room	V
Bedside table	V

Reading light near the bed	V
Switch for all room light at the entrance	<b>V</b>
Room light switch close to the bed	<b>V</b>
Switch for the whole room near the bed	
Full-length mirror	<b>V</b>
Additional full-length mirror	
Place for luggage	<b>V</b>
Litter bin	<b>√</b>
Radio device (the radio transmission can be made via TV or by a central	
telecommunication system of the hotel itself).	✓
Multimedia audio player	
Colour TV with remote control	<b>V</b>
Colour TV with remote control, with a list of channel settings and	
national and international programmes.	<b></b> ✓
Smart TV with remote control	<b>V</b>
Additional colour TV in the lounges of the suites and junior suites with	
remote control.	
Pay-TV or video games with the possibility of child lock with remote	
control	
International plug adapters are available (on request)	<b>V</b>
Original works of art in the rooms*.	
Telephone with internal and external line, on request of the client, in	
the rooms with instruction manual (the client must be informed when	
checking in).	
In-room telephone with internal line and multilingual instruction	<b>7</b>
manual	V
Internet access in the room (broadband, WiFi,)*.	<b>√</b>
Device (pc, tablet or similar) with internet connection in the room, at	<b>√</b>
the request of the client	<b>▼</b>
Device (pc, tablet or similar) with internet connection in the room.	
Central safe at the reception or in a suitable room	<b>√</b>
Safety deposit box/safe in the room	<b>V</b>
II.6. Bathroom facilities and amenities	
At least 50% of bathrooms with natural light	

100% of the bathrooms have a shower or bathtub, toilet and	
washbasin.	$\checkmark$
Bath and/or shower with curtain	
Bathtub and/or shower with screen*	[ <b>7</b> ]
Whirlpool bath, in at least 30% of the rooms	
Bathtub in at least 30% of the rooms	
Hydromassage shower column in at least 30% of the rooms	
Bidet*	
Double washbasin or single washbasin with double taps in double	
accommodation units, junior suites and suites.	
Basic equipment (hand soap, shower gel, shampoo, 1 hand towel per	
person, 1 bath towel per person, non-slip flooring in showers and	
bathtubs, washable bath mat, appropriate bathroom lighting, mirror,	V
towel hooks, extra toilet paper roll, toilet brush, power socket by the	
mirror, shelf, hairdryer and toilet bucket)*.	
Medium equipment (basic equipment, towels/facial tissues, magnifying	
mirror and stool).	V
Provision of 2 additional amenities	
Provision of 4 additional amenities	<b>7</b>
Heating installation included	
Heated towel rail included	
Speakers in the bathroom	
Additional telephone in bathrooms	
Gel and shampoo in single-dose bottles	V
Extra towels	☑
Bathrobe on request of the user	
Bathrobe	
Slippers on request of the user	
Slippers	
II.7. Miscellaneous in the housing unit	
Hotel information	V
Bilingual Hotel Services Manual	V
Multilingual Hotel Services Manual	
Customer magazine	
Daily press (digital or paper)	

Correspondence folder  Iron and ironing board on request iron and ironing board  Sewing kit on request  Sewing kit  Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III. A Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection		
Iron and ironing board on request iron and ironing board  Sewing kit on request  Sewing kit  Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1 Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Writing utensils and notepads	V
iron and ironing board  Sewing kit on request  Sewing kit  Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1 Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Correspondence folder	
Sewing kit on request  Sewing kit  Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III. A Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Iron and ironing board on request	<b>V</b>
Sewing kit  Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	iron and ironing board	
Laundry bag available  Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Sewing kit on request	<b>V</b>
Shoehorn  Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Sewing kit	
Shoe cleaning utensils on customer request  Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Laundry bag available	<b>V</b>
Shoe cleaning utensils*  Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III. 1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III. 2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Shoehorn	
Door peephole  Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III. 1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Shoe cleaning utensils on customer request	
Additional locking/closing mechanisms on the room door  Electronic card lock  Opening system with mobile phone  III. Restoration  III. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Shoe cleaning utensils*	V
Electronic card lock  Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Door peephole	
Opening system with mobile phone  III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Additional locking/closing mechanisms on the room door	
III. Restoration  III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Electronic card lock	V
III.1. Drinks  Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Opening system with mobile phone	
Offering drinks on the premises outside the opening hours of the canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	III. Restoration	
canteen/bar or drinks dispenser  Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	III.1. Drinks	
Maxibar on the ground floor  16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Offering drinks on the premises outside the opening hours of the	
16 hours of beverage service for room service  24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	canteen/bar or drinks dispenser	V
24-hour beverage service for room service  Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Maxibar on the ground floor	
Minibar in accommodation units with a drinks and snacks menu on request  Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	16 hours of beverage service for room service	V
Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	24-hour beverage service for room service	
Minibar in the accommodation units  Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Minibar in accommodation units with a drinks and snacks menu on	
Fridge  Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	request	Ŭ.
Coffee machine and kettle with coffee and tea pods in the accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Minibar in the accommodation units	V
accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Fridge	V
accommodation unit.  Kettle or teapot with single-serve coffee and herbal teas in the accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Coffee machine and kettle with coffee and tea pods in the	
accommodation unit  III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	accommodation unit.	V
III.2. Breakfast*  Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Kettle or teapot with single-serve coffee and herbal teas in the	
Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	accommodation unit	V
oil/butter/margarine, cold cuts and jams, juices)  Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	III.2. Breakfast*	
Full buffet breakfast (continental breakfast including fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	Continental breakfast (hot beverage, pastries, bread,	
cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	oil/butter/margarine, cold cuts and jams, juices)	
	Full buffet breakfast (continental breakfast including fruit juices,	
of breads, cheeses and cold meats).	cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection	
	of breads, cheeses and cold meats).	

A la carta braghfact (full buffet braghfact including bot buffet live	
A la carte breakfast (full buffet breakfast including hot buffet, live	$\checkmark$
cooking or hot dishes à la carte)	
Breakfast menu à la carte equivalent for room service	$\overline{\mathbf{Z}}$
Breakfast time of more than two and a half hours	<b>V</b>
Out-of-hours breakfast	
III.3. Meals/Restauration	
Meal offer at the hotel (minimum lunch or dinner service)	V
Minimum two-hour lunch time	<b>V</b>
Dinner hours of at least two and a half hours.	<b>✓</b>
Cold lunch/dinner for late arrivals	
Meal offer for 14-hour room service	✓
Meal offer for 24-hour room service	
A la carte or buffet restaurants open 5 days a week (each restaurant is	
different in concept, choice of food and location).	V
A la carte and buffet restaurants open 6 days a week (each restaurant is	
different in concept, choice of food and location).	V
A la carte buffet restaurants open 7 days a week (each restaurant is	
different in concept, choice of food and location).	
Dining room with outdoor terrace for breakfast and dinner.	✓
Snack service	<b>V</b>
Special menus on request (children's menu, celiac, allergic, diabetic,	<b>7</b>
etc.).	V
Cooking with regional products	✓
Highchairs in restaurant/dining room on request	<b>V</b>
Menu or buffet information in more than one language	<b>V</b>
Menu or buffet information in Braille	
IV. Complementary offer (leisure and other activities)	
IV.1.Sport	
Fitness centre with at least four different types of exercise machines	
Sports activities integrated in the facility (with instructors)	
Own sports facilities suitable for indoor or outdoor practice (tennis,	
squash, padel, indoor football, basketball, etc.). The multi-sports courts	
are equivalent to 1 facility.	
On-site golf course	

Durantida a surtinua ant fau tha musatias of the amount in alread in the allege	
Provide equipment for the practice of the sports included in the above	
criteria	
Rental of sports equipment (e.g. skis, boats, bicycles, etc.)	
Water sports: sailing, surfing, windsurfing, diving, etc.	
IV.2. Health-Beauty	
Reception personally attended	
Beverage service at the spa	
Sale of cosmetic or hairdressing products	
Cabins for massages/treatments (must be at least 10m2 in size)	
Separate relaxation room (must have a minimum size of 20m2)	
Sauna with a minimum of six seats	
Jacuzzi / Hydromassage	
Beauty stay with a minimum of 4 treatments (facial, manicure,	
pedicure, anti-stress massage, etc.)	
SPA with at least 4 different types of treatment (massages, baths,	
hydrotherapy, hammam, moor/mud, essential oil shower, steam bath,	
mineral-medicinal water, etc.)	
Ice grotto for local applications after the sauna	
Hammocks in the spa bathing area	
Indoor heated swimming pool	
Solarium	
Relaxation music thread	<b>√</b>
IV.3. KIDS	
Children's area (children's play area)	
Miniclub facilities	
Children's pool (separate pool)	
Childcare assistant/childminder on request	
On-site childcare (for children up to 3 years of age), at least 3 hours per	
day, by specialised staff.	
Childcare on the premises (for children up to 3 years old), at least 3	
hours a day.	
Children's entertainment programme	
IV.4. Other offer	
Hairdresser	
Shops	
	-

Sale of 3 products from Andalucia	
Sale of more than three products from Andalucia	
Heated outdoor swimming pool	
Outdoor swimming pool	
Outdoor infinity pool	
Number of deckchairs for between 25% and 50% of the seats with a	
table next to them.	
Number of hammocks for more than 50% of the seats with a table next	
to them.	
Pool/beach towel	✓
Animation and welcome programme	
V. Meetings and Events Services*.	
Conference room from 36 m2 to at least 100 m2 and with ceiling height	
of at least 2.50 m	
Conference room of 100 m2 with a minimum ceiling height of 2.75m.	
Conference room larger than 250 m2 with a minimum ceiling height of	
3.50m.	
Conference room larger than 500 m2 with a minimum ceiling height of	
3.50m.	
Boardroom	
Working group room, as a complement to a conference room	
VI. Quality and ICT (online activities)	
VI.1 Quality systems	
Complaints management system. It includes the cycle of complaint	<b>V</b>
acceptance, evaluation and response.	V
Customer satisfaction questionnaire. It includes, on the part of the	
establishment, the satisfaction questionnaires, evaluation of the	
results, improvement and follow-up programmes and the publication of	V
results on its own website.	
Adhesion to the electronic system of complaints and claims of the Junta	
de Andalucia.	
Mystery guest: carried out at least once a year by external professionals	
at the initiative and expense of the hotel, analysed and documented.	
Alternatively, internal (incognito) checks, e.g. by the hotel chain or by	
cooperating partners.	

Certificate of quality management system in accordance with SICTED	
ISO 9001 Quality Management System Certificate	
Quality Management System Certificate UNE 182001 ("Q")	
Environmental Management Certificate (ISO14001 or EMAS)	
ISO 26000 social responsibility system certificate	
Universal Accessibility Certificate UNE 17001	
Safety and health protection seal or certificate	
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	<b></b> ✓
5 star establishments must be in at least two languages.	
Possibility of online booking through our own electronic booking	
system. More than a simple e-mail with a communication channel for	<b></b> ✓
customer requests or enquiries.	
Accessible web	
Virtual assistant in the accommodation units/app	
Invitation in telematic support to customers who leave or have left to	<b>7</b>
leave a comment on a portal or on the website.	V
Location map or geolocation coordinates, on request or via internet.	V
VII. Environmental, Energy Efficiency and Economic Measures	
Presence detection elements that automatically activate and deactivate	
luminaires in transit areas.	
Automatic power cut-off system on leaving the rooms	V
Connection and disconnection system based on the detection of the	
degree of natural lighting in outdoor gardens.	
Outdoor LED luminaires in the permanent night-time lighting areas	<b>✓</b>
Lamps or luminaires with maximum light output and minimum power	<b>√</b>
consumption inside the building.	▼1
Use of solar energy for outdoor lighting with photovoltaic and	
autonomous luminaires.	
Use of solar energy for domestic hot water generation	
Use of other renewable/alternative energies other than solar energy	V
Use of liquid and gaseous fuels in preference to electricity, giving	
priority to natural gas and eliminating fuel oil appliances.	

Devices for switching off the air-conditioning when doors and windows	<b>7</b>
are opened in the accommodation unit	✓.
Thermostats in all rooms, common areas and accommodation units	
where air-conditioning is provided.	
VII.2. Water	
Water-saving devices on taps in washbasins, bathtubs and showers	
(mixer taps, spray heads, pressure and flow restrictors, etc.) throughout	$\checkmark$
the establishment.	
Double push-button or push-button with flushing interruption on toilets	
throughout the establishment.	✓
Electronically lockable kitchen taps for washing utensils	
Use of reclaimed / rainwater, previously treated and stored, to fill toilet	
cisterns	
VII.3. Outdoor gardens	
Autochthonous or Mediterranean and low water-consuming species in	<b>7</b>
the garden	V
Garden irrigation at night with an underground drip system and	
sprinkler programming.	<b>✓</b>
VII.4. Waste	
Selective collection of waste generated by the establishment's activity.	
Reuse of waste in the establishment itself and/or composting	
Facilitation of waste sorting for customers, including batteries.	
VII.5.Decarbonisation	
Initiation of a methodology for measuring the carbon footprint	
Registered in the Andalusian emission compensation system or other	
equivalent system with scope 1 + 2	
Registered in the Andalusian emission compensation system or other	
equivalent system with scope 1+2+3	