

INTERNAL PROCEDURES

1. General Provisions

Individuals entering this establishment shall be obliged to comply with these Internal Regulations, insofar as they do not contravene **Decree-Law 13/2020**, of 18 May, establishing extraordinary and urgent measures related to hotel establishments, coordination of alerts, promotion of telematisation, reactivation of the cultural sector and flexibilisation in various areas in view of the situation generated by the **coronavirus (COVID-19)**, **Law 13/2011 of 23 December on Andalusian Tourism**, **Decree 47/2004 of 10 February on hotel establishments**, and other applicable Regulations and Precepts.

2. Access, admission and stay in the establishment

This establishment is of public use and free access, with no restrictions other than those deriving from the legal provisions and these regulations.

The admission and stay of individuals in this hotel shall be refused only for the following reasons:

- a) Due to lack of accommodation capacity or facilities.
- b) When the closing time has been exceeded.
- c) When the minimum age established for access to any area of the hotel is not met.
- d) When the person does not meet the minimum conditions of hygiene.
- e) Failure to comply with the admission requirements established in these regulations.
- f) For behaving in a way that may cause danger or inconvenience to other people or users, or for hindering the normal development of the activity. Likewise, it will also be cause for expulsion when causing malicious damage to the facilities, scandals, noise, especially in the event of complaints from other users whose peace and privacy is disturbed.
- g) When the person is consuming drugs, narcotic or psychotropic substances, or shows obvious symptoms or behavior of being intoxicated.
- h) When the person is carrying weapons or objects that could be used as one, except for members of the Security Forces or private bodyguards who enter the establishment in the exercise of their duties.

When the aforementioned circumstances occur or the persons incur in one or more of the restrictions listed above, the staff may require them to leave the establishment, after payment, when appropriate, of any pending bills for the provision of services and consumptions. If necessary, assistance will be requested from the State Security Forces in accordance with article 36.4 of the Andalusian Tourism Law 13/2011.

It is expressly stated that free access to the facilities, services and accommodation of this hotel will not be denied or restricted to anyone who wish to do so, for reasons of sex, disability (with or without a guide dog), religion, opinion or any other personal or social circumstance.

3. Entry register and admission document

The individual or individuals wishing use the accommodation units, the common areas and, when appropriate, the complementary services detailed in these Regulations, must present their identification documents for the purpose of admission and registration in the establishment's register.

This establishment, once the guest or guests are registered, will draw up an admission document stating the name, category and registration number of the establishment, the number or identification of the accommodation unit assigned, the number of people who are going to occupy it, the dates of arrival and departure, the meal plan that has been arranged and, when contracted directly, also the price of the accommodation. This admission document must be signed by the interested party in order to formalise their admission, once they have been informed of the existence of these Regulations and of their rights and obligations.

The establishment may request guarantee of payment, indistinctly by any of these means, credit card or bank transfer, for the contracted services, both for the total amount of the reservation and for the extras.

The complementary services offered and provided by this establishment or by other individuals or entities, are detailed at reception, will be formalised in their corresponding documents and will be settled in accordance with the agreed conditions.

RULES OF COEXISTENCE AND OPERATION

4. Rights and obligations of users

Users shall be free to enter and remain in the establishment, subject to the limitations contained in the rules of subjection indicated in paragraph 1 and in these regulations.

Users have the right to receive truthful, complete information prior to contracting the services offered. To have their security, privacy and peace of mind guaranteed in said services, to have them correspond to the agreed conditions, to be given an invoice, with

the regulatory formalities, for the services contracted directly and, if they wish to make a complaint, to be given the complaint forms.

Users are obliged to observe the rules contained in these regulations, which they expressly accept when signing the admission document, and those dictated by the Management on safety, coexistence and hygiene, for proper use of the facilities. Users must prove their status, showing the admission document when required, respect the facilities and equipment of this establishment and pay the amount of the contracted services at the time of presentation of the invoice or according to the agreed conditions. The presentation of any complaint does not exempt from the obligation to pay for the contracted services.

5. Rights and obligations of the hotel company

This establishment may request the assistance of law enforcement agents to evict from its premises users who do not comply with these regulations, who intend to access or remain in them for a purpose other than the normal use of hotel services and also, when appropriate, persons who are not registered users, attending banquets, conventions, etc. or those who fall into assumptions detailed in section 2 above.

This establishment may request a guarantee of payment for the contracted services, in accordance with the applicable regulations, and to charge the corresponding amount to the user's account for any damage caused to the facilities, furniture and/or elements of the establishment due to negligence or misuse. Charges will also be applied for any inconvenience caused to third parties in the event of compensation given to the third party involved.

The opening hours of the different services and outlets may vary during the year, depending on seasonality, reserving the right not to admit users outside these hours, also when the maximum authorised capacity is exceeded or when requested within the admission limits, thereby affecting the work schedule of these services. The aforementioned services, details of their scheduled times, prices and conditions of use are displayed in their spaces and, summarised, in the existing directories in the accommodation units, which also contain information on the emergency evacuation plan and the services which are free of charge.

To inform users, prior to contracting any service, of the conditions for the provision of services and their prices. To provide them with the highest quality, in accordance with their category and the terms contracted. To ensure that users are treated correctly. To attend to and maintain the facilities and services in good conditions. To have complaint forms available and to inform of their existence. To provide users who cannot be accommodated, due to overbooking, with accommodation in an establishment in the same area, of the same group, modality, when appropriate, speciality, and of the same

or higher category. Any expenses or surcharges that may arise for this reason shall be the responsibility of this establishment, which, on the contrary, shall refund the user any price difference that may arise in their favor.

6. Periods of occupancy of the accommodation units

Users of this establishment are entitled to occupy the accommodation unit from 3 p.m. on the first day of the contracted period until 12 a.m. on the day of departure. By agreement between the parties, a different occupancy regime of the accommodation units may be arranged, which, if applicable, must be reflected in the admission document. The prolongation in the occupation of the accommodation unit for a longer period than that contracted will result in the obligation to pay for an extra day and, in the event that the user wishes to remain in the accommodation for more days than those contracted and specified in the admission document, there must always be an agreement between the parties.

7. Prices, invoices and information

The use of the main swimming pool and the furniture on its premises is free of charge.

The hotel is not responsible for the price, nor for the use of tools, equipment and other services provided outside the hotel premises, nor for the behaviour of personnel outside the hotel, unless it is expressly stated in the hotel's conditions and rates.

The rates with the prices and conditions of the different types of accommodation, catering services, bars, congress events, banquets, laundry, deposits for the use of objects or material provided by the hotel and complementary services provided by the hotel itself and by other people or entities are available to users who request them.

The billing of the accommodation rates shall be calculated per day and according to the number of overnight stays. The minimum billing per accommodation shall be the amount of one overnight stay or day, which shall be understood to end at 12 noon on the day following the check-in date.

The establishment may require its users, at any time and upon presentation of the invoice and its receipts, to pay for services rendered outside the accommodation, even if payment has been agreed in advance.

The legal or natural persons who, on their own account, provide complementary services on the premises of this establishment, are responsible for their staff and their behaviour, their operation, maintenance, pricing and everything inherent to their own services. The owner of each of these premises shall be clearly identified.

In the accommodation units there is also a directory with price information on the most common services.

Invoices will only be provided for accommodation and services contracted directly by users.

USE AND ENJOYMENT OF FACILITIES, EQUIPMENT AND SERVICES

8. Reception

Reception carries out the necessary formalities for the admission of people to the establishment and keeps the keycards to access the accommodation unit and facilities that may require it. The General Manager, along with the reception and quality staff, are responsible for all internal matters of the hotel and for providing information and advice to users.

9. Money exchange

Service for the exclusive use of the hotel's guests.

In order to make any exchange, the user must prove their identity with their ID card or passport. The staff in charge of this service are not specialists in currency exchange, therefore, if there is any discrepancy in the signatures on these documents, doubts about the authenticity of the documents or the currency which exchange is requested, they may decline to carry out the requested operation. The maximum amount per room and night to be exchanged is 500,00 €.

10. Safe-deposit boxes

There is a safety deposit box at the disposal of those who wish to use it in each accommodation unit. The directories in the accommodation units indicate this service and the conditions of acceptance and use. The establishment is not responsible for the loss of objects or valuables that are not properly deposited in these boxes.

11. Laundry and dry cleaning

In each accommodation unit, there is information with the conditions of these services, their prices and times of delivery and return of garments. The establishment is not responsible for garments that, due to the composition or use conditions, shrink, discolour or deteriorate.

12. Food and beverage service

If a customer checks out before the restaurant's opening time, a cold breakfast can be arranged. In order to have access to this cold breakfast, this must be notified at reception the day before the date on which this service is to be provided.

It is forbidden to bring food or drinks into the hotel to be consumed inside.

No food may be taken out of the restaurants or the RedLevel Lounge.

13. Swimming pool and solarium

Their use and enjoyment are free of charge. In the directories in the accommodation, the times and conditions of use are specified. Likewise, they are detailed below:

Towels are available in the solarium area. They are provided free of charge, but may require prior identification of the user and the formalisation of a guarantee deposit.

The use of the swimming pool is prohibited after 21h and this timetable is subject to change due to seasonal or security restrictions. The establishment reserves the right to require reservations to ensure compliance with safety measures. The establishment is not liable for any injury or damage caused to persons or their belongings by disregarding these opening hours.

The use of floats, balls and similar items is prohibited inside de pool, except for children's floats or swimmers. It is forbidden to dive into the pool in an inverted position, with the head first, and to play with balls or similar floatables in the solarium area for the wellbeing of every user and their safety.

It is forbidden to use instruments or music players at a volume that disturbs other users.

For hygienic reasons, the consumption of food and beverages products is prohibited in the swimming pool, except in the solarium area under the control of the bars and restaurants. It is strictly forbidden to bring glasses or any other glass object into the swimming area.

The swimming pool does not have lifeguard service. The parents or guardians of minors must ensure that they do not use the pools when they are not present and only do so under their own supervision and responsibility.

For reasons of hygiene, it is compulsory to take a shower before entering the pool, to always wear swimming trunks and not to enter the pool in nappies or similar.

The use of towels, blankets, etc., from the accommodation units is forbidden in the swimming pool and solarium areas.

The use of sun loungers in the swimming pool area is free of charge. It is not permitted to reserve sun loungers by placing clothes or any personal item on them for an indefinite period of time, without making continuous use of them. If necessary and in the circumstances described, the staff of the hotel may remove the clothes or objects from the sun loungers so that they can be occupied by other users.

14. Gym, sauna and steam room

Guests may enjoy these facilities free of charge. For safety reasons, only those over 18 years of age are allowed to use the facilities with a towel, and appropriate clothing and footwear. Minors must be accompanied and supervised by their parents or legal guardians.

The establishment reserves the right to require prior booking in order to comply with the necessary safety measures.

15. Valet Parking

The valet parking service is for the exclusive use of guests staying in the hotel, this right begins with the signing of the accommodation contract and ends at the end of the stay. Its use is subject to the payment of the stipulated rate and to the availability of parking spaces.

The use of the parking area reserved for the disabled must be justified by showing the required card inside the vehicle. The use of the parking area for electric vehicles will only be used for this purpose and must be requested in advance.

The establishment is not responsible for any damage caused to or received by vehicles using this service due to circumstances beyond our control during their stay in our car park, nor is it responsible for money, jewelry or any other objects left inside them. The valet parking service will be subject to timetables and availability according to what is reflected in the service ticket.

16. Dogs

The accommodation of dogs up to 7kgs (hereinafter the pet) is permitted with the corresponding supplement established within the hotel rates. Pets are not allowed in the hotel's common areas, nor are they allowed to be walked, and must be properly controlled. Pet owners must comply with the requirements of local legislation, as well as having the veterinary vaccination record available in case it is required. Pets must be supervised at all times, whether in the guest room or in public areas of the hotel. Pets may not be left unattended and any service required for them must be notified in advance to our reception.

Owners are responsible for the cleanliness of the areas within the hotel or the neighborhood that are damaged or require cleaning due to their pet doing. Likewise, they will be responsible for any damage and/or injury that may be caused by the pet within the property. Therefore, clients agree to indemnify and support the hotel, its owners and operators, and will be responsible for assuming all legal effects as a result of any damage or personal injury caused by their pets. The hotel reserves the right to charge its clients the sum of the costs incurred for such damages.

17. GDPR

In order to guarantee users' security, privacy and peace of mind, this establishment has technical devices for electronic surveillance, with permanent recording elements, in reception, corridors and other general and common areas.

Clients' personal data will be processed for the purposes of Reservation, provision and charges of hotel services and, in the case of having their express consent, sending of information regarding offers and services of the hotel. Users may exercise their rights of access, rectification, deletion (oblivion), data portability, limitation and opposition to its processing, by simply requesting it by any means to the hotel establishment in accordance with Regulation (EU) 2016/679 (RGPD) and Organic Law (ES) 3/2018 (LOPDGDD).

18. Others

Minors are not allowed to use the lifts without being accompanied by a responsible adult. The regulations regarding lifts and their capacity can be found in the lifts area.

Animals are not allowed on the premises, except for guide dogs for the disabled and dogs that comply with the rules set out in point 16 of these regulations.

HOTEL COLÓN
— A GRAN MELIÁ HOTEL —
SEVILLE

It is not permitted to wander around the common areas without footwear and/or a bare torso.

From 10 p.m. onwards, it is mandatory to maintain due silence in the corridors and accommodation so as not to disturb the rest of other users.

Before entering the consumption outlets, users must show their admission document or card to those in charge, if requested, in order to be able to check the corresponding charges for the consumption made.

Bicycles may not be kept in the rooms unless they are properly stored in a bag or suitcase. Otherwise, they shall be stored in the luggage room.

The use, consumption or possession of dangerous products and/or substances is expressly prohibited in all areas and rooms of this establishment, in accordance with current legislation on public health.

It is strictly forbidden to cook in the rooms, as well as the use of electrical appliances for this purpose without the authorisation of the management.

Children under the age of 18 are not allowed to enter the Red Level Lounge area, unless accompanied by their parents or legal guardians.

Smoking is prohibited in the establishment, except as permitted by Law 28/2005 on measures against smoking, as well as Law 42/2010 of 30 December, which amends it. The same applies to electronic cigarettes or similar devices.

Immediately notify the staff of any abnormal occurrence that may be noticed, such as: people with a suspicious attitude in the corridors, repeated phone calls from people who do not identify themselves, knocks on the door of the room from unknown individuals, or not finding anyone at the door when opened after hearing a knocking.

Please, do not be annoyed if asked at reception to identify yourself. It is for your own safety.

If you do not wish to be disturbed, hang the "Please do not disturb / Sweet dreams" sign on the door. If you wish to have your room serviced, please, make sure that you do not have such sign on the door. If you wish to specify a concrete time for service, please, do not hesitate to contact our Reception or Guest Service Line staff.

If discovered any damage or anomaly, please, contact reception.

The electrical installation the accommodation unit is 220 Volts.

HOTEL COLÓN
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SEVILLE

Guests are kindly asked to use the facilities appropriately, respecting the furniture and the different areas of the establishment.

We would be grateful for guests participation in the event of an emergency and evacuation drill during their stay at the hotel.

Services schedules may change depending on the time of year.

The Hotel Management

Annex II Score tables Hotels classification system

AREA / SUB-AREA / REQUIREMENTS
I. General Conditions / Communal Areas
I.1. General conditions
The entire establishment must be in clean and hygienic conditions
All mechanisms and equipment (furniture, office equipment, etc.) must work perfectly
The characteristics of the establishment must be in accordance with its category *
The establishment is located in a building that is listed in urban development plans or located in areas of special protection or has direct access to the beach
The establishment is located in a building and/or estate declared to be of cultural interest
I.2. Public Areas
Main entrance with canopy
There is heating/cooling by fixed elements in the public areas of the establishment (restaurant, lobby, entrance...) *
There is air-conditioning in the public areas of the establishment (restaurant, lobby, entrance...) *
There are separate toilets for men and women in public areas, lounges or meeting places *
TV room
Audiovisuals room
Reading room / writing room / library
Original works of art in the communal areas *
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 *
Bar * open on the same days the hotel is open
Information desk/counter area available for tourist service
I.3. Reception
Functionally separate area for reception service (visually separated)
Separate and independent reception desk
Lobby with seating
Lobby with seating and complimentary beverage service
Telephone available to guests
Printer/photocopier service
Multilingual service information area (boards / directories)
Multilingual service information area on electronic media
Regional tourist resource information material available at the reception desk
Bilingual staff
Multilingual staff
24-hour reception service in person *
Sign-language-savvy staff
Welcome handbook or hotel information in Braille
Car parking staff

Doorman (with separate staff)
Concierge (with separate staff)
Bellboys (with separate staff)
Luggage service on request
Luggage service (delivery and collection in the room)
Luggage storage service on arrival or departure
Public relations service separate from reception and concierge service
I.4. Facilities for people with disabilities
Emergency call pendants connected to the reception desk available to customers
Installation of magnetic loop for hearing impaired persons
Complementary devices for the hearing impaired to provide an alarm clock service.
Computers adapted for people with disabilities
Cane holders in common areas
Availability of low stool to facilitate access to washbasins and toilets
Wall-mounted toilets
Baby changing facilities in general male and female toilets
Installation of height-adjustable washbasins
Door opening mechanisms by means of magnetic card (avoiding card insertion system)
Access frame to terrace from room embedded in the floor
Thermostats limiting hot water temperature to a maximum of 40° *
Beds adjustable in height and inclination of head and feet
Domotic systems for fall detection
Insulation in hot water pipes in washbasins *
Ischiatic support in outdoor and common areas
Mirrors over the buffet bar to make it easier to see what food is available
Parking spaces with sufficient space for the use of elevating platforms
Adapted telephones with amplification systems
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 people with disabilities
I.5. Parking
Parking for use of the establishment (for a minimum of 20% of the accommodation units) *
Parking for use of the establishment (for a minimum of 50% of the accommodation units) *
Parking for use of the establishment (for 100% of the accommodation units) *
Parking for buses
Garage (for a minimum of 20% of the accommodation units) *
Garage (for a minimum of 50% of the accommodation units) *
Garage (for a minimum of 100% of the accommodation units) *
Charging station for electric vehicles (cars, bicycles, etc.)
I.6. Other general installations
Customer access is independent of service and goods access *
Office for every three floors *
Office on each floor *
Service staircase

Service lift
Own gardens 5 m2 per space
Own gardens 10 m2 per space
Aisles wider than 1.50 metres
Customer staircase wider than 1.50 metres
I.7. Services
Daily cleaning of the room
Daily change of towels on request
Change of bed linen every five days of stay
Change of bed linen every three days of stay
Daily change of bed linen on request of the client
Payment by credit card, clearly indicating the means of payment
Shipping of forgotten objects on request of the client, to be paid for by the client
Wake-up service
Umbrellas in the reception/room
Up-to-date complimentary magazines
Daily national and/or international newspapers
Sewing service
Shuttle service (transfer of clients)
Shoe shine service
24-hour maintenance service
Courtesy WC/shower for late departures
Courtesy room for check-in and check-out (for this use only)
Sanitary products available in the courtesy room
Personal greeting to each guest with fresh flowers or an in-room amenity (not just a welcome message on TV)
Accompanying the client to the room on arrival
Wheelchair rental service
Luggage weighing service (scales)
Plants and/or natural flowers in the rooms
Additional evening service (second service) to check the rooms (change of towels, opening of bedspreads, cleaning of wastepaper baskets, etc.)
Ironing service (return within one hour)
Laundry and ironing service (return by arrangement)
Laundry and ironing service (delivery before 9:00 a.m., return within 24 hours, except on weekends)
Laundry and ironing service (delivery before 9:00 a.m., return within 12 hours)
Laundry for customer use
Chemical cleaning/dry cleaning (collection before 9:00 am, delivery within 48 hours)
Chemical cleaning/dry cleaning (collection before 9:00h, delivery within 24 hours)
Currency exchange service
Nursing service - own facilities to provide medical care
External medical service on request
Car or other transport hire service
Baby pram rental service
II. Accommodation units (a.u.)

II.1. Dimensiones

At least 80% of the a.u. with dimensions required for its category

100% of the a.u. with the dimensions required for their category.

Junior suite (double with living room)

Suite

Connected accommodation units

Balconies or terraces in a minimum of 20% of the a.u.

Balconies or terraces in a minimum of 50% of the a.u.

Balconies or terraces in a minimum of 75% of the a.u.

Terrace furniture (at least 3 items of furniture), in at least 85% of room terraces

Deckchairs on terraces (in at least 50% of the terraces of the rooms)

II.2. Room dimensions in hotels - flats

At least 80% of the a.u. with dimensions required to their category

100% of the a.u. with dimensions required to their category

II.3. Kitchen Equipment in Hotels - flats

Kitchen

Oven

Extractor hood

Sink

Coffee machine and kettle with single-dose coffee and herbal teas

Microwave

Kitchen and dining utensils (crockery, cutlery, glassware, etc.)

Refrigerator

Cleaning utensils

Small household appliances (blender, toaster, juicer, etc.)

Washing machine

Dishwasher

II.4. Sleeping arrangements

Single beds of minimum dimensions of 0.90 m x 1.90 m and double beds of minimum dimensions of 1.35x1.90 m

Single beds of minimum dimensions 1.00 m x 1.90 m and double beds of minimum dimensions 1.50x1.90 m

Single beds of minimum dimensions 1.00 m x 2.00 m and double beds of minimum dimensions 1.50x2.00 m

Single beds with a minimum size of 1.00 m x 2.00 m and double beds with a minimum size of 2.00x2.00 m

10% of the beds with a minimum length of 2,10 m

Well-kept mattresses at least 18 cm thick

Mattresses with a thickness of 22 cm or more

Ergonomically adjustable mattresses

Duvet cover service

Sheets and mattress covers

Hygienic mattress covers (washable with thermochemical products, breathable, free of dust mites and their excrements). A simple mattress sheet is not allowed.

In-depth cleaning of the mattresses on a yearly basis using non-chemical systems that guarantee the disappearance of mites, verifiable by express verification

Cot on request

Alarm clock in the room

Well-kept blankets or duvets
Well-kept pillows
Hygienic pillow cases
Additional pillow on request
Two pillows per person
Guests can choose between different types of pillows (pillow menu)
Additional blanket on request
Possibility to darken the room
Possibility to darken the room completely
II.5. Equipment of the accommodation unit
Net curtain
Carpet
Hanger
Bedside cabinet
Suitable wardrobe or space for clothes
Clothes rack
Hangers of consistent material and colour
Appropriate control of outside noise through windows
Noise-absorbing doors or double doors
Ceiling or wall fans
Adjustable heating and cooling by fixed elements *
Air-conditioning in rooms
One seat
One seat per berth
One comfortable seat (chair or armchair) with a side table
One extra comfortable seat (upholstered chair or armchair) in double rooms or suites
Table or desk
Table, desk - minimum working size - and adequate lighting
Two power sockets in the room
Additional power 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 light in entrance hall
Switch for the room light near the bed
Switch for all room lighting near the bed
Full-length mirror
Additional full-length mirror
Luggage storage space
Bin
Radio device (radio transmission can be via TV or the hotel's own central telecommunication system)
Audio or multimedia player
Colour TV with remote control
Remote-controlled colour TV, with a list of national and international channels and programme settings

Smart TV with remote control
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 available (on request)
Original works of art in the rooms
In-room telephone with internal and external line, on request, in the rooms with instruction manual (the customer must be informed when checking-in)
In-room telephone with internal and external line and multilingual instruction manual in the rooms.
Internet access in the room (broadband, WiFi,...) *
Device (pc, tablet or similar) with internet connection in the room, on request of the client.
Device (pc, tablet or similar) with internet connection in room
Central safe at the reception desk or in a suitable space
Safety deposit box / safe in the room
II.6. Bathroom facilities and amenities
At least 50% of bathrooms have natural light.
100% of bathrooms have a shower or bathtub, toilet and washbasin.
Bathtub and/or shower with curtain. *
Bathtub and/or shower with screen. *
Hydromassage bathtub in at least 30% of the rooms.
Bathtub in at least 30% of bathrooms.
Hydromassage shower column, in at least 30% of rooms
Bidet*.
Double washbasin or single space with double faucet in double accommodation units, in junior suites at least 30% of rooms double accommodation units, junior suites and suites.
Basic equipment (hand soap, 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, towel hooks, extra toilet roll, toilet brush, power socket by the mirror, shelf, hairdryer and toilet bucket). *
Medium equipment (basic equipment, towels/facial tissues, magnifying vanity mirror and stool)
2 additional amenities
Provision of 4 additional amenities
Heating system in the bathroom
Heated towel rail included
Loudspeakers in the bathroom
Additional telephone in the bathrooms
Gel and shampoo in single-dose bottles
Extra towels
Bathrobe on request of the user
Bathrobe
Slippers on request of the user
Slippers
II.7. Miscellaneous in the a.u.
Hotel information
Bilingual Hotel Services Manual
Multilingual hotel services manual
Guest magazine

Daily newspapers (digital or paper)
Writing utensils and notepads
Correspondence folder
Iron and ironing board upon request
Iron and ironing board
Sewing kit on request
Sewing set
Laundry bag available
Shoehorn
Shoe cleaning utensils on request*
Shoe cleaning utensils. *
Door peephole
Additional locking mechanism/locking mechanism on room door
Electronic card lock
Opening system with mobile phone
III. Catering
III.1. Beverages
Drinks offered in the establishment outside the dining room/bar or drinks dispenser opening hours.
Maxibar on the floor
16 hours of beverage service for room service
24 hours of beverage service for room service
Minibar in accommodation units with drinks and snack menu on request
Minibar in accommodation units
Refrigerator
Coffee machine and kettle with single-dose coffee and herbal teas in the accommodation unit
Kettle or kettle with soluble coffee pods and infusions in the accommodation unit.
Infusions in the accommodation unit.
III.2. Breakfast*.
Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold meats and jams, juices).
Full buffet breakfast (continental breakfast also includes assorted fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection of breads, cheeses and cold meats).
A la carte breakfast (full buffet breakfast including additional hot buffet, live cooking or a la carte hot dishes service)
A la carte breakfast menu equivalent for room service
Breakfast time of more than two and a half hours
Out-of-hours breakfast
III.3. Meals/Restaurant*
Meal offer at the hotel (minimum lunch or dinner service)
Meal times of at least two hours
Minimum two and a half hours dinner service
Cold lunch/dinner for late arrivals to the establishment
Meal offer for 14 hour room service
24-hour room service meal service offer
A la carte or buffet restaurants open 5 days per week (each restaurant different in concept, choice of food and location)

A la carte or buffet restaurants open 6 days per week (each restaurant different in concept, choice of food and location)
A la carte or buffet restaurants open 7 days a week (each restaurant different in concept, choice of food and location)
Dining room with outdoor terrace for breakfast and dinners
Snack service
Special menus on request (children's menu, celiac, allergic, diabetic, etc.)
Cuisine with regional products
High chairs in the restaurant/dining room on request
Buffet menu or buffet information in more than one language
Menu or buffet information in Braille
IV. Complementary offer (leisure and other activities)
IV.1. Sport
Gymnasium with at least four different types of exercise machines
Sports activities integrated in the establishment (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
Golf course in the establishment's own grounds
Providing the material for the practice of the sports included in the previous criteria
Rental of sports equipment (e.g. skis, boats, bicycles, etc.)
Water sports: sailing, surfing, windsurfing, diving, etc.
IV.2. Health-Beauty
Personally attended reception
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 be at least 20 m2 in size)
Sauna with a minimum of six seats
Jacuzzi / whirlpool
Beauty stay with at least 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
Playlists with relaxation music
IV.3. Children
Children's Area (children's play area)
Miniclub facilities
Children's pool (separate pool)
Childsitter/assistant on request
On-site childcare (for children up to 3 years old), at least 3 hours per day, by specialised personnel
On-site childcare (for children over 3 years of age), at least 3 hours per day by specialised staff
Children's entertainment programme
IV.4. Other offer

Hairdresser
Shops
Sale of 3 Andalusian products
Sale of more than 3 products from Andalusia
Heated outdoor pool
Outdoor swimming pool
Outdoor infinity pool
Number of sun loungers for between 25% and 50% of the places with table next to them
Number of sunbeds for more than 50% of the places with table next to it
Pool/beach towel
Entertainment and welcome programme
V. Meeting and Event Facilities*
Conference Room from 36 m2 to at least 100 m2 and with a ceiling height of at least 2.50 m
Conference room larger than 100 m2 with a ceiling height of minimum 2.75m
Conference room larger than 250 m2 with ceiling height of at least 3,50 m
Conference room larger than 500 m2 with a ceiling height of at least 3.50 m
Meeting room
Working group room, as an addition to a conference room
VI. Quality and ICT (online activities)
VI.1 Quality systems
Complaint management system. Includes complaint acceptance, evaluation 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 the establishment's own website
Adhesion to the electronic system of complaints and claims of the Junta de Andalucía
Mystery guest: carried out at least once a year by external professionals with the initiative and at the hotel's expense, analysed and documented. Or internal (incognito) controls, e.g. controls of the hotel chain or co-operators
Quality Management System Certificate according to SICTED
ISO 9001 Quality Management System Certificate
Quality management system certificate UNE 182001 ("Q")
Environmental Management Systems Certificate (ISO 14001 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 5 star establishments must be in at least two languages
Possibility of online booking through a proprietary electronic booking system. Beyond a simple email communication channel for customer requests or queries
Accessible website
Virtual assistant in the a.u./app
Telematic invitation to customers who are leaving or have left to leave a comment on a portal or on the website
Location map or geolocation coordinates, on request of the customer or via the Internet

VII. Environmental, Energy Efficiency and Circular Economy Measures * VII.1.

VII.1. Energy Efficiency and Renewable Energies

Presence detection elements that automatically activate and deactivate luminaires in transit areas
System for automatic shut-off of power supply when leaving rooms
Switch-on and switch-off system based on detection of the degree of natural lighting in outdoor gardens
Outdoor LED luminaires in the permanent night lighting areas
Lamps or luminaires with maximum light output and minimum power consumption inside the building
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
Use of liquid and gaseous fuels in preference to electricity, giving priority to natural gas and eliminating fuel oil appliances
Devices to switch off the air conditioning when doors and windows are opened in the accommodation unit
Thermostats in all rooms, common areas and air-conditioning units where air-conditioning is provided

VII.2. Water

Water saving devices on taps in washbasins, baths and showers (mixer taps, diffusers, pressure and flow restrictors, etc.) throughout the establishment
Double push-button or push-button flush breakers on toilets throughout the establishment
Electronically shut-off kitchen taps for washing utensils
Use of reclaimed / rainwater, previously treated and stored for toilet flushing

VII.3. Exterior gardens

Low water-consuming native or Mediterranean species in the garden
Irrigation of the garden at night with underground drip system and sprinkler programming.

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

Initiated methodology for Carbon Footprint measurement
Registered in the Andalusian Emission Offsetting System or equivalent with scope 1+2
Registered in the Andalusian Emission Offset System or equivalent with scope 1+2+3

NP: No score

M: minimum and mandatory criteria to be classified in that category.

HA: criteria applicable to Hotel-Apartments only.

MINIMUM SCORE TO REACH THE CATEGORY

Hotels

Hotels-Apartments

(Additional increase criteria section II.2 and II.3)

ANNOTATIONS (COMMENTS ON THE CRITERIA MARKED WITH ASTERISK)

(3) In general: the 1-star establishment has appropriate and well-maintained décor and fittings for a simple requirement; the 2-star establishment has well-maintained décor and fittings providing a harmonious image for a medium level of requirement; the 3-star establishment has décor and fittings consistent in form and colour, with an overall impression of high comfort for a high level of requirement; the 4-star establishment has décor and fittings consistent in form and colour, with an overall impression of high comfort for a high level of requirement; 4-star has a high quality décor and fittings, offering first class comfort, with an overall impression consistent in form, colour and materials according to a high level of requirement; and 5-star has a luxury décor and fittings with a higher level of comfort and an overall impression consistent in colour, form and materials according to the highest level of requirement

(6) and (133) Establishments operating only from October to April are not required to have refrigeration, and establishments operating only from May to September are not required to have heating. Hot/cold air-conditioning machines (split or fan coil) shall be considered as air-conditioning elements

(7) For 1, 2 and 3 star categories it shall not be a mandatory criterion if the establishment has less than 30 rooms, or if it was dispensed at the time without separate facilities according to gender

(11) and (155) The score shall be valued provided that it is accredited by means of a certificate duly issued by a gallery owner or accredited person

(13) , (14) and (157) Unless technically impossible

(15) The bar must be separate from the restaurant and offer more than just a beverage service (at least a wide and varied range of drinks and snacks)

(25) In two-star and one-star establishments with 15 or less accommodation units, this service may be provided by on-site staff from 20:00 to 08:00 hours. In these cases, an automatic system should be in place to ensure access and security for users

(46), (49) and (Block VII). The accreditation of these criteria shall be carried out through the provision of certificates signed by a competent technician

(57) At the hotel or on the premises nearest to the establishment. Car park shall mean an area for the parking of vehicles which is not necessarily enclosed and covered

(59) Enclosed and integrated in the same building as the accommodation

(61) Unless the building in which the establishment is located has a degree of protection in accordance with that established in the General Catalogue of Andalusian Historical Heritage Assets, which makes it impossible to comply with this criterion

(62) The offices on the ground floor shall be equipped with at least sinks or drains and cupboards or shelves for cleaning items and replacement linen. Their walls shall be lined with easily cleanable materials

(162) The bath tub or shower tray shall be at least 1,6 m long for 3 to 5 star hotels. The shower tray may have other dimensions provided that it is in proportion to the square metre measurements of the bathtub

(166) The bidet may be replaced by a device incorporated into the toilet with the same function

(168) The "Shampoo" criterion shall be deemed to be met, if the shower gel can perform the function of shampoo, and it is so indicated on the existing can or dispenser

(187) The kit shall contain at least one shoe shine sponge, shoe shine wipe or similar

(III.2) and (III.3) Establishments classified as 3 and 4 star city class shall be exempted from these requirements

(Block V) With specific furniture and a wide range of audiovisual equipment