

## HOLIDAY WORLD RESORT AFFILIATED BY MELIÁ REGULATIONS

### 1. General description:

This Regulation contains the standards and rules that will govern the relationship between Holiday World Hotels and their guests, visitors and occasional companions. All guests, without distinction of any type based on nationality, ethnic origin, racial, religious or gender grounds, or any other characteristics or conditions, as well as anybody accompanying them in an occasional manner and regular or temporary visitors to the hotel resort, must comply, and enforce compliance with the rules laid down herein.

### 2. Scope of application

This Regulation shall apply to, and must be complied with in all exclusive use or common sectors located inside Holiday World Hotels, without distinction, particularly rooms, corridors, general installations, dependencies, multi-use rooms, Spa, sitting rooms, bars and restaurants, swimming pool, vestibules, bathrooms and lifts, on the understanding that this list is for illustrative purposes only and does not exclude other non-listed sectors or zones that form part of the hotel resort.

### 3. Subjects

The following people are considered to be particularly subject to this Regulation:

- Guests who access the hotel resort for the purposes of accommodation and use of Holiday World Hotel facilities.
- Occasional or temporary companions of guests, regardless of their connection or reason for accompanying them.
- Users of restaurant services and other facilities in the hotel establishment open to the general public;
- Any person who may occasionally visit Holiday World Hotels, even if they do not consume or use any specific hotel establishment services; to wit, those who fall into the group of visitors.
- Attendees at events run at Holiday World, their contractors, organisers and personnel related to contracted services.

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## 4. Prohibitions

Those subject to this Regulation are especially prohibited from the following while at or transiting through the hotel resort:

- Causing any type of disorder, vandalism, hostile behaviour, disturbances, disruption, or engaging in any act that could affect the tranquillity, silence, rest and privacy that guests expect to encounter during their stay at Holiday World Hotels. - Shouting or speaking loudly for a prolonged time.
- Acting rudely or aggressively against other guests, companions, visitors to the hotel establishment, hotel employees, regardless of whether or not they are managers, as well as towards your own companions.
- Engaging in acts of violence, psychological or moral bullying, and harassment of any type, making justified or unjustified threats, and engaging in any act, exclamation or expression that affects the honour, prestige or psychological intimacy of any subject of this Regulation or any Holiday World Hotels employee.
- Fully or partially damaging or deteriorating the facilities, goods, services and supplies of Holiday World, or of any other subject of this Regulation.
- Using Holiday World services or benefits that, due to their additional cost, have not first been paid for, and that are not paid for after use, when required to do so. - In this establishment we do not allow access to pets unless they are assistance dogs, understood as those that have been trained to provide service to people with disabilities in order to contribute to improving their personal autonomy and quality of life
- Bringing alcoholic beverages or substances prohibited by national or local legislation into the hotel resort.
- Bringing firearms or any other type of weapon into the resort, or bearing arms, with no exceptions.
- Accessing rooms with occasional companions under 18 (eighteen) years of age.
- Engaging in, encouraging or inciting discriminatory acts against other guests, visitors or employees of the hotel establishment.

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- Revealing or disclosing confidential Holiday World Hotels data obtained while staying at or transiting through the hotel establishment.
- Failure to comply with local and national health regulations in a situation of health crisis due to COVID-19.

## 5. Rights of Holiday World Hotels

Any failure to follow all or part of the rules of this Regulation authorises Holiday World Hotels to carry out any of the following procedures, as deemed appropriate by the Management:

- Invite the offender to change his/her behaviour or habit;
- Insist on compliance with the provisions of this Regulation;
- Place specific sanctions on the offender, such as giving warnings, suspending the use of all or part of the facilities and/or services provided by the hotel, or expulsion from the hotel establishment.
- The hotel reserves the right to allow people to access and remain at the facilities. While exercising this right, it may forbid entry to anybody who has previously violated this Regulation and/or anybody who does not meet the aforementioned requirements.
- Notify and warn the competent public authorities of any of these circumstances, allowing them to intervene if necessary.

The hotel management will take the following criteria into account when applying sanctions: the severity and nature of the infraction and circumstances of the event; repeated behaviour by the offender; his/her background; and the previous application of sanctions to the offender.

Only if in doubt about the application of the sanction, the General Management will be asked to agree on an immediate action to be taken.

## 6. Jurisdiction and competence:

The Courts and Tribunals of Malaga shall have the competence to hear and resolve any dispute or conflict between the subjects of this Regulation and the hotel establishment, expressly renouncing any other jurisdiction that may exist.

# HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section II (Part 1)

## II. Accommodation Units (u.a.)

### II.1. Dimensions

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
At least 80% of the accommodation units meet the required dimensions for their category.	99	15	M	M	M	M	M	
100% of the accommodation units meet the required dimensions for their category.	99	25						25
Junior suite (double with lounge). Score per junior suite (max. 10).	100	1	M (min. 2)					
Suite. Score per suite (max. 14).	101	2			M (min. 5% u.a.)			
Inter connecting accommodation units.	102	2						
Terraces or balconies in at least 20% of units.	103	2						
Terraces or balconies in at least 50% of units.	103	5						
Terraces or balconies in at least 75% of units.	103	8						8
Terrace furniture (at least 3 items) in at least 85% of room terraces.	104	2						2
Sun loungers on terraces (in at least 50% of room terraces).	105	4						

### II.2. Dimensions — Living Rooms in Apartment Hotels (HA)

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
At least 80% of the units meet the required living room dimensions for their category.	HA1	2	M	M	M	M	M	
100% of the units meet the required living room dimensions for their category.	HA1	10						10

### II.3. Kitchen Equipment — Apartment Hotels (HA)

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Kitchen.	HA2	2	M	M	M	M	M	2
Oven.	HA3	6						
Extractor hood.	HA4	2	M	M	M	M	M	2
Sink.	HA5	2	M	M	M	M	M	2
Coffee maker and kettle with single serve coffee/tea.	HA6	3	M	M	M	M	M	2
Microwave.	HA7	2	M	M	M	M	M	2
Kitchen & dining utensils (crockery, cutlery, glassware, etc.)	HA8	5	M	M	M	M	M	5
Refrigerator.	HA9	2	M	M	M	M	M	2
Cleaning utensils.	HA10	2	M	M	M	M	M	
Small appliances (blender, toaster, juicer, etc.) — per item (max. 14).	HA11	2						10
Washing machine.	HA12	2						
Dishwasher.	HA13	6						

Legend: NP = Not scored; M = Minimum mandatory criterion for that category. HA = Criteria applicable only to Apartment Hotels.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section II (Part 2)

### II.4. Sleeping Comfort

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Single beds min. 0.90 × 1.90 m and double beds min. 1.35 × 1.90 m.	106	1	M	M	M			
Single beds min. 1.00 × 1.90 m and double beds min. 1.50 × 1.90 m.	106	5		M				5
Single beds min. 1.00 × 2.00 m and double beds min. 1.50 × 2.00 m.	106	10		M				
Single beds min. 1.00 × 2.00 m and double beds min. 2.00 × 2.00 m.	106	15						
10% of beds at least 2.10 m long.	107	5						5
Mattresses well maintained (min. 18 cm thick).	108	5	M	M	M	M	M	5
Mattresses 22 cm thick.	108	10						
Ergonomically adjustable mattresses.	109	5						
Duvet service.	110	3		M	M			3
Sheets and mattress cover.	111	3	M	M	M	M	M	3
Hygienic mattress protectors (thermochemical washable, breathable, anti mite).	111	10						
Annual deep mattress cleaning (non chemical) — verifiable.	112	10						
Baby cot on request.	113	3		M	M	M		3
Alarm clock device in the room.	114	1						
Blankets/duvets well maintained.	115	1	M	M	M	M	M	1
Pillows well maintained.	116	1	M	M	M	M	M	1
Hygienic pillow protectors.	117	5	M	M	M	M	M	5
Additional pillow on request.	118	1		M	M			1
Two pillows per person.	119	4			M			4
Pillow menu (choice of types).	120	4				M		
Additional blanket on request.	121	2		M	M	M		2
Ability to darken the room.	122	1	M	M	M	M	M	1
Ability to fully darken the room.	122	5		M	M			
Sheer curtain.	123	1		1	1			

### II.5. Equipment of the Accommodation Unit

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Carpet.	124	1						
Coat hanger.	125	1						
Valet stand.	126	1						
Wardrobe or suitable space for clothes.	127	1	M	M	M	M	M	1
Shelving for clothes.	128	1	M	M	M	M	M	1
Hangers of uniform material and color.	129	1	M	M	M	M	M	1
Proper control of external noise through windows.	130	8		M	M			8
Sound absorbing doors or double doors.	131	8		M	M			8
Ceiling or wall fans.	132	2						
Fixed heating and cooling adjustable by guest*	133	8		M	M	M		
Air conditioning in rooms.	134	15			M	M		15
One seat.	135	1		M	M			
One seat per bed place.	135	2		M	M	M		
One comfortable seat (chair/armchair) with a side table.	135	4			M	M		4
Extra comfortable seat (upholstered) in double rooms/suites.	136	4				M		
Table or desk.	137	1		M	M			
Desk with adequate light (minimum work size).	137	5			M	M		5
Two electrical outlets in the room.	138	1	M	M	M	M	M	1
Additional outlet near the desk.	139	2		M	M	M		2
Two electrical outlets near the bed.	140	1		M	M	M		1

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Adequate room lighting.	141	1	M	M	M	M	M	1
Bedside table.	142	2	M	M	M	M	M	2
Reading light near the bed.	143	2		M	M			2
Main light switch at the entrance.	144	3						3
Room light switch near the bed.	145	2		M	M	M		2
Master switch for all room lights near the bed.	146	4				M		
Full length mirror.	147	2		M	M	M	M	2
Additional full length mirror.	147	3						
Luggage rack/space.	147	1		M	M	M		1

## II.6. Bathroom Equipment & Comfort

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Waste bin.	148	2	M	M	M	M	M	2
Radio device (via TV or central system).	149	1		M	M	M		1
Multimedia/audio player.	150	2						
Colour TV with remote control.	151	2	M	M				
Colour TV with remote + channel list (national & international).	151	4		M	M	M		4
Smart TV with remote.	151	6						6
Additional TV in lounges of suites/junior suites.	152	2		M	M			2
Pay TV / video games with child lock.	153	5						
International plug adapters available (on request).	154	2						2
Original artworks in rooms*	155	8						
Telephone in room (internal/external) with instructions.	156	3	M	M	M			
Telephone with multilingual instructions.	156	5		M	M			5
Internet access in the room (broadband, Wi Fi)*	157	10	M	M	M	M	M	10
Device (PC/tablet etc.) with Internet access on request.	158	1		M				
Device (PC/tablet etc.) with Internet access provided.	158	3						
Central safe at reception or suitable area.	159	3	M					3
In room safety box.	159	8		M	M			8
50% of bathrooms with natural light.	160	2						2
100% bathrooms with shower/bathtub, WC and washbasin.	161	1	M	M	M	M	M	1
Shower with curtain*	162	1	M	M	M			
Shower with screen/door*	162	5		M	M			5
Hydromassage column ( 30% rooms).	165	2						
Bidet*	166	2	M					2
Double washbasin / double faucet in doubles, J.Suites & Suites.	167	5		M	M			5
Basic set (soap, gel, shampoo, towels, anti slip floor, light, mirror, hooks, spare TP roll, toilet brush, socket by mirror, shelf, hairdryer, sanitary bin)*	168	2	M	M	M			2
Medium set (basic + tissues, magnifying mirror, stool/bench).	169	4		M	M			4
2 additional amenities.	176	2		M				
4 additional amenities.	177	4						
Heated towel rail.	171	3						3
Speakers in bathroom.	172	1						1
Extra towels.	175	1						1
Bathrobe on request.	176	2		M				
Bathrobe.	176	4						4
Slippers on request.	177	1						
Slippers.	177	3		M				

## II.7. Miscellaneous in the Unit

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Hotel information.	178	1	M	M				1
Bilingual hotel services manual.	178	2		M				
Multilingual hotel services manual.	178	3			M	M		3
Magazine for guests.	179	1		M				
Daily press (digital or paper).	180	2			M			2
Writing materials and notepad.	181	1	M	M	M			1
Correspondence folder.	182	3						3
Iron & ironing board (on request).	183	2		M				
Iron & ironing board.	183	4						
Sewing kit (on request).	184	1						
Sewing kit.	184	2						2
Laundry bag available.	185	1	M	M	M			1
Shoe horn.	186	1						1
Shoe cleaning kit (on request)*	187	1						
Shoe cleaning kit*	187	2		M	M			2
Peephole on the door.	188	2						2
Additional door lock/security mechanism.	189	3						3
Electronic key card lock.	189	3						3
Mobile phone opening system.	189	5						5

Legend: NP = Not scored; M = Minimum mandatory criterion for that category. HA = Criteria only for Apartment Hotels.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section III

### III.1. Drinks

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Beverage offering outside dining/bar hours or via dispenser.	191	1	M	M	M	M	M	1
Maxibar on floor.	192	1						
16 hours of beverage room service.	193	2		M				2
24 hours of beverage room service.	193	4			M			
Minibar in units with drinks/snacks menu on request.	194	6						
Minibar in units.	194	4		M				
Refrigerator.	195	2		M				2
Coffee machine & kettle with monodose coffee/tea.	196	8		M				
Kettle with instant coffee/tea sachets.	196	4						4

### III.2. Breakfast\*

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Continental breakfast.	197	1						
Full buffet breakfast.	197	2		M				2
À la carte breakfast (hot buffet, live cooking, or à la carte hot dishes).	197	5		M	M			5
À la carte breakfast equivalent for room service.	198	5		M				
Breakfast time longer than 2.5 hours.	199	3						3
Breakfast outside usual hours.	200	3						

### III.3. Meals / Restaurant Services\*

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Meal offering at hotel (minimum lunch or dinner).	201	4		M	M			4
Lunch time minimum 2 hours.	202	2						2
Dinner time minimum 2.5 hours.	203	3						3
Cold meal for late arrivals.	204	3						3
Room service meal for 14 hours.	205	5		M				5
Room service meal for 24 hours.	205	10			M			
À la carte/buffet restaurants open 5 days/week (each with different concept).	206	5/unit (max.10)						
À la carte/buffet restaurants open 6 days/week (each with different concept).	206	8/unit (max.16)		M (min.1)				
À la carte/buffet restaurants open 7 days/week (each with different concept).	206	10/unit (max.20)		M (min.1)				20
Dining area with outdoor terrace.	207	8						8
Snack service.	208	3						3
Special menus on request (children, celiac, allergen free, diabetic, etc.).	209	8						8
Regional cuisine.	210	4						4
High chairs on request.	211	2						2
Menu/buffet information in more than one language.	212	4						4
Menu/buffet information in braille.	213	8						8

Legend: NP = Not scored; M = Minimum mandatory criterion for that category.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section IV

### IV.1. Sports

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Gym with at least four types of exercise machines.	214	8	M					8
Sports activities integrated in the establishment (with instructor).	215	4						
Own sports facilities (tennis, squash, padel, futsal, basketball, etc.)	216	2 per item (max 10)						10
Golf course within the premises.	217	4						
Provision of sports equipment for the above sports.	218	5						5
Sports equipment rental (skis, boats, bikes, etc.).	219	2 per item (max 10)						2
Water sports: sailing, surfing, windsurfing, diving, etc.	220	2 per item (max 10)						

### IV.2. Health & Beauty

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Reception personally attended.	221	5	M					5
Beverage service in the spa.	222	2						2
Sale of cosmetic/hairdressing products.	223	2						2
Massage/treatment cabins (min. 10 m <sup>2</sup> ).	224	2 per unit (max 6)						2
Relaxation room (min. 20 m <sup>2</sup> ).	225	3						3
Sauna with min. six seats.	226	2 per sauna type (max 10)						
Jacuzzi / Hydromassage.	227	3						3
Beauty area with min. 4 treatments.	228	5						5
SPA with at least 4 different treatments.	229	5						5
Ice grotto after sauna.	230	2						
Sun loungers in spa bathing area.	231	2						2
Indoor heated pool.	232	15						15
Solarium.	233	2						2
Relaxing background music.	234	1						1

### IV.3. Children

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Children ' s play area.	235	4						4
Miniclub facilities.	236	8						8
Children ' s pool (independent basin).	237	8						8
Assistant/caregiver for children on request.	238	1						1
Childcare inside establishment for children > 3 (min 3h/day).	239	8						8
Childcare for children >3 (min 3h/day).	240	8						8
Children ' s animation programme.	241	3						3

### IV.4. Other Offerings

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Hairdresser.	242	5						
Shops.	243	3						3
Sale of 3 Andalusian products.	244	5						5
Sale of more than 3 Andalusian products.	244	8						8

Legend: NP = Not scored; M = Minimum mandatory criterion for that category.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section V

### V. Services for Meetings & Events\*

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Heated outdoor pool.	245	15						
Outdoor pool.	246	10						10
Infinity outdoor pool.	247	15						
Number of sun loungers for 25%–50% of capacity with side table.	248	4						
Number of sun loungers for >50% of capacity with side table.	248	8						8
Pool/beach towel.	249	4						4
Welcome and animation programme.	250	3						3
Conference room 36–100 m <sup>2</sup> ; min ceiling 2.50 m.	251	5						
Conference room >100 m <sup>2</sup> ; min ceiling 2.75 m.	251	10						
Conference room >250 m <sup>2</sup> ; min ceiling 3.50 m.	251	15						15
Conference room >500 m <sup>2</sup> ; min ceiling 3.50 m.	251	20						20
Boardroom.	252	1						1
Breakout room(s) complementing a conference room — per room (max 4).	253	2 per room						2

Legend: NP = Not scored; M = Minimum mandatory criterion for that category.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section VI

### VI.1. Quality Systems

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Mystery guest (annual external review) or internal anonymous controls.	257	3		M	M	M	M	3
Quality management certificate — SICTED.	258	10						10
Quality management certificate — ISO 9001.	259	10						10
Quality management certificate — UNE 182001 ("Q").	260	10						10
Environmental management certificate — ISO 14001 or EMAS.	261	10						10
Corporate Social Responsibility — ISO 26000.	262	10						10
Universal Accessibility — UNE 17001.	263	10						10
Safety & health protection certificate.	264	10						10

### VI.2. ICT (Online Activities)

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Own website with realistic photos; for 3–5 hotels, at least two languages.	265	5	M	M	M	M	M	5
Online booking system beyond a simple email contact.	266	5				M	M	5
Accessible website.	267	8						8
Virtual assistant in units / app.	268	10						10
Telematic invitation to departing guests to leave a review.	269	5				M	M	5
Location map or geolocation coordinates (on request / online).	270	1	M	M	M	M	M	1

Legend: NP = Not scored; M = Minimum mandatory criterion for that category.

## HOLIDAY POLYNESIA — Annex II: Scoring Tables — Section VII

### VII.1. Energy Efficiency & Renewable Energy

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Presence detectors for automatic lighting on/off in passage areas.	271	6						6
Automatic shut-off of electricity when leaving rooms.	272	5						5
Lighting switching based on natural light detection in gardens.	273	5						5
LED exterior lighting for permanent night illumination.	274	5						5
High-efficiency interior luminaires.	275	4						4
Solar energy for exterior lighting (autonomous PV).	276	5						
Solar energy for DHW generation.	277	5						
Other renewable/alternative energies besides solar.	278	5						
Preference for liquid/gas fuels (natural gas priority).	278	2						2
HVAC shut-off when doors/windows open.	280	4						4
Thermostats installed wherever AC is available.	281	4						4

### VII.2. Water

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Water-saving devices on taps/showers.	282	5						5
Dual/interruptible flush system for toilets.	283	4						4
Electronic shut-off kitchen taps.	284	4						
Use of reclaimed/rainwater for toilet cisterns.	285	4						4

### VII.3. Outdoor Gardens

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Native/Mediterranean low-water plants.	286	6						6
Night-time irrigation with underground drip + programmed sprinklers.	287	4						4

### VII.4. Waste Management

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Selective waste collection.	288	4						4
On-site reuse / composting.	289	7						
Client waste-sorting support (incl. batteries).	300	4						4

### VII.5. Decarbonisation

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Methodology initiated for carbon footprint measurement.	301	3						3
Registered in Emissions Offset System (scope 1+2).	301	6						
Registered in Emissions Offset System (scope 1+2+3).	301	10						

Legend: NP = Not scored; M = Minimum mandatory criterion for that category.