

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.

Holiday World Riwo

AFFILIATED
BY MELIÄ

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.

Holiday World Riwo

AFFILIATED
BY MELIÀ

- 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 RIWO — Annex II: Scoring Tables — Section I (Part 1)

I.1. General Conditions

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
The entire establishment must be in conditions of cleanliness and hygiene.	1	NP	M	M	M	M	M	
All mechanisms and equipment (furniture, office materials, etc.) function perfectly.	2	NP	M	M	M	M	M	
The characteristics of the establishment must match its category*.	3	NP	M	M	M	M	M	
Establishment located in a building listed or in protected areas, or with direct beach access.		5						
Establishment in a building/estate declared of cultural interest.		15						

I.2. Public Areas

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Main entrance with a canopy.	5	2						2
Fixed heating/cooling in public areas*		5		M				
Air conditioning in public areas		10			M	M		10
Separate restrooms for men and women*	7	3	M	M	M	M	M	3
TV room.	8	3	3					3
Audiovisual room.	9	2	2					2
Reading/writing room / library.	10	2						
Original artworks in common areas*	11	10						
Natural plants or flowers.	12	6	6					6

I.3. Reception

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Internet terminal accessible to guests (1 per 50 units)*	13	3		3				3
Internet access in public areas*	14	5	M	M	M	M	M	5
Bar*	15	—						
Bar* open the same days as the hotel	15	7		M	M			7
Area for info from tourism service intermediaries.	16	3		3				3
Functionally independent reception area.	17	1		M	M			1
Separate reception counter.	18	6		M	M	M		6
Lobby with seating.	18	5		M				
Lobby with seating and courtesy drink.	19	10		M				10
Telephone for guests.	20	1	M	M	M	M	M	1
Printer/photocopier service.	21	2		M	M			2
Multilingual info area (panels/directories).	22	1	M	M	M	M	M	1
Multilingual info area in electronic format.	22	2						2
Tourist info on regional resources at reception.	23	1	M	M	M	M	M	1
Bilingual staff.	24	2		M	M			
Multilingual staff.	24	4			M	M		4
24 hour manned reception*	25	6	M	M	M	M	M	6

Legend: NP = Not scored; M = Minimum mandatory criterion for that category. Items marked with * have notes at the end of the annex.

HOLIDAY RIWO — Annex II: Scoring Tables — Section I (Part 2)

I.4. Facilities for People with Disabilities

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Luggage service upon guest request.	32	2		M				2

I.5. Parking

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Parking for establishment use (min. 20%)*	57	2		M				2

I.6. Other General Facilities

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Guest access independent from service access*	61	12		M				12

I.7. Services

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Daily room cleaning.	68	1	M	M	M	M	M	1

Legend: NP = Not scored; M = Minimum mandatory criterion for that category. Items marked with * have notes at the end of the annex.

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

II.1. Dimensions

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
At least 80% of the units meet required dimensions.	99	15	M	M	M	M	M	
100% of the units meet required dimensions.	99	25						25

II.2. Dimensions — HA

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

II.3. Kitchen Equipment — HA

AREA / SUB-AREA / REQUIREMENTS	Req. No.	POINTS	1*	2*	3*	4*	5*	Evaluation
Kitchen.	HA2	2	M	M	M	M	M	2

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

HOLIDAY RIWO — 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 x 1.90 m / double 1.35 x 1.90 m.	106	1	M	M	M			

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

HOLIDAY RIWO — 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

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

HOLIDAY RIWO — 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 machines.	214	8	M					8

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

HOLIDAY RIWO — 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						

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

HOLIDAY RIWO — 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).	257	3		M	M	M	M	3

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

HOLIDAY RIWO — 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

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