

## **INTERNAL REGULATIONS**

### **1. General Provisions**

Anyone entering this hotel establishment is required to comply with these Internal Regulations, insofar as they do not contravene Decree-Law 13/2020 of May 18, which establishes extraordinary and urgent measures relating to hotel establishments, alert coordination, promotion of digital processes, reactivation of the cultural sector, and flexibility in various areas due to the situation caused by the coronavirus (COVID-19); Law 13/2011 of December 23 on Andalusian Tourism; Decree 47/2004 of February 10 on hotel establishments; and other applicable laws and provisions.

### **2. Access, Admission, and Stay in the Establishment**

This hotel is for public use and open access, with no restrictions other than those established by law and these regulations.

Admission and continued stay may be denied for the following reasons:

- a) Lack of available accommodation or facilities.
- b) After closing hours.
- c) Failure to meet the minimum age required for certain hotel areas.
- d) Lack of minimum hygiene standards.
- e) Failure to meet admission requirements stated in these regulations.
- f) Conduct that poses danger, annoyance, or disturbance to others, or that disrupts normal operations. Expulsion will also apply in cases of deliberate damage to property, disorderly conduct, or behavior that disturbs other guests' peace or privacy.
- g) Consumption of drugs, narcotic or psychotropic substances, or evident intoxication.
- h) Carrying weapons or objects that could be used as such, except for members of security forces or private bodyguards performing their duties.

If any of these circumstances arise, the hotel staff may request the person to leave the premises, after paying any outstanding charges for services used. If necessary, assistance may be sought from law enforcement in accordance with Article 36.4 of the Andalusian Tourism Law 13/2011.

Access to hotel facilities and services will not be denied or restricted to anyone based on sex, disability (with or without a guide dog), religion, opinion, or any personal or social circumstance.

### **3. Check-In and Admission Document**

Guests wishing to use the accommodations, common areas, or complementary services listed in these regulations must present valid identification for registration.

Once registered, the hotel will issue an admission document showing the establishment's name, category, registration number, room number, number of guests, check-in and check-out dates, meal plan, and—if booked directly—the room rate. The guest must sign this document after being informed of these Regulations and their rights and obligations.

The hotel may request a payment guarantee, either via credit card or bank transfer, covering the reservation and/or additional services.

Information about complementary services, whether provided by the hotel or third parties, is available at reception.

## **RULES OF CONDUCT AND OPERATION**

### **4. Guests' Rights and Obligations**

Guests may freely access and stay in the hotel, subject to applicable laws and these regulations.

They have the right to:

Receive truthful and complete information before contracting services.

Have guaranteed safety, privacy, and peace.

Receive services as agreed upon.

Obtain an invoice for contracted services.

Access complaint forms if they wish to file a claim.

They are obliged to:

Observe these rules and any additional safety, coexistence, or hygiene instructions issued by management.

Show their admission document when requested.

Respect the facilities and equipment.

Pay for contracted services when billed or as agreed.

Filing a complaint does not exempt a guest from payment obligations.

### **5. Hotel Rights and Obligations**

The hotel may request law enforcement assistance to remove guests who violate these regulations, attempt to use the premises for purposes other than lodging, or are not registered guests (e.g., event attendees).

The hotel may require a payment guarantee and charge for damages caused by negligence or misuse of facilities.

Charges may also apply for disturbances requiring compensation to third parties.

Service hours may vary by season, and the hotel reserves the right to deny service outside operating hours or when capacity limits are reached.

Service schedules, prices, and terms of use are displayed at service entrances and summarized in the in-room directories, which also include emergency evacuation plans and indicate free services.

The hotel is obliged to:

Inform guests in advance of service conditions and prices.

Provide services with maximum quality and proper maintenance.

Ensure courteous treatment and provide complaint forms.

Offer alternative accommodation of equal or higher category if overbooked, at no extra cost to the guest.

### **6. Room Occupancy Period**

Guests may occupy their rooms from 3:00 p.m. on arrival day until 12:00 p.m. on departure day.

Different arrangements may be agreed upon and must be stated in the admission document.

Late check-out beyond the contracted period will incur an additional day's charge.

## **7. Prices, Billing, and Information**

The hotel is not responsible for services rendered or items used outside its premises, unless explicitly stated.

Rates and conditions for rooms, restaurant, bars, events, laundry, deposits, and other services are available upon request.

Room rates are charged per night. The minimum charge is one overnight stay, ending at noon the following day.

The hotel may request payment for additional services at any time upon presentation of an invoice.

Third-party providers operating within the hotel are responsible for their own staff, pricing, and maintenance. Their business name will be clearly displayed.

Invoices are issued only for services contracted directly with the hotel.

## **USE AND ENJOYMENT OF FACILITIES**

### **8. Reception**

Reception handles guest check-ins, key cards, and provides assistance, information, and support for all guest needs.

### **9. Currency Exchange**

This service is not available at the hotel.

### **10. Safes**

Each room has a safe available for use. Instructions and conditions are listed in the room directory.

The hotel is not responsible for loss of valuables not placed in these safes.

### **11. Laundry / Dry Cleaning**

Information on these services, including prices and delivery times, is provided in each room.

The hotel is not responsible for shrinkage, discoloration, or damage due to the garment's condition or composition.

### **12. Food and Beverage Service**

Guests must show their room card or admission document before entering dining areas. Swimwear and bare torsos are not permitted in the restaurant.

Early departures before restaurant opening hours may request a cold breakfast by notifying reception the previous day.

It is forbidden to bring outside food or drinks into the hotel or to remove food from the restaurants.

### **13. Pool and Solarium**

Use of the pool and solarium is free of charge.

Towels are available at reception or the pool area (free with identification).

Pool use is prohibited after 7:00 p.m.

The hotel is not responsible for injuries or damages caused by ignoring this schedule.

Prohibited:

Mattresses, floaties, balls, and similar items (except child safety floats).

Diving headfirst or rough play.

Loud music or noise.

Eating outside designated bar/restaurant areas.

Glass containers in the pool area.

No lifeguard service is provided. Parents/guardians are responsible for supervising minors.

Guests must shower before entering the pool, wear swimwear, and avoid entering with diapers or similar.

Hotel towels/blankets may not be used outdoors.

Lounge chairs are free to use, but reserving them with personal items is not allowed. Staff may remove unattended belongings.

#### **14. Gym, Sauna, and Spa**

Use is free for guests.

For safety, only guests 16 years and older may enter, using appropriate clothing and footwear.

Minors must be accompanied by parents or legal guardians.

#### **15. Parking**

The hotel offers parking for guests. Its use is free of charge and subject to space availability. When parking your vehicle, please occupy only one parking space. The use of the parking area reserved for disabled guests must be justified by displaying the required permit inside the vehicle. The establishment is not responsible for any damage caused to or by vehicles using this service, nor for any objects left inside them, or for the theft of the vehicle itself. If you cannot find a parking space, you may leave your car at the main entrance of the hotel, and our staff will take care of parking it for you.

#### **Data Protection (GDPR)**

To ensure security, privacy, and peace of mind, the hotel uses electronic surveillance systems in gardens, corridors, and common areas.

Clients' personal data are processed for reservation, service provision, and billing purposes, and—with explicit consent—for promotional communications.

Guests may exercise their rights of access, rectification, erasure, data portability, and objection under EU Regulation 2016/679 (GDPR) and Spanish Law 3/2018 (LOPDGDD) by contacting the hotel.

#### **16 Miscellaneous**

Minors may not use elevators unaccompanied.

Walking barefoot or shirtless in common areas is not allowed.

Silence must be maintained after 10:00 p.m.

Do not hang clothes or towels on terrace railings.

Bicycles are not allowed in rooms unless stored in a bag or case. A rack is available at the entrance, and high-end bicycles may be stored in luggage lockers.

Dangerous or prohibited substances are strictly forbidden.

Cooking and unauthorized electrical appliances are not allowed in rooms.

Smoking is prohibited except in areas allowed under Law 28/2005 and Law 42/2010, including electronic devices.

Report any suspicious activity, unidentified phone calls, or unknown persons at your door to reception immediately.

If asked for identification at reception, please comply—it is for your safety.

In your room, a touchscreen panel shows a green icon (clean) and a red icon (do not disturb).

Alternatively, hang the “Please make up the room” or “Do not disturb” sign on your door.

Report any damage or malfunction to reception. Room electricity operates at 220 volts.

Please use the facilities responsibly and respect hotel property and gardens.

Your cooperation is appreciated during any safety drills or evacuations.

Hotel Management

<b>ÁREA / SUB-AREA / REQUERIMENTS</b>
<b>I. General Conditions/ Common Areas</b>
<b>I.1. General Conditions</b>
The entire establishment must be in clean and hygienic condition
All mechanisms and and equipment (furniture, office supplies, etc) are working perfectly
The establishment's characteristics must be consistent with its category
Establishment located in a building that has some classification under urban planning regulations, or is situated in areas of special protection, or has direct access to the beach.
Establishment located in a building and/or property declared to be of cultural interest.
<b>I.2. Public Areas</b>
Main entrance equipped with a canopy.
There is heating / air conditioning through fixed installations in the public areas of the establishment (restaurant, lobby, entrance, etc.).
There is climate control in the public areas of the establishment (restaurant, lobby, entrance, etc.).
There are separate restroom facilities for men and women in the common areas.
TV room
Audiovisual room
Reading / writing room / library
Original works of art in the common areas
Live plants or flowers
Internet terminal accessible to guests (1 per every 50 accommodation units)
Internet access in public areas (e.g., broadband, WLAN, Wi-Fi)
Bar*
Bar open on the same days as the hotel
There is an area with counters/tables for tourist service intermediary companies
<b>I.3. Reception</b>
Functionally independent area for the reception service (visually separated)
Reception desk separated and independent for the service
Lobby with seating
Lobby with seating and complimentary beverage service
Telephone available for guests
Printer / photocopier service
Multilingual service information area (panels / directories)
Multilingual service information area on electronic devices
Information material about regional tourist resources available at the reception
Bilingual staff
Multilingual staff
24-hour front desk service with on-site staff *
Staff knowledgeable in sign language
Welcome manual or hotel information in Braille
Doorman (with separate staff)
Concierge (with separate staff)
Bellhop / Porter (with separate staff)
Luggage service, upon Guest request
Luggage service (delivery and pickup in the room)
Luggage storage service upon guest arrival or departure
Public relations service independent from reception and concierge services

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

Emergency alert pendants connected to the reception available for guests

Hearing loop installation for guests with hearing impairments

Additional devices for guests with hearing impairments to use the wake-up service

Computers adapted for guests with disabilities

Cane holders in common areas

Availability of low stools to facilitate access to sinks and toilets

Wall-mounted toilets

Baby changing stations in general male and female restrooms

Height-adjustable sink installations

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

Terrace access frame from the room embedded in the floor

Hot water temperature-limiting thermostats set to a maximum of 40°C

Height-adjustable beds with head and foot incline

Home automation systems for fall detection

Insulation on hot water pipes in washbasins \*

Ischial support in outdoor areas and common spaces

Mirrors above the buffet counter to facilitate the viewing of available food

Parking spaces with sufficient surface area for the use of lifting platforms

Telephones adapted with sound amplification systems

Fold-down seat with automatic return in lifts

General information system adapted for people with hearing and visual impairments

Manuals / codes of conduct for the care of people with disabilities

#### I.5. Parking

Parking for use by the establishment (for a minimum of 20% of the accommodation units) \*

Parking for use by the establishment (for a minimum of 50% of the accommodation units) \*

Parking for use by the establishment (for 100% of the accommodation units) \*

Bus parking

Garage (for at least 20% of the accommodation units) \*

Garage (for at least 50% of the accommodation units) \*

Garage (for 100% of the accommodation units) \*

Electric vehicle charging station (cars, bicycles, etc.)

#### I.6. Other general facilities

Guest access is separate from service and goods access\*

Service room for every three floors*
Service room on each floor*
Service staircase
Service lift / goods lift
Private gardens of 5 m <sup>2</sup> per unit
Private gardens of 10 m <sup>2</sup> per unit
Corridors wider than 1.50 metres
Customer stairs wider than 1.50 metres
<b>I.7. Services</b>
Daily room cleaning
Daily towel change upon guest request
Bed linen changed every five days of stay
Bed linen changed every three days of stay
Daily bed linen change upon guest request
Payment by bank card, clearly displaying accepted payment methods
Sending forgotten items upon guest request, with costs to be borne by the guest
Wake-up service
Umbrellas at reception/in the room
Up-to-date magazines, free of charge
Daily national and/or international newspapers
Sewing service
Transport service (guest transfer)
Shoe cleaning service
24-hour maintenance service
Complimentary WC/Shower for late check-outs
Courtesy room for check-in and check-out (for this use only)
Provision of toiletries in courtesy room
Personal greeting for each guest with fresh flowers or a small gift in the room (not just a welcome message on the TV)
Escort the guest to their room upon arrival
Wheelchair rental service
Luggage weighing service
Natural plants and/or flowers in the rooms
Additional afternoon service (second service) for room upkeep (towel change, bedspread opening, bin emptying, etc.
Ironing service (return within one hour)
Laundry and ironing service (return as agreed)
Laundry and ironing service (drop-off before 9:00 a.m., returned within 24 hours, except on weekends)
Laundry and ironing service (drop-off before 9:00 a.m., returned within 12 hours)
Laundry for guest use
Dry cleaning (drop-off before 9:00 a.m., returned within 48 hours)
Dry cleaning (drop-off before 9:00 a.m., returned within 24 hours)
Currency exchange service

Nursing service – on-site facilities for medical care
External medical service on demand
Car rental and other transport hire services
Baby stroller rental service
<b>II. Accommodation units (a.u.)</b>
<b>II.1. Dimensions</b>
At least 80% of the a.u. with dimensions required for their category
100% of the a.u. with dimensions required for their category
Junior suite (double with living area)
Suite
Interconnecting accommodation units
Balconies or terraces in at least 20% of the a.u
Balconies or terraces in at least 50% of the a.u
Balconies or terraces in at least 75% of the a.u.
Terrace furniture (at least 3 pieces of furniture) in at least 85% of room terraces
Sun loungers on terraces (in at least 50% of room terraces)
<b>II.2. Lounge dimensions in Hotels- Apartments</b>
At least 80% of the a.u. with dimensions required for their category
100% of the a.u. with dimensions required for their category
<b>II.3. Kitchen equipment in hotels- Apartments</b>
Kitchen
Oven
Extractor hood
Sink
Coffee and tea maker with single-serve coffee and tea
Microwave
Kitchen and dining utensils (tableware, cutlery, glassware, etc.)
Refrigerator
Cleaning utensils
Small appliances (blender, toaster, juicer...
Washing machine
Dishwasher
<b>II.4. Sleeping amenities</b>
Single beds with minimum dimensions of 0.90 m × 1.90 m and double beds with minimum dimensions of 1.35 m × 1.90 m
Single beds with minimum dimensions of 1.00 m × 1.90 m and double beds with minimum dimensions of 1.50 m × 1.90 m
Single beds with minimum dimensions of 1.00 m × 2.00 m and double beds with minimum dimensions of 1.50 m × 2.00 m
Single beds with minimum dimensions of 1.00 m × 2.00 m and double beds with minimum dimensions of 2.00 m × 2.00 m
10% of the beds with a minimum length of 2.10 m

Well-maintained mattresses with a minimum thickness of 18 cm
Mattresses with a thickness of 22 cm or more
Ergonomically adjustable mattresses
Duvet cover service
Bed sheets and mattress cover
Hygienic mattress covers (washable with thermo-chemical products, breathable, free of dust mites and their droppings). A simple protective sheet is not acceptable
Deep cleaning of mattresses on an annual basis using non-chemical systems that ensure the elimination of dust mites, verifiable through explicit inspection
Cot upon guest request"
Wake-up device in the room
Well-maintained blankets or duvets
Well-maintained pillows
Hygienic pillow covers
Extra pillow upon guest request
Two pillows per person
Guests can choose from different types of pillows (pillow menu)
Extra blanket upon guest request
Ability to darken the room
Ability to completely darken the room
<b>II.5. Accommodation unit equipment</b>
Sheer curtain
Carpet
Hanger
Valet stand
Adequate wardrobe or space for clothing
Clothing shelf
Hangers of uniform material and colour
Proper control of external noise through the windows
Noise-absorbing doors or double doors
Ceiling or wall fans
Heating and cooling adjustable via fixed elements
Air conditioning in the rooms
A seat
One seat per person
A comfortable seat (chair or armchair) with a side table
An additional comfortable seat (upholstered chair or armchair) in double rooms or suites
Table or desk
Table or desk – with minimum working size – and adequate lighting
Two power sockets in the room
Additional socket near the table or desk
Two power sockets near the bed
Adequate lighting in the room

Bedside table
Reading light near the bed
Switch for all room lights at the entrance
Room light switch near the bed
Switch for all room lights near the bed
Full-length mirror
Additional full-length mirror
Luggage area
Wastepaper bin
Radio device (radio transmission may be via TV or through the hotel's central telecommunications system)
Audio or multimedia player
Colour TV with remote control
Colour TV with remote control, including a list of channel configuration and national and international programming
Smart TV with remote control
Additional colour television with remote control in the lounges of the suites and junior suites
Pay TV or video games with child lock feature and remote control
International plug adapters available upon request.
Original artworks in the rooms *
Telephone with internal and external lines available upon guest request, with an instruction manual provided (guests should be informed at check-in)
Telephone in the rooms with internal and external lines, and a multilingual instruction manual.
Internet access in the room (broadband, Wi-Fi)
Device (PC, tablet, or similar) with Internet access in the room, available upon guest request.
Device (PC, tablet, or similar) with Internet access in the room.
Central safe at the reception or in a suitable location.
In-room safe / security box
<b>II.6. Bathroom facilities and amenities</b>
At least 50% of the bathrooms have natural light
100% of the bathrooms have a shower or bathtub, toilet, and washbasin.
Shower with curtain
Shower with screen
Hydromassage shower column in at least 30% of the rooms
Bidet
Double washbasin or a single unit with double taps in double rooms, junior suites, and suites.
"Basic bathroom amenities (hand soap, shower gel, shampoo, one hand towel per person, one bath towel per person, non-slip floors in showers and bathtubs, washable bath mat, adequate bathroom lighting, mirror, towel hooks, extra roll of toilet paper, toilet brush, power socket near the mirror, shelf, hairdryer, and hygienic bin).
Medium-level bathroom amenities (basic amenities, face towels/tissues, magnifying vanity mirror, and stool
Provision of 2 additional amenities
Provision of 4 additional amenities

Towel rail with built-in heating
Speakers in the bathroom
Extra towels.
Bathrobe available upon guest request
Bathrobe
Slippers available upon guest request
Slippers
<b>II.7. Miscellaneous in the accommodation unit</b>
Hotel information
"Bilingual hotel service manual.
Multilingual hotel service manual
Guest magazine
Daily newspapers (digital or print)."
Writing utensils and Notepad
Correspondence folder
Iron and ironing board available upon guest request
Iron and ironing board.
Sewing kit available upon guest request.
Sewing kit.
Laundry bag available
Shoehorn
Shoe cleaning kit available upon guest request.
Shoe cleaning kit
Peephole in the door.
Additional locking mechanism/lock on the room door.
Electronic key card lock
Mobile phone access system
<b>III. Food &amp; Beverage</b>
<b>III.1. Drinks</b>
Beverage service available on the premises outside restaurant/bar hours or via drink dispenser.
Floor minibar
16-hour beverage service for room service
24-hour beverage service for room service.
Minibar in the accommodation units with a menu of drinks and snacks available upon guest request
Minibar in the accommodation units
Fridge.
Coffee machine and kettle with single-serve coffee and tea in the accommodation unit
Kettle with single-serve instant coffee and tea in the accommodation unit
<b>III.2. Breakfast</b>
Continental breakfast (hot beverage, pastries, bread, oil/butter/margarine, cold cuts, and jams).

"Full buffet breakfast (continental breakfast plus a variety of fruit juices, cereals, eggs, fresh fruit or fruit salad, assorted pastries, yoghurts, a selection of breads, cheeses, and cold cuts
À la carte breakfast (full buffet breakfast including a hot dishes buffet and live cooking station)
À la carte breakfast menú available for room service
Breakfast service lasting more than two and a half hours
Breakfast outside regular hours
<b>III.3. Meals/Dining</b>
Meal offerings at the hotel (minimum lunch or dinner service)
Meal service lasting at least two hours.
Dinner service lasting at least two and a half hours
Cold lunch/dinner for late arrivals at the hotel
14-hour room service meal offerings
24-hour room service meal offerings
À la carte or buffet restaurants open 5 days a week
À la carte or buffet restaurants open 6 days a week
À la carte or buffet restaurants open 7 days a week
Dining room with outdoor terrace for breakfast and dinner.
Snack service
Special menus available upon request (children's menu, gluten-free, allergy-friendly, diabetic, etc.).
Regional cuisine
High chairs in the restaurant/dining room available upon request.
Buffet menú or information available in múltiple languages
Buffet menú or information available in Braille
<b>IV. Supplementary offerings (leisure and other activities)</b>
<b>IV.1. Sport</b>
Gym with at least four different types of exercise machines
Sports activities offered on-site (with instructor supervision.)
On-site sports facilities suitable for indoor or outdoor practice (tennis, squash, padel, futsal, basketball, etc.). Multi-sport courts count as one facility.
Golf course within the hotel grounds.
Provision of equipment for the practice of the sports mentioned above
Sports equipment rental (e.g., skis, boats, bicycles, etc.
Water sports: sailing, surfing, windsurfing, diving, etc
<b>IV.2. Health &amp; Beauty</b>
Reception staffed by personnel.
Beverage service in the spa
Sale of cosmetic and haircare products
Massage/treatment rooms (minimum size 10 m <sup>2</sup> )
Separate relaxation room (minimum size 20 m <sup>2</sup> )
Sauna with a minimum capacity of six people
Jacuzzi / Whirlpool bath

Beauty stay with a minimum of 4 treatments (facial, manicure, pedicure, anti-stress massage, etc.)
Spa with at least 4 different types of treatments (massages, baths, hydrotherapy, hammam, mud/peat, essential oil showers, steam bath, mineral-medicinal water, etc.)."
Ice grotto for local applications after the sauna.
Sun loungers in the spa bathing area
Heated indoor pool.
Solarium
Background music with relaxing tunes
<b>IV.3. Children</b>
Children's Area (kids' play zone))
Miniclub Facilities
Children's pool (separate basin)
Childcare/assistant available upon request
Childcare within the hotel (for children up to 3 years), at least 3 hours per day, provided by specialised staff."
Childcare by specialised staff within the hotel (for children over 3 years), at least 3 hours per day."
Children's entertainment programme
<b>IV.4 Other offerings</b>
Hair salon
Shops
Sale of 3 Andalusian products
Sale of more than 3 Andalusian products
Heated outdoor pool
Outdoor pool.
Infinity outdoor pool.
Number of sun loungers for 25% to 50% of the capacity, each with a side table
Number of sun loungers for more than 50% of the capacity, each with a side table.
Pool/beach towel
Welcome and entertainment programme
<b>V. Meetings and events services</b>
Conference room from 36 m <sup>2</sup> to at least 100 m <sup>2</sup> with a minimum ceiling height of 2.50 m
Conference room over 100 m <sup>2</sup> with a minimum ceiling height of 2.75 m
Conference room over 250 m <sup>2</sup> with a minimum ceiling height of 3.50 m
Conference room over 500 m <sup>2</sup> with a minimum ceiling height of 3.50 m
Boardroom.
Breakout room, as a complement to a conference room.
<b>VI. Quality and ICT (Online Activities)</b>
<b>VI.1 Quality Systems</b>
Complaint Management System. Includes the complete cycle of complaint receipt, assessment, and response.
Customer Satisfaction Questionnaire. Includes, on behalf of the establishment, the administration of satisfaction surveys, the evaluation of results, the implementation of improvement and follow-up programs, and the publication of results on the establishment's official website.

Adherence to the electronic system for complaints and claims of the Regional Government of Andalusia
Mystery guest conducted at least annually by external professionals, initiated and financed by the hotel, analyzed and documented. Alternatively, internal (anonymous) controls may be carried out under similar conditions.
Quality management system certificate according to SICTED
Quality management system certificate ISO 9001
Quality management system certificate UNE 182001 ("Q")
Environmental management system certificate (ISO 14001 or EMAS)
Social responsibility system certificate ISO 26000
Universal accessibility certificate UNE 170001
Seal or certificate in matters of safety and health protection
<b>VI.2. ICT (online activities)</b>
Own website with realistic and meaningful photographs of the establishment (at a minimum, exterior views, public areas, and guest rooms). Establishments of 3, 4, and 5 stars must have the website available in at least two languages.
Possibility of online reservations through the establishment's own electronic booking system, beyond a simple email contact channel for customer requests or inquiries.
Accessible website
Virtual assistant on user areas / app
Electronic invitation sent to guests who are leaving or have already left, encouraging them to leave a comment on a portal or on the establishment's own website.
Location map or geolocation coordinates, available upon request or online.
<b>VII. Environmental, Energy Efficiency and Circular Economy Measures</b>
<b>VII.1. Energy efficiency and renewable energies</b>
Presence detection devices that automatically activate and deactivate lighting in passage areas.
Automatic power cut-off system when guests leave their rooms.
Connection and disconnection systems based on the detection of natural lighting levels in outdoor garden areas.
LED-type exterior luminaires in areas with permanent nighttime lighting.
Indoor lamps or luminaires providing maximum luminous efficiency with minimum electrical energy consumption.
Use of solar energy for outdoor lighting with photovoltaic and autonomous luminaires.
Use of solar energy for domestic hot water production.
Use of other renewable or alternative energies in addition to solar power.
Use of liquid and gaseous fuels in preference to electricity, giving priority to natural gas and eliminating equipment operating on fuel oil.
Air conditioning disconnection devices that activate when doors or windows are opened in the accommodation units.
Thermostats in all rooms, common areas, and accommodation units, wherever air conditioning is available.
<b>VII.2. Water</b>
Water-saving devices installed on washbasin taps, bathtubs, and showers (single-lever taps, diffusers, pressure and flow limiters, etc.) throughout the establishment.

Dual flush system or flush button with discharge interruption installed in all toilet cisterns throughout the establishment.
Kitchen taps with electronic shut-off for utensil washing.
Reuse of reclaimed or rainwater, previously treated and stored, for filling toilet cisterns.
<b>VII.3. Outdoor gardens</b>
Native or Mediterranean plant species with low water consumption in the garden.
Night-time garden irrigation using a subsurface drip system and programmed sprinklers.
<b>VII.4. Waste</b>
<b>Selective collection of waste generated by the establishment's activities.</b>
<b>Reuse of waste within the establishment and/or composting.</b>
<b>Facilitation of waste separation for guests, including batteries.</b>
<b>VII.5. Decarbonization</b>
Implementation of a methodology for measuring the Carbon Footprint.
Registration in the Andalusian Emissions Compensation System or an equivalent scheme with Scope 1+2.
Registration in the Andalusian Emissions Compensation System or an equivalent scheme with Scope 1+2+3.