

## 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 Village

AFFILIATED  
BY MELIÀ

## 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 Village

AFFILIATED  
BY MELIA

- 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 VILLAGE — Annex II: Scoring Tables for Classification — Hotels & Apartment-Hotels

## I. General Conditions / Common Areas

### I.1. General Conditions

| AREA / SUB-AREA / REQUIREMENTS   | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| The entire establishment must be kept in conditions of cleanliness and hygiene.  | 1        | NP     | M  | M  | M  | M  | M  |            |
| All mechanisms and equipment (furniture, office materials, etc.) are in perfect working order.   | 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 in urban planning catalogues or in specially protected areas, or with direct access to the beach. |          | 5      |    |    |    |    |    |            |
| Establishment located in a building and/or 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 provided with a canopy.   | 5        | 2      |    |    |    |    |    | 2          |
| Fixed heating / cooling present in public areas (restaurant, lobby, entrance, etc.)*              |          | 5      |    | M  |    |    |    |            |
| Air conditioning present in public areas (restaurant, lobby, entrance, etc.)                      |          | 10     |    |    | M  | M  |    | 10         |
| Separate sanitary facilities/restrooms for men and women in common areas, halls or meeting rooms* | 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 every 50 accommodation units)*    | 13       | 3      |    | 3  |    |    |    | 3          |
| Internet access in public areas (e.g., broadband, WLAN, Wi Fi)*                 | 14       | 5      | M  | M  | M  | M  | M  | 5          |
| Bar*  | 15       | —      |    |    |    |    |    |            |
| Bar* open the same days as the hotel  | 15       | 7      |    | M  | M  |    |    | 7          |
| Area with counters/tables for information from tourism services intermediaries. | 16       | 3      |    | 3  |    |    |    | 3          |
| Functionally independent area for reception service (visually separated).       | 17       | 1      |    | M  | M  |    |    | 1          |
| Separate and independent reception counter for the service.                     | 18       | 6      |    | M  | M  | M  |    | 6          |
| Lobby with seating.   | 18       | 5      |    | M  |    |    |    |            |
| Lobby with seating and courtesy drink service.                                  | 19       | 10     |    | M  |    |    |    | 10         |
| Telephone available to guests.  | 20       | 1      | M  | M  | M  | M  | M  | 1          |
| Printer/photocopier service.  | 21       | 2      |    | M  | M  |    |    | 2          |
| Multilingual service information area (panels/directories).                     | 22       | 1      | M  | M  | M  | M  | M  | 1          |
| Multilingual service information area in electronic format.                     | 22       | 2      |    |    |    |    |    | 2          |
| Tourist information material about regional resources available 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 service*   | 25       | 6      | M  | M  | M  | M  | M  | 6          |
| Staff knowledgeable in sign language.   | 26       | 2      |    |    |    |    |    |            |
| Welcome manual or hotel information in braille.                                 | 27       | 5      |    |    |    |    |    |            |
| Valet parking staff.  | 28       | 5      |    | M  |    |    |    |            |
| Doorman (separate staff).   | 29       | 8      |    |    |    |    |    | 8          |
| Concierge (separate staff).   | 30       | 8      |    | M  |    |    |    |            |
| Bellboy/porter (separate staff).  | 31       | 8      |    | M  |    |    |    |            |

### 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          |
| Luggage service (delivery and collection in the room). | 32       | 5      |    | M  |    |    |    |            |

| AREA / SUB-AREA / REQUIREMENTS  | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|---|----------|--------|----|----|----|----|----|------------|
| Left-luggage service upon arrival or departure.                                   | 33       | 5      | M  | M  | M  | M  | M  | 5          |
| Public relations service independent of reception/concierge.                      | 34       | 3      |    |    |    |    |    |            |
| Emergency pull cords connected to reception available to guests.                  | 35       | 3      |    |    |    |    |    |            |
| Induction loop installed for people with hearing impairment.                      | 36       | 2      |    |    |    |    |    |            |
| Auxiliary devices for people with hearing impairment for wake up service.         | 37       | 2      |    |    |    |    |    |            |
| Computers adapted for people with disabilities.                                   | 38       | 2      |    |    |    |    |    |            |
| Stick holders in common areas.  | 39       | 1      |    |    |    |    |    |            |
| Availability of a low stool to facilitate access to washbasins and toilets.       | 40       | 2      |    |    |    |    |    |            |
| Wall mounted (concealed tank) toilets.  | 41       | 2      |    |    |    |    |    |            |
| Baby changing tables in male and female general restrooms.                        | 42       | 1      |    |    |    |    |    | 1          |
| Height adjustable washbasins installed.   | 43       | 2      |    |    |    |    |    | 2          |
| Door opening mechanisms using proximity magnetic cards (avoiding card insertion). | 44       | 2      |    |    |    |    |    | 2          |
| Threshold to terrace from room embedded/flush with floor.                         | 45       | 2      |    |    |    |    |    | 2          |
| Thermostats limiting hot water temperature to a maximum of 40°C*                  | 46       | 2      |    |    |    |    |    |            |
| Height adjustable beds with head/foot inclination.                                | 47       | 4      |    |    |    |    |    |            |
| Domotic fall detection systems.   | 48       | 2      |    |    |    |    |    |            |
| Insulation on hot water pipes under washbasins*                                   | 49       | 2      |    |    |    |    |    | 2          |
| Ischial support in outdoor/common areas.  | 50       | 3      |    |    |    |    |    |            |
| Mirrors above buffet counter to facilitate view of available food.                | 51       | 2      |    |    |    |    |    |            |
| Parking spaces large enough for lift platforms.                                   | 52       | 3      |    |    |    |    |    | 3          |
| Telephones adapted with sound amplification systems.                              | 53       | 2      |    |    |    |    |    |            |
| Flip down seat with auto return in elevators.                                     | 54       | 1      |    |    |    |    |    |            |
| General information system adapted for people with audiovisual disability.        | 55       | 2      |    |    |    |    |    |            |
| Manuals / codes of conduct for assisting people with disabilities.                | 56       | 2      |    |    |    |    |    |            |

#### I.5. Parking

| AREA / SUB-AREA / REQUIREMENTS   | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| Parking for the establishment 's use (minimum 20% of accommodation units)* | 57       | 2      |    | M  |    |    |    | 2          |
| Parking for the establishment 's use (minimum 50% of accommodation units)* | 57       | 5      |    | M  |    |    |    |            |
| Parking for the establishment 's use (100% of accommodation units)*        | 57       | 7      |    |    |    |    |    |            |
| Bus parking.   | 58       | 1      |    |    |    |    |    | 1          |
| Garage (minimum 20% of accommodation units)*                               | 59       | 4      |    |    |    |    |    | 4          |
| Garage (minimum 50% of accommodation units)*                               | 59       | 7      |    |    |    |    |    |            |
| Garage (100% of accommodation units)*                                      | 59       | 10     |    |    |    |    |    |            |
| Charging station for electric vehicles (cars, bikes, etc.)                 | 60       | 5      |    |    |    |    |    | 5          |

#### I.6. Other General Facilities

| AREA / SUB-AREA / REQUIREMENTS                             | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| Guest access is independent from service and goods access* | 61       | 12     |    | M  |    |    |    | 12         |
| Housekeeping pantry every three floors*                    | 62       | 4      |    | M  | M  |    |    |            |
| Housekeeping pantry on each floor*                         | 62       | 7      |    |    |    |    |    | 7          |
| Service staircase.   | 63       | 5      |    |    |    |    |    | 5          |
| Service lift/freight elevator.                             | 64       | 5      |    |    |    |    |    | 5          |
| Private gardens 5 m <sup>2</sup> per bed.                  | 65       | 4      |    |    |    |    |    |            |
| Private gardens 10 m <sup>2</sup> per bed.                 | 65       | 7      |    |    |    |    |    | 7          |

#### I.7. Services

| AREA / SUB-AREA / REQUIREMENTS                              | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|---|----------|--------|----|----|----|----|----|------------|
| Corridors wider than 1.50 m.                                | 66       | 4      |    |    |    |    |    | 4          |
| Client staircase wider than 1.50 m.                         | 67       | 4      |    |    |    |    |    | 4          |
| Daily room cleaning.  | 68       | 1      | M  | M  | M  | M  | M  | 1          |
| Daily towel change upon guest request.                      | 69       | 1      | M  | M  | M  | M  | M  | 1          |
| Bed linen changed every five days of stay.                  | 70       | 1      |    | M  | M  | M  |    |            |
| Bed linen changed every three days of stay.                 | 70       | 2      |    |    | M  | M  |    | 2          |
| Daily bed linen change upon guest request.                  | 71       | 2      |    |    |    | M  |    |            |
| Payment by bank card, clearly publicising means of payment. | 72       | 2      | M  | M  | M  | M  | M  | 2          |

| AREA / SUB-AREA / REQUIREMENTS   | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| Dispatch of forgotten items upon guest request, at guest ' s expense.  | 73       | 2      | M  | M  | M  | M  | M  | 2          |
| Wake up service.   | 74       | 1      | M  | M  | M  | M  | M  | 1          |
| Umbrellas at reception/room.   | 75       | 1      |    | M  |    |    |    | 1          |
| Updated complimentary magazines.   | 76       | 1      |    | M  |    |    |    |            |
| Daily national and/or international press.   | 77       | 2      |    | M  | M  |    |    | 2          |
| Sewing service.  | 78       | 2      |    | M  |    |    |    |            |
| Transport/shuttle service.   | 79       | 2      |    |    |    |    |    | 2          |
| Shoe shine/cleaning service.   | 80       | 2      |    |    |    |    |    |            |
| 24 hour maintenance service.   | 81       | 4      |    | M  |    |    |    | 4          |
| Courtesy WC/Shower for late departures.  | 82       | 5      |    |    |    |    |    | 5          |
| Courtesy room for arrivals and departures (solely for this use).   | 82       | 7      |    |    |    |    |    | 7          |
| Provision of toiletries in courtesy room.  | 83       | 2      |    |    |    |    |    | 2          |
| Personal greeting to each guest with fresh flowers or a gift in the room (not only a TV message).                  | 84       | 6      |    | M  |    |    |    |            |
| Escort the guest to the room on arrival.   | 85       | 2      |    |    |    |    |    | 2          |
| Wheelchair rental service.   | 86       | 2      |    |    |    |    |    | 2          |
| Luggage weighing service (scales).   | 87       | 2      |    |    |    |    |    | 2          |
| Natural plants and/or flowers in rooms.  | 88       | 5      |    |    |    |    |    |            |
| Additional evening service (second service) for room check (towel change, bedspread turn down, bin emptying, etc.) | 89       | 8      |    | M  |    |    |    |            |
| Ironing service (one hour return).   | 90       | 2      |    |    |    |    |    |            |
| Laundry and ironing service (return by agreement).   | 91       | 1      |    | M  |    |    |    |            |
| Laundry and ironing (drop off before 9:00, return within 24 h, except weekend).                                    | 91       | 3      |    | M  |    |    |    | 3          |
| Laundry and ironing (drop off before 9:00, return within 12 h).  | 91       | 5      |    | M  |    |    |    |            |
| Self service laundry for guests.   | 92       | 5      |    |    |    |    |    | 5          |
| Dry cleaning service (pick up before 9:00, return within 48 h).  | 93       | 1      |    |    |    |    |    |            |
| Dry cleaning service (pick up before 9:00, return within 24 h).  | 93       | 3      |    |    |    |    |    | 3          |
| Currency exchange service.   | 94       | 1      |    |    |    |    |    | 1          |
| Nursing service — in house facilities for healthcare.  | 95       | 4      |    |    |    |    |    |            |
| External medical care service on demand.   | 96       | 2      |    |    |    |    |    | 2          |
| Car or other transport rental service.   | 97       | 2      |    |    |    |    |    | 2          |
| Baby pushchair rental service.   | 98       | 2      |    |    |    |    |    | 2          |

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

## HOLIDAY VILLAGE — 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 minimum dimensions required for their category. | 99       | 15     | M          | M  | M                | M  | M  |            |
| 100% of the accommodation units meet the minimum dimensions required for their category.         | 99       | 25     |            |    |                  |    |    | 25         |
| Junior Suite (double room 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      |            |    |                  |    |    |            |
| Balconies or terraces in at least 20% of the accommodation units.                                | 103      | 2      |            |    |                  |    |    |            |
| Balconies or terraces in at least 50% of the accommodation units.                                | 103      | 5      |            |    |                  |    |    |            |
| Balconies or terraces in at least 75% of the accommodation 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 and dining utensils (crocery, 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 only applicable to Apartment Hotels.

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

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

#### 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 the beds with a minimum length of 2.10 m.  | 107      | 5      |    |    |    |    |    | 5          |
| Mattresses well maintained with a minimum thickness of 18 cm.   | 108      | 5      | M  | M  | M  | M  | M  | 5          |
| Mattresses with thickness 22 cm.  | 108      | 10     |    |    |    |    |    |            |
| Ergonomically adjustable mattresses.  | 109      | 5      |    |    |    |    |    |            |
| Duvet service.  | 110      | 3      |    | 3  |    |    |    | 3          |
| Sheets and mattress cover.  | 111      | 3      | M  | M  | M  | M  | M  | 3          |
| Hygienic mattress protectors (thermochemical washable, breathable, mite proof). Not a simple flannel sheet. | 111      | 10     |    |    |    |    |    | 10         |
| Deep mattress cleaning annually by non chemical systems ensuring mite elimination, verifiable.              | 112      | 10     |    |    |    |    |    |            |
| Baby cot on request.  | 113      | 3      |    | 3  |    |    |    | 3          |
| Alarm clock device in the room.   | 114      | 1      |    |    |    |    |    |            |
| Blankets or 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 different pillow types).   | 120      | 4      |    |    | M  | 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 the 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 chair/armchair) in double rooms or suites. | 136      | 4      |    |    | M  |    |    |            |
| Table or desk.   | 137      | 1      |    | M  | M  |    |    |            |
| Desk with minimum work size and adequate light.                                | 137      | 5      |    |    | M  | 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          |
| 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      |    |    |    |    |    |            |
| Full length mirror.  | 147      | 2      |    | M  | M  | M  |    | 2          |

| AREA / SUB-AREA / REQUIREMENTS | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--------------------------------|----------|--------|----|----|----|----|----|------------|
| Additional full length mirror. | 147      | 3      |    |    |    |    |    |            |
| Luggage rack/space.            | 147      | 1      | M  | M  | M  |    |    | 1          |

## II.6. Bathroom Equipment & Comforts

| 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 (may be via TV or central telecom 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 control and channel list incl. national & international.   | 151      | 4      |    |    | M  | M  | M  |            |
| Smart TV with remote control.  | 151      | 6      |    |    |    |    |    | 6          |
| Additional TV in lounges of suites/junior suites with remote.  | 152      | 2      |    |    | M  | M  |    | 2          |
| Pay TV or video games with child lock option.  | 153      | 5      |    |    |    |    |    |            |
| International plug adapters available (on request).  | 154      | 2      |    |    |    |    |    | 2          |
| Original artworks in rooms*  | 155      | 8      |    |    |    |    |    |            |
| Telephone (internal/external line) in the room with instructions (inform at check in).   | 156      | 3      |    | M  | M  | M  |    |            |
| Telephone with internal/external line and multilingual instructions.   | 156      | 5      |    |    | M  | M  |    | 5          |
| Internet access in the room (broadband, Wi Fi, etc.)*  | 157      | 10     | M  | M  | M  | M  | M  | 10         |
| Device (PC, tablet, etc.) with Internet access in the room on request.   | 158      | 1      |    | M  |    |    |    |            |
| Device (PC, tablet, etc.) with Internet access in the room.  | 158      | 3      |    |    |    |    |    |            |
| Central safe at reception or suitable area.  | 159      | 3      |    | M  |    |    |    | 3          |
| Safety box in the room.  | 159      | 8      |    |    | M  | M  |    | 8          |
| At least 50% of bathrooms with natural light.  | 160      | 2      |    |    |    |    |    | 2          |
| 100% of bathrooms with shower or bathtub, toilet 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 in at least 30% of rooms.  | 165      | 2      |    |    |    |    |    |            |
| Bidet*   | 166      | 2      |    | M  |    |    |    | 2          |
| Double washbasin or single countertop with double faucet in doubles, junior suites and suites.   | 167      | 5      |    |    | M  |    |    | 5          |
| Basic set (hand soap, gel, shampoo, 1 hand towel pp, 1 bath towel pp, anti slip floors in showers/tubs, washable bath mat, proper bathroom light, mirror, towel hooks, extra toilet paper roll, toilet brush, power socket by mirror, shelf, hair dryer and sanitary bin)* | 168      | 2      | M  | M  | M  |    |    |            |
| Medium set (basic set, facial tissues, magnifying mirror, stool/bench).  | 169      | 4      |    | M  | M  |    |    | 4          |
| Provision of 2 additional amenities.   | 176      | 2      |    |    | M  |    |    | 2          |
| Provision of 4 additional amenities.   | 177      | 4      |    |    |    | M  |    | 4          |
| Heated towel rail.   | 171      | 3      |    |    |    |    |    | 3          |
| Speakers in the bathroom.  | 172      | 1      |    |    |    |    |    | 1          |
| Extra towels.  | 175      | 1      |    | M  |    |    |    | 1          |
| Bathrobe on request.   | 176      | 2      |    | M  |    |    |    | 2          |
| Bathrobe.  | 176      | 4      |    |    | M  |    |    |            |
| 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  |    |    |            |
| Writing materials and notepad.      | 181      | 1      | M  | M  | M  |    |    | 1          |
| Correspondence folder.              | 182      | 3      |    |    |    |    |    | 3          |
| Iron and ironing board on request.  | 183      | 2      |    |    | M  |    |    |            |
| Iron and ironing board.             | 183      | 4      |    |    |    |    |    |            |
| Sewing kit on request.              | 184      | 1      |    |    |    |    |    | 1          |
| Sewing kit.                         | 184      | 2      |    |    |    |    |    |            |
| Laundry bag available.              | 185      | 1      | M  | M  | M  |    |    | 1          |
| Shoe horn.                          | 186      | 1      |    | M  |    |    |    |            |

| AREA / SUB-AREA / REQUIREMENTS           | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| 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      |    |    |    |    |    |            |
| Mobile phone opening system.             | 189      | 5      |    |    |    |    |    | 5          |

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

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

### III.1. Drinks

| AREA / SUB-AREA / REQUIREMENTS  | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|---|----------|--------|----|----|----|----|----|------------|
| Beverage offering available at the establishment outside the dining/bar hours or via vending machine. | 191      | 1      | M  | M  | M  | M  | M  | 1          |
| Maxi bar per 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 a menu of drinks and snacks on request.   | 194      | 6      |    |    |    |    |    |            |
| Minibar in the units.   | 194      | 4      |    | M  |    |    |    |            |
| Fridge.   | 195      | 2      |    | M  |    |    | M  | 2          |
| Coffee machine and kettle with single serve coffee/tea in the unit.                                   | 196      | 8      |    | M  |    |    |    |            |
| Kettle with instant coffee sachets and teas in the unit.  | 196      | 4      |    |    |    |    |    | 4          |

### III.2. Breakfast\*

| AREA / SUB-AREA / REQUIREMENTS   | Req. No. | POINTS | 1* | 2* | 3* | 4* | 5* | Evaluation |
|--|----------|--------|----|----|----|----|----|------------|
| Continental breakfast (hot drink, pastries, bread, oil/butter/margarine, cold cuts and jams, juices).  | 197      | 1      |    |    |    |    |    |            |
| Full buffet breakfast (continental + assorted fruit juices, cereals, egg, fruit or fruit salad, assorted pastries, yoghurts, bread selection, cheeses and cold meats). | 197      | 2      |    | M  |    |    |    | 2          |
| À la carte breakfast (full buffet + hot buffet, live cooking or hot dishes à la carte).  | 197      | 5      |    | M  | M  |    |    | 5          |
| Equivalent à la carte breakfast menu for room service.   | 198      | 5      |    | M  |    |    |    |            |
| Breakfast time longer than two and a half 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 the hotel (minimum lunch or dinner service).   | 201      | 4                     |    | M          | M  |    |    | 4          |
| Lunch time minimum two hours.   | 202      | 2                     |    |            |    |    |    | 2          |
| Dinner time minimum two and a half hours.   | 203      | 3                     |    |            |    |    |    | 3          |
| Cold lunch/dinner for late arrivals at the establishment.   | 204      | 3                     |    |            |    |    |    | 3          |
| Food offering for room service 14 hours.  | 205      | 5                     |    | M          |    |    |    | 5          |
| Food offering for room service 24 hours.  | 205      | 10                    |    |            | M  |    |    |            |
| À la carte or buffet restaurants open 5 days/week (each restaurant different in concept, food choice and location). | 206      | 5 per unit (max. 10)  |    |            |    |    |    |            |
| À la carte or buffet restaurants open 6 days/week (each different in concept, food choice and location).            | 206      | 8 per unit (max. 16)  |    | M (min. 1) |    |    |    |            |
| À la carte or buffet restaurants open 7 days/week (each different in concept, food choice and location).            | 206      | 10 per unit (max. 20) |    | M (min. 1) |    |    |    | 20         |
| Dining area with outdoor terrace for breakfasts and dinners.  | 207      | 8                     |    |            |    |    |    | 8          |
| Snack service.  | 208      | 3                     |    |            |    |    |    | 3          |
| Special menus on request (kids, coeliacs, allergies, diabetics, etc.)   | 209      | 8                     |    |            |    |    |    | 8          |
| Regional produce cuisine.   | 210      | 4                     |    |            |    |    |    | 4          |
| High chairs in restaurant/dining room on request.   | 211      | 2                     |    |            |    |    |    | 2          |
| Menu or buffet information in more than one language.   | 212      | 4                     |    |            |    |    |    | 4          |
| Menu or buffet information in braille.  | 213      | 8                     |    |            |    |    |    | 8          |

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

## HOLIDAY VILLAGE — 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      |    |    |    |    |    | 8          |
| Sports activities integrated into the establishment (with instructor).  | 215                     | 4      |    |    |    |    |    |            |
| Own sports facilities suitable for indoor/outdoor practice (tennis, squash, padel, futsal, basketball, etc.). | 2162 per item (max. 10) |        |    |    |    |    |    | 10         |
| Golf course on the premises.  | 217                     | 4      |    |    |    |    |    |            |
| Provision of sports equipment for above sports.   | 218                     | 5      |    |    |    |    |    | 5          |
| Sports equipment rental (e.g., skis, boats, bikes).   | 2192 per item (max. 10) |        |    |    |    |    |    | 2          |
| Water sports: sailing, surfing, windsurfing, diving, etc.   | 2202 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      |    |    |    |    |    | 5          |
| Beverage service in the spa.  | 222                     | 2      |    |    |    |    |    | 2          |
| Sale of cosmetic or hairdressing products.  | 223                     | 2      |    |    |    |    |    | 2          |
| Treatment cabins (min. 10 m <sup>2</sup> ).   | 2242 per cabin (max. 6) |        |    |    |    |    |    | 2          |
| Relaxation room (min. 20 m <sup>2</sup> ).  | 225                     | 3      |    |    |    |    |    | 3          |
| Sauna with a minimum of six seats.  | 2265 per type (max. 10) |        |    |    |    |    |    |            |
| Jacuzzi / Hydromassage.   | 227                     | 3      |    |    |    |    |    | 3          |
| Beauty area with min. 4 treatments (facial, manicure, pedicure, anti-stress massage, etc.).   | 228                     | 5      |    |    |    |    |    | 5          |
| SPA with at least 4 different treatments (massages, baths, hydrotherapy, hammam, mud, aroma shower, steam bath, medicinal water, etc.). | 229                     | 5      |    |    |    |    |    | 5          |
| Ice grotto for local applications 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 area (playground).   | 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 the establishment (children up to 3 y.), min. 3 h/day, by specialised staff. | 239      | 8      |    |    |    |    |    | 8          |
| Childcare by specialized staff for children over 3 y., min. 3 h/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 products from Andalucía.           | 244      | 5      |    |    |    |    |    |            |
| Sale of more than 3 products from Andalucía. | 244      | 8      |    |    |    |    |    | 8          |

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

## HOLIDAY VILLAGE — 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 more than 50% of capacity with side table.    | 248      | 8                   |    |    |    |    |    | 8          |
| Pool/beach towel.  | 249      | 4                   |    |    |    |    |    | 4          |
| Welcome and animation programme.   | 250      | 3                   |    |    |    |    |    | 3          |
| Conference room min. 36–100 m <sup>2</sup> , min. ceiling height 2.50 m. | 251      | 5                   |    |    |    |    |    |            |
| Conference room >100 m <sup>2</sup> , min. ceiling height 2.75 m.        | 251      | 10                  |    |    |    |    |    |            |
| Conference room >250 m <sup>2</sup> , min. ceiling height 3.50 m.        | 251      | 15                  |    |    |    |    |    | 15         |
| Conference room >500 m <sup>2</sup> , min. ceiling height 3.50 m.        | 251      | 20                  |    |    |    |    |    | 20         |
| Boardroom.   | 252      | 1                   |    |    |    |    |    | 1          |
| Breakout room(s) complementing a conference room.                        | 253      | 2 per room (max. 4) |    |    |    |    |    | 2          |

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

## HOLIDAY VILLAGE — 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 evaluation by external professionals or internal anonymous controls. | 257      | 3      |    | M  | M  | M  | M  | 3          |
| Quality certification SICTED.  | 258      | 10     |    |    |    |    |    | 10         |
| Quality certification ISO 9001.  | 259      | 10     |    |    |    |    |    | 10         |
| Quality certification UNE 182001 ("Q").  | 260      | 10     |    |    |    |    |    | 10         |
| Environmental management certification (ISO 14001 or EMAS).                                | 261      | 10     |    |    |    |    |    | 10         |
| Corporate Social Responsibility certification ISO 26000.                                   | 262      | 10     |    |    |    |    |    | 10         |
| Universal Accessibility certification UNE 17001.   | 263      | 10     |    |    |    |    |    | 10         |
| Seal or certificate regarding safety and health protection.                                | 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 images of establishment; for 3–5 stars must be at least bilingual. | 265      | 5      | M  | M  | M  | M  | M  | 5          |
| Online booking system beyond simple email contact.  | 266      | 5      |    |    |    | M  | M  | 5          |
| Accessible website.   | 267      | 8      |    |    |    |    |    | 8          |
| Virtual assistant in units / app.   | 268      | 10     |    |    |    |    |    | 10         |
| Digital invitation to guests to leave a comment or review.                                    | 269      | 5      |    |    |    | M  | M  | 5          |
| Map or geolocation coordinates available online or on request.                                | 270      | 1      | M  | M  | M  | M  | M  | 1          |

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

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

### VII.1. Energy Efficiency and 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 supply when leaving rooms.  | 272      | 5      |    |    |    |    |    | 5          |
| System for switching lights based on natural light detection in gardens.                                    | 273      | 5      |    |    |    |    |    | 5          |
| LED exterior lighting for permanent night illumination.   | 274      | 5      |    |    |    |    |    | 5          |
| High-efficiency interior luminaires with maximum luminous output/minimum energy use.                        | 275      | 4      |    |    |    |    |    | 4          |
| Solar energy for outdoor lighting (photovoltaic autonomous luminaires).                                     | 276      | 5      |    |    |    |    |    |            |
| Solar power for domestic hot water generation.  | 277      | 5      |    |    |    |    |    |            |
| Other renewable/alternative energies besides solar.   | 278      | 5      |    |    |    |    |    |            |
| Preference for liquid/gas fuels vs. electricity; prioritising natural gas; eliminating fuel oil appliances. | 278      | 2      |    |    |    |    |    | 2          |
| Climate control shut-off when doors/windows open.   | 280      | 4      |    |    |    |    |    | 4          |
| Thermostats in all rooms/common areas when 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 (mixers, diffusers, limiters). Entire establishment. | 282      | 5      |    |    |    |    |    | 5          |
| Dual-flush or interruptible toilet flush in entire establishment.                         | 283      | 4      |    |    |    |    |    | 4          |
| Electronic shut-off taps in kitchen for utensil washing.                                  | 284      | 4      |    |    |    |    |    |            |
| Use of reclaimed/rainwater (treated/stored) to fill 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 in garden.                       | 286      | 6      |    |    |    |    |    | 6          |
| Night-time irrigation with underground drip and 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 (including batteries). | 300      | 4      |    |    |    |    |    | 4          |

### VII.5. Decarbonisation

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

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