



## VINCCI MOLVIEDRO

### TABLE OF REQUIREMENTS AND SCORES IN ACCORDANCE WITH DECREE LAW 13/2020 OF 18 MAY

AREA / SUB-AREA / REQUIREMENTS
I. General Conditions / Common Areas
<b>I.1. General conditions</b>
The entire establishment must be in a clean and hygienic condition.
All mechanisms and equipment (furniture, office equipment, etc.) are in perfect working order.
The characteristics of the establishment must be in accordance with its category*.
Establishment located in a building that is listed in urban development plans or is located in areas of special protection or has direct access to the beach.
<b>I.2. Public Areas</b>
There is heating/cooling by fixed elements in the public areas of the establishment (restaurant, lobby, entrance, etc.) *
There is air-conditioning in the public areas of the establishment (restaurant, foyer, input...)

There are separate toilets/toilets for men and women in common areas, lounges or meeting places*.
Natural plants or flowers
Internet terminal accessible to guests (1 per 50 accommodation units)*.
Internet access in public areas (e.g. broadband, WLAN, Wi-Fi)*.
Bar* open on the same days as hotel opening days
<b>1.3. Reception</b>
Functionally separate area for reception service (visually separated)
Separate and independent reception counter for service
Lobby with seating
Lobby with complimentary seating and beverage service
Telephone available to customers
Printer/photocopier service
Multilingual service information area in electronic form
Information material on regional tourism resources available at the reception desk.
Multilingual staff
24-hour reception service in person *
Buttons (separately staffed)
Luggage service, on request
Luggage storage service for arriving and departing customers
Public relations service separate from reception and concierge service
<b>1.4. Facilities for people with disabilities</b>
Availability of a low stool to facilitate access to washbasins and toilets.
Wall-mounted toilets
Door opening mechanisms using magnetic card by means of (avoiding card insertion system).
Insulation of hot water pipes in washbasins *
<b>1.5. Parking</b>
Parking for the use of the establishment (for a minimum of 20% of the units of the establishment). accommodation)*.
<b>1.6. Other general installations</b>

Customer access is independent of access for services and goods*.
Trade for every three floors*.
Service staircase
Service lift-elevators
Aisles wider than 1.50 metres
<b>I.7. Services</b>
Daily cleaning of the room
Daily change of towels on request
Change of bed linen every three days of the stay.
Daily change of bed linen on request
Payment by bank card with clear advertising of the means of payment
Sending of forgotten objects at the customer's request, to be paid for by the customer.
Wake-up service
Umbrellas in the reception/room
Up-to-date and free magazines
National and/or international daily press
Sewing service
Luggage weighing service (scales)
Wheelchair rental service
Laundry and ironing service (return by arrangement)
Laundry and ironing service (delivery before 9:00 am., return within 24 hours, except at weekends).
External on-demand health care service
Baby pram rental service
<b>II. Accommodation units (u.a.)</b>
<b>II.1. Dimensions</b>
At least 80% of the a.u. with dimensions required for their category.
Junior suite (double with living room)
Communicated accommodation units
Balconies or terraces on a minimum of 50% of the units.

Terrace furniture (at 3 items of furniture), in at least 85% of the terraces of the rooms
Hammocks on terraces (at least 50% of the terraces of the rooms)
<b>II.4. Sleeping facilities</b>
Single beds with minimum dimensions of 1.00 m x 1.90 m and double beds with minimum dimensions of 1.00 m x 1.90 m and double beds with minimum dimensions of 1.00 m x 1.90 m. minimum dimensions of 1,50x1,90 m
Well-preserved mattresses of at least 18 cm thickness
Mattresses with a thickness of 22 cm or more
Duvet cover service
Sheets and mattress covers
Cot on request
Alarm clock device in the room
Well-kept blankets or duvets
Well-kept pillows
Hygienic pillow covers
Additional pillow on request
Two pillows per person
Customers can choose between different types of pillows (pillow menu).
Additional blanket on request
Possibility of room darkening (e.g. blackout curtains)
<b>II.5. Equipment of the accommodation unit</b>
Net curtain
Hanger
Adequate wardrobe or clothing space
Clothes rack
Hangers of homogeneous material and colour
Appropriate control of outside noise through windows
Noise-absorbing doors or double doors

Heating and cooling can be regulated by fixed elements
Air conditioning in the rooms
One seat per seat
A comfortable seat (chair or armchair) with a side table
Table, desk - with minimum working size - and adequate light
Two power sockets in the room
Additional socket near the table and desk
Two power sockets near the bed
Adequate lighting in the room
Bedside table
Reading light near the bed
Switch for all room lighting at the entrance
Room light switch near the bed
Switch for all room lighting near the bed
Full-length mirror
Place for luggage
Bin Bin
Radio device (radio transmission can be made via TV or by a system's own central telecommunication system)
Remote-controlled colour TV, with an overview of the channel configuration and national and international programming
Additional colour television in the lounges of the suites and junior suites with remote control. distance
International plug adapters are available (on ).
In-room telephone with internal and external line and with a manual of multilingual instructions
Internet access in the room (broadband, WiFi,...)*.
Device (pc, tablet or similar) with internet connection in the room, on request.
Central safe at the reception or in a suitable area

Safety deposit box/safe in the room
<b>II.6. Bathroom facilities and amenities</b>
100% of the bathrooms have a shower or bathtub, toilet and washbasin.
Bathtub and/or shower with screen*.
Bidet* Bidet* Bidet
Basic equipment (hand soap, gel, shampoo, 1 hand towel per person, 1 bath towel per person, non-slip flooring in showers and bathtubs, washable bath mat, appropriate bathroom lighting, mirror, towel hooks, paper towel roll, etc.). additional toilet, toilet brush, power socket by the mirror, shelf, hairdryer and toilet bucket)*.
Medium equipment (basic equipment, towels/facial tissues, vanity mirror, etc.) magnifying glass and stool)
Provision of 4 additional amenities
Bathrobe at user's request
Slippers at the user's request
<b>II.7. Miscellaneous in the a.u.</b>
Hotel information
Multilingual Hotel Services Manual
Writing utensils and notepads
Iron and ironing board on request
Laundry bag available
Shoe cleaning utensils* Shoe cleaning utensils* Shoe cleaning utensils* Shoe cleaning utensils
Additional locking/locking mechanisms on the room door
Electronic card lock
Mobile opening system
<b>III. Restoration</b>
<b>III.1. Beverages</b>
Offering of drinks on the premises outside dining/bar opening hours or beverage dispenser.
16 hours of beverage service for room service
Minibar in the accommodation units
Refrigerator

Coffee machine and kettle with single-dose coffee and infusions in the coffee unit. accommodation
Kettle or teapot with single-dose instant coffee and infusions in the accommodation unit
<b>III.2. Breakfast*.</b>
Full buffet breakfast (continental breakfast including a variety of fruit juices, cereals, eggs, fruit or fruit salad, assorted pastries, yoghurts, selection of breads, cheeses and cold meats)
A la carte breakfast (full breakfast buffet including a buffet of dishes) hot meals, live cooking or hot meals à la carte services)
A la carte breakfast menu equivalent for room service
Breakfast time of more than two and a half hours
<b>III.3. Meals/Restauranting*.</b>
Meal offer at the hotel (minimum lunch or dinner service)
Minimum two-hour meal times
Minimum two-and-a-half hour dinner hours
Cold lunch/dinner for late arrivals to the facility
Meal offer for 14-hour room service
A la carte or buffet-style restaurants open 7 days a week ( <i>each restaurant different in concept, choice of food and location</i> ).
Dining room with outdoor terrace for breakfast and dinner.
Snack service
Special menus on request (children's menu, celiac, allergic, diabetic, etc.).
Cooking with regional products
High chairs in restaurant/dining room on request
Menu or buffet information in more than one language
<b>IV.4. Other offer</b>
Outdoor swimming pool
Pool/beach
<b>VI. Quality and ICT (online activities)</b>
<b>VI.1 Quality systems</b>
Complaint management system. Includes the cycle of complaint acceptance, evaluation and response.
Customer satisfaction questionnaire. It includes, on the part of the establishment, satisfaction questionnaires, evaluation results, improvement programmes, and monitoring and publication of results on its own website

Adhesion to the electronic complaints and claims system of the Andalusian Regional Government.
Certificate of Quality Management System in accordance with SICTED
Environmental Management Systems Certificate (ISO 14001 or EMAS)
<b>VI.2. ICT (online activities)</b>
Own website with realistic and meaningful photographs of the establishment (at least exterior views, public areas and rooms). 3, 4 and 5 star establishments must be in at least two languages.
Possibility of online bookings through our own electronic booking system. More than a simple e-mail with a communication channel for requests or customer enquiries.
Accessible web
Virtual assistant in the u.a./ app
Invitation in telematic support to clients who are leaving or have left to leave a comment on a portal or on the website
Location plan or geolocation coordinates, on request of the customer or by Internet
<b>VII. Environmental, Energy Efficiency and Circular Economy Measures * VII.</b>
<b>VII.1. Energy efficiency and renewable energies</b>
Presence detection elements that automatically activate and deactivate luminaires in passageways
Automatic power cut-off system on leaving the rooms
Outdoor LED luminaires in the permanent night-time lighting areas
Thermostats in all rooms, communal areas and u.a. where available. air-conditioning
<b>VII.2. Water</b>
Double push-button or push-button with interruption of flushing on toilets throughout the establishment
<b>VII.4. Waste</b>
Selective collection of waste generated by the establishment's activity.
<b>VII.5.Decarbonisation</b>
Methodology for Carbon Footprint measurement launched
Registered in the Andalusian Emissions Compensation System or equivalent with the scope 1+2+3