HOTEL AMÉRICA QUALITY AND SUSTAINABILITY POLICY

HOTEL AMÉRICA is a modern, functional hotel located in the centre of Seville.

It offers facilities and equipment with a wide range of services.

All activities carried out at HOTEL AMÉRICA are designed to meet our guests' needs and expectations and encourage their loyalty, always within a quality framework and with our efforts focused on continual improvement.

To achieve our objectives, everyone must be involved, contributing and receiving the appropriate information, training and motivation to ensure and continually improve quality throughout the organisation. **Everyone's involvement** is essential to attain, maintain and improve this level of service quality and the professionalism of HOTEL AMÉRICA's staff.

At HOTEL AMÉRICA, we encourage each service unit to achieve a high degree of self-sufficiency and autonomy by promoting self-inspection and self-monitoring activities and involving work teams in addressing the different causes of problems.

HOTEL AMÉRICA must be an organisation that conveys flexibility and responsiveness to guests' needs, promoting an excellent quality service while always respecting and complying with **applicable legislation**.

In addition, in keeping with HOTEL AMÉRICA's aspiration to improve its social, environmental and economic surroundings, environmental and social requirements are taken into account, particularly our major **social responsibility and commitment to accessibility** for people with disabilities (sensory, physical, intellectual and psychosocial).

HOTEL AMÉRICA is also working towards the Sustainable Development Goals (SDGs) on which it has an impact and contributes to the 2030 Agenda and the SDGs by establishing initiatives related to sustainability and the protection and improvement of the coastline, in order to meet the requirements and expectations of our stakeholders.

Seville, 27 July 2026