



Requirements stated for 4-star classification

- The entire establishment must be clean and hygienic.
- All mechanisms and equipment (furniture, office supplies, etc.) are in perfect working order.
- The establishment's features must be consistent with its category.
- The establishment is located in special protection zones.
- The main entrance is equipped with a canopy.
- There is air conditioning in the public areas of the establishment (restaurant, lobby, entrance, etc.).
- There are separate restrooms/toilets for men and women in common areas, lounges, or meeting places.
- A TV room.
- A reading/writing room/library.
- Original works of art in common areas.
- Natural plants or flowers.
- An internet terminal accessible to guests (1 per 50 units).
- Internet access in public areas (Wi-Fi).
- A bar open on the same days the hotel is open.
- A separate and independent reception desk for service.
- A lobby with seating.
- Lobby with seating and complimentary beverage service.
- Telephone available to guests.
- Printer/photocopier service.
- Multilingual information area (panels/directories).
- Information materials on regional tourist resources available at reception.
- Multilingual staff.
- 24-hour front desk service.
- Luggage service upon request.
- Left-luggage service upon arrival or departure.
- Wall-mounted toilets.
- Baby changing facilities in men's and women's restrooms.
- Door opening via magnetic card proximity (avoiding card entry).
- Parking for establishment use (for a minimum of 20% of the units).
- Customer access is separate from service and merchandise access.
- Office space for every three floors.
- Service staircase.
- Service elevator.
- Corridors wider than 1.50 meters.
- Guest staircases wider than 1.50 meters.
- Daily room cleaning.
- Daily towel change upon request.
- Bed linen change every 3 days of stay.
- Daily bed linen change upon request.
- Payment by bank card, with payment methods clearly marked.
- Delivery of forgotten items upon request, which must be paid by the guest.
- Wake-up call service.
- Umbrellas at reception.
- 24-hour maintenance service.
- Wheelchair rental service.
- Luggage weighing service (scale).
- Laundry and ironing service (return by arrangement).

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- Chemical cleaning/dry cleaning (pickup before 9:00 a.m., return within 48 hours).
- External medical care upon request.
- Car or other transportation rental service.
- Stroller rental service.
- At least 80% of the units meet the required dimensions for their category.
- Junior suites (double with living room).
- Connecting accommodation units.
- Terrace furniture (at least three items) on at least 85% of the terraces.
- Hammocks on terraces (on at least 50% of the terraces).
- Single beds with a minimum dimension of 1x2m and double beds with a minimum dimension of 1.5x2m.
- Mattresses with a thickness greater than or equal to 22cm.
- Duvet cover service.
- Hygienic mattress covers (washable with thermochemical products, breathable, free of mites and their excrement).
- Crib upon request.
- Well-maintained blankets or duvets.
- Well-maintained pillows.
- Hygienic pillow covers.
- Additional pillow upon request.
- Two pillows per person.
- Additional blanket upon request.
- Room darkening (e.g., blackout curtains).
- Net curtain.
- Suitable wardrobe or dedicated space for clothes.
- Clothes rack.
- Hangers of a consistent material and color.
- Appropriate control of outside noise through windows.
- Sound-absorbing or double doors.
- Air conditioning in rooms.
- One seat per person.
- A comfortable seat (chair or armchair) with a side table.
- A table, desk (with a minimum work area), and adequate lighting.
- Two electrical outlets in the room.
- An additional outlet near the table and desk.
- Two electrical outlets near the bed.
- Adequate lighting in the room.
- Nightstand.
- Reading light near the bed.
- Switch for all room lights at the entrance.
- Room light switch near the bed.
- Full-length mirror.
- Luggage storage.
- Wastebasket.
- Radio (radio transmission can be via TV or the hotel's central telecommunications system).
- Color TV with remote control, with a list of channel configurations and national and international programming.
- Additional color TV in the living rooms of the suites and junior suites with remote control.

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- In-room telephones with internal and external lines and a multilingual instruction manual.
- International plug adapters available (upon request).
- Original artwork in the rooms.
- In-room telephones with internal and external lines and a multilingual instruction manual.
- In-room internet access (Wi-Fi).
- In-room safe.
- 100% of bathrooms have a shower or bathtub, toilet and sink.
- Bathtub and/or shower with screen.
- Bidet.
- Basic amenities (hand soap, body wash, shampoo, 1 hand towel per person, 1 bath towel per person, non-slip floors in showers and bathtubs, washable bath mat, appropriate lighting in the bathroom, mirror, towel hooks, extra toilet paper roll, toilet brush, power outlet next to the mirror, shelf, server, and waste bin)
- Two additional amenities.
- Additional telephone in the bathrooms.
- Bathrobe upon request.
- Slippers upon request.
- Multilingual hotel service manual.
- Writing utensils and notepads.
- Iron and ironing board upon request.
- Laundry bag available.
- Shoe-polishing equipment.
- Additional locking mechanism on the room door.
- Electronic key card lock.
- Drinks offered on-site outside of dining room/bar or beverage dispenser hours.
- 16-hour beverage service for room service.
- Refrigerator.
- Kettle or teapot with instant coffee pods and herbal teas in the lounge.
- Full buffet breakfast (continental breakfast also including a variety of fruit juices, cereals, eggs, fruit or fruit salad, various pastries, yogurts, a selection of breads, cheeses, and cold cuts) and a hot buffet.
- Breakfast time of more than two and a half hours.
- Meal service offered at the hotel (minimum lunch or dinner service).
- Meal service: minimum two-hour service.
- Dinner service: minimum two-and-a-half hours.
- Cold lunch/dinner for late arrivals.
- Meal service offered for room service from 14:00.
- À la carte or buffet restaurant open six days a week.
- Snack service.
- Special menus upon request (children's, celiac, allergy, diabetic, etc.)
- Cuisine featuring regional products.
- High chairs in the restaurant/dining room upon request.
- Menu or buffet information in more than one language.
- Gym with at least four different types of exercise equipment.
- Childcare assistant/babysitter available upon request.
- Sale of more than three Andalusian products.
- Conference room larger than 100 m2 and with a minimum ceiling height of 2.75 m.

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- Complaint management system. Includes the complaint acceptance, evaluation, and response cycle.
- Adherence to the Andalusian Regional Government's electronic complaints and claims system.
- Own website with realistic and meaningful photographs of the establishment (such as exterior views, public areas, and rooms). 3, 4, and 5-star establishments must be available in at least two languages.
- Possibility of online reservations through a proprietary electronic reservation system. Beyond a simple email, this includes a distribution channel for customer requests or inquiries.
- Online invitation to departing or recently departed guests to leave a comment on a portal or website.
- Location map or geolocation coordinates, at the customer's request or online.
- Presence detection devices that automatically turn lights on and off in transit areas.
- Automatic power cut-off system upon exiting rooms.
- Lamps or luminaires with maximum light output and minimum electricity consumption inside the building.
- Use of liquid and gaseous fuels in preference to electricity, prioritizing natural gas and eliminating appliances that run on fuel oil.
- Air conditioning disconnect devices when doors and windows are opened in the building.
- Thermostats in all facilities, common areas, and utility rooms, provided air conditioning is available.
- Water-saving devices on sink, bathtub, and shower faucets (single-lever faucets, diffusers, pressure and flow limiters, etc.) throughout the establishment.
- Double flush or flush-stop flush on toilets throughout the establishment.
- Separate collection of waste generated by the establishment's activities.
- Registered with the Andalusian Emissions Offsetting System or other equivalent Scope 1+2 system.



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