



Declared requirements for the 4-Star classification

- All premises must be kept in clean and hygienic conditions.
- All mechanisms and equipment (furniture, office supplies, etc.) work perfectly.
- The characteristics of the establishment must match its category.
- Establishment with direct access to the beach.
- Main entrance equipped with a canopy.
- Heating/cooling through fixed elements in public areas (restaurant, lobby, entrance...).
- Air conditioning in public areas (restaurant, lobby, entrance...).
- Separate toilets/restrooms for men and women in common areas, lounges or meeting places.
- TV room.
- Audiovisual room.
- Reading / writing / library room.
- Original works of art in common areas.
- Natural plants or flowers.
- Internet access in public areas (e.g., broadband, WLAN, Wi-Fi).
- Bar* open on the same days as the hotel.
- Information desks/tables for tourism intermediary companies.
- Reception service in a functionally independent area (visually separated).
- Separate and independent reception desk.
- Lobby with seating.
- Telephone available for guests.
- Printer/photocopier service.
- Multilingual service information area (panels/directories).
- Electronic multilingual service information area.
- Information material about regional tourist resources available at reception.
- Bilingual staff.
- Multilingual staff.
- 24-hour in-person reception service.
- Luggage service on request.
- Luggage service (delivery and collection in the room).
- Luggage storage service on arrival or departure.
- Public relations service independent from reception and concierge.
- Door opening mechanisms using proximity magnetic card (no insertion system).
- Garage (minimum 100% of accommodation units).
- Charging station for electric vehicles (cars, bicycles, etc.).
- Guest access independent from service and goods access.
- Service room on each floor.
- Service staircase.
- Service lift/freight elevator.
- Corridors wider than 1.50 m.
- Guest staircase wider than 1.50 m.
- Daily room cleaning.
- Daily towel change on request.
- Bed linen change every five days of stay.
- Bed linen change every three days of stay.
- Daily bed linen change on request.
- Payment by bank card clearly advertised.
- Sending forgotten items on request (guest pays).
- Wake-up service.
- Daily national and/or international press.
- Courtesy room for arrivals and departures (only for this use).



- Laundry and ironing service (delivery before 9:00 a.m., return in 24 hours, except weekends).
- Laundry and ironing service (delivery before 9:00 a.m., return in 12 hours).
- Dry cleaning (pickup before 9:00 a.m., return in 48 hours).
- Dry cleaning (pickup before 9:00 a.m., return in 24 hours).
- Nursing service / in-house healthcare facilities.
- External medical service on demand.
- At least 80% of accommodation units with required dimensions for category.
- 100% of accommodation units with required dimensions for category.
- Connecting rooms.
- Balconies or terraces in at least 20% of accommodation units.
- Balconies or terraces in at least 50% of accommodation units.
- Balconies or terraces in at least 75% of accommodation units.
- Terrace furniture (at least 3 items) in at least 85% of room terraces.
- Single beds min. 0.90 x 1.90 m; double beds min. 1.35 x 1.90 m.
- Single beds min. 1.00 x 1.90 m; double beds min. 1.50 x 1.90 m.
- Single beds min. 1.00 x 2.00 m; double beds min. 1.50 x 2.00 m.
- Single beds min. 1.00 x 2.00 m; double beds min. 2.00 x 2.00 m.
- Mattresses \geq 22 cm thick.
- Duvet covers provided.
- Sheets and mattress cover.
- Hygienic mattress protectors (washable, breathable, mite-free). No simple mattress pad allowed.
- Crib on request.
- Well-maintained blankets or duvets.
- Well-maintained pillows.
- Hygienic pillow covers.
- Additional pillow on request.
- Additional blanket on request.
- Room darkening capability.
- Full blackout capability.
- Sheer curtains.
- Carpet.
- Adequate wardrobe or clothing space.
- Shelving for clothing.
- Uniform hangers.
- Adequate control of exterior noise through windows.
- Noise-absorbing or double doors.
- Adjustable heating and cooling with fixed systems.
- Air conditioning in rooms.
- One seat.
- One seat per guest.
- Comfortable seat (chair or armchair) with side table.
- Extra comfortable seat in double rooms or suites.
- Table or desk.
- Table/desk with suitable work size and lighting.
- Two power outlets in the room.
- Additional outlet near table/desk.
- Two outlets near the bed.
- Adequate room lighting.
- Bedside table.
- Reading light near the bed.
- Main room light switch at entrance.
- Light switch near the bed.
- Master light switch near the bed.
- Full-length mirror.
- Luggage space.
- Waste bin.



- Radio device (via TV or central telecom system).
- Color TV with remote control.
- Color TV with remote and national/international channel list.
- Smart TV with remote control.
- Additional TV in suite living rooms with remote.
- International plug adapters available on request.
- Telephone with internal/external line on request with instructions.
- Telephone in rooms with internal/external line and multilingual instructions.
- Internet access in room (broadband, Wi-Fi).
- Central safe at reception or suitable area.
- In-room safe.
- 100% bathrooms with shower or bathtub, toilet and sink.
- Bathtub and/or shower with screen.
- Bathtub in at least 30% of bathrooms.
- Bidet.
- Double sink or dual taps in double rooms/junior suites/suites.
- Basic bathroom amenities (soap, gel, shampoo, towels, anti-slip floor, bath mat, lighting, mirror, towel racks, extra toilet paper, toilet brush, socket, shelf, hairdryer, hygiene bin).
- Medium bathroom amenities (basic + facial tissues, magnifying mirror, stool).
- 2 additional amenities.
- 4 additional amenities.
- Telephone in bathrooms.
- Hotel information.
- Bilingual hotel service manual.
- Multilingual hotel service manual.
- Writing materials and notepad.
- Iron and ironing board on request.
- Sewing kit on request.
- Laundry bag available.
- Shoe cleaning kit on request.
- Additional door lock mechanism.
- Electronic key card lock.
- Beverage offer outside restaurant/bar hours or vending machine.
- 16-hour room-service beverage service.
- Minibar on request with drinks/snacks list.
- Minibar in rooms.
- Continental breakfast.
- Full buffet breakfast.
- Breakfast time longer than 2.5 hours.
- Meal offer (minimum lunch or dinner).
- Lunch service at least 2 hours.
- Dinner service at least 2.5 hours.
- Cold meal for late arrivals.
- 14-hour room-service food offer.
- Buffet restaurant open 7 days/week.
- Dining room with outdoor terrace.
- Snack service.
- Special menus on request (children, celiac, allergies, diabetics...).
- Regional cuisine.
- High chairs in restaurant on request.
- Menu/buffet info in more than one language.
- Gym with at least four types of machines.
- On-site sports activities with instructor.
- Sports equipment available.
- Reception attended in person.
- Cosmetic/hairdressing product sales.



- Sauna (min. six people).
- Jacuzzi / hydromassage.
- Beauty area with at least 4 treatments.
- SPA with at least 4 treatments.
- Ice grotto after sauna.
- Sun loungers in spa area.
- Indoor heated pool.
- Solarium.
- Background relaxation music.
- Children's area.
- Mini-club facilities.
- Children's pool.
- Childcare on request.
- Children's entertainment program.
- Hairdresser.
- Shops.
- Outdoor pool.
- Infinity pool.
- Sun loungers for 25–50% of capacity with side table.
- Sun loungers for more than 50% of capacity with side table.
- Pool/beach towel.
- Entertainment and welcome program.
- Conference room 36–100 m², min. height 2.5 m.
- Conference room >100 m², height ≥2.75 m.
- Conference room >250 m², height ≥3.5 m.
- Conference room >500 m², height ≥3.5 m.
- Complaint management system.
- Customer satisfaction questionnaire and improvement program.
- Participation in Andalusian electronic complaints system.
- SICTED quality management certification.
- Own website with realistic photos (min. two languages for 3–5 stars).
- Online booking system beyond email contact.
- Digital invitation for departing guests to leave reviews.
- Location map or geolocation coordinates on request or online.