

Requirements stated for the 3-star classification



- The entire establishment is clean and hygienic.
- All mechanisms and equipment (furniture, office supplies, etc.) are in perfect working order.
- The establishment's features are consistent with its category.
- Main entrance with a canopy.
- Air conditioning is available in the public areas of the establishment (restaurant, lobby, entrance, etc.).
- Separate restrooms/toilets for men and women are available in common areas, lounges, or meeting places*.
- A reading/writing room/library is available.
- Original works of art are displayed in common areas.
- Internet access in public areas (e.g., broadband, Wi-Fi).
- A separate reception desk for service.
- A lobby with seating.
- A telephone is available for guests.
- A printer/photocopying service is available.
- A multilingual information area (panels/directories).
- Information materials on regional tourist resources available at reception.
- Multilingual staff.
- 24-hour on-site reception.
- Luggage service upon request.
- Luggage storage upon arrival or departure.
- Magnetic card door opening mechanism (avoiding card insertion).
- Guest access is separate from service and merchandise access*.
- Office for every three floors*.
- Service staircase.
- Service elevator/lift.
- Corridors wider than 1.50 meters.
- Guest staircase wider than 1.50 meters.
- Daily room cleaning.
- Daily towel change at the guest's request.
- Bed linen change every three days of stay.
- Daily bed linen change at the guest's request.
- Payment by bank card, with payment methods clearly indicated.
- Delivery of forgotten items at the guest's request, which must be paid for.
- Wake-up call service.
- 24-hour maintenance service.
- Luggage weighing service (scale).
- Laundry and ironing service (return by arrangement).
- On-demand external medical care.
- 100% of the units meet the dimensions required for their category.
- 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 pillowcases.

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- Additional pillow upon request.
- Two pillows per person.
- Additional blanket upon request.
- Room darkening options (e.g., blackout curtains).
- Net curtains.
- Adequate wardrobe or dedicated space for clothes.
- Clothes rack.
- Hangers of uniform material and color.
- Adequate noise control through the windows.
- Air conditioning in the rooms.
- One seat per person.
- Comfortable seating (chair or armchair) with a side table.
- Table, desk (with a minimum work area), and adequate lighting.
- Two electrical outlets in the room.
- 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 settings and national and international programming.
- Additional color TV in the living rooms of the suites and junior suites with remote control.
- In-room telephone 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 equipment (hand soap, shower gel, shampoo, 1 hand towel per person, 1 bath towel per person, non-slip floors in showers and bathtubs, washable bath mat, adequate lighting in the bathroom, mirror, towel hooks, extra toilet paper roll, toilet brush, power socket next to the mirror, shelf, server and toilet bin),
- Multilingual hotel service manual.
- Writing utensils and notepads.
- Iron and ironing board upon request.
- Sewing set upon request.
- Laundry bag available.
- Additional locking mechanism on the room door.
- Electronic key card lock.
- Drinks available on-site outside of dining room/bar hours or at the drinks dispenser.
- Refrigerator.
- Kettle or teapot with instant coffee pods and herbal teas in the breakfast room.

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- 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 exceeding two and a half hours.
- Complaints management system. Includes the complaint acceptance, evaluation, and response cycle.
- Subscription to the Andalusian Regional Government's electronic complaints and claims system.
- A 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 our own electronic reservation system. Beyond a simple email, this system offers a distribution channel for customer requests or inquiries.
- An online invitation to departing or recently departed customers to leave a comment on a portal or website.
- A location map or geolocation coordinates, at the customer's request or online.
- Presence detection devices that automatically activate and deactivate lighting in transit areas.
- A system that automatically shuts off the power supply upon leaving the room.
- Lamps or luminaires with maximum light output and minimum electricity consumption inside the building.
- Use of liquid and gaseous fuels over electricity, prioritizing natural gas and eliminating appliances that run on fuel oil.
- Thermostats in all rooms, common areas, and utility rooms. Provided air conditioning is available
- Water-saving devices on sinks, bathtubs, and showers (single-lever faucets, diffusers, pressure and flow limiters, etc.) throughout the establishment.



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