



ghm hoteles

SERVICES AVAILABLE

HOTEL GHM MONACHIL

AVD MARIBEL 10

18196 SIERRA NEVADA - GRANADA

C.I.F.: B-18615534 R.T.A. H/GR/01091



HOTEL GHM MONACHIL - SERVICES AVAILABLE

the consolidated text of the Decree Law 13/2020 of 18 May.

I.2. Public Areas

Main entrance with canopy
There is heating/cooling by fixed elements in the public areas of the establishment (restaurant, lobby,
There is air conditioning in the public areas of the establishment (restaurant, lobby, entrance...).
There are separate toilets/toilets for men and women in public areas, lounges or meeting places.
TV room
Reading room / writing room / library
Internet access in public areas (Wi-Fi)
Bar
There is an area with counters/information desks for tourist service brokers.

I.3. Reception

Separate and independent reception desk for service
Lobby with seating
Telephone available for customers
Printer/photocopier service
Multilingual service information area (boards / directories)
Multilingual service information area on electronic media
Information material on regional tourist resources available at the reception desk
Bilingual staff
24-hour reception service on site *.
Luggage service on request
Luggage service (delivery and pick-up in the room)
Luggage storage service on arrival or departure of customers

I.4. Facilities for disabled persons

Availability of a low stool to facilitate access to washbasins and toilets
Wall-mounted toilets
Baby changing facilities in male and female toilets in general toilets
Door opening mechanisms by magnetic card (avoiding card insertion system).
Parking spaces with sufficient space for the use of lifting platforms.

I.5. Parking

Parking for the use of the establishment (for a minimum of 50% of the accommodation units)*.
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I.7. Services

Daily cleaning of the room
Daily change of towels on request
Change of bed linen every third day of the stay.
Daily change of bed linen at the request of the client.
Payment by credit card, clearly advertising the means of payment.
Sending of forgotten objects on request, to be paid for by the client.
Wake-up service
Up-to-date magazines free of charge
Transport service (transfer of clients)
24-hour maintenance service
Courtesy WC/shower for late departures

Luggage weighing service (scales).
Additional evening service (second service) for checking the rooms (changing towels, opening bedspreads, cleaning bins, etc.).
Laundry and ironing service (delivery before 9:00 a.m., return within 24 hours, except at weekends).
Chemical cleaning/dry-cleaning (collection before 9:00 am, delivery within 48 hours)
External medical care service on request
Car rental service or other transport items
II.5. Equipment of the accommodation unit
Hanger
Suitable wardrobe or space for clothes
Rack for clothes
Hangers of homogeneous material and colour
Appropriate outside noise control through windows
Adjustable heating and cooling by fixed elements
One seat per berth
One comfortable seat (chair or armchair) with side table
Table or desk
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 light in entrance hall
Switch for the room light near the bed
Switch for all room lighting near bed
Litter bin
Radio device (radio transmission can be via TV or via the hotel's own central telecommunication system)
Smart TV with remote control
Additional colour TV in the lounges of the suites and junior suites with remote control
International plug adapters available (on request)
In-room telephone with internal and external line and multilingual operating instructions
Internet access in the room (broadband, WiFi,...)*.
Central safe at the reception or in a suitable space.
II.6. Bathroom equipment and amenities
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, extra toilet paper roll, toilet brush, power socket by the mirror, shelf, hairdryer and toilet bucket)*.
Provision of 4 additional amenities
Heating system in the bathroom
Extra towels

III. Catering

III.2. Breakfast*.

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).

III.3. Meals/Restaurant service*.

Meals offered at the hotel (minimum lunch or dinner service).

Minimum two and a half hours dinner service

Cold lunch/dinner for late arrivals at the establishment

Buffet restaurant open 7 days a week (each restaurant different in concept, choice of food and location)

Dining room with outdoor terrace for breakfast and dinner (seasonal)

Snack service

Special menus on request (children's menu, celiac, allergic, diabetic, etc.)

High chairs in the restaurant/dining room on request

Menu or buffet information in more than one language.

IV. Complementary offer (leisure and other activities)

IV.1. Sports

Rental of ski sports equipment

IV.2. Health-Beauty. SPA

Reception personally attended

Beverage service at the spa

Sale of cosmetic or hairdressing products

Separate relaxation room (must be at least 20 m2 in size)

Sauna with a minimum of six seats

Jacuzzi / whirlpool

Beauty stay with at least 4 treatments (facial, manicure, pedicure, anti-stress massage, etc.)

SPA with at least 4 different types of treatment (massages, baths, hydrotherapy, hammam, moor/mud, essential oil shower, steam bath, mineral-medicinal water, etc.).

Piped music with relaxation music

V. Services for meetings and events*

Conference room from 36 m2 to at least 100 m2 and with a ceiling height of at least 2.50 m.

Meeting room

Working group room, as a complement to a conference room

VI. Quality and ICT (online activities)

VI.1 Quality systems

Complaint management system. Includes complaint acceptance, evaluation and response cycle.

Customer satisfaction questionnaire. Includes, on the part of the establishment, satisfaction questionnaires, evaluation of results, improvement and follow-up programmes and publication of results on the establishment's

Adhesion to the electronic system of complaints and claims of the Junta de Andalucía.

Certificate of Quality Management System in accordance with SICTED.

VI.2. ICT (online activities)

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 booking through a proprietary electronic booking system. Beyond a simple email communication channel for customer requests or queries.

Accessible website

Invitation in telematic support to customers who are leaving or have left to leave a comment on a portal or on the website.

Location map or geolocation coordinates, on request of the customer or via Internet