

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

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Regional Department of Economic Affairs Ordinance 55/2012, of 16 May 2012

Under Articles 5(2), 30(11), 35(1) and 62(1)(b)(iii), of Regional Legislative Decree 7/2012/A, of 1 March, the Regional Government of the Azores, through its Regional Department of Economic Affairs, decrees the following:

Article 1

Purpose

Adoption of the implementing rules of the Regional Legislative Decree 7/2012/A, of 1 March, concerning the requirements or criteria for the installation, rating and operation of the following types of tourist establishments:

- a) Hotels;
- b) Tourist villages;
- c) Tourist
apartments;
- d) Tourist
resorts.

Article 2

Rating

The tourist establishments referred to in the preceding article are rated according to their type and group and from 1-star to 5 stars, in accordance with Regional Legislative Decree 7/2012/A, of 1 March, and in compliance with the requirements laid down in this Ordinance.

Article 3

Categories

1 - Hotels are rated from 1-star to 5 stars, in accordance with the requirements of Annex I to this Ordinance, which forms an integral part thereof.

2 - Tourist villages and tourist apartments are rated from 1-star to 5 stars, in accordance with the requirements of Annexes II and III to this Ordinance, which form an integral part thereof.

Article 4

Rating system

1 – Without prejudice to Article 5 below, minimum mandatory requirements and optional requirements are established for each category.

2 – A specific score is established for each optional requirement.

3 – The awarding of a category presupposes compliance with all mandatory requirements and the achievement of the scores set for the optional requirements.

4 – Once the tourist establishment is awarded a rating following the audit carried out in accordance with Article 36 of the Regional Legislative Decree 7/2012/A, of 1 March, the optional requirements of establishments, chosen for the purpose of obtaining the mandatory score, may be changed provided that prior notice is given to the regional tourist authority.

Article 5

Advertising of star rating

Advertising boards or notices in the establishments may contain the name of the establishment only.

Article 6

Common mandatory requirements

The tourist establishments provided for in Article 1 shall have the following equipment and characteristics:

- a) Appropriate hygienic and cleaning conditions, conservation and operation of facilities and equipment;
- b) Soundproofing of all noise-generating machinery in client-designated areas, especially in lifts and air-conditioning systems;
- c) Waste storage system if there is no public waste collection service available;
- d) Emergency lighting systems, in accordance with the provisions in the applicable law;
- e) Fire prevention systems, in accordance with a separate Order;
- f) All accommodation units shall be identified in a clearly visible place outside their door;
- g) Safety system on the entrance doors of the accommodation units, whereby access is allowed only to the guest and staff of the establishment;
- h) Accommodation units shall be soundproof and have windows or shutters leading directly outside;

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

- i) Hot and cold water;
- j) Direct-dial in-room telephone, if the public service is available.

Article 7

Folding beds and extra beds

1 – Each accommodation unit may only have up to two folding beds in the living area.

2 – Studio apartments may only have folding beds, except where both the following conditions are met, in which case up to two fixed beds are permitted (two single beds or one double bed):

- a) Area of the apartment is greater than the regulatory minimum area by at least 5 sq.m;
- b) Functionally separate living and sleeping areas.

3 – If there is enough room, an extra folding bed may be available on request.

Article 8

Specific requirements for tourist resorts and villages

1– In addition to the general installation requirements, tourist resorts must have at least the following infrastructures and equipment:

- a) Internal roads to allow the circulation of emergency vehicles;
- b) Where vehicle traffic is allowed, internal roads must be at least 3 m or 5 m wide, depending on whether they are one-way or two-way;
- c) Common parking areas;
- d) Common outdoor surrounding grounds and gardens;
- e) Concierge;
- f) Common use swimming-pool;
- g) Leisure and sports equipment.

2 – The provisions in the preceding paragraph apply to tourist villages, with the exception of paragraph g).

3 – Where the tourist villages and resorts are crossed by municipal and local roads, water courses and land used for the protection and conservation of natural resources, both the safety of the establishment users and the proper preservation of said resources must be ensured.

Article 9

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Star ratings for inns and hotels in listed buildings

1 – Inns situated in buildings listed as national monuments or buildings of public interest must obtain the rating required for 4-star hotels.

2 – Inns situated in buildings of regional or local interest, or buildings which given their age, architectural and historical value are representative of a specific period must obtain the rating required for 3-star hotels.

3 – Hotels situated in buildings listed as national monuments, of public, regional or local interest, or in buildings which given their age, architectural and historical value are representative of a specific period may be exempted from the mandatory minimum requirements if such requirements are likely to affect the architectural or structural characteristics of said buildings.

Article 10

Areas

The minimum areas laid down in this Ordinance shall not apply to the tourist establishments whose architecture project has already been approved at the time of its entry into force.

Article 11

Opening permit – inspections

1 – For the purpose of issuing the permit for opening tourist establishments, the commission provided for in Article 65 of the Legal Regime for Construction and Land Planning shall comprise representatives of the regional tourist authority, the civil protection and fire safety authority, and the municipal health official, all of whom must be summoned at least eight days in advance. If applicable, a copy of the survey referred to in Article 30(3) of Regional Legislative Decree 7/2012/A, of 1 March, must be provided.

2 – In order for the commission to carry out the inspection, only the representatives of the municipality are required to be present, provided that the remaining representatives have been regularly summoned, except as provided for in Article 30(3) of Regional Legislative Decree 7/2012/A, of 1 March, whereby the presence of the representative of the regional tourist authority is also required.

Article 12

Projects with a strong tourist entertainment component

For the purposes of Article 62(1)(b)(iii) of Regional Legislative Decree 7/2012/A, of 1 March, the rules of Ordinance 102/2010, of 28 October, shall apply.

Article 13

Entry into force

This Ordinance shall enter into force on the day following its publication.

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Annex I Hotels

	No.	Requirements	Points	1	2	3	4	5
1. Facilities								
Accesses	1	Service entrance separate from guest entrance	10	Optional	Optional	Mandatory	Mandatory	Mandatory
	2	Private access to accommodation units	10	Optional	Mandatory	Mandatory	Mandatory	Mandatory
	3	A lift is required when the building has more than 3 floors, including the ground floor	15	Optional	Mandatory	Mandatory	N/A	N/A
	4	A lift is required when the building has more than 2 floors, including the ground floor	15	Optional	Optional	Optional	Mandatory	Mandatory
Common areas	5	A clearly designated reception area (1) for check-in, check-out and for providing guests with information, which can be situated in any common area	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	6	Common area or areas where meals, breakfast or bar services can be provided	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	7	Toilets	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	8	Fully furnished lounge area (tables and sofas or chairs)	10	Optional	Optional	Mandatory	Mandatory	Mandatory
	9	Gross private lounge area (2), fully equipped, per accommodation unit, where it is part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m - 5 pts. ≥2.5sq.m <-5sq.m - 10 pts. ≥ 5sq.m - 15 pts.	Optional	Optional	Optional	Optional	Optional
	10	Active and passive air-conditioning systems in common areas to ensure thermal comfort	10	Optional	Optional	Optional	Mandatory	Mandatory
	11	Active and passive air-conditioning systems in guest corridors to ensure thermal comfort	10	Optional	Optional	Optional	Optional	Optional
Service areas	12	Service lift to floors separate from guest lift	15	Optional	Optional	Mandatory	Mandatory	Mandatory
	13	Kitchen, or pantry, if only breakfast is provided	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	14	Storage area	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	15	Staff facilities with at least a toilet and changing room	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Accommodation units	16	Active and passive air-conditioning systems in accommodation units to ensure thermal comfort	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory

	No.	Requirements	Points	1	2	3	4	5
Accommodation units (AU)	17	50 % of accommodation units to have active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guest	10	Optional	Optional	Optional	Optional	Mandatory
	18	100 % of accommodation units to have active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guest	13	Optional	Optional	Optional	Optional	Optional
	19	100 % of accommodation units to have private toilets, fitted with at least a toilet, wash basin and shower or bath	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	20	Balconies or terraces with at least 4 sq.m in 50 % of accommodation units	5 for every 4 sq.m/AU, up to no more than 15	Optional	Optional	Optional	Optional	Optional
	21	Electronic lock systems	5	Optional	Optional	Optional	Optional	Optional
	22	Percentage of the average area of accommodation units in excess of the compulsory minimum areas	≥ 10% - 10 pts. ≥ 20% - 12 pts. ≥ 30% - 15 pts.	Optional	Optional	Optional	Optional	Optional
Bedroom floor area (3)	23	Minimum floor area of single rooms (sq.m)	—	9	10.5	12	14.5	17.5
	24	Minimum floor area of double rooms (sq.m)	—	11.5	13.5	17	19.5	22.5
	24A	Minimum floor area of triple rooms (sq.m)	—	18	21	23	26	29.5
	25	Suites consisting of bedroom plus a distinct furnished sitting area of at least 10 sq.m	5 pts. for every 2 suites max. 10 pts.	Optional	Optional	Optional	Optional	Mandatory 2 suites
Apartment floor area (3)	26	Minimum floor area with one room (sq.m)	—	18.5	22	25.5	30	35
	27	Studio apartment (sq.m)	—	15	19	21	24	27
	28	Minimum floor area with a double room (sq.m)	—	19.5	23.5	28	33	38
	29	Minimum floor area of each additional room (sq.m)	—	9	10.5	12	14.5	17.5
Parking	30	Garage or parking space for a number of vehicles corresponding to 20 % of the accommodation units, located in or near the hotel	10	Optional	Optional	Optional	Mandatory	Mandatory
	31	Designated place for temporary parking of vehicles for arriving/departing guests, and luggage	5	Optional	Optional	Optional	Optional	Optional
	32	Private hotel garage with direct access to the reception	15	Optional	Optional	Optional	Optional	Optional
	33	Bus parking facility	5	Optional	Optional	Optional	Optional	Optional

2. Equipment / Furnishings

	No.	Requirements	Points	1	2	3	4	5
Bedroom furnishings	34	Basic equipment: blackout blinds, wardrobe or equivalent, hangers, chair or sofa, bedside table or equivalent, bedside lamps, socket	—	Mandatory	Mandatory	N/A	N/A	N/A
	35	Average equipment: basic equipment plus designated place or raised surface for unpacking luggage, dustbin, full length mirror, additional blanket or duvet	5	Optional	Optional	Mandatory	N/A	N/A
	36	Superior equipment: average equipment plus general light switch next to the bed, minibar and sitting area (4) or working area (5)	5	Optional	Optional	Optional	Mandatory	Mandatory
	37	Safe in the accommodation unit	5	Optional	Optional	Optional	Optional	Mandatory
	38	50 % of accommodation units to have a sitting area (4)	10	Optional	Optional	Optional	Optional (6)	Optional (6)
	39	50 % of accommodation units to have a working area (5)	10	Optional	Optional	Optional	Optional (6)	Optional (6)
	40	Mattresses no less than 2 m in length and 1.1 m wide for	5	Optional	Optional	Optional	Optional	Optional

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

		single beds, and 1.80 for double beds						
	41	Additional bed / cot on request	3	Optional	Optional	Optional	Optional	Optional
	42	Pillow menu	2	Optional	Optional	Optional	Optional	Optional
	43	Automatic main power switch	1	Optional	Optional	Optional	Optional	Optional
Furnishings in living room and dining room (if available)	44	Dining table, or table adaptable for the purpose, chairs and sofa, crockery, glassware and cutlery	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Kitchen or kitchenette equipment	45	Fridge, microwave and sink	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	46	Kitchen utensils	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	47	Stove or hob and extractor fan	8	Optional	Optional	Optional	Optional	Optional

	No.	Requirements	Points	1	2	3	4	5
Equipment/Toilet fittings	48	Basic equipment: towels (1 face and 1 bath towel per guest) and towel rack	—	Mandatory	Mandatory	N/A	N/A	N/A
	49	Average equipment: basic equipment plus wash basin fitted with lit mirror, dustbin, laundry bag and towel or bath mat	5	Optional	Optional	Mandatory	Mandatory	N/A
	50	Superior equipment: average equipment plus hair dryer and bath robe	7	Optional	Optional	Optional	Optional	Mandatory
	51	At least 50 % of toilets to have separate bath and shower	10	Optional	Optional	Optional	Optional	Optional
	52	At least 50 % of toilets to have a clean area (wash basin and shower or bath) separate from the soiled area (toilet and wash basin)	10	Optional	Optional	Optional	Optional	Optional
	53	At least 50 % of toilets to have an additional wash basin	7	Optional	Optional	Optional	Optional	Optional
	54	At least 50 % of toilets to have a bidet	5	Optional	Optional	Optional	Optional	Optional
	55	Makeup mirror	2	Optional	Optional	Optional	Optional	Optional
	56	Heated towel rail	5	Optional	Optional	Optional	Optional	Optional
	57	Bathroom scale	1	Optional	Optional	Optional	Optional	Optional
	58	Basic amenities: soap or shower gel	—	Mandatory	Mandatory	Mandatory	N/A	N/A
	59	Average amenities: basic package plus shampoo and shower cap	1	Optional	Optional	Optional	Mandatory	N/A
	60	Luxury amenities: average package at all times and, on request, toothbrush and toothpaste, razor and shaving cream, nail file and cotton wool pads	2	Optional	Optional	Optional	Optional	Mandatory
Video and audio systems	61	Coloured TV with remote control in the accommodation unit	—	Optional	Optional	Mandatory	Mandatory	Mandatory
	62	Sound system in the bathroom	5	Optional	Optional	Optional	Optional	Optional
	63	Music and films on request, with more than 20 options	5	Optional	Optional	Optional	Optional	Optional
	64	Access to more than 20 TV channels	5	Optional	Optional	Optional	Optional	Optional
Telecommunications	65	Effective means of communication with the outside for guests (at least one voice system: telephone or mobile phone, and one written form of communication: fax or e-mail)	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	66	Telephone in the bedroom with direct access to the network	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	67	Internet access in the common areas (subject to availability of the relevant public service)	5	Optional	Optional	Mandatory	N/A	N/A
	68	Access to the Internet (broadband) in accommodation units (subject to availability of the relevant public service)	5	Optional	Optional	Optional	Mandatory	Mandatory
	69	Access to the Internet in accommodation units (subject to availability of the relevant public service)	5	Optional	Optional	Optional	Mandatory	N/A
	70	Access to the Internet (broadband) in accommodation units (subject to availability of the relevant public service)	5	Optional	Optional	Optional	Optional	Mandatory
	71	Message-taking service	2	Optional	Optional	Optional	Optional	Optional
Additional equipment	72	Information to include breakfast time, check-in time and the opening hours of the hotel facilities	—	Mandatory	Mandatory	Mandatory	N/A	N/A
	73	Service manual A-Z in the accommodation unit	2	Optional	Optional	Optional	Mandatory	Mandatory
	74	Office amenities: pencil or pen, writing paper and envelopes	1	Optional	Optional	Optional	Optional	Mandatory
	75	Comfort amenities: shoe polish kit, shoehorn and sewing kit, on request	2	Optional	Optional	Optional	Optional	Mandatory
	76	Daily newspapers or daily printed news in the common areas	2	Optional	Optional	Optional	Optional	Optional

3. Services

	No.	Requirements	Points	1	2	3	4	5
Housekeeping	77	Daily housekeeping	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	78	Towels changed at least twice a week and always when guests leave	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	79	Towels changed daily on request	5	Optional	Optional	Optional	Mandatory	Mandatory
	80	Bedding changed at least once a week, and always when guest leaves	—	Mandatory	Mandatory	Mandatory	N/A	N/A
	81	Bedding changed at least twice a week, and always when guest leaves	5	Optional	Optional	Optional	Mandatory	Mandatory
	82	Evening service (turndown service, change towels, cleaning)	5	Optional	Optional	Optional	Optional	Mandatory
Food and drinks	83	Bar service associated or not with another area	7	Optional	Optional	Optional	Optional	Optional
	84	Drinks available to the client (no bar service)	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	85	Meal service 7 days a week	8	Optional	Optional	Optional	Optional	Mandatory
	86	Tea/coffee making facilities in accommodation units	2	Optional	Optional	Optional	Optional	Optional
	87	8-hour room service for drinks and light meals	4	Optional	Optional	Optional	Optional	Optional
	88	16-hour room service for drinks and light meals	8	Optional	Optional	Optional	N/A	N/A
Breakfast	89	24-hour room service for drinks and light meals	12	Optional	Optional	Optional	Mandatory	N/A
	90	Breakfast service	—	Mandatory	Mandatory	Mandatory	N/A	N/A
	91	Buffet or à la carte breakfast	3	Optional	Optional	Optional	Mandatory	Mandatory

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	92	A la carte breakfast in the accommodation units	4	Optional	Optional	Optional	Optional	Mandatory
Reception / Welcome service	93	24-hour service (face-to-face or automatic)	—	Mandatory	Mandatory	Mandatory	Mandatory	N/A
	94	16-hour front desk service	2 pts for every 8 optional hours	Optional	Optional	Optional	Optional	Mandatory
	95	24-hour front desk service	2 pts for every 8 optional hours	Optional	Optional	Optional	Optional	Mandatory
	96	Bilingual reception service (Portuguese/English)	5	Optional	Mandatory	Mandatory	Mandatory	Mandatory
	97	Multilingual reception service (Portuguese, English, and at least one other foreign language)	5	Optional	Optional	Optional	Optional	Optional
	98	Porter	5	Optional	Optional	Optional	Optional	Mandatory
	99	Valet parking	5	Optional	Optional	Optional	Optional	Mandatory
	100	Information and booking service	5	Optional	Optional	Optional	Optional	Mandatory
	101	Message-taking service	5	Optional	Optional	Mandatory	Mandatory	Mandatory
	102	Assistance with luggage	5	Optional	Optional	Optional	Optional	Mandatory
	103	Temporary storage of luggage	5	Optional	Optional	Mandatory	Mandatory	Mandatory
Laundry and ironing	104	Laundry and ironing	5	Optional	Optional	Optional	Mandatory	N/A
	105	Laundry and ironing (pick-up before 9am and delivered on the same day – except at the weekend)	5	Optional	Optional	Optional	Optional	Mandatory
Other	106	Video surveillance in public and circulation areas	6	Optional	Optional	Optional	Optional	Optional
	107	Acceptance of credit or debit cards	—	Mandatory	N/A	N/A	N/A	N/A
	108	Acceptance of credit and debit cards	2	Optional	Mandatory	Mandatory	Mandatory	Mandatory
	109	Safekeeping at reception	—	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
	110	Wake up call	2	Optional	Optional	Mandatory	Mandatory	Mandatory
	111	Postal and telefax service	2	Optional	Optional	Mandatory	Mandatory	Mandatory
	112	Daily newspapers and magazines available	2	Optional	Optional	Optional	Optional	Optional
	113	Sewing service	4	Optional	Optional	Optional	Optional	Optional
	114	Shoe cleaning service	4	Optional	Optional	Optional	Optional	Optional
	115	Private chauffeured transport available on site	5	Optional	Optional	Optional	Optional	Optional
	116	Babysitting service on request	4	Optional	Optional	Optional	Optional	Optional

4. Leisure

Equipment and facilities	117	Gross private area of additional facilities (health club, spa, squash, etc.) per AU, where it is a part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m – 5 pts. ≥2.5sq.m<-5sq.m – 10 pts. ≥ 5sq.m - 15 pts.	Optional	Optional	Optional	Optional	Optional
	118	Gross private area of additional facilities (sports facilities, children's playground, etc.) per AU, where it is not part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m - 5 pts. ≥2.5sq.m<-5sq.m – 10 pts. ≥ 5sq.m - 15 pts.	Optional	Optional	Optional	Optional	Optional
	119	Gross private area for meetings per AU, where it is a part of the gross construction area of the establishment	5 pts per sq.m/AU, up to no more than 15 pts.	Optional	Optional	Optional	Optional	Optional
	120	Business centre (with computer, access to the Internet, printer, etc.)	10	Optional	Optional	Optional	Optional	Optional
	121	Fitness facility, with at least 4 different equipment)	10	Optional	Optional	Optional	Optional	Optional

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	122	SPA, with at least 4 different equipment	10	Optional	Optional	Optional	Optional	Optional
	123	Squash	10	Optional	Optional	Optional	Optional	Optional
	124	Hairdresser	10	Optional	Optional	Optional	Optional	Optional
	125	Outdoor facilities (tennis court, volleyball court, paddel, minigolf, driving net, pétanque, etc.)	5 pts. for each, up to no more than 15 pts.	Optional	Optional	Optional	Optional	Optional
	126	Outdoor swimming-pool	10	Optional	Optional	Optional	Optional	Optional
	127	Indoor swimming-pool	12	Optional	Optional	Optional	Optional	Optional
	128	Heated swimming-pool	15	Optional	Optional	Optional	Optional	Optional
	129	Golf	15	Optional	Optional	Optional	Optional	Optional
Other	130	Service quality certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional	Optional	Optional
	131	Kids' club at the hotel (children under the age of 3), for at least 6 hours a day	10	Optional	Optional	Optional	Optional	Optional
	132	Kids' club at the hotel (children aged 3-plus), for at least 6 hours a day	10	Optional	Optional	Optional	Optional	Optional
	133	Establishment's website for online booking and transactions	5	Optional	Optional	Optional	Optional	Optional
	134	Innovative solutions for areas, facilities and services provided	15	Optional	Optional	Optional	Optional	Optional

5. Environmental and urban quality

Other	135	Use/improvement of pre-existing buildings of interest, whether alone or as a whole	15	Optional	Optional	Optional	Optional	Optional
	136	Location coefficient to the applied to the establishment $\geq 1.5 \leq 2.5$, pursuant to Article 42 of the Municipal Property Tax Code	10	Optional	Optional	Optional	Optional	Optional
	137	Location coefficient to the applied to the establishment ≥ 2.5 , pursuant to Article 42 of the Municipal Property Tax Code	15	Optional	Optional	Optional	Optional	Optional
	138	Common use gardens and grounds	5 pts. for every 20 sq.m/AU, até limite de 15 pts.	Optional	Optional	Optional	Optional	Optional
	139	Environmental certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional	Optional	Optional

Total score per category	108	138	188	210	218
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Caption:

N/A: Not applicable

AU: Accommodation Unit(s)

- (1) Where a building houses several hotels, they may all share the same reception area.
- (2) The gross private area is the total floor area measured to the external face and axles of dividing walls of the accommodation unit, facilities, functional area or relevant building, not including balconies and terraces.
- (3) Useful floor space, pursuant to the General Law on Urban Construction (RGEU), adopted by Decree-law 38382, of 7 August 1051, as amended.
- (4) Working area containing a chair, a desk, lighting and socket.
- (6) Applicable in relation to the unused option, under the terms of requirement 36

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Annex II Tourist villages

No.	Requirements	Points	3	4	5
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1. Facilities

Accesses	1	Lift, when the building has more than 2 floors, including the ground floor	15	Optional	Mandatory	Mandatory
Common areas	2	A clearly designated reception area for check-in, check-out and for providing guests with information, which can be situated in the tourist village or in a facility shared with another tourist establishment	—	Mandatory	Mandatory	Mandatory
	3	Restaurant with a bar open 7 days a week (1)	—	Mandatory	Mandatory	Mandatory
	4	Swimming-pool with a kids' area (2)	—	Mandatory	Mandatory	Mandatory
	5	Active and passive air-conditioning systems in common areas to ensure thermal comfort	10	Optional	Optional	Optional
Service areas	6	Storage area	—	Mandatory	Mandatory	Mandatory
	7	Staff facilities with at least toilets and changing room	—	Mandatory	Mandatory	Mandatory
Accommodation Units (apartments or houses)	8	Active and passive air-conditioning systems in common areas to ensure thermal comfort	—	Mandatory	Mandatory	N/A
	9	50 % of accommodation units with active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guests	10	Optional	Mandatory	N/A
	10	100 % of accommodation units with active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guests	13	Optional	Optional	Mandatory
	11	Balconies or terraces with at least 4 sq.m in 50 % of accommodation units	5 pts. for every 4 sq.m/AU, up to no more than 15 pts.	Optional	Optional	Optional
Areas (3)	12	Studio apartments with two single beds or one double bed (sq.m)	—	Area (3) RGEU	28	31
	13	Minimum floor area of accommodation unit with one double room (sq.m)	—	Area (3) RGEU	40	50
	14	Minimum floor area of accommodation unit with more than one double room (sq.m)	—	Area (3) RGEU	No. of bedrooms x 30sq.m	No. of bedrooms x 37.5sq.m
	15	Percentage of the average area of accommodation units in excess of the compulsory minimum areas	≥ 10 % - 10 pts. ≥ 20 % - 12 pts. ≥ 30 % - 15 pts	Optional	Optional	Optional
Bathrooms	16	One bathroom for every 3 bedrooms, containing at least a toilet, wash basin and shower or bath	—	Mandatory	N/A	N/A
	17	One bathroom for every 2 bedrooms, containing at least a toilet, wash basin and shower or bath	10	Optional	Mandatory	N/A
	18	Private bathroom for each bedroom, containing at least a toilet, wash basin and shower or bath	12	Optional	Optional	Mandatory
	19	One additional bathroom with only a toilet and a wash basin	14	Optional	Optional	Optional
Parking	20	Private parking for one vehicle per accommodation unit	—	Mandatory	Mandatory	Mandatory
	21	Bus parking facility	5	Optional	Optional	Optional

2. Furniture/Fittings

	22	Basic equipment: blackout blinds, wardrobe or equivalent, hangers, chair or sofa, bedside table or equivalent, bedside lamps, socket	—	Mandatory	N/A	N/A
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INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Bedroom furnishings	23	Average equipment: basic equipment plus dustbin, full length mirror, additional blanket or duvet	5	Optional	Mandatory	N/A
	24	Superior equipment: average equipment plus general light switch next to the bed, telephone and TV	5	Optional	Optional	Mandatory
	25	Mattresses no less than 2 m in length and 1.1 m wide for single beds, and 1.80 for double beds	5	Optional	Optional	Optional
	26	Additional bed / cot on request	3	Optional	Optional	Optional

	No.	Requirements	points	3	4	5
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Furnishings in lounges and dining rooms	27	Dining table, or table adaptable for the purpose, chairs and sofa, crockery, glassware and cutlery	—	Mandatory	Mandatory	Mandatory
Kitchen or kitchenette equipment	28	Fridge, sink and cupboard for food, oven or hob, extractor fan and kitchen utensils	—	Mandatory	Mandatory	Mandatory
	29	Microwave	—	Mandatory	Mandatory	N/A
	30	Oven and microwave	6	Optional	Optional	Mandatory
	31	Dishwasher	6	Optional	Optional	Optional
	32	Washing machine	6	Optional	Optional	Optional
	33	Hand blender, electric kettle and/or coffee machine (4)	2	Optional	Mandatory	Mandatory
Toilet furnishings / Toilet fittings	34	Basic equipment: mirror, towels (1 face and 1 bath towel per guest) and towel rack	—	Mandatory	N/A	N/A
	35	Average equipment: basic equipment plus wash basin fitted with lit mirror, dustbin and towel or bath mat	5	Optional	Mandatory	Mandatory
	36	Superior equipment: average equipment plus hair dryer and bath robe	7	Optional	Optional	Optional
	37	At least 50 % of toilets to have separate bath and shower	10	Optional	Optional	Optional
	38	At least 50 % of toilets to have a clean area (wash basin and shower or bath) separate from the soiled area (toilet and wash basin)	10	Optional	Optional	Optional
	39	At least 50 % of toilets to have a bidet	5	Optional	Optional	Optional
	40	At least 50 % of toilets to have an additional wash basin	7	Optional	Optional	Optional
	41	Makeup mirror	2	Optional	Optional	Optional
	42	Heated towel rail	5	Optional	Optional	Optional
	43	Bathroom scale	1	Optional	Optional	Optional
	44	Basic amenities: soap or shower gel	—	Mandatory	Mandatory	N/A
	45	Average amenities: basic package plus shampoo and shower cap	1	Optional	Optional	N/A
Safekeeping	47	Safekeeping at reception	—	Mandatory	Mandatory	N/A
	48	Safe in the accommodation unit	5	Optional	Optional	Mandatory
Video and audio systems	49	Coloured TV with remote control	—	Mandatory	Mandatory	Mandatory
	50	DVD player	6	Optional	Optional	Optional
	51	Sound system in living room	6	Optional	Optional	Optional
	52	Access to more than 20 TV channels	5	Optional	Optional	Optional
Telecommunications	53	Effective means of communication with the outside for guests (at least one voice system: telephone or mobile phone, and one written form of communication: fax or e-mail)	—	Mandatory	Mandatory	Mandatory
	54	Telephone in the AU with direct access to the network	—	Mandatory	Mandatory	Mandatory

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	55	Access to the Internet in AU or common areas (subject to availability of the relevant public service)	5	Optional	Mandatory	N/A
	56	Access to the Internet (broadband) in accommodation units (subject to availability of the relevant public service)	5	Optional	Optional	Mandatory
	57	Message-taking service in the accommodation unit	2	Optional	Optional	Optional
Additional equipment	58	Service manual A-Z in the accommodation unit	—	Mandatory	Mandatory	Mandatory

	No.	Requirements	points	3	4	5
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3. Services

Housekeeping / change of linen	59	Daily housekeeping	5	Optional	Optional	Mandatory
	60	Housekeeping of accommodation units twice a week and before guests arriving	—	Mandatory	Mandatory	N/A
	61	Towels changed at least twice a week and always when guests leave	—	Mandatory	Mandatory	Mandatory
	62	Towels changed daily on request	5	Optional	Optional	Mandatory
	63	Bedding changed at least once a week, and always when guest leaves	—	Mandatory	Mandatory	Mandatory
	64	Bedding changed at the request of the guest	5	Optional	Optional	Mandatory
	65	Evening service (turndown service, change towels, cleaning)	5	Optional	Optional	Optional
Food and drinks	66	8-hour room service for drinks and light meals	4	Optional	Optional	Optional
	67	16-hour room service for drinks and light meals	8	Optional	Optional	Optional
	68	24-hour room service for drinks and light meals	12	Optional	Optional	Optional
Breakfast	69	Breakfast service	2	Optional	Optional	Optional
	70	Buffet or à la carte breakfast	—	Optional	Optional	Optional
	71	À la carte breakfast in the accommodation units	3	Optional	Optional	Optional
Reception / Welcome service	72	24-hour service (face-to-face or automatic)	4	Mandatory	Mandatory	N/A
	73	16-hour front desk service, at the establishment or in a facility shared with another tourist establishment	2 pts. for every 8 additional hours	Optional	Mandatory	N/A
	74	24-hour front desk service, at the establishment or in a facility shared with another tourist establishment	2 pts. for every 8 additional hours	Optional	Optional	Mandatory
	75	Bilingual reception service (Portuguese/English)	—	Mandatory	Mandatory	Mandatory
	76	Multilingual reception service (Portuguese, English, and at least one other foreign language)	5	Optional	Optional	Optional

	77	Concierge service (face-to-face or automatic)	—	Mandatory	Mandatory	Mandatory
	78	Information and booking service	5	Optional	Optional	Optional
	79	Message-taking service	5	Optional	Optional	Optional
	80	Temporary storage of luggage	5	Optional	Optional	Optional
Laundry and ironing	81	Laundry and ironing on request	5	Optional	Mandatory	Mandatory
Security and surveillance	82	Night time surveillance (12-hour period)	5	Optional	Optional	Mandatory
	83	24/7 surveillance	10	Optional	Optional	Optional
	84	Video surveillance in public and circulation areas	6	Optional	Optional	Optional
Other	85	Acceptance of credit cards	—	Mandatory	Mandatory	Mandatory
	86	Wake up call	2	Optional	Optional	Optional
	87	Postal service	2	Optional	Optional	Optional
	88	Private chauffeured transport available on site	5	Optional	Optional	Optional
	89	Babysitting service on request	4	Optional	Optional	Optional

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

No.	Requirements	Points	3	4	5
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4. Leisure

Equipment and facilities	90	Gross private area of additional facilities (health club, spa, squash, etc.) per AU, where it is a part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m - 5 pts. ≥2.5sq.m<-5sq.m - 10 pts. >= 5sq.m -15 pts.	Optional	Optional	Optional
	91	Gross private area of additional facilities (sports facilities, children's playground, etc.) per AU, where it is not part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m - 5 pts. ≥2.5sq.m<-5sq.m - 10 pts. >= 5sq.m -15 pts.	Optional	Optional	Optional
	92	Business centre (with computer, access to the Internet, printer, etc.)	10	Optional	Optional	Optional
	93	Fitness facility, with at least 4 different equipment)	10	Optional	Optional	Optional
	94	SPA, with at least 4 different equipment	10	Optional	Optional	Optional
	95	Squash	10	Optional	Optional	Optional
	96	Hairdresser	10	Optional	Optional	Optional
	97	Outdoor facilities (tennis court, volleyball court, paddel, minigolf, driving net, pétanque, etc.)	5 pts. for each, up to no more than 15 pts.	Optional	Optional	Optional
	98	Common indoor swimming-pool	12	Optional	Optional	Optional
	99	Common heated swimming-pool	15	Optional	Optional	Optional
Other	100	Golf	15	Optional	Optional	Optional
	101	Service quality certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional
	102	Establishment's website for online booking and transactions	5	Optional	Optional	Optional
	103	Innovative solutions for areas, facilities and services provided	5	Optional	Optional	Optional

5. Environmental and urban quality

104	Ratio of total establishment area / capacity (square metres per person), except if otherwise set in the Applicable Municipal Land-Use Plan	—	100 sq.m/pax	120 sq.m/pax	140 sq.m/pax
105	20 % more in relation to the set total area of the establishment / capacity (sq.m) per person)	12	Optional	Optional	Optional
106	Use/improvement of pre-existing buildings of interest, whether alone or as a whole	15	Optional	Optional	Optional
107	Location coefficient to the applied to the establishment ≥ 1.5 ≤ 2.5, pursuant to Article 42 of the Municipal Property Tax Code	10	Optional	Optional	Optional
108	Location coefficient to the applied to the establishment ≥ 2.5, pursuant to Article 42 of the Municipal Property Tax Code	15	Optional	Optional	Optional
109	Common use gardens and grounds	5 pts. for every 50 sq.m/AU, up to no more than 15 pts.	Optional	Optional	Optional
110	Environmental certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional

Total score per category			148	170	177
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Caption:

N/A: Not applicable

AU: Accommodation Unit(s)

(1) The Restaurant may be waived by the Regional Tourist Board if the tourist village is in the vicinity of an urban centre or in a resort area with a reasonable number of restaurants.

(2) The swimming-pool may be waived if all the accommodation units have their own private swimming-pool. The minimum swimming-pool area is calculated according to the following formula: $A = M + (K \times N)$, where A – area; M – fixed value depending on the number of beds; K – dependent constant.

No. of beds	Value of M	Values of K
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INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

		Category 3-star	Category 4-star	Category 5-star
100 to 500	100	0.2	0.21	0.25
501 to 100	90	0.19	0.21	0.23
More than 1000	80	0.18	0.19	0.21

(3) Useful floor space, pursuant to the General Law on Urban Construction, adopted by Decree-law 38382, of 7 August 1051, as amended.

(4) 4-star category establishments are not required to have both an electric kettle and a coffee machine. Therefore, proprietors may choose to provide only one appliance.

Annex III Tourist apartments

	No.	Requirements	Points	3	4	5
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1. Facilities

Accesses	1	A lift is required when the building has more than 3 floors, including the ground floor, including the ground floor	—	Mandatory	N/A	N/A
	2	A lift is required when the building has more than 2 floors, including the ground floor	15	Optional	Mandatory	Mandatory
Common areas	3	A clearly designated reception area for check-in, check-out and information for guests, which can be situated in the tourist establishment or shared with another establishment	—	Mandatory	Mandatory	Mandatory
	4	Restaurant with a bar open 7 days a week	10	Mandatory	Mandatory	Mandatory
	5	Active and passive air-conditioning systems in common areas to ensure thermal comfort	10	Mandatory	Mandatory	Mandatory
Service areas	6	Storage area	—	Mandatory	Mandatory	Mandatory
	7	Staff facilities with at least toilets and changing room	—	Mandatory	Mandatory	Mandatory
Accommodation Units (apartments)	8	Active and passive air-conditioning systems in accommodation units to ensure thermal comfort	—	Mandatory	Mandatory	N/A
	9	50 % of accommodation units with active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guest	10	Optional	Mandatory	N/A
	10	100 % of accommodation units with active and passive air-conditioning systems to ensure thermal comfort, fully controllable by guests	13	Optional	Optional	Mandatory
	11	Balconies or terraces with at least 4 sq.m in 50 % of accommodation units	5 pts. for every 4 sq.m/AU, up to no more than 15 pts	Optional	Optional	Optional
Areas (1)	12	Studio apartments with two single beds or one double bed (sq.m)	—	Area (1) RGEU	28	31
	13	Minimum floor area of accommodation unit with one double room (sq.m)	—	Area (1) RGEU	40	50
	14	Minimum floor area of accommodation unit with more than one double room (sq.m)	—	Area (1) RGEU	No. of bedrooms x 30 sq.m	No. of bedrooms x 37.5 sq.m
	15	Percentage of the average area of accommodation units in excess of the compulsory minimum areas	≥ 10% - 10 pts. ≥ 20% - 12 pts. ≥ 30% - 15 pts	Optional	Optional	Optional
Bathrooms	16	One bathroom for every 3 bedrooms, containing at least a toilet, wash basin and shower or bath	—	Mandatory	N/A	N/A
	17	One bathroom for every 2 bedrooms, containing at least a toilet, wash basin and shower or bath	10	Optional	Mandatory	N/A
	18	Private bathroom for each bedroom, containing at least a toilet, wash basin and shower or bath	12	Optional	Optional	Mandatory

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	19	One additional bathroom with only a toilet and a wash basin	14	Optional	Optional	Optional
Parking	20	Private parking for one vehicle per accommodation unit	—	Mandatory	Mandatory	Mandatory
	21	Bus parking facility	5	Optional	Optional	Optional

2. Furniture/Fittings

Bedroom furnishings	22	Basic equipment: blackout blinds, wardrobe or equivalent, hangers, chair or sofa, bedside table or equivalent, bedside lamps, socket	—	Mandatory	N/A	N/A
	23	Average equipment: basic equipment mais dustbin, full length mirror, additional blanket or duvet	5	Optional	Mandatory	N/A
	24	Superior equipment: average equipment plus general light switch next to the bed, telephone and TV	5	Optional	Optional	Mandatory
	25	Mattresses no less than 2 m in length and 1.1 m wide for single beds, and 1.80 for double beds	5	Optional	Optional	Optional
	26	Additional bed / cot on request	3	Optional	Optional	Optional
	27	Dining table, or table adaptable for the purpose, chairs and sofa, crockery, glassware and cutlery		Mandatory	Mandatory	Mandatory

No.	Requirements	Points	3	4	5
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Kitchen or kitchenette equipment	28	Fridge, sink and cupboard for food, oven or hob, extractor fan and kitchen utensils	—	Mandatory	Mandatory	Mandatory
	29	Microwave	—	Mandatory	Mandatory	N/A
	30	Oven and microwave	6	Optional	Optional	Mandatory
	31	Dishwasher	6	Optional	Optional	Optional
	32	Washing machine	6	Optional	Optional	Optional
	33	Hand blender, electric kettle and/or coffee machine (2)	2	Optional	Mandatory	Mandatory
Toilet furnishings / Toilet fittings	34	Basic equipment: mirror, towels (1 face and 1 bath towel per guest) and towel rack	—	Mandatory	N/A	N/A
	35	Average equipment: basic equipment plus wash basin fitted with lit mirror, dustbin and towel or bath mat	5	Optional	Mandatory	Mandatory
	36	Superior equipment: average equipment plus hair dryer and bath robe	7	Optional	Optional	Optional
	37	At least 50 % of toilets to have separate bath and shower	10	Optional	Optional	Optional
	38	At least 50 % of toilets to have a clean area (wash basin and shower or bath) separate from the soiled area (toilet and wash basin)	10	Optional	Optional	Optional
	39	At least 50 % of toilets to have a bidet	5	Optional	Optional	Optional
	40	At least 50 % of toilets to have an additional wash basin	7	Optional	Optional	Optional
	41	Makeup mirror	2	Optional	Optional	Optional

	42	Heated towel rail	5	Optional	Optional	Optional
	43	Bathroom scale	1	Optional	Optional	Optional

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Toilet furnishings / Toilet fittings	44	Basic amenities: soap or shower gel	—	Mandatory	Mandatory	N/A
	45	Average amenities: basic package plus shampoo and shower cap	1	Optional	Optional	N/A
	46	Luxury amenities: average pack at all times and, on request, toothbrush and toothpaste, razor and shaving cream, nail file, cotton wool pads and comb	2	Optional	Optional	Mandatory
Safekeeping	47	Safekeeping at reception	—	Mandatory	Mandatory	N/A
	48	Safe in the accommodation unit	5	Optional	Optional	Mandatory
Video and audio systems	49	Coloured TV with remote control	—	Mandatory	Mandatory	Mandatory
	50	DVD player	6	Mandatory	Mandatory	Mandatory
	51	Sound system in living room	6	Mandatory	Mandatory	Mandatory
	52	Access to more than 20 TV channels	5	Mandatory	Mandatory	Mandatory
Telecommunications	53	Effective means of communication with the outside for guests (at least one voice system: telephone or mobile phone, and one written form of communication: fax or e-mail)	—	Mandatory	Mandatory	Mandatory
	54	Telephone in the AU with direct access to the network	—	Mandatory	Mandatory	Mandatory
	55	Access to the Internet in the AU or in common areas (subject to availability of the relevant public service)	5	Optional	Mandatory	N/A
	56	Access to the Internet (broadband) in the AU (subject to availability of the relevant public service)	5	Optional	Optional	Mandatory
	57	Message-taking service in the accommodation unit	2	Optional	Optional	Optional
Additional equipment	58	Service manual A-Z in the accommodation unit	—	Mandatory	Mandatory	Mandatory

3. Services

Housekeeping / change of linen	59	Daily housekeeping	5	Optional	Optional	Mandatory
	60	Housekeeping twice a week and before guests arrive	—	Mandatory	Mandatory	N/A
	61	Towels changed at least twice a week and always when guests leave	—	Mandatory	Mandatory	Mandatory
	62	Towels changed daily on request	5	Optional	Optional	Mandatory
	63	Bedding changed at least once a week, and always when guest leaves	—	Mandatory	Mandatory	Mandatory
	64	Bedding changed at the request of the guest	5	Optional	Optional	Mandatory
	65	Evening service (turndown service, change towels, cleaning)	5	Optional	Optional	Optional
Food and drinks	66	8-hour room service for drinks and light meals	4	Optional	Optional	Optional
	67	16-hour room service for drinks and light meals	8	Optional	Optional	Optional
	68	24-hour room service for drinks and light meals	12	Optional	Optional	Optional
Breakfast	69	Breakfast service	2	Optional	Optional	Optional
	70	Buffet or à la carte breakfast	3	Optional	Optional	Optional
	71	À la carte breakfast in the accommodation units	4	Optional	Optional	Optional

	72	24-hour service (face-to-face or automatic)	—	Mandatory	Mandatory	N/A
	73	16-hour front desk service, at the establishment or in a facility shared with another tourist establishment	2 pts. for every 8 additional hours	Optional	Mandatory	N/A

INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

Reception / Welcome service	74	24-hour front desk service, at the establishment or in a facility shared with another tourist establishment	2 pts. for every 8 additional hours	Optional	Optional	Mandatory
	75	Bilingual reception service (Portuguese/English)	—	Mandatory	Mandatory	Mandatory
	76	Multilingual reception service (Portuguese, English, and at least one other foreign language)	5	Optional	Optional	Optional
	77	Concierge service (face-to-face or automatic)	—	Mandatory	Mandatory	Mandatory
	78	Information and booking service	5	Optional	Optional	Optional
	79	Message-taking service	5	Optional	Optional	Optional
	80	Temporary storage of luggage	5	Optional	Optional	Optional
Laundry and ironing	81	Laundry and ironing on request	5	Optional	Mandatory	Mandatory
Security and surveillance	82	Night time surveillance (12-hour period)	5	Optional	Optional	Mandatory
	83	24/7 surveillance	10	Optional	Optional	Optional
	84	Video surveillance in public and circulation areas	6	Optional	Optional	Optional
Other	85	Acceptance of credit cards	—	Mandatory	Mandatory	Mandatory
	86	Wake up call	2	Optional	Optional	Optional
	87	Postal service	2	Optional	Optional	Optional
	88	Private chauffeured transport available on site	5	Optional	Optional	Optional
	89	Babysitting service on request	4	Optional	Optional	Optional

No.	Requirements	Points	3	4	5
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4. Leisure

Equipment and facilities	90	Gross private area of additional facilities (health club, spa, squash, etc.) per AU, where it is a part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m – 5 pts. ≥2.5sq.m<-5sq.m – 10 pts. ≥ 5sq.m -15 pts.	Optional	Optional	Optional
	91	Gross private area of additional facilities (sports facilities, children's playground, etc.) per AU, where it is not part of the gross construction area of the establishment	≥1sq.m <2.5 sq.m - 5 pts. ≥2.5sq.m<-5sq.m – 10 pts. ≥ 5sq.m -15 pts.	Optional	Optional	Optional
	92	Business centre (with computer, access to the Internet, printer, etc.)	10	Optional	Optional	Optional
	93	Fitness facility, with at least 4 different equipment)	10	Optional	Optional	Optional
	94	SPA, with at least 4 different equipment	10	Optional	Optional	Optional
	95	Squash	10	Optional	Optional	Optional
	96	Hairdresser	10	Optional	Optional	Optional
	97	Outdoor facilities (tennis court, volleyball court, paddel, minigolf, driving net, pétanque, etc.)	5 pts. for every, up to no more than 15 pts.	Optional	Optional	Optional
	98	Common outdoor swimming-pool	10	Optional	Optional	Optional
	99	Common indoor swimming-pool	12	Optional	Optional	Optional
	100	Common heated swimming-pool	15	Optional	Optional	Optional
Other	101	Golf	15	Optional	Optional	Optional
	102	Service quality certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional
	103	Establishment's website for online booking and transactions	5	Optional	Optional	Optional
	104	Innovative solutions for areas, facilities and services provided	5	Optional	Optional	Optional

5. Environmental and urban quality

105	Use/improvement of pre-existing buildings of interest, whether alone or as a whole	15	Optional	Optional	Optional
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INVEST IN AZORES

AZORES BUSINESS DEVELOPMENT SOCIETY

	106	Location coefficient to the applied to the establishment $\geq 1.5 \leq 2.5$, pursuant to Article 42 of the Municipal Property Tax Code	10	Optional	Optional	Optional
	107	Location coefficient to the applied to the establishment ≥ 2.5 , pursuant to Article 42 of the Municipal Property Tax Code	15	Optional	Optional	Optional
	108	Common use gardens and grounds	5 pts. for every 50 sq.m/AU, up to no more than 15 pts.	Optional	Optional	Optional
	109	Environmental certification in accordance with national or European standard, when not mandatory by law	30	Optional	Optional	Optional
Total optional score per category				156	184	200

Caption:

N/A: Not applicable

AU: Accommodation Unit(s)

- (1) Useful floor space, pursuant to the General Law on Urban Construction, adopted by Decree-law 38382, of 7 August 1051, as amended.
- (2) 4-star category establishments are not required to have both an electric kettle and a coffee machine. Therefore, proprietors may choose to provide only one appliance.