



DAY&NIGHT
CONNECTED

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1.1. DAY&NIGHT Connected Philosophy

TUI DAY&NIGHT Connected Philosophy

Hotel concept with 24 hours activities for young & energetic people



Key Pillars which make up the concept feel and build a base for the facilities and activities:

- ✓ High-speed Wi-Fi on the hotel territory and in rooms
- ✓ Coffee Shop with high-quality bean coffee
- ✓ Healthy lifestyle during the day
- ✓ Night life – Free entry to famous Night Clubs

Entertainment Program 24 hours



Day

Sport Activities
Wellness & Fitness
SPA services



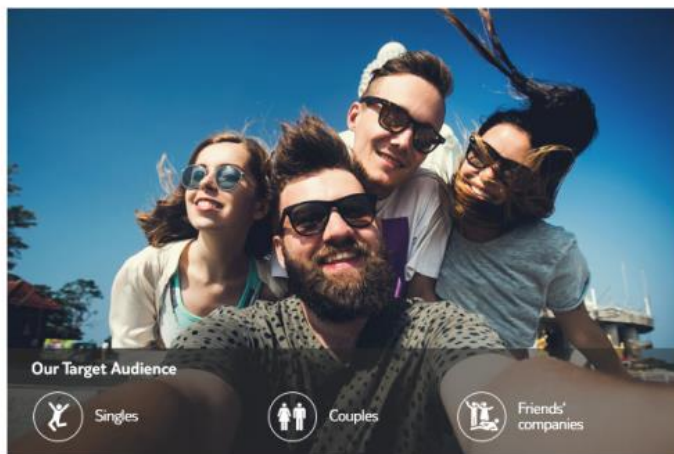
Evening

Professional Shows
Theme Parties
Live DJ Performance



Night

Free Entrance to
Famous Night Clubs



1.2. What is the most important for tourists at DAY&NIGHT Connected hotels?

Based on analytics of summer 2018

DAY&NIGHT Connected – TOP of the Concept elements

Rating of the TOP concept' services based on client needs in Summer 2018



- Famous Russian & Ukraine DJ's
- Coffee Shop with natural fresh coffee
- Free entry to Famous Night Clubs
- WI-FI
- Workshops
Mobile Photo, Culinary, Language Lesson
- Fresh Orange Juice
- Bathrobe & Slippers
- Theme Parties: Pool, Beach, Foam, Candy, Wet T-shirts etc.



1.3. What makes DAY&NIGHT Connected hotels special?

In order to achieve the DAY&NIGHT Connected feeling, we focus on:

What makes DAY&NIGHT Connected hotels special ?



Food & Beverage Concept

1. Breakfast in Russian Style with Fresh Orange Juice
2. Lactose-free, gluten-free, dietary menus
3. Natural coffee in a Coffee shop in the "Starbucks style"
4. Imported Alcohol free of charge

Zoning of a hotel territory

1. Variety of pools for activities and relaxation
2. Zone for Pre-party & Live Music & DJ Performance & Karaoke
3. Wellness & Fitness activities zone
4. Zones for intellectual games: poker, quiz, mafia and workshops

Wellness & Fitness

1. Fitness & Wellness workshops with Russian & Ukrainian Stars
2. The most popular lessons are yoga, pilates, zumba, stretching, dance lessons

Creative Workshops

1. Mobile photography
2. Cocktail workshop
3. Local language lessons

Theme Parties & Famous DJ

1. Life DJ Performance with Russian & Ukrainian famous DJ's
2. Theme Parties: Pool, Beach, Foam, Candy, Wet T-shirts and etc.

TUI Quality Control:

1. Control of the hotel services and guest satisfaction on daily based
2. Direct Line (Wapp) with TUI Russia & Ukraine on daily based
3. Meeting of all customer' needs in short time

1.4. TUI Russia Customer Profile

Customer Profile



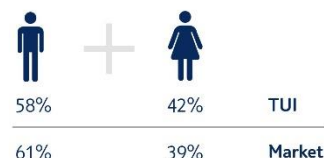
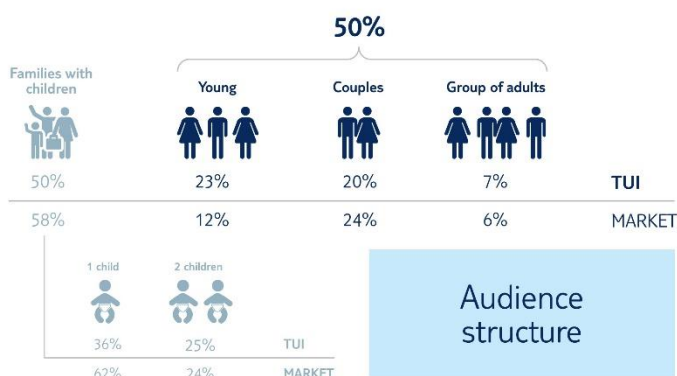
Market

- The basic age group traveling 19-55 years
- The most active at the age of 26-40 years



TUI

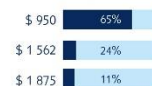
The basic age group traveling 35+ years



TUI - Average check per person
\$768



Market – Family income per month



1.4.1. Target Group

- Middle and upmarket young and active people travelling with friends or alone; young couples preferring active holidays.
- The young and active people who want to spend time together or alone attracted by a convenient package “flight + hotel + activities for everyone”.

1.4.2. Typology

The main target group is active young and active people who prefer both healthy lifestyle and club.

Quality and price (a well-balanced price-performance ratio) are important to the target group.

1.5. Why become DAY&NIGHT Connected Resort?

DAY&NIGHT Connected is TUI Russia & CIS flagship product representing the most commercially important properties. The concept has the highest level of marketing support:

- Advertising & PR online & offline
- Advertising printed materials (concept catalogs & brochures)
- Websites with all information about concept for hoteliers & tourists
- Well-established system of responses to reviews on sites such as tophotels.ru and TripAdvisor
- Communications in social networks: @tui_dayandnight, @tuirussia, FB pages
- Cross-promo marketing

In order to guarantee high quality, the DAY&NIGHT Connected is supported by:

- Daily / Weekly / Monthly analysis' startup measures
- Training for a hotel management team and all departments
- Food & Beverage trainings
- TUI Quality Control & Guest Service Hosts training

The upgrade of a Hotel level according to the DAY&NIGHT specifications results not just in implementation of the concept in a Hotel but also in improvement of the Hotel's economic situation and a positive impact on sales.

2. Hotel Commitment

2.1. TUI Russia & CIS Commitment

As a long-term and reliable partner, we offer support in areas such as:

- Marketing and advertising
- Recruitment, training and provision of staff needed for the DAY&NIGHT Team: the Quality Control Manager, the entertainment team needed to operate the concept.
- Concept Training to all members of staff
- Customer survey support in order to monitor customer satisfaction
- Safety consultants for control and advise in Health & Safety issues
- Design & Branding templates
- F&B concept and support
- Entertainment & activities programs, consultancy
- Brand Management
- B2b and b2c promotion of the product
- Workshops & Road shows for the agencies (Russia & CIS)

TUI Russia secures that the brand “DAY&NIGHT Connected” is registered in all countries. TUI Russia is responsible for a Brand Design Manual, which is used by all Marketing partners and all Hotels.

TUI Russia & CIS employs a Concept Delivery Team for a season:

The Concept Delivery Team is appointed by TUI Russia & CIS in order to work as TUI Russia & CIS Representatives within the Hotels.

The team is headed by a Head of Concept Delivery & Branding.



To guarantee a good cooperation with the local team, it is essential that the Concept Delivery Team is included in the hotel's organization. The Head of Concept Delivery & Branding should be treated as department heads and members of the Hotel management group in order to be able to co-ordinate the operation with other managers in the Hotel.

The team is supposed to know the Hotel's facilities and services. For this purpose, prior the beginning of the concept implementation, a sufficient introduction and training in the Hotel should be provided to the team members. The team is responsible for planning and execution of the weekly activity program in cooperation with the Hotel Manager or related manager.

A Hotel manager should, through the DAY&NIGHT Connected Manual, be fully aware and updated of the duties of the Concept Delivery Team.

If the Concept Delivery Team is not available for the weekly Hotel management meeting, there shall be assigned a substitute to obtain important communication and customer reflection.

2.2. Hotel Commitments are:

- To obtain a full understanding, key managers of the Hotel staff and all staff who communicate with guests (reception staff, Guest Relations, Quality Control Managers, guides, entertainment team) should be given a training in all areas of the DAY&NIGHT Connected Concept. This is a responsibility of the Hotel manager. The concept and standards should then be communicated to all staff members.
- To agree to the contribution necessary to support the operation of the concept.
- To deliver the expected quality and take immediate action when CSQ targets are not reached. (CSQ targets need to be based on the previous year's scores and agreed with the Hotel management).
- The Hotel should not actively sell excursions to TUI guests.
- The Hotel also commits itself to adhere to changes within the concept during on-going contract period and at that time educate its staff accordingly.
- Provide accommodation (Kitchen, living room and separate bedroom rooms + AC) and meals (FB+ in staff area or main restaurant including beverage) for the whole DAY&NIGHT team including entertainers. The accommodation should be situated within 15 minutes' walking distance from the Hotel and accepted by TUI before contracting.
- Follow the DAY&NIGHT Connected Specification and Manual.

3. Summary of Mandatory elements of DAY&NIGHT Connected

Location	Attractive location in a center of a resort Beach-front location is preferred	
Hotel	<ul style="list-style-type: none"> Min 4-star plus or 5-star economy TUI Russia & CIS Exclusivity TUI Russia & CIS should have minimum 75% of guestroom stock Contemporary design and décor 	
Rooms (Ideal room split) *Sizes includes bathroom, excludes balcony	Overall rooms	Min. 150, Max. 300
	Interconnecting rooms	10% of total, min.24 sqm. each
	Standard double/twin 2-3	35% of total, min. 24 sqm.*
	Bungalows Standard double/twin 2-3	30% of total, min.24sqm.*
	Sea view rooms	20% of total, min.24sqm.*
	Swim up rooms/ Private pools	5% of total (Optional)
Board Basis	All board basis options are to be offered or in scope	
Restaurants & Bars	<ul style="list-style-type: none"> 1 Main Buffet Restaurant with good food rotation and a show cooking, to accommodate 80% of hotel capacity. 2-3 A la Carte restaurants with a unique ambiance 24-hour bar 1 Coffee Shop 1 Pool Bar 1 Lobby Bar 1 Snack Bar 1 Beach Bar (or a drink service movable close to the Beach area) 1 Bar located close to the Entertainment venue/area) 1 Healthy bar with fresh juices, protein cocktails (optionally) 	
Entertainment	<ul style="list-style-type: none"> An outdoor entertainment venue, and/or an Indoor purpose-built entertainment venue must accommodate minimum 75% of hotel's guests capacity. The hotel agrees to purchase all technical sound, light & video according to TUI specifications. Backstage area according to TUI specifications Daytime (7 days per 2 weeks) and evening entertainment program (14 days per 2 weeks). Hotelier should provide contemporary accommodation conditions for all entertainment staff on the AI basis. Hotelier covers all entertainment cost, but all Entertainment programs, staff, day & night activities, professional shows, live music performances, party concepts etc. should be agreed with TUI DAY&NIGHT Connected Concept Delivery team. 	
Pools/ Beach	<ul style="list-style-type: none"> 1 Large main pool to provide space and pool area for majority of guests. 1 Quiet pool (ideal) Oversize sun beds for two and feature pool furnishing such as gazebos Water slides (min. 2 slides) Jacuzzi (optional) Nice beach area with sun beds free of charge 	
Sport Facilities	<ul style="list-style-type: none"> Well-equipped gym with a/c min 60 sqm. 1 Multi court for a variety of different sports i.e. football, basketball etc. 1 Volleyball court (at the beach or in the hotel area) 1 Well-being outdoor area (shaded and floored for yoga, aerobics etc.) min 60sqm 	
Branding	<ul style="list-style-type: none"> All branding and signage throughout the hotel should be solely DAY&NIGHT Connected according to TUI DAY&NIGHT Connected brand vision. 	
WI FI	<ul style="list-style-type: none"> Free high-speed WIFI access throughout the hotel, all public areas and rooms. 	

4. Detailed product specification of TUI DAY&NIGHT Connected

The following criteria set out all mandatory requirements for DAY&NIGHT Connected.

Any variations must first be agreed with TUI Russia prior to contractual agreement and should be clearly set out in [Section 5](#).

When checking the existence of the mandatory requirements as set out below, clearly mark in the 'Achieved' column whether the requirement is met by the Hotel. If not, the variation must be agreed by the Parties and recorded in [Section 5: Agreed Variations](#).

4.1 General Requirements			
Criteria	Mandatory Requirement		Achieved?
4.1.1 Hotel Capacity	Aspirational for around 200 rooms (150min-300max)		
4.1.2. Exclusivity	TUI Russia & CIS should have the majority of the Hotel, minimum 75% of a guestrooms stock.		
	TUI Russia & CIS Exclusivity		
4.1.3 Plot Size	60 000 sqm approx		
4.1.4 Location	Beachfront, close to the beach (within a 10-minute walk)		
4.1.5 Layout	Ideally not a single block, a Village style is preferred		
4.1.6 Interior and exterior design	Contemporary and neutral		
	Use TUI / DAY&NIGHT Connected colors (optional)		
4.1.7 Lobby/ Lounge	Spacious to accommodate high volume check-in & check-out		
	Living room feeling with many seating possibilities		
	Lounge area with DAY&NIGHT Connected information		
	Branded Welcome area with a welcome cocktail offered on arrival with a wet towel, according to the specification.		
	Luggage room		
	Welcome portage should be offered on arrival and departure		
4.1.8 Internet Access	Free high-speed WIFI access throughout the Hotel, all public areas and rooms		
4.1.9 Public Areas	General	Spacious public areas that are appealing to the eye and offer customers an attractive walk around the grounds.	
		Waste bins or recycling bins in all public areas, clearly marked according to ISO 14001 guidelines.	
		Well-kept and cleaned in all areas	
	Zoning	Dedicated quiet and activity zones with distance between them to minimize noise (ideally).	
		Quiet zone should be located in the quietest part of a complex, close to any adult-only facilities.	
	Music	Music should be played in designated areas according to the DAY&NIGHT manual. The DAY&NIGHT playlists are non-affiliated music and free of charge. (excluded from the music broadcast license)	

	Shops	Mini market/ shop is open daily from 10am to 10pm.	
	Outdoor Cinema facility	Outdoor cinema zone with a projector and a DVD player should be available (optionally)	
	Laundry	Laundry service	
		Self-service laundry facilities should be available free of charge (optionally).	
		The iron and ironing board is available free of charge, on request.	
	Toilets	Toilet brushes should be available	
		Bins in toilets should have lids and be pedal-operated	
4.1.10 Gardens	Gardens should be maintained to a high standard.		
	Benches and sitting areas in designated locations.		
	Gardens and grounds should have architectural lighting incorporated in design to create mood and ambiance.		

4.2. Accommodation			
Criteria	Mandatory Requirement		Achieved?
4.2.1 General	Rooms should be divided into 'zones' – a main building and a village area.		
4.2.2 Room mix: (Ideal room splits) * size incl bathroom - excluding balcony	Double/Twin 2-3	65% of all rooms, minimal recommended size 24 sqm*	
	Sea view Double/Twin 2-3	20% of all rooms, minimal recommended size 24 sqm*	
	Inter-connecting Rooms	10% of all rooms (Interconnecting rooms should comprise of 2 separate rooms which are immediately next to each other & have a private lockable connecting door between them), should be minimum 24 sqm* each. Interconnecting rooms must be guaranteed for customers who pre-book this facility. Pre-bookable adjoining rooms must be also available.	
Optional	Swim-upp rooms/ Private Pool Rooms (optionally)	5% of all rooms	
4.2.3 Furnishing	Contemporary/modern with neutral colors High-quality, contemporary furnishing throughout bedrooms and bathrooms Floor covering in good conditions or new Enough storage space		
4.2.4 Beds	All beds must be comfortable.		
	Adult bed's/ single bed's minimum size is 90x200cm.		
	Double bed's minimum size is 180x200 cm.		
	At least 50% of the guestroom stock must be equipped with double beds.		

	Sofa or a daybed for dual purpose should be very comfortable to sleep on. Extra bed's minimum size is 90x190 cm.	
	Duvet of good quality with a duvet cover (no blankets). Blankets during summer months on request.	
	Pillows of high quality	
	2 pillows per adult per bed (only 1 as standard but two accusable in wardrobe)	
	Beds should be stable (If wheels on bed, wheels and locking mechanism must be of good quality).	
4.2.5 Mandatory Room Facilities (standard rooms)	All Bedrooms / Apartments should have adequate wardrobe and drawer space as per room occupancy incl. extra beds. Wardrobe's minimum size is 60 cm deep x 100 cm wide x 150 cm height (hanging space).	
	Full-length mirror 1.7m x 0.4m (top of a mirror should be 1.9 m above the floor).	
	Enough electrical sockets in the room included by the bed and extra beds.	
	Good quality hangers (min 5 hangers per person).	
	Enough storage for all persons in the room. Hooks, shelves, rack, hangers etc.	
	Individual controlled air conditioning/heating must be provided in all rooms without time restrictions, free of charge.	
	Safety deposit boxes provided in the rooms free of charge.	
	Flat screen TV (min 28") in each room	
	Electronically controlled lighting, via wall mounted panel on entrance and next to each bed (optionally).	
	Reading light by the bed, wall mounted (optional).	
	Mini-bar, complimentary full-filled on arrival with soft beverages: 2 Cola-Cola 2 Fanta 2 Sprite 2 Fruit juice 1,5L (or 2 small bottles) of water Only water will be refilled daily.	
	Tea & Coffee set with: Kettle Instant coffee & tea bags Sugar Cups & saucers (min 2 sets) Teaspoons (min 2 sets) Glasses (min 2 sets) Replenished on arrival day and refilled daily, in both apartments & Hotel rooms.	
	Direct dial telephone with clearly marked pre-programmed extensions (Front office, Security/Emergency, Room Service, TUI Service etc.)	
	High-speed Wi-Fi covering all rooms/ apartments, free of charge	
	Blackout curtain	
	Branded Bathrobes & slippers, free of charge	

4.2.7 Bathroom facilities	Amongst the many things which create the right experience for the hotel guests are towels. All towels must be of 100% cotton and of good quality:	
	<ul style="list-style-type: none"> • Minimum 1 small and 1 large towel per person • Small towels/ Hand towel 50x90 cm, min 500gr/m² • Large towels/ Bath towel 100x150 cm min 500 gr/ m² • Floor towel/ Bath mat 50x85 cm, min 800 gr/m² 	
	Bath with a shower above a bath or a separate shower cubicle. Preferably, glass walls on tub/shower.	
	Good-quality hairdryer (min 1600W) should be kept in a drawer (in a bathroom or a closet). Wall mounted hairdryer is accepted only if it is of very good quality. y	
	Environmentally-friendly, non-perfumed quality branded soap, shampoo and shower gel/body wash in dispensers should be provided in the room and replaced/filled up as necessary.	
	<div> Branding set: <ul style="list-style-type: none"> * Soap - 2 + Liquid soap * Shampoo & Hair Condition * Shower Gel * Shower cap – 2 </div> <div> VIP set includes extra: <ul style="list-style-type: none"> * Cotton Q tips * Dental kit * Shaving kit * Comb </div>	
	Modern sanitary installations with ventilation	
	Illuminated make-up mirror	
	Toilet brush	
4.2.8 Reduced mobility facilities	<p>A quality apartments/ rooms for disabled persons should correspond according government national standards</p> <p>These rooms should be located close to reception, on the ground floor and easily accessible via flat surfaces, ramps or elevators</p>	
4.2.9 Non-smoking rooms	All rooms must be “non-smoking” and clearly marked as such with signs.	
4.2.10 Balconies/ Terraces	Comfortable table and chairs of good quality	
	Seating as per room occupancy	
	Drying rack for clothes and towels	
	Lighting for evening use	
	View should not overlook service areas	
4.2.11 TV Channel Provision	<p>Minimum requirements:</p> <ul style="list-style-type: none"> • 2 Russian and 1 Ukrainian speaking news channels • 1 Russian and 1 Ukrainian speaking sports channel • 1 Russian and 1 Ukrainian speaking cartoon channel • 2 Russian and 1 Ukrainian speaking movie channel <p>Minimum 3 music channels.</p> <p>Optionally, the Hotel can offer additional channels/movies as ‘pay per view’ is allowed.</p>	
4.2.12 Cleaning	Hotel rooms should be serviced and cleaned 6 days per week. The 7 th day is upon request.	
	All self-catering apartments should be serviced and cleaned 5 days per week.	
	All rooms should be cleaned prior to 16:30.	

	Linen should be changed at least 3 times per week for all room types and up to 5 times in a 5-star accommodation – upon request possible (water saving card)		
	Change of towels daily – on guest request (please follow “save the environment”)		
	Cleaning should exclude chemicals that are not environment-friendly		
4.3 Food & Beverage			
Criteria	Mandatory Requirement		Achieved?
<p>Our food and beverage philosophy is based on togetherness: We want our guest to have a relaxed, home away from home feeling at the table. Our F&B concept includes:</p> <ul style="list-style-type: none">• Buffet restaurant• 3 a la carte restaurant serving freshly made food (Italian, Mediterranean, Local)• Coffee Shop in “Starbucks style”• All outlets offer food intolerance options and eco-friendly/locally produced food items• A complete buffet menu rotation list includes food intolerance content to be sent to TUI Russia for approval before each season starts.• Take Away & Room Service Offer available (optional) (for all restaurants)• More details on quality, calculation card, standards and minimum required food & beverage items as well as design will be provided in DAY&NIGHT Connected Food& Beverage Specification.			
4.3.1 Boards	<p>All Inclusive Summary</p> <p>See minimum requirement under each dining category</p>	<ul style="list-style-type: none">• Fresh orange juice for breakfast (FOC, self-service)• Breakfast buffet• Lunch buffet• Dinner buffet• A la carte restaurants 6 days• 24-hour Bar• Night bar (disco area, drinks FOC until 2 a.m.)• Snack service• Coffee Shop (natural coffee, herbal tea, sweets&cakes)• Ice Cream at the lunch time• Local beverage, wine, beer and spirits• 3 types of imported alcohol drinks (vodka, whisky, martini) free of charge	
4.3.2 Dining Venues	1 Buffet Restaurant. Capacity: 75% of Hotel’s guests capacity at one sitting.		
	3 A la Carte/Theme restaurants. Capacity 30% of Hotel capacity for each		
	1 Branded Coffee Shop		
	1 Lobby Bar		
	1 Pool Bar		
	1 Snack Bar (can be in place with Pool Bar)		
	1 24 –hour Bar (could be any bar at the Hotel)		
	1 Beach Bar (or drink service movable close to the Beach area)		
	1 Bar (or drink service movable close to the Entertainment venue/area, could be any bar at the Hotel)		
	1 Healthy bar – optionally (fresh juices, protein cocktail)		
4.3.3 Main Buffet General	Excellent selection of local and international food (fresh and high quality food)		
	Table set for large groups on request		
	All buffet foods should be labelled in Russian and display food contents in relation to dietary and allergic needs.		

	Show cooking at all meal times in the main restaurant.	
	Diet corner (area with diet and vegetarian dishes)	
	Buffets are to be monitored and maintained during service and constantly replenished. Buffets should be at least 30%-full half an hour prior to a closure. All dishes should be kept looking fresh and appetizing by constant attention of a chef.	
	7-days food rotation on Breakfast, Lunch and a 14-days food rotation for Dinner (to be agreed by TUI)	
	<p>Theme dinners:</p> <p>Sunday – Local</p> <p>Monday – International</p> <p>Tuesday - Latina (Mexican)</p> <p>Wednesday – International</p> <p>Thursday – Mediterranean/Fish</p> <p>Friday – International with Russian dishes</p> <p>Saturday – International</p> <p>Theme dinner includes theme food& decoration in the main restaurant.</p>	
	Hand sanitizer is to be provided and easily accessible for all customers entering all the restaurants.	
	All buffets' food needs to be temperature-controlled and presented on a white porcelain or similar.	
Breakfast	Opening hours: 07:30-11:00 (taking into account source markets and needs)	
	Breakfast buffet: min. 2-3 live-cooking stations at all times	
	Good-quality breakfast coffee (preferable freshly grounded and brewed in intervals filter coffee)	
	Fresh Orange Juice – free of charge	
	Breakfast juices from a min. 70%-concentrate and with a pulp	
	Breakfast menu with description, dishes' calculation cards and recommendation is provided in the DAY&NIGHT Food & Beverage Specification.	
Lunch	<p>Opening hours: 12:30 – 14:30.</p> <p>Lunch menu with description, dishes' calculation cards and recommendation is provided in the DAY&NIGHT Food & Beverage Specification.</p> <p>in the DAY&NIGHT Food & Beverage</p>	
Dinner	Opening hours: 19:00 – 21:30 (High-season opening time is 8:30)	
	Theme evening (according to c.4.3.3)	
	<p>Daily requirements to a Dinner buffet:</p> <ul style="list-style-type: none"> starters + salad bar pasta station vegetarian/vegan station min 3 live-grill station carving station min 2 live-cooking stations at all times ice-cream. <p>Dinner menu with a description, dishes' calculation cards and recommendation is provided in the DAY&NIGHT Food & Beverage Specification.</p>	

4.3.4 A la Carte restaurant	Opening hours: 19:30-21:30	
	Each guest has the right to visit an A la Carte restaurant free of charge one time per stay. Further visits to A la Carte will be extra charge, but not more than 10,00 USD per person.	
	There are 3 A la carte theme restaurant in the DAY&NIGHT Connected concept: <ul style="list-style-type: none"> • Italian restaurant • Local traditional restaurant • Mediterranean restaurant An example of menus with recommendations is provided in the DAY&NIGHT Connected Food & Beverage Specification.	
	Up to 15% Hotel capacity each across 2 sittings, with sufficient staff to ensure a maximum waiting times of 10 minutes.	
	Dinner should be pre-booked by a Hotel on guest's arrival. A guest should be able to change the booked day if seats are available.	
	All guests should be greeted at restaurant entrance.	
	Interior design should be themed in decoration and with low-key music / entertainment., according to DAY&NIGHT Design Manual	
	Wine lists on tables in restaurants	
	Linen napkins should be used at all times	
	Background music, tablecloths, candles and mood lighting should be used where appropriate to create ambience and support restaurant theme.	
4.3.5. Dining Miscellaneous	One microwave must be available for customers' use in the restaurant/snack bar.	
	All restaurants & bars should have a non-smoking area. All changes in the menu should be agreed by TUI Russia.	
	Snack packages available for excursions	
	All food areas must be protected from the risk of contamination.	
	Equipment displaying hot food should be capable to maintain the food temperature at 63c (145F).	
	Separate serving utensils for each food type.	
	Assistance/guidance will be provided by TUI Russia to enhance the overall dining and bar experience in relation to the theme, menus and overall atmosphere. See the minimal requirements in DAY&NIGHT Connected Food& Beverage Specification.	
4.3.6 Snack service/Bar	General: <ul style="list-style-type: none"> • Size of the snack service area depends on the size of the hotel • Nice, modern bar with shadow (if music: not loud) 	
	Snacks service, minimum requirements: <ul style="list-style-type: none"> • Opening hours: 11:00 – 16:00 • Snack service includes a balance of healthy options and favorites according to DAY&NIGHT CONNECTED Food& Beverage Specification. • Glassware must be polycarbonate • All Inclusive beverages available. 	

	Snack bar menu with a description, dishes' calculation cards and recommendation is provided in the DAY&NIGHT Food & Beverage Specification.		
	Ice Cream: Ice cream daily, min. 2 working hours. <ul style="list-style-type: none"> • Minimum 3 sorts of ice cream • Location of ice cream corner should be agreed with TUI Concept Delivery Team. • No self-service - needs to be manned. • Branded Uniform according to DAY&NIGHT CONNECTED Manual • Good-quality ice cream can be offered for additional charge (optionally), above general AI offering. 		
4.3.7 Coffee Shop	General: <ul style="list-style-type: none"> • Top location (pool area or other central place) • All items should be served by staff (Trained Barista or equal) • Herbal tea corner – self service • Brand of coffee: Coffee Mokka(Turkey), Illy, Nespresso, Lavazza • Opening hours: 10:00 – 24:00 Coffee Shop menu with a description, dishes' calculation cards and recommendation is provided in the DAY&NIGHT Food & Beverage Specification.		
4.3.8 Bars (minimum 3 bars)	24-hour Bar (could be any bar at the hotel)	<ul style="list-style-type: none"> • Opening hours: 24 hours • Serving alcoholic and non-alcoholic drinks throughout the day and night • Snack service (sandwiches) 03:00 – 05:00 • Drink service for all guests 	
	Lobby Bar	<ul style="list-style-type: none"> • Opening hours 10:00 – 24:00 (can be changed) • Serving alcoholic & non-alcoholic drinks throughout the day 	
	Pool Bar (can be together with the Snack bar)	<ul style="list-style-type: none"> • Opening hours: 10:00 – 18:00 (can be changed) • Serving alcoholic and non-alcoholic drinks throughout the day. • Drink service for all guests All serving items such as beverage glasses and plates, should be served in recyclable washable material (polycarbonate). Snack service hours: 11:00 – 16:00	
	Beach Bar	<ul style="list-style-type: none"> • Opening hours: 10:00 – 19:00 (can be changed) • Serving alcoholic and non-alcoholic drinks throughout the day • Self- service for all guests All serving items such as beverage glasses and plates, should be served in recyclable washable material (polycarbonate).	
	1 Healthy Bar Optionally	Serving fresh juices, protein cocktails Situating at SPA center	
	1 Bar (close to the Entertainment)	<ul style="list-style-type: none"> • Serving alcoholic and non-alcoholic drinks. • Drink service for all guests. 	

4.3.10 Beverage	General	<ul style="list-style-type: none"> • Appropriate glassware for all drinks need to be available (Water/soft drinks, wine, beer, cocktail and long drinks). • Drinking water should be available around the pool/ beach area. • Drinks menus to be provided in each bars and restaurants. • A Cocktail Bar may be available with charge with recognized international brands. • Cocktail of the Day will be promoted every day- in one of the Bars as free of charge. • Alcohol must not knowingly be given to under 18-year-olds. There should be signs on the bar indicating that those under the age of 18 will not be served. 	
	Beverage- All Inclusive package	<p>Minimum requirement:</p> <ul style="list-style-type: none"> • Local wine red/white/rosé • Local beer (min. 4,5% Vol) • Local spirits (Vodka, whiskey, gin, rum, brandy, tequila, martini, cognac) may be used if they are of similar quality with international brands. • Imported spirits (Vodka, whisky, martini) – free of charge 24 hours. Brand must be agreed with TUI. • min 10 different cocktails & long drinks in the menu • Soft drinks (Coca-Cola, Fanta, Sprite etc.) • Tea & coffee (preferable filter coffee) • Bottled water should be offered in all bars and available in the refrigerators on site. 	
4.3.11 Restaurant Design, Ambience and Branding	Each restaurant must have controlled sound and lighting and decoration to ensure appropriate ambience is created.		
	Signage for all F&B outlets, menus, leaflets and written information should be arranged according to DAY&NIGHT Connected F&B Specification.		
	Bar areas (indoor or outdoor) with high-standard equipment (projector with big screen or plasma TV minimum 50" with adequate sound system) for any kind of sports/events.		
4.3.12 Service	All guests should be greeted at restaurant entrance, seated according to zoning and assistance to food intolerant guests.		
	All beverage during breakfast, lunch and dinner in buffet restaurant can be self-service.		
	All beverages during a dinner in a la carte restaurants should be served at the table.		
	Due to noise, trolleys for plates and cutlery should be used only when needed with courtesy towards the guests..		
	Covered station for dirty dishes in buffet area.		
	Restaurant reservation: queuing time for booking should be minimal. For this purpose, it may be preferable to install an electronic booking system.		
	All show cooking staff must be able to speak Russian and be service trained.		
	All guests are to be greeted at the main restaurant entrance for all evening meals.		
	Evening table settings should be superior to other meals (eg linen napkins).		
	Dirty plates should be cleared from tables before guests return with a next plate.		
4.3.13 HACCP/ Hygiene	<p>DAY&NIGHT requires a HACCP system and a functioning, supervised routine's for Hygiene and Food safety.</p> <p>Buffet and Cooking equipment needs to be in compliances with HACCP standards.</p> <p>All buffet food needs to be time- and temperature-controlled at all times acc. HACCP.</p>		

	Hand sanitizer is to be provided and easily accessible for all customers entering all food and beverage outlets restaurants.	
4.3.14 Sustainability in F&B	Refrain from using red-listed fish and seafood (seewwf.org). For proper food sourcing, we suggest to use MSC and ASC certified products. A food-sourcing list needs to be filled in during the season and sent to TUI Russia & CIS.	
4.3.15 Allergy	All F&B outlets should have their food well marked for allergies and specific information available at all times. Allergies and Special food must be available at all times as per guest request and needs. One chef on each shift should be responsible and have good knowledge of food intolerance/allergy food and guest service. The hotelier will offer an email service to allergic guests in cooperation with TUI. The emails regarding allergies need to be answered by the hotel within 24 hours during operational season. Min 1 person in the hotel with good knowledge of food intolerances should be responsible for this service.	

4.4 Pools, Water features and Beach: Based on hotels of 200 rooms.		
Criteria	Mandatory Requirement	Achieved?
4.4.1 General	All poolside and sloping areas need to have anti-slip surface.	
	A minimum of 3m around the pool	
	Sun beds, seating and shade should be available in pool areas.	
	Lifeguards should be present at each pool area, larger waterslides and at the beach if applicable.	
	Provision for being able to play music and utilize a microphone for any daytime activities.	
	Pool for morning swim should be open from latest 8.00 am.	
4.4.2 Main pool	Min 800 sqm, depth of up to 1.5m. Should be designed with water features such as waterfall, jet spas, sloping "beach" section (optionally)	
	Space of this pool should be suitable for daytime activities.	
4.4.3 Quiet pool For guests who prefer a quiet, relaxing atmosphere	Min 200 sqm, depth of up to 1,4m. Separate location from a main pool, well zoned. Lounge music and no activities. If several pools are available, one pool should be the quiet pool area.	
4.4.4 Indoor pool (optional)	200 sqm, max depth up to 1,5m Preferably located by spa/gym, but not as part of SPA	
4.4.5 Pool design	Contemporary design infinity, lagoon style, bridges, gazebos/ platforms/ pavilions. All types of beds should be free for sunbathing (but packages can be sold with them), must confirm all options with TUI Russia & CIS.	

	Pools should be lit at night for security reasons.	
4.4.6 Solarium space	Solarium should accommodate 100% of the total hotel capacity, including sun beds in swim-up rooms and sun beds on the beach (if the beach is exclusive and controlled by the hotel). To increase the capacity, foldable sun chairs can be included: 2 chairs per each pair of sunbeds / umbrella.	
	Free sun beds with mattresses and shade available (a preferred option).	
	Hammocks and other oversized furniture (gazebo or Bali beds) should be provided at the pool area (where feasible).	
	Sun beds should be comfortable and of high quality.	
	Parasols should be robust, windproof and preferably branded (1 parasol per 2 sun beds).	
	Solarium space should be well-kept and tidy at night. Sun beds and parasols should be ready to be used on a next day.	
	Clear rules about reservation of sun beds should be applied. Pool towels should be removed at app 09.00 every morning.	
4.4.7 Pool/ Beach Towel service	Pool towel service free of charge.	
	Pool towels minimum size 80 x 200 cm.	
	Minimum one pool towel service outlet open from 07.00 to 20.00 daily.	
	Use "Pool Towel card" system (no monetary deposits).	
4.4.9 Beach area	Free sun beds with mattresses and shade available (where feasible).	
	Sun beds should be comfortable and of high quality.	
	Hammock and other oversized furniture (gazebo) should be provided at the beach (where possible).	
	Beach area should be well-kept and tidy at night. Sun beds and parasols should be ready to be used on a next day.	
	The hotel is responsible for the quality and service at the beach. The hotel needs to secure the quality of any external suppliers.	
	Beach towels left on the sunbeds by absent guests should be removed and returned to the towel station every 2 hours.	

4.5 Spa & Wellness		
Criteria	Mandatory Requirement	Achieved?
4.5.1 Spa & Wellness Center	Minimum 850 sqm (recommended size).	
	Minimum of 2 private treatment rooms with rooms for couples, honeymooners and families. At least 5 massages rooms. Hotel should present spa design, treatments and price proposals to TUI before the final agreement.	
	Range of affordable treatments and classes including some children's treatments.	
	All products and treatments should be industry-recognized.	

	Hotel should present treatments and price proposals to TUI the before final agreement.	
	Some free 'taster' spa sessions included at no additional charge.	
	Hairdresser/manicurist on site as well as saunas, steam room, Hamam, baths and changing facilities.	
	Free towels & slippers (by request).	
	Spa and gym should be located next to and have access to an indoor pool.	
	Spa reception offering refreshment (free of charge for those in all-inclusive units).	
	20% discounts for SPA service for DAY&NIGHT CONNECTED guests (optionally).	
	Packages/events for couples.	

4.6 Sport Facilities		
Criteria	Mandatory Requirement	Achieved?
4.6.1 Well-equipped gym & Indoor aerobic room	<p>Day light Gym of min. 100 sqm with suitable equipment (min. 9 endurance & 6 strength trainers) and a sound system.</p> <p>Open minimum 7 am- 10 pm (24h – optionally).</p> <p>Cardiovascular machinery (treadmills, cross trainers, rowers, bikes).</p> <p>Good range of weights equipment, exercise balls, exercise mats etc.</p> <p>Min 200sqm Indoor area with wooden floor and mirrored walls available for wellness & fitness programs.</p> <p>Recognized brands</p> <p>Free Water dispenser</p> <p>Fresh Towels or flannels</p> <p>Tissue & sanitizer to wipe down any equipment used</p> <p>Air-conditioned</p> <p>Music system</p> <p>Emergency phone to front office.</p>	
4.6.2 Multi-purpose Court	Min 1 with min. 550 sqm floodlit and all-weather surface. The multi-purpose sports facility will accommodate a variety of different sports that can be played, e.g. football, basketball, volleyball and tennis.	
	Equipment should be provided free of charge.	
	The area shall be available 7 days per week for a minimum of 4 hours per day.	
	<p>Floodlights for both multi sports course and tennis court. The Multicourt should be located in a separated area distant from rooms and a beach.</p> <p>These should be available without charge.</p>	
4.6.3 Volleyball	At least 1 sand-based volleyball court min. 10m x 20m, equipped with water feed to cool the sand (mandatory for beachfront properties). A volleyball court can also be added onto a grass area within the Hotel premises if it is not allowed on the beach.	
4.6.4 Outdoor Aerobic/yoga area	Min 60 sqm quiet shaded outdoor area with a flooring suitable for yoga, pilates, aerobics, etc. (wellness & fitness programs). Full program is additionally negotiated and signed with each hotel.	

	Preferably situated in a quiet location with nice views to enhance the relaxing atmosphere.	
4.6.5 Sport Equipment	The equipment needed for Football, Basketball, Volleyball, Aerobics, Aqua-aerobics, Water Polo, Darts, fitball, archery, boccia, Table tennis, Yoga& Pilates mats, Tennis, etc. shall be supplied by the hotel.	
	Must have adults and children's rackets available for loan.	
	Hotel has to provide a storage room for activity materials with shelves, hangers for wet equipment, cupboards, wall hangers, baskets for balls and boxes for material and equipment. The storage room should be close to the swimming pool or other suitable area. (3-5sqm)	
4.6.6 Water Sports	Non-motorized watersports should be free of charge. 20% discounts for watersport for DAY&NIGHT Connected guests (optional).	
4.6.7 General Health & Safety measures in all SportFacilities	All equipment and facilities are to comply with local/EU regulations and should be in accordance with TUI standards. The sport facilities and sport equipment should be checked on daily basis for any damages or breakages. The hotel is responsible of the sports facilities and need to secure the quality of any external suppliers.	
	The Hotel must provide portable sound and light and further sport equipment to meet TUI's minimum standards. Hotel will be responsible for the on-going investment required for repairs and replacement of equipment as and when required.	

4.7 Entertainment		
Criteria	Mandatory Requirement	Achieved?
Entertainment is an essential part of the DAY&NIGHT CONCEPT. To create entertainment at a DAY&NIGHT standard, a certain amount of technical equipment is needed along with closely monitored and followed guidelines.		
4.7.1 Main Outdoor Venue	1 outdoor entertainment venue to take min. 75% of hotel capacity(Separate from dining area)	
4.7.2 Indoor Venue	The hotel shall provide an Indoor Stage area with a seating capacity for a min. 50% of hotel. Special bar features are optional.	
4.7.3 Entertainment Storage Area	Each entertainment venue shall have a lockable area with min. size of 10m ² located in close proximity to the stage exclusively for the use for TUI Entertainment staff to change/store costumes. This shall be a dry room, with a rail (not hooks) for the proper hanging of costumes. A rail and shelves should be provided above floor level.	
4.7.4 Dressing/ Storage room	An air-conditioned Dressing/ Storage room (min. size 5m ²) with good ventilation must be provided for character costumes and Local/Visiting Cabaret Artists.. This shall be a dry room, with close proximity to the stages with security arrangements. A rail for the proper hanging of costumes and shelves should be provided above floor level. Male & Female washroom and toilet facilities shall be available and regularly cleaned.	

4.7.5 Sound & light Equipment	<p>The Hotel must provide sound and light equipment to meet TUI's minimum standards. This will be installed and supplied by a TUI-approved supplier (example sheet with equipment is provided below, in the table).</p> <p>The hotel shall ensure a backdrop (using a design supplied by TUI) is provided and fitted in all venues. Backdrop shall be an appropriate size for the stage.</p> <p>All hotels should provide outdoor stages with a projector and screens as recommended by TUI.</p> <p>The hotel is to ensure the appropriate backdrops/curtains/star cloths are in place and fit the stage area.</p> <p>All entertainment venues shall be approved and signed off as electrically safe at the start of each season's operation before any entertainment can take place.</p> <p>Hotel will be responsible for ongoing investment required for repairs and replacement of any audio/lighting equipment.</p> <p>The hotel must purchase a portable sound system called an 'Anchor' for use by the Day&Night Entertainment.</p> <p>Music system throughout the hotel: on the reception/ lobby area; in the main restaurant and all bars; in the indoor pool area/gym/SPA and etc.</p> <p>Approximate sheet of equipment:</p> <p>Beach bar/Pool Bar: 3 subwoofer, DJ setup (SDD 2000 pioneer mixer), SGM pilot 2000, 2 midrange speakers, 4 automated lighting (moving heads).</p> <p>Area TV/ karaoke: 5 in 1 sound system, 1 active speaker, TV screen with big diagonal, 2 microphones, DVD.</p> <p>Disco: 3 subwoofer, DJ setup (SDD 2000 pioneer mixer), SGM pilot 2000, 2 midrange speakers, 4 automated lighting (moving heads), 4 follow lights.</p> <p>Amphitheater: SGM pilot 2000, 2 subwoofers, 6 midrange speakers, 10 automated lighting (moving heads), led monitor, 4 follow lights, DJ setup (SDD 2000 pioneer mixer), LED screen for shows and cinema, 360C camera.</p> <p>The specification and equipment list is additionally negotiated and signed with each hotel.</p>	
4.7.6 Music Policy & Audio Control	<p>Music should be played in designated areas. There should be zoned audio control for all indoor and outdoor areas, to be controlled from one central point.</p>	
4.7.7 Licences for live performance and music	<p>The hotelier is responsible for ensuring that current and valid Public, Entertainment and Music Broadcast Licenses are in place, that complies with all current legislation specific to the resort and country in which the hotel operates. The DAY&NIGHT program cannot commence full operation until such necessary licenses are in place. In the event that the correct licenses are not current and valid, then the hotel shall bear such costs as outlined in the Indemnity and Claims clause on the Long Term Agreement.</p>	
4.7.8. Other Venues	<p>An outdoor cinema zone with a projector and DVD player should be available for TUI exclusive use.</p> <p>There should be a DAY&NIGHT branded stage for live music.</p> <p>There should be an indoor games room available (Quiz, Poker, Mafia and etc.).</p> <p>There should be a Karaoke Equipment in one of the indoor or outdoor outlets.</p>	

4.7.9 Daytime Entertainment	<p>Use of Pool and terrace shall be available for the operation of the DAY&NIGHT entertainment program when required for high profile activities. This should have provisions for an Outdoor Sound System financed by the hotel.</p> <p>A prominent games area should be available for daytime activities with a shaded canopy/area available for customers participating in the entertainment program.</p> <p>Additional daytime activities (such as bike hire, water sports where applicable) are actively encouraged to be implemented and run by the hotel. Costs for any additional activities must first be agreed with TUI Russia & CIS.</p> <p>A lockable storage area of at least 5m² with shelving and clothes rail for storage of wet equipment located near the activity pool area. This must be for the use of TUI.</p>	
4.7.10 Evening Entertainment	<p>Professional shows shall be of a high quality and aimed at an international young people audience. The entertainment program shall be agreed and signed off pre-season by TUI Russia.</p> <p>A 'quality checklist' shall be provided to give an indication of the type and quality of professional shows expected; preferred styles of Acts include (but are not limited to): Vocalists, Tribute Artistes, Visual/Acrobatic Shows and Cultural Acts.</p> <p>All cost of all evening entertainment and activities covered by the Hotelier:</p> <ul style="list-style-type: none"> • 3 professional night shows weekly • 2 pool parties weekly • 1 Beach Party every week • Every night 21:30 – 23:30 Pre-Party zone with a live DJ Performance 	
	The program must be suitable for young people' (16+) and planned on a 14 night cycle.	
	The Entertainment Program must be agreed with TUI Russia.	
4.7.11 Materials and equipment for activities	<p>The hotel provides all the necessary materials and equipment: set of brushes, pencils, gouache, watercolor, patel, set of paper;</p> <p>Complete list of materials will be presented in the Manual DAY&NIGHT.</p>	
4.7.12 Entertainment Provision	The hotel shall provide 15 'prizes' each week. These can include (but are not limited to): Bottle of wine, Large beer, Cocktail, Children's cocktail, Discount vouchers for a hotel facility (hairstylist, beautician, massage, hotel shop). All prizes shall be reviewed and agreed by the TUI Entertainment Manager / Concept Manager.	

4.8. Children Facilities - Kids Club		
Criteria	Mandatory Criteria	Achieved? +/-
4.8.1 Location & Room	Minimum of 40 square meters usable floor space.	
	The Clubroom should be located on ground floor with direct access to an outside play area. If no alternative is available, the Clubroom may be located on the first floor level. Clubrooms must not be located in a basement. The Clubrooms must be accessible by a ramp or lift as well as a stair case if not located on the ground floor.	
	Equipped registration desk (electricity, internet, phone)	
	A lockable storage/office room with shelves and drawers in connection to the Kids Club room.	
	A sink with draining board and taps of hot/cold water (kitchenette style) should be available within the club room.	

	Stairs with fences if the club room is not on the ground floor .	
	The location of the clubroom should be away from risk areas such as: <ul style="list-style-type: none"> • Kitchen/Laundry • Plant rooms/maintenance rooms, water tanks, stores, oil and gas tanks • Unattended or disused facilities such as discos, night clubs, cinemas or seminar rooms where upon inspection they are deemed to be a potential fire hazard. • Public streets/roads and goods handling areas. 	
	The location, size and layout must be approved by TUI.	
4.8.2 Floor Surfaces	Washing, toilet and kitchen (if any) areas must be covered with a non-slip surface.	
	Play areas must be covered with non-slip sheet vinyl or non-slip vinyl tiles with a nontoxic closed-cell cushioned foam finish.	
	All surfaces must be properly bonded to the substructure in accordance with the manufacturers specifications.	
	Where sheet materials are used, all joints must be fully welded and sealed to prevent water penetration and the harbouring of bacteria, pests and dirt.	
4.8.3 Walls	Walls shall be smooth plaster and paint shall be nontoxic. The walls shall be freshly painted on a seasonal basis, be clean, smooth with a non-abrasive surface and free from signs of damp and protrusions.	
	Projections such as pipes, service installations, surface-mounted electrical boxes, etc. below 100cm should be removed if possible, re-fixed flush with the wall or clad with suitable soft impact material such as vinyl clad cushion.	
	Exposed corners to walls and columns shall be either rounded and smooth or clad with a suitable applied corner protector to a minimum height of 100cm.	
4.8.4 Doors	All door handles shall be smooth and fixed above 100cm.	
	Rooms shall have 2 doors to provide an alternative exit in an emergency.	
	Emergency exit doors must be outward-opening and provided with a crash/push bar release lock and a local bell or buzzer alarm to indicate to staff if the door is opened without authorization.	
	Where locks are fitted to internal doors, including toilet doors, these should be of a type which allows to release the lock from the other side without the use of special tools.	
	Hinge guards should be provided to prevent children trapping their fingers.	
4.8.5 Windows	Natural lighting should be provided in the Kids Club House. If the room is affected by direct sunlight, windows and external glazed doors must be provided with curtains and blinds with a sun screen backing. Their purpose is to prevent excessive glare from outside.	
	Windows on the sunny side (min 4 – 40 sqm).	
	Special glasses (without shrapnel if broken), can be made of polycarbonate.	
	Sill height for windows is a minimum of 110cm from finished floor level or step	
	Opening windows should preferably be sliding and must be fitted with a device to limit the extent of opening to a maximum of 10cm to prevent unauthorized entry or danger to the children.	

4.8.6 Furniture	Furniture should be made of environmentally-friendly materials and have a quality certificate.																		
	Sufficient amount of chairs and tables (depending on size of the Hotel)																		
	All shelves must have rounded corners and be securely fixed at a minimum height of 150cm.																		
	All wall cupboards must be mounted at a minimum height of 150cm. Sliding cupboard doors are preferred in all cases.																		
	A cupboard with inventory and material should be lockable																		
	Furniture should be with corner protectors.																		
	<p>The high of chairs and table should be according to standards. Selection should be according to anthropometric indicators.</p> <table border="1"> <thead> <tr> <th>Child's height (cm)</th><th>Table's height (mm)</th><th>Chair's height (mm)</th></tr> </thead> <tbody> <tr> <td>Up to 85</td><td>340</td><td>180</td></tr> <tr> <td>85 – 100</td><td>400</td><td>220</td></tr> <tr> <td>100 – 115</td><td>460</td><td>260</td></tr> <tr> <td>115 – 130</td><td>520</td><td>300</td></tr> <tr> <td>130 – 145</td><td>580</td><td>340</td></tr> </tbody> </table>	Child's height (cm)	Table's height (mm)	Chair's height (mm)	Up to 85	340	180	85 – 100	400	220	100 – 115	460	260	115 – 130	520	300	130 – 145	580	340
Child's height (cm)	Table's height (mm)	Chair's height (mm)																	
Up to 85	340	180																	
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4.8.7 Facilities	Controllable air conditioning.																		
	A thermometer to monitor the room temperature.																		
	Internal telephone linked to reception, or walkie talkies, for emergencies.																		
	Clubroom should be equipped with a TV minimum 32" with a USB port, DVD player and CD player. The TV should be wall-mounted 150 cm above the floor.																		
	A kitchen sink with draining board must be installed for use of the children's reps. The taps must provide hot and cold water, and a thermostatic valve should be fitted to provide a maximum hot water temperature of 43°C. Thermostatic valves shall be fitted close to the outlets (to prevent the risk of legionnaires' disease) and be fail safe. There should be a minimum of 3 rows of glazed ceramic tiles with waterproof grouting surrounding the sink unit.																		
	Drinking water (bottles/cooler).																		
	Hand sanitizer is to be provided and easily accessible for all customers entering the clubroom.																		
4.8.8 Lighting	The access routes and the rooms shall be equipped with adequate lighting including emergency lights. There must be no trailing wires and all light fittings are to be securely fixed.																		
	Staff shall be able to control the lighting from within the rooms.																		
	Outdoor lighting must be provided for evening sessions if needed.																		
	Adherence to lighting standards																		

	Standard: $P=pS/N$ (p- specific power for lighting 20W/sqm, S- square of the room, N – number of lamps)			
	Incandescent lamp	Halogen lamp	Fluorescent lamp	
	30 – 90	70 – 80	18 - 22	
4.8.9 Cleaning	Whilst the children's reps will be expected to maintain the room in a clean and tidy state, the room must be cleaned daily by the Hotel in order to maintain a clean and healthy environment.			
	Cleaning must be carried out at a convenient time which should be agreed with the Kids Club Hosts.			
	The Kids Club Hosts will be expected to maintain the tidiness throughout the day.			
	Cleaning materials (broom, mop & bucket, dustpan & brush, cloths, sanitizer, etc.) must be provided for the ad-hoc use of the Kids Club leaders in order for them to mop up any spills. The Hotel will also be expected to provide the following at intervals as agreed with TUI: <ul style="list-style-type: none">• Cleaning/ laundering of soft furnishings to maintain a hygienic environment.• Cleaning of furniture, equipment (outside the responsibility of the kids club staff), windows, floors, walls fittings and fixtures.• Control of pests, damp and fungal growth.			
	A written log-on display should be provided within the club rooms showing when and by whom the cleaning was carried out.			
4.8.10 Safety & Maintenance	Regular maintenance must be carried out on the clubroom, fixtures and fittings. Any maintenance issues will be reported to the Hotel by the Kids Club staff and must be rectified within an agreed timescale.			
	In all newly-built or major-refurbished units, all switchers and power sockets should be fitted above 140 cm from finished floor height. Power outlets fitted below 140 cm must be provided with child-proof safety blanks.			
4.8.11 Kids Club Staff	All Kids Club Staff must speak Russian.			
	There are should be 2 animators at Kids Club.			
4.9 Hotel Services				
Criteria	Mandatory Requirement			Achieved?
4.9.1 Hotel Staff	All hotel staff should receive regular training and front line staff must speak Intermediate English.			
	All staff who communicate with guests must speak Russian.			
	All staff should be trained and familiar with the DAY&NIGHT Connected concept and trained in the DAY&NIGHT service program and offering. Training will be provided by TUI Russia.			
	“Manager on duty” system should be in place for emergencies 24 hours per day.			

	Reception should be open 24 hours per day and staffed with at least 2 people at all times.	
4.9.2 Hotel Service	Free high-speed WIFI access throughout the hotel and rooms.	
	ATM machine available within the premises or close by.	
	Currency exchange with maximum of 3% commission on central bank rates.	
	Wake-up call service.	
	A cashless, credit environment supported by the availability and use of key/ charge cards should be available within the hotel premises. Cashier system must be available.	
	All public areas should be cleaned daily. High concentration areas should be cleaned twice daily.	
	Arrival: <ul style="list-style-type: none"> Hotel should make sure that the check-in/check-out routines are made effectively. Luggage trolleys available where deemed necessary. Luggage/ bellboy service on arrival & departure should be available (at least in hotels where it is difficult to find the way to a room or large hotels). <p>Branded Welcome area with a welcome drink upon arrival/ check in (self-service): home-made lemonade, soft drinks, snacks, sweets.</p> <ul style="list-style-type: none"> 	
	Departure: <ul style="list-style-type: none"> Late checkout rooms should be available until 6pm. Pre-booked allotment on late checkout rooms should be included in contract. Departure service should include possibilities for changing and showering. One towel per guest should be provided. Luggage room available, secured/ locked (Not locked). 	
4.9.3 Medical Service	<p>A clinic with a Russian speaking doctor should be located within the premises, or there must be a Russian-speaking assistance close to the unit contactable 24-hours a day. Open daily.</p> <p>Any doctor stationed or operating within the hotel premises must be approved by TUI Russia & CIS.</p> <p>Medical service available 24 hours.</p>	

4.10 TUI Service		
Criteria	Mandatory Requirement	Achieved?
4.10.1 Service Area	A DAY&NIGHT CONNECTED guest service area should be situated in a prominent location or close to reception for Guest Relations hosts. Design according to TUI & DAY&NIGHT design guidelines. TUI will advise on needed requirements.	
4.10.2 Staff	<p>TUI will supply and provide the following staff to support and deliver the DAY&NIGHT CONNECTED concept:</p> <ul style="list-style-type: none"> TUI Concept Delivery Manager TUI Quality Control Manager TUI Guest Relations Hosts 	

	<ul style="list-style-type: none"> Entertainment team Sports Hosts (if needed) 	
4.10.3 Office/Space	<p>A dedicated office must be available with direct dial phone line, external computer line (TUI will advise on exact requirements) and access to photocopier, printer and fax, internet free of charge.</p> <p>Office should be equipped with 2 desks & chairs, cupboards and shelving, sofa, lockable storage cupboard, air-condition and safety box free of charge.</p>	

4.11 Branding		
Criteria	Mandatory Requirement	Achieved?
4.11.1 DAY&NIGHT CONNECTED Branding	DAY&NIGHT CONNECTED branding must feature consistently within all elements of the hotel, including staff uniform, stationery, room & pool towels, menus, bar mats, etc. in accordance to the DAY&NIGHT CONNECTED Brandbook.	
	All customers-facing hotel staff should wear DAY&NIGHT uniforms and badges. TUI Russia&CIS shall provide the Hotelier with guidelines in the form of a design/manufacture style guide.	
	All branding and signage throughout the hotel should be solely DAY&NIGHT CONNECTED.	
	TUI shall provide the hotelier with branding guidelines/artwork in the form of a design/manufacture style guide for all DAY&NIGHT branded product (including print material).	
	The hotel is to provide all items at their own cost	
	<p>In the event that the hotel does not provide the mandatory items as set out above, then TUI reserves the right to manufacture and produce the items on behalf of the hotel and deduct the cost from the hotel's accommodation payments.</p> <p>In addition, TUI shall supply a selection of additional branded items to the hotel that will be shipped to the hotel prior to the start of the season (between January and April of each year). The hotel will be contacted by the nominated TUI shipping agent in order to arrange delivery of the items and the hotel shall agree to facilitate the delivery of the branded items by appointing a representative of the hotel to be present for the delivery and to ensure its storage in a safe, lockable storage room for safe keeping, until a senior member of the concept team working in the hotel arrives to check off the equipment received against what was ordered by TUI.</p> <p>In the event that the hotel no longer features in the DAY&NIGHT Product portfolio, the Hotel shall remove any DAY&NIGHT CONNECTED branding from its hotel by the end of the relevant last operating season.</p>	

4.12 Minimum CSQ scores		
Criteria	Mandatory Requirement	Achieved?
4.12.1 General CSQ Targets	<p>Minimum key CSQ's targets will be sent out prior to the start of season.</p> <p>The minimum targets are the minimum performance level that the hotels are expected to deliver.</p> <p>CSQ evaluations are sent out to the guests after returning home from their holiday.</p> <p>Additional concept-related questions are given to the DAY&NIGHT CONNECTED guests.</p>	

4.13 Facilities for Disabled people		
Criteria	Mandatory Requirement	Achieved?
4.13.1 Customers with limited mobility	<p>The Hotel must be wheelchair-friendly and where possible have ramps for wheelchairs and trolleys to access all main public areas.</p> <p>1% wheelchair-adapted rooms located close to main public areas on a flat surface.</p> <p>Bathrooms should comply with EU guidance. Hand support rails by bath and toilet.</p> <p>Safety taps fitted.</p> <p>Doorways minimum 60cm wide to accommodate wheelchairs.</p> <p>No more than 2/3 steps into main public areas – wheel chair ramps supplied.</p> <p>Where greater inclines are necessary, provide lift between levels.</p>	

4.14 Health & Safety		
Criteria	Mandatory Requirement	Achieved?
4.13.1 Health & Safety Audits	<p>TUI Russia & CIS and the DAY&NIGHT CONCEPT have a firm approach toward health & safety. The hotel must be in possession of documentation that certifies that it adheres to and follows all legal regulations and is fully covered by insurance. TUI pays attention on safety measures and requirements. TUI's appointed Health & Safety consultant will conduct a number of Health & Safety Audits in the hotel and the results will be forwarded to the hotel, including recommendations changes and alterations.</p>	

4.15 Conference		
Criteria	Mandatory Requirement	Achieved?
4.15.1 Conference Groups	<p>When it is off-season for the leisure market, it is peak season for business conference. Thus, it is important for a TUI DAY&NIGHT Connected hotel to have a competitive conference product in price, equipment and quality to sell, especially as there is a growing competition from local conference alternatives in the countries.</p> <p>Also, conference customers spend a huge amount of money on add-ons as dinners, excursions and more. For hotels that can supply conference facilities a separate agreement will be signed for this.</p>	

Section 5. Agreed Variations to Section 4 (if any)

All items listed below are variations to Section 4 as agreed by both the Supplier and TUI Russia& CIS the time of entering into a contractual agreement - variations can only be agreed by the Travel Product & Development Department on behalf of TUI. Example:

Feature	Criteria	Mandatory Item	Agreed Variation
3.1 General Requirements			

All items listed below are variations to Section 4 as agreed by both the Supplier and TUI Russia& CIS the time of entering into a contractual agreement - variations can only be agreed by the Travel Product & Development Department on behalf of TUI. Example:

Feature	Criteria	Mandatory Item	Agreed Variation
3.1 General Requirements			

[illegible]