2026 VERIFIED™

RESPONSIBLE HOSPITALITY

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TRAVEL GUIDE

Supporting Documentation | 2026

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TRAVEL GUIDE

Complete List of Requested Documentation

Properties will be asked to upload supporting documentation for most topics within the Responsible Hospitality Verification. These are **only required** if the property selects Yes for the question.

This additional supporting documentation may include Standard Operating Procedures (SOPs), photos, official certificates, documents outlining further information or invoices. Any funding amounts or total expenditure may be redacted from documentation.

Any uploaded documents and certifications that are written in a language other than English should include a short summary written in or translation to English to ensure a timely review process.

For any questions asking for 2025 statistics, please provide data for the available months, as we understand this may not be complete if submitted in the 2025 calendar year.

All SOPs must be **signed** by the Head of Department, the Director of Finance, the Hotel Manager or the General Manager.

Topics and Sections	Supporting Documentation
Fitness Center & Spa	
Pool & Beach	• Upload a technical document explaining how the pool is considered an environmentally friendly pool. • Upload a photo of the drinkware and indicate the brand, material and link to the vendor's site. • Upload SOP for providing towels at the pool/beach • Upload the brand and ingredient list for sunscreen sold or provided at the pool/beach.
Fitness Center & Spa	• Upload photo(s) of containers, cups and bottles • Upload photo of water dispenser or filtered water system. • Upload photo of fruit/snack presentation. • Upload menu for spa food and beverage offerings with vegan, vegetarian and gluten-free options clearly marked. • Upload photos of refillable dispensers used for liquid soap, shampoo, conditioner and lotion in Fitness Center and Spa.

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Food & Beverage	
Restaurant and Bars - Responsible Offerings	- Please upload the breakfast, lunch and dinner menus for the main restaurant. Please upload a photo or PDF. Do not provide a link. Healthy, organic, local and/or seasonal options should be clearly marked. - Upload F&B policy banning endangered species (land and sea) from menus - Upload menus for main restaurant, in-room dining and pool with vegan and vegetarian options clearly marked. - Upload the juice menu highlighting the seasonal and organic juices. - Upload photo of filtered water with brand visible and/or photo of locally sourced bottled water. - Upload photos or invoice for Fair Trade-certified items. - Upload beverage menu or invoices indicating local sourcing for beers, wines and liquors and organic wines. - Upload photos of buffet presentation.
Restaurants and Bars - Responsible Materials	- Upload a photo of table setup. If a tablecloth is used, provide a photo of product specifications with materials used. - Photo(s) of takeaway drinkware, containers and flatware and indicate the brand, material and link to the vendor's site. - Upload SOP regarding straws. - Upload paper purchase invoice and/or upload QR codes when available - Upload certificate for cleaning products (see approved list).
In-Room Dining	- Please upload the breakfast, lunch and dinner menus for in-room dining. Please upload a photo or PDF. Do not provide a link. Healthy, organic, local and/or seasonal options should be clearly marked. - Upload paper purchase invoice and/or upload QR codes when available. - Upload photo of digital ordering device or software used.
Meetings and Events	- Upload a photo of wastebaskets for meetings and events. - Upload a photo of buffets without tablecloths or materials used if tablecloths are present. - Upload event menu showing local, organic, seasonal and/or healthy options clearly marked. - Upload document showing breakout sessions promoting local cuisine, culture and sites. - Upload document showing the promotion of communities/culture/heritage and participation in various events.

Front Office	
Digitalization	• Upload a PDF attachment or QR code of any digital arrival collateral, such as property map, hotel information and welcome letter. Please do not include a link. • Upload photo of the electronic device and the name of the Property Management System used. • Upload a photo of the electronic device with a demo or redacted credit card signature. • Upload the SOP for paperless check in and check out. • If applicable, upload the text of the regulation requiring printed receipt/invoice, with an English translation in case of a local/national regulation imposing the use of paper.
Sustainability Efforts	• Upload your SOP for check in procedure. • Upload a photo, PDF, QR code of the digital newspaper app • Upload the SOP for printer settings
Responsible Materials	• Invoice for 100% recycled or FSC-certified paper. Pricing information may be redacted. • Upload a photo of claim tickets used for luggage and valet. • Upload a photo of water provided to guests at the front desk/lobby, if applicable. • Upload a photo of room key and supplier's information (name and link to company website).
Transportation	• Upload car service offerings showing hybrid and/or electric cars. • Upload the SOP for hotel vehicle setup. • Upload photo(s) of available electric chargers.
Public Areas	• Upload a photo of welcome towels, if provided. • Upload proof of certification for restroom amenities (see approved list). • Upload a photo of the towel setup or hand dryer in the public restrooms • Upload a photo of refillable dispensers for soap, shampoo, lotion and other products.
Retail	• Upload Vendor's Code of Conduct for retail offerings

Responsible Engagement	
Responsible Engagement	• Upload the website link or details of the local, national and/or international sustainability programs that your property supports. Please indicate how you measure the impact of your property for each of your partnerships. • Upload certificate of compliance with local, state, national laws and regulations regarding accessibility. • Upload training plan or SOP for accessibility training or certification from recognized training organization. • Upload certificate for GSTC-Accredited or GSTC-Recognized body, Green Key Global, Green Key FEE, Green Globe or Travelife. • Upload certificate for LEED, BREEAM, WELL, FITWELL or ISO 14001, ISO 50001
Guest Engagement (Optional)	• Upload records of linen policy information and savings. • Upload receipt from the charitable organization receiving linen policy savings donation (amounts can be redacted). • Provide link to the charitable organization and use of the donation. • Upload receipt from the charitable organization receiving guest donations (amounts can be redacted). • Provide link to the charitable organization and use of the donation. • Upload document from the hotel or receipt from the carbon-offsetting charitable organization on a quarterly, semiannual or annual basis, indicating how many guests chose that program.

Rooms	
Housekeeping	- Upload the SOP regarding housekeeping linen policy. - Upload a photo of the message you provide to guests about your housekeeping linen policy. - Upload certificate for cleaning products (see approved list of Cleaning Supplies Certifications). - Upload the SOP regarding housekeeping amenity replenishment. - Upload the SOP regarding daily housekeeping service. - Upload the SOP regarding evening service.
Guest Room Sustainability Efforts	- Upload the SOP regarding guest room setup on arrival. - Upload photos of liquid dispensers by the sink(s), in the shower and by the bathtub, if applicable. - Upload proof of certification for bathroom amenities (see approved list of Personal Care Certifications). - Upload certificates or invoices showing energy efficiency status of televisions and refrigerators. - Upload SOP regarding ice delivery. - Upload SOP or photo of magazine arrangement in guest room. - Upload SOP for thermostat settings. - Upload a photo of the two waste/recycling bins and their location in the room/bathroom. - Upload certificates or invoices of low-flow shower and toilet. Other technical information/specifications of the fixtures are not needed.
Sustainable Materials	- Upload photo of wastebaskets in guest room. - Upload proof (photo or invoice) of 100% recycled or FSC-certified paper for laundry form. - Upload photos of laundered, dry cleaned and pressed items. - Upload a photo of the guest room laundry bag. - Upload photos of the closet interior and drawer interior. - Upload a photo of the slipper presentation. - Upload a photo of the minibar and coffee setup.

Responsible Practices	
Responsible Practices	- Upload document showing your property's energy efficiency plan, including retrofitting, BMS, HVAC system, lighting, insulation, monitoring, renewable energy, etc. - Upload document showing the type of lighting and percentage of LED and energy efficient lighting in: - Public areas (any guest-facing areas of the property) - Guest rooms - Upload a document indicating the locations of installed lighting sensors and timers. - Upload your property's 2025 solid waste management report with monthly statistics. - Upload your property's 2025 food waste management report with monthly statistics. - Provide link to your property's sustainability information on hotel website.

Environmentally Friendly and Safe Cleaning Supplies Certifications
Procurement Guidance

Suppliers must submit valid certificates, test reports or equivalent evidence. Preference should be given to products with published life-cycle assessments, transparent ingredient disclosure and demonstrated environmental performance.

This annex lists recognized third-party certifications and ecolabels for environmentally responsible, safe and high-performance cleaning products. When sourcing cleaning products, suppliers should demonstrate compliance with at least one certification below or provide equivalent third-party verification.

- EU Ecolabel
- Nordic Swan Ecolabel
- Ecocert Cosmos
- Green Seal
- U.S. EPA Safer Choice
- Japan Eco Mark
- Green Label: Thailand
- Singapore Green Labelling Scheme
- Israeli Green Label
- Korean Eco-Label
- Recognised Accord Australasia

Environmentally Friendly and Safe Personal Care Certifications

This document lists voluntary certifications and seals used globally in the personal care sector, focusing on health, safety, dermatological testing, allergy friendliness and natural or organic composition. It excludes mandatory governmental regulations.

Certifications may overlap regionally and are often cross-recognized between Europe, the Americas and Asia-Pacific. Shampoo, conditioner, lotion and soap provided in the guest room and public areas of the hotel should be certified by at least one of the following.

- EWG Verified
- COSMOS Standard
- ECOCERT
- NATRUE Label
- SGS Institut Fresenius Certification
- Green Seal GS-50

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