

# GET CERTIFIED

## with Travelife

Support for Sustainability  
Certifications for  
Accommodations  
Providers



**Triple Impact Hospitality**

Healthier Planet, Smarter Business, Stronger Communities

## GET CERTIFIED con Travelife

- Pre-audit and gap analysis.
- Custom report.
- Support in the data collection process.
- Templates to measure and present evidence.
- Consulting with certified auditor and facilitation of monthly green team meetings
- Staff awareness sessions
- Monthly green team meeting and quarterly target sessions

65%  
of travellers  
would feel better if the  
establishment where they  
stay has a **sustainability  
certification**



# What is Travelife?



**Travelife for Accommodations** is an international sustainability certification programme designed specifically for tourism accommodation providers. Its aim is to help hotels, resorts, and other establishments improve their environmental, social, and economic performance by meeting clear, practical, and globally recognised criteria. It isn't just a box ticking exercise either, its an excellent framework to support you in running your hotel efficiently, in a way that makes sense for your team, your guests, and your local community.

**To achieve certification, properties must meet 143 mandatory requirements** and provide evidence, verified through an independent audit, that they are implementing good sustainability practices.

## Overwhelmed by the thought of having to comply with 143 criteria?

Don't be, this is what we excel in helping you to achieve. We break the criteria down into clear, manageable steps, helping you identify what you're already doing well (usually more than you think), where the gaps are , and how to fill them in a way that's practical for your property.

In the next pages, we look at what those requirements actually cover, in plain terms and how we will help you achieve compliance:

**The 143 requirements are divided into the following categories:**

### **Section A: Annual assessment, planning, and core policies**

Each year, you're expected to take a structured look at how your hotel is performing when it comes to energy, water, waste, emissions, plastic, social actions, employee welfare, and more. It's about understanding your biggest impacts and opportunities.

We'll help you to review how your hotel is performing across these key areas, whether you're starting from scratch or already have systems in place. We'll also support you in reviewing (or developing) your sustainability policies and action plans, making sure they're relevant, realistic, and aligned with both Travelife's expectations and your own internal goals.

### **Section B: Legal compliance and licensing**

It's not enough to simply say your hotel is compliant with legislation. Travelife asks you to show **how you know you're compliant**. What's the latest legislation? Who keeps it updated? How do you make sure your licences, health and safety measures, labour practices, and environmental standards are all in line?

We'll help you look at what systems you already have in place, identify any gaps, and find simple ways to demonstrate that your hotel is meeting all relevant legal requirements. It's not just about being responsible — it's about protecting your business too.







### Section C: Honesty, transparency, fairness, and responsiveness

These criteria are all about transparency, fairness, and accountability. It focuses on how you communicate with guests, staff, suppliers, and other stakeholders, whether you are treating people with respect, and whether you have systems in place to handle complaints, concerns, or suggestions.

We'll help you review what you're already doing, from contracts and policies to staff communication and feedback processes, and identify where **small improvements could make a big difference**. Not just to meet Travelife requirements, but to build lasting trust with the people who keep your business running.

### Section D: Stakeholder engagement and support

Sustainability works best when everyone's part of it. Your team, your suppliers, and society all shape the guest experience, and they all influence how people feel about your hotel, whether they're staying as a guest or working there.

Travelife encourages you to involve the people around you: by offering fair working conditions, sourcing locally where possible, and creating ways to positively contribute to society.

We'll help you explore how to do this in ways that fit your hotel's reality, whether it's improving staff engagement, strengthening supplier relationships, or finding actions that support the community *and* make business sense. This isn't about adding more work to your plate, it's about leveraging relationships with those that already part of your story.

## Section E: Sustainable Procurement

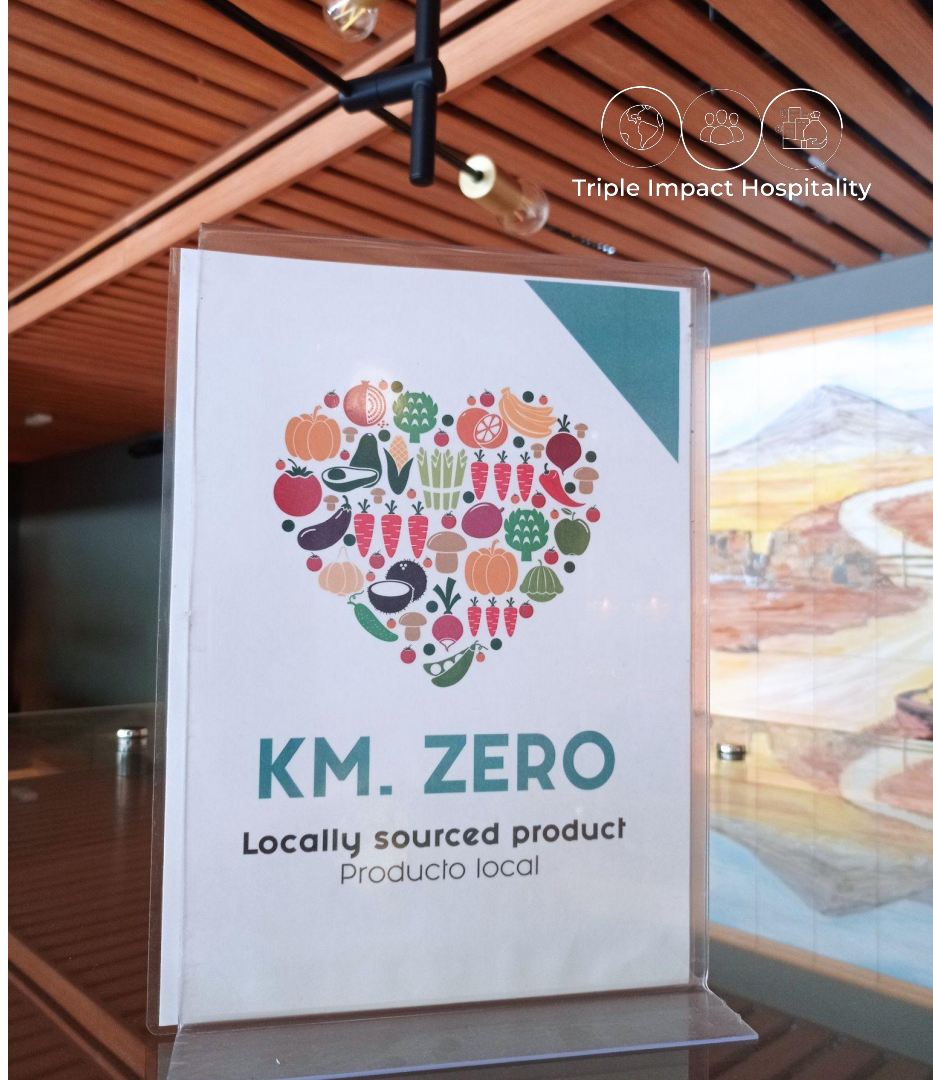
Sustainable procurement isn't just about buying "eco-friendly products", **it's about taking responsibility for the wider impact of everything your hotel buys and the businesses you work with.**

This includes reducing the use of harmful chemicals, choosing renewable energy where possible, and avoiding products that contain microbeads or microplastics. It also means having systems in place to assess how your suppliers operate, from ethical sourcing to fair labour practices. And it extends to your own recruitment: are you providing fair contracts, equal opportunities, and safe, respectful working conditions?

**We'll help you break this down into something practical** and manageable by reviewing your current purchasing practices and **highlighting the biggest risks and easiest wins.** That way, you'll know where to focus, which questions to ask current and potential suppliers, and how to make smarter decisions that benefit your business, your team, and the environment.



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## Section F: Minimizing greenhouse gas emissions and protecting biodiversity

Travelife expects certified properties to take measurable steps to reduce greenhouse gas emissions, cut energy and water consumption, and manage waste responsibly. But it goes further than that. You'll also need to consider your impact on biodiversity, avoid activities that harm wildlife, and ensure any nature-based excursions or partnerships are carried out with care and respect. We'll help you to implement practical actions and show compliance.

## Section G: Minimizing the impact of a crisis or emergency

**Hotels must have emergency and crisis procedures in place**, not just for safety reasons, but **to minimise the wider environmental and social impact of unexpected events**. Think back to COVID lockdowns: What happened to the food in the fridges? Were the animals on-site cared for? How was energy and water use managed? Were staff supported?

We'll help you look at crisis planning from all sustainability angles including how to care for your people, manage resources responsibly, and avoid unnecessary waste during shutdowns or unexpected disruptions.





## Section H: Animal welfare

If animals are part of your property (**whether it's an aviary or a cat café**), you must ensure they are well cared for with proper food, shelter, medical attention, and without practices that cause harm or stress. Even if you don't keep animals on-site, but include them in your entertainment programme or sell animal-based experiences, you'll need to show that those providers follow recognised animal welfare standards.

With over three years of experience in animal welfare auditing aligned with ABTA guidance, we can help you assess your own operations and give advice on how to review third-party providers, from camel rides and wildlife encounters to animal shows. If any activities are found to fall short, we'll support you in phasing them out and identifying more responsible alternatives.

## Section I: Measuring and monitoring environmental performance

Travelife expects you to review your energy, water, and waste statistics at least once a month so that you can spot patterns, and make informed decisions about where and how to improve. You'll need a system that clearly demonstrates ongoing monitoring and progress, whether that's using the Environmental Performance Tool included in your Travelife profile, formulated spreadsheets or your own data systems.

What matters is collecting useful data and using it to guide real action, not just to tick a box. Invoices or standalone spreadsheets that aren't linked or formatted to show trends over time won't meet Travelife's requirements.

The full list of Travelife criteria can be found [here](#)





# Certification Made Easy, because you have a hotel to run

We know that hotel teams are constantly juggling guest expectations, operational challenges, and ever-growing compliance requirements. Finding time for certification can sometimes feel impossible.

**But what if it actually made your job easier?** Travelife certification isn't just about passing an audit, it's about creating smarter operations, reducing costs, and keeping up with evolving guest expectations.

That's where GET CERTIFIED comes in. **We take the guesswork out of compliance** with gap analyses, personalised support, and practical tools that simplify the process. No jargon, no unnecessary paperwork, just **expert guidance that helps you focus on what matters.**

With limited availability each year, now is the time to take control of your certification journey with a team that understands hotels and gets results.

## Objectives

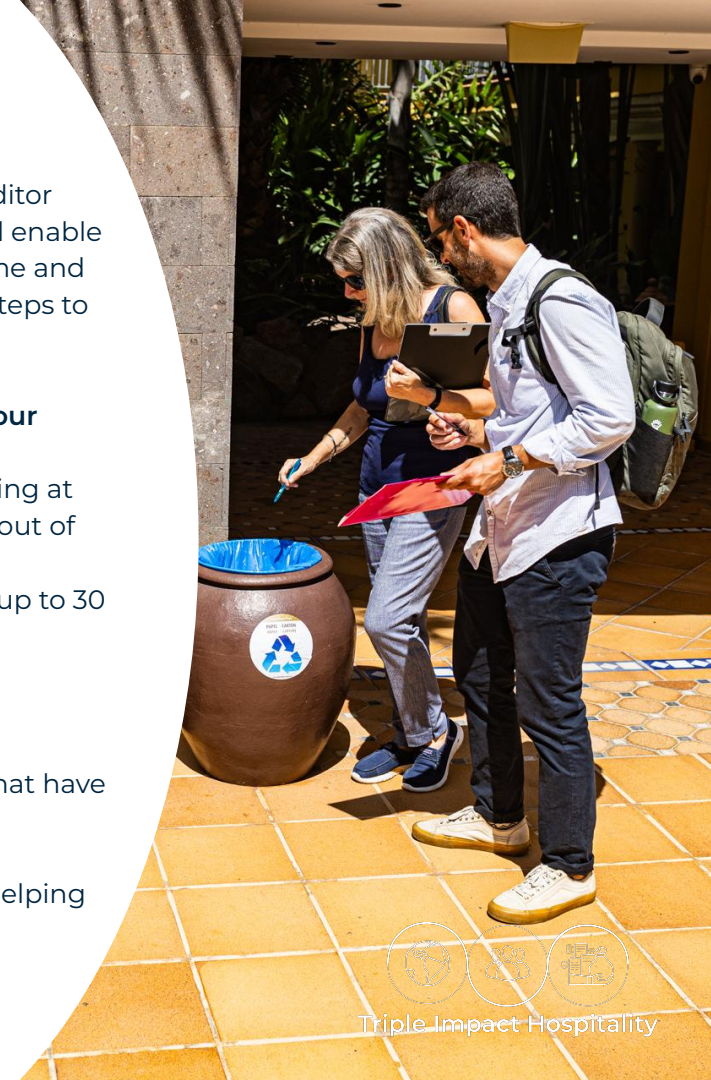
- **Reduce Operational Risks:** Cut risks associated with rising utility prices and supply chain disruptions.
- **Attract & Retain Quality Staff:** Reduce turnover and recruitment costs in a tough labour market.
- **Protect Your Reputation & Avoid Greenwashing Claims:** Credible, third-party recognition.
- **Simplify Guest & Staff Engagement:** Ready-made frameworks, policies, and training that make it easy for everyone to get on board.
- **Save Time and Cut the Admin Load:** With structured support, clear templates, and expert guidance, you spend less time figuring out compliance and more time focusing on guests.
- **Obtain or Maintain your Award**



# What's Included in the programme?

- **Gap Analysis Audit & Custom Report:** This independent review from a certified auditor ensures an accurate reflection of whether your current procedures and actions will enable you to comply with certification requirements. The custom report will save you time and energy by highlighting areas that require additional focus, together with specific steps to achieve certification.
- **Awareness Raising and Training Sessions:** **Train 50% of your staff each year with our in-person or online training options.**  
Our online platform\* is available 24/7, making it easy for staff to complete the training at any time during their shift, avoiding the disruption of taking groups of employees out of daily operations.
- The **GET CERTIFIED with Travelife** programme includes one in-person session for up to 30 participants.  
Additionally, the courses are compatible with government-subsidised training programmes in Spain, including the Balearic and Canary Islands.
- **Templates:** Streamline processes and save time with our ready-to-use templates that have been designed to meet certification requirements.
- **Consultancy with Certified Auditors:** Direct access to a certified Travelife Auditor, helping to alleviate any doubts and to ensure that specific queries are answered to your satisfaction.

\*Refer to the course pricing table at the end of this presentation to plan your final budget.



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- **Facilitation of monthly green team meetings:** Monthly 1-hour online meeting with green team members to maintain momentum, address challenges and celebrate achievements. Each monthly meeting provides an opportunity to update on objectives and recalibrate actions as needed.
- **Quarterly target meeting:** Accelerating progress towards objectives, these meetings will review results, set new goals, and keep teams fresh and energised.
- **Restructure:** As new requirements for Travelife come into force, our team can help you to restructure processes, procedures and role responsibilities, so that you are fully prepared to achieve award status.





1

## PRESENTING EVIDENCE

- Consumption and Waste
- Reports and Policies
- Training and Communication

2

## BIODIVERSITY & CULTURE

- How to protect and promote biodiversity
- Strategies for promotion of built and cultural heritage

3

## SOCIAL ACTIONS

- Strategies to incorporate and report on social actions, including how to involve staff, guests and suppliers

4

## STAKEHOLDER ENGAGEMENT

- Identifying and communicating with key stakeholders
- Presenting evidence of communications
- Attracting your ideal guest

5

## DIVERSITY AND INCLUSION

- How to bring employee wellbeing and diversity and inclusion strategies to life

6

## ACCESSIBILITY

- Implementation of accessibility measures for a range of requirements beyond the physical

7

## LOCAL ECONOMY

- Strategies that go beyond procurement to demonstrate a commitment to driving the local economy



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'Jo and Adrián played a key role in helping our hotel meet the new Travelife criteria, thanks to their effective coordination, strategic clarity, and visionary leadership.

Their meticulous attention to detail was essential in keeping us focused on our goals throughout the process. Their deep understanding of team engagement acted as a driving force, enabling the successful implementation of the necessary changes, which are now an integral part of our ongoing business strategy'

Beate Sekula, Seaside Collection  
Los Jameos Playa, Lanzarote

**GET CERTIFIED with Travelife:**

**DURACIÓN:** 9-12 MONTHS

**COST:** From €10,500



# PLAN YOUR BUDGET



The GET Certified with Travelife Programme includes one in-person training session for up to 30 staff members.

**To plan your full budget, start with the base fee of €10,500. If you require additional training, either online or in person, please refer to the pricing options below.**

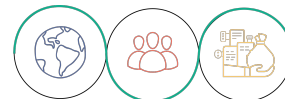
Online Training - 2 hours Sustainability in Tourism Standard or Intermediate Course	
Price Parameters	Price per Person
1-50 Employees	45€
51-150 Employees	40€
151-250 Employees	35€
251+ Employees	30€

All of our online training courses are delivered through our partner Urbiola's platform, which handles course management and issues the completion certificates. The in-person sessions are delivered directly by us at Triple Impact Hospitality.

Our training sessions are compatible with social security credits in Spain, Balearics and Canaries.

*\*Travel and accommodation costs are not included in the price and must be covered by the hotel.*

In-Person Training - 2 hours Sustainability In Tourism Standard or Intermediate Course
Price Per Session (Maximum 30 people per session)
1,500€*



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# Contact Us

To learn more about what we do or to set up a collaboration, contact us:



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