

Service Plans % FHR		Base 15%	Standard 20%	Superior 30%	Premium 40%
Market Study	Pricing Strategy	✗	✓	✓	✓
	Rate Management	✗	✓	✓	✓
Promotion and Publicity for AL	Free Booking Platforms	✓	✓	✓	✓
	FHR Website	✓	✓	✓	✓
	FHR Social Media	✓	✓	✓	✓
	FHR Digital Marketing	✓	✓	✓	✓
	FHR Client Database	✓	✓	✓	✓
	Paid Booking Platforms	✗	✗	✓	✓
	Commercial Actions at Tourism Sector Events	✗	✗	✓	✓
Reservation Process Management	Management of Guest Payments and Invoicing	✗	✓	✓	✓
	Management of Payments and Invoicing with Booking Platforms	✗	✓	✓	✓
	Guest Communication – Reservation Process	✗	✓	✓	✓
Guest Reception and Stay	Compliance Inspection and Quality Control	✗	✓	✓	✓
	In-Person Check-In & Check-Out	✗	✓	✓	✓
	Welcome Packs for Guests	✗	✓	✓	✓
	Collection and Payment of Municipal Tourist Tax	✗	✓	✓	✓
	Reporting Guest Data to SEF	✗	✓	✓	✓
24/7 Guest Support Line	24/7 Guest Support Line	✗	✓	✓	✓
Cleaning Services Management	Coordination of Cleaning Services – Outsourcing	✗	✗	✗	✓
	Provision of Cleaning Services – FHR	✗	✗	✗	✓
Laundry Services Management	Coordination of Laundry Services – Outsourcing	✗	✗	✗	✓
	Provision of Laundry Services – FHR	✗	✗	✗	✓
General Maintenance Services Management	Coordination of General Maintenance Services – Outsourcing	✗	✓	✓	✓
	Provision of General Maintenance Services – FHR	✗	✓	✓	✓