



PortAventura Facility Services: The Industrial Laundry Redefining Operational Sustainability in Tourism

- *In addition to serving PortAventura World, it is also available to the entire Costa Daurada area*
- *With a focus on water and energy efficiency and social commitment, this new business line aims to become a benchmark in the sector*



Image of the new PortAventura World laundry facility

PortAventura World, April 10, 2025.- PortAventura World strengthens its commitment to sustainability with **PortAventura Facility Services**, a state-of-the-art **industrial laundry facility** that adds a new dimension to the resort's 30-year legacy and dedication to environmental and social responsibility. The service is available not only for PortAventura World's own needs but also for hotels, tourist accommodations, and other businesses in the surrounding area that seek innovative solutions to reduce their impact.

The **new laundry** represents a pioneering model in water and energy efficiency, as well as social responsibility, within the tourism sector. This new business line builds on a journey that began in 1995, when the resort incorporated rainwater harvesting systems—responding early to the industry's evolving challenges. Today, nearly **20% of the resort's total water consumption** comes from reclaimed water, a result of innovation and climate awareness—two central pillars in the resort's development and legacy.



PortAventura Facility Services has a daily production capacity of 15 tons to meet the needs of the resort's hotels and other accommodations along the **Costa Daurada**. The aim is to reduce and maximize resource reuse in the region. Unlike traditional laundries, this facility **does not use steam**. Instead, it operates through a **hot water** system and features **heat and water recovery systems** that utilize residual heat to warm water in different cycles. This efficient setup, combined with hotel sheets made from **recycled polyester**, allows for a **32%** reduction in gas consumption and a **16%** decrease in water usage, as the material can be washed and dried at lower temperatures.

The cross-cutting nature of the PortAventura Facility Services project also includes social inclusion and responsibility: **28%** of the laundry's workforce is made up of individuals at risk of social exclusion, referred to by the **Institut Municipal de Formació i Empresa Mas Carandell**. Additionally, the transportation of laundry is carried out using LNG (liquefied natural gas) powered trucks, reinforcing and promoting a comprehensive 360° sustainability approach. Throughout its process, the facility uses non-potable water to avoid depleting resources intended for the local community.

With the goal of understanding every stage of the washing and drying cycle in depth and minimizing impact at every phase, PortAventura Facility Services aims to become a benchmark in the tourism sector. It seeks **to inspire a shift toward more responsible tourism** through innovative operational solutions that integrate resource optimization, community engagement, and social value generation.

"PortAventura Facility Services is an example of how our commitment to sustainability guides every decision and is deeply embedded in every area of our business. This new laundry facility has been designed to optimize resource use, reduce environmental impact, and reinforce our dedication to a responsible tourism model, aligned with the Sustainable Development Goals and our surrounding community," explains **Choni Fernández, Director of Sustainability, Customer, and Communication at PortAventura World**.

About PortAventura World Parks & Resort

PortAventura World Parks & Resort is one of the largest family holiday and leisure destinations in Europe. Throughout its 30-year history, it has received more than 100 million visits. With a privileged location close to Barcelona, the resort operates 5 4-star themed hotels and 1 5-star hotel (PortAventura Hotels), and has 4 hotels under management offsite, totalling more than 3,000 rooms (Ponient Hotels), as well as a convention centre (PortAventura Convention Centre) with capacity for up to 6,000 people. PortAventura World Parks & Resort also has a theme park, Ferrari Land Park, the only of its kind in Europe, and a water park that is a leader in Europe, with a range of world-class attractions. In November 2022, the resort was certified as a B Corp company, a recognition of the company's work in terms of sustainability, social responsibility and good governance.

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