



Ministry of Tourism & Antiquities



Classification Manual for **Apartment Hotels**

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Introduction

The Hotel Classification system evolved as part of efforts by the Ministry of Tourism and Antiquities to maintain international best practices within Jordan's tourism sector. To achieve this, a work team was convened to revise the existing hotel classification standards and develop a modern tourism accommodation classification system that meets and exceeds the needs and expectations of today's tourists.

The resulting accommodation system was developed through a partnership between the Ministry of Tourism and Antiquities, USAID/Jordan Tourism Development Project II and private sector industry stakeholders.

The main goal of Jordan's new tourism accommodation classification system is to create clarity regarding the quality and standards of facilities, products and services that are offered to visitors, guests and tourists. Guests and the travel industry acting on their behalf, need to know what level of service to expect from a hotel. Hotel entrepreneurs on the other hand need to know what is expected of them, so that they can direct their investments and operations accordingly.

Classification allows for the correct positioning of hotel businesses in both the local and international marketplace, and in doing so prevents the negative consequences that can result from the lack of such a quality system, which include disappointment in the standards offered.



Apartment Hotel classification

		Classification		
Apartment Hotel		C 2 stars equivalent	B 3 stars equivalent	A 4 stars equivalent
Apartment Hotel		✓	✓	✓

Who should apply for hotel classification?

All accommodation establishments and campsites must apply for classification or re-classification at the Ministry of Tourism and Antiquities (MoTA).

When should you apply for classification, reclassification and renewal?

1. Accommodation establishments must apply for classification within the first two months of receiving the Consent of Practice issued by the Ministry of Tourism and Antiquities. (See page 7 for details);
2. Accommodation establishments must apply for re-classification in case of any physical changes to the facility or the addition of services that would result in a higher or lower star grading than the present classification;
3. Accommodation establishments must apply for classification renewal annually and pay renewal fees according to the present grade;
4. All accommodation establishments must apply for re-classification once every three years and are subject to a physical inspection by MoTA approved inspectors.



Process for requesting Initial Approval and Consent of Practice Prior to and after the construction of a hotel establishment

The term hotel establishment includes: hotels, tourist resorts, boutique hotels, hotel suites, hotel apartments, tourist camps or any element of these, in addition to any other establishments the Minister of Tourism and Antiquities decides to be considered a hotel establishment.

First step

Prepare the following documents and requirements:

- Filled License Application available at MoTA.
- Filled Self-assessment form.
- Up-to-date and certified deed or lease contract.
- Updated Organizational Site Plan.
- Updated Land Division Plan issued by the Department of Lands and Survey.
- Preliminary architectural blueprints for the project.
- Updated Commercial Register that indicates the establishment's national number and clearly states that establishing a hotel is one of its objectives.

*Note 1: If the project is located within the Dead Sea area, then an approval has to be issued by the Jordan Valley Authority.

*Note 2: To receive custom and tax exemptions for the project, submit applications through the Jordan Investment Board - One-Stop-Shop.

Second step

Submit license application and required documents to the concerned directorate at MoTA.

Third step

Initial Approval is issued, which corresponds to the grade requested in the application and self-assessment form. The initial approval and provisional classification is valid for two years and renewable for the same period upon request.

Fourth step

Owners of the hotel establishment will be notified of the conditional Initial Approval.

Fifth step

After construction and furnishing of the establishment is completed, the applicant must submit a letter of request to the Ministry of Tourism and Antiquities to proceed with the licensing and classification.

The following documents must be provided:

- A certified copy of the architectural blueprints 'as built';
- Work permit from the concerned regulatory body responsible for the area of the project;
- Civil Defense Department clearance that permits operating the establishment and receiving guests;
- Updated commercial registration that indicates the establishment's National Number and clearly states that founding a hotel establishment is one of its objectives;
- Updated Commercial Name or Trademark that conforms to the license provided.

Sixth step

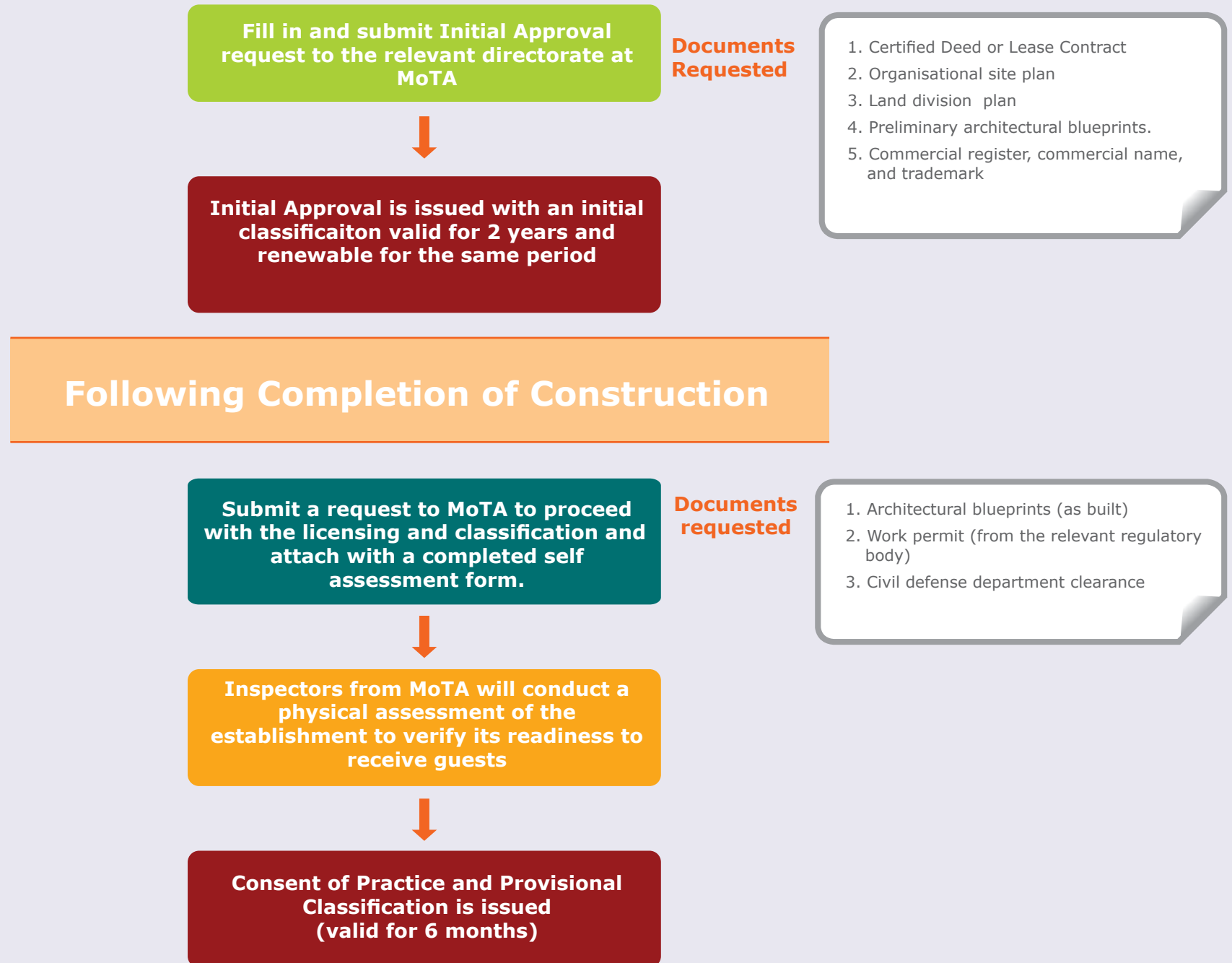
Inspectors from MoTA will conduct a physical assessment of the establishment and verify its readiness for receiving guests, and accordingly report to MoTA to issue a Consent of Practice.

Seventh step

The directorate in charge at MoTA issues Consent of Practice and a Provisional Classification, which is valid for 6 months from the issue date.

This process is illustrated in Figure 1 on the following page.

Figure 1 Request for initial approval and consent of practice procedures



Applying for licensing and classification for the first time

After Consent of Practice is issued:

First step

Within the first two months from the start of operation (from the date the Consent of Practice was issued), the applicant must submit an application for final classification to MoTA along with an updated Self-Assessment Form.

Second step

Upon receipt of the application, the classification committee studies and reviews the self-assessment form and assigns Approved Inspectors to conduct a physical assessment of the establishment. Approved Inspectors will inspect the facility and services provided according to the criteria and standards of the requested grade. (Standards and criteria are listed in this manual)

If not all requirements of the star category of application are met, the business will be granted a repair period of up to three months to comply with all requirements and make the needed improvements. The repair period is granted only once within an application cycle.

If all requirements and standards are met, the business will be granted the Final Classification Grade after providing the following certificates and approvals:

- Certificate of registration at Jordan Hotel Association (JHA);
- Certificate of registration at Jordan Tourism Board (JTB). (For 3-star hotel establishments and above and the equivalent for hotel suites and apartments);
- Completed statistics form submitted to Department of Statistics at MoTA;
- Install the required security equipment and the human resources needed to operate it (required for the 4 and 5 stars);
- A valid insurance policy against civil liability for visitors;
- Payment of legal fees.

Third step

The establishment can dispute the Definite Star Classification by addressing a request to the Appeal Body. The appeal has to be submitted within 1 month after the date of the definite classification it concerns and is decided upon within 1 month after receipt. This decision is binding upon all parties concerned.

This process is illustrated in Figure 2.

Figure 2 Applying for classification and licensing for the first time



Renewing the Definite Star Classification

The license should be renewed by the end of February each year. In case of a delay, a fine of 5% of the licensing fees is paid for each month of delay.

Applying for reclassification

Refer to page 4 “When to apply for reclassification”

First step

The applicant must submit a compulsory application for final classification to MoTA along with an updated Self-Assessment Form.

Second step

Upon receipt of the application, the classification committee studies and reviews the self-assessment form and assigns Approved Inspectors to conduct a physical assessment of the establishment. Approved Inspectors will inspect the facility and services provided against the criteria and standards of the requested grade, (Standards and Criteria are listed in this manual).

If not all requirements of the star category of application are met, or if not all criteria of the present star category are met the business will be granted a repair period of up to 3 months to comply with all requirements and make the needed improvements. The Repair Period is granted only once within an application cycle.

If all requirements and standards are met, the business will be granted the Final Classification Grade after providing the following certificates and approvals:

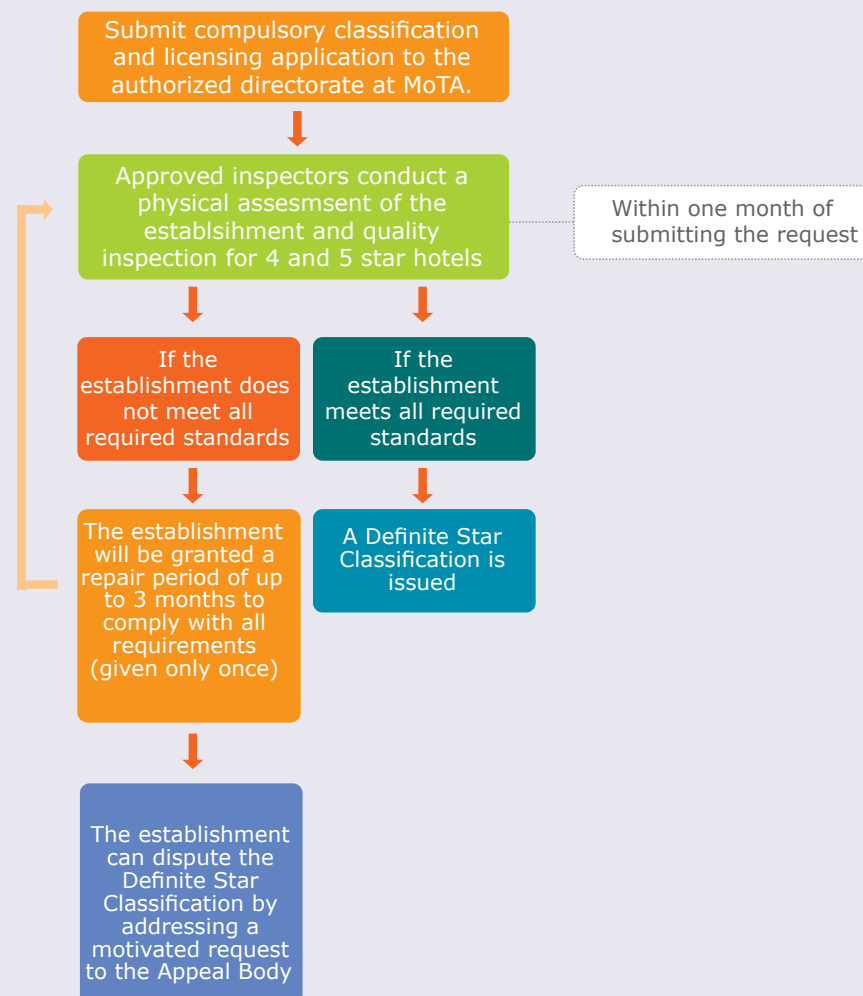
- Certificate of Registration at Jordan Hotel Association;
- Certificate of Registration at Jordan Tourism Board (for 3-star hotels and above and the equivalent for hotel suites and apartments);
- Completed statistics form and submitted to the Department of Statistics at MoTA;
- Install the required security equipment and the human resources needed to operate it (required for 4 and 5 stars);
- A valid insurance policy against civil liability for visitors;
- Payment of legal fees.

Third step

The establishment can dispute the Definite Star Classification by addressing a request to the Appeal Body. The appeal has to be submitted within 1 month after the date of the definite classification it concerns and is decided upon within 1 month after receipt. This decision is binding upon all parties concerned.

This process is illustrated in Figure 3.

Figure 3 Applying for re-classification process



Renewing the Hotel Establishment License

The license should be renewed by the end of February each year. In case of a delay, a fine of 5% of the licensing fees is paid for each month of delay.

First step

- Fill in a licensing form at MoTA.
- Provide the original license for the previous year.
- Provide an updated certified copy of the Commercial Register and Commercial Name.
- Provide a valid insurance policy against civil liability for visitors.

Second step

Fill in and submit a statistics form to the Department of Statistics at MoTA.

Third step

Provide a copy of the certificate of registration at Jordan Hotel Association (JHA).

Fourth step

Provide a copy of the certificate of registration at Jordan Tourism Board (JTB).

**Note: This step is for 3-star hotel establishments and above and the equivalent for hotel suites and apartments.*

Fifth step

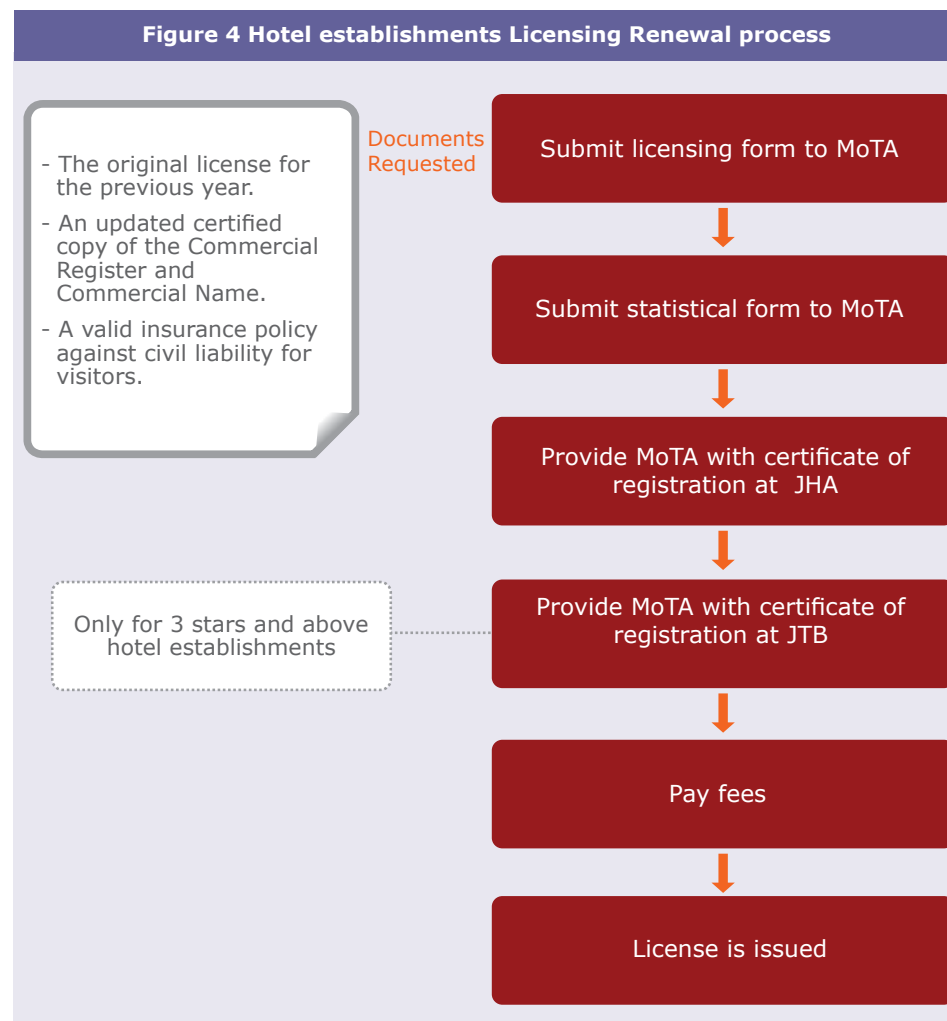
Provide security equipment and the human resources needed to operate it as specified in the regulations.

Sixth step

Pay legal fees according to the classification level.

This process is illustrated in Figure 4.

For more information, please visit www.tourism.jo



Principles and features of the classification system

Self assessment

The clear structure of the hotel classification system and the additional explanation of the standards allow for self assessment by (potential) hotel entrepreneurs. They can easily see which star category they belong in and what is needed to reach the next level.

Provisional classification

Provisional classification given to a hotel will remain valid for the first 6 months from obtaining the Consent of Practice (the start of operation). The classification granted will be based on the self assessment and information supplied during application, and that shall always be in the highest category of which the requirements are completely fulfilled. If not all criteria of the star category of application are met, the business can be granted a repair period of maximum 3 months to comply with all requirements.

Inspections

Although self assessment is an important part of the classification system, the definite star rating is awarded based upon on-site inspections by hotel inspectors and (for the 4 and 5 star hotels) by external quality and service auditors. All hotels are inspected on-site once every 3 years.

Establishments applying for (re)classification are inspected within one month after compulsory application or, if a repair period is granted, within one month after the end of that period. Inspections by hotel inspectors are announced while the external quality and service audits are unannounced.

Definite Classification

Within one month after inspection, the hotel receives its definite star (re) classification, which will always be in the highest category for which the criteria are completely met.

Attached to the definite (re)classification is an overview of the standards not being met plus an explanation why they are not met (including the external quality and service inspections if applicable) to be classified in the category of application.

If not all requirements of the star category of application are met (yet) or if not all criteria of the present star category are met (anymore), the business can be granted a repair period of a maximum of 3 months to comply with all requirements, but only if such a repair period has not been granted before to this establishment.

If all requirements of the star category of application are met the establishment receives its definite star classification.

Hotel signs

When a hotel receives its definite (re)classification (not a provisional one) it will be issued two official hotel signs indicating that classification. Additional hotel signs can be ordered from MoTA for a fee.

If an establishment terminates its operation or is classified under a different star category than before, the management is obliged to return the (old) hotel signs within 2 of termination or reclassification weeks to the Classification Authority.

Appeal by hotels

If the standards are applied incorrectly in awarding a Definite Star classification or if extraordinary circumstances justify a different classification in a specific situation, the establishment concerned can address an appeal to the Appeal Body.

An appeal has to be submitted within one month after the date of the definite classification it concerns and is decided upon within one month following receipt. This decision is binding for all parties concerned.

Guest as central focus

No hotel facility or service, whatever the cost, is relevant if it is not beneficial to the guest. For this reason the hotel classification system is designed from the point of view of the guest. The hotel's output, in terms of guest satisfaction is the deciding factor in the choice of standards and the relevancy attributed to them, and not the investment or effort put in to establish it.

Functionality is important

For all basic and optional standards, the functionality is imperative. This means that a specific provision, facility or service must be used in its functional capacity. The functionality, for example; the table described in standard 609 is affected if a television set is placed on it and the table cannot completely be used in its functional capacity to sit and write at or to place items on it.

The way a hotel room is advertised by the hotel is also important in determining its functionality. If a hotel room is advertised as a single room, it must be equipped for the stay of one person and not for two or more persons. Whether all provisions and facilities are present for the stay of the advertised number of guests will be verified when assessing a room.

Meeting "upon request" standards requires also that the hotel can sufficiently fulfill the typical demands of hotel guests. Whether a fee shall be asked from the guest for a service or for the use of a facility is not important in relation to assessing whether a standard is being met.

Information about availability

Certain standards prescribe a service or ensure that an "upon request" facility is offered to guests. The availability of items mentioned in these standards (such as room service) is to be made known to the guest clearly, transparently and unambiguously. A guest cannot make functional use of a service of which he is

not aware that it can be offered. The hotel information in the room (standard 1005) is meant for this purpose in particular.

In some cases it may be functional to clearly provide information about available provisions, facilities and/or services at, for example, the reception (e.g. standard 605 baby bed upon request) or even outside the hotel (e.g. standard 1703 private indoor car parking at the hotel).

If information must be provided at the reception or outside the hotel or in the rooms, this will be specified in the explanation of the standard concerned. The standard will be assessed as not having been met when guests are not made aware accordingly.

Explanation of standards

In most cases the description of a standard is sufficient to determine whether the prescribed service or facility is offered by a hotel. However, in some situations additional information is required, especially to determine what does **not** qualify as meeting a specific standard.

For example: standard 600 requires the availability of bed pillows. Practice has shown the need to state that pillow rolls are not counted as pillows, because such pillows are unsuitable for sleeping on, but are frequently offered as a substitute for real bed pillows. Adding this information to the description of standard 600 would make it unnecessarily long and complicated. Therefore this type of additional information is collected in the explanation of individual standards.

Furthermore the explanation of individual standards contains information about:

- The way in which (upon request) services/facilities should be made known to guests;
- The reasoning behind specific standards;
- The way in which certain standards are evaluated during inspections.

The information and requirements mentioned in the explanation are considered to be part of the description of the standard they relate to. A standard will be viewed as 'not met' if the instructions in the Explanation are not fully complied with.

Health and safety

Safety, security, health and food safety are very important for hotel guests. Adequate control of these issues requires specialized expertise and inspection frequencies that differ greatly from those needed for evaluating a hotel from a service point of view. That is why the classification system in general does not include detailed health, safety and security standards, but instead refers to the output of inspections by government specialists on these issues by requiring a Civil Defense Department permit and a Health & Food Safety Certificate.

This does not apply to measures taken by hotels to improve the personal safety of guests and their belongings, such as the presence of approved medical services or security equipment and staff. From a guest point of view these are to be treated as extra services and facilities that justify a higher star grading, therefore they are included in the standards.

Quality and service inspections (Mystery Shoppers)

Any hotel classification and grading system is by nature a factual, quantitative assessment. During inspection visits it is difficult to judge the level of service provided by a hotel as inspectors are not actually experiencing this service at the time.

At all star-levels service should be a priority but this applies especially to 4 and 5 star hotels. To get a better idea of the level of service provided at 4 & 5 star hotels, the basic standards require that the hotel scores an acceptable result in a separate quality and service audit. Such audits are carried out by independent expert inspectors specialized in hotel service audits and typically include a one or two night's stay at the hotel, during which all services are tested.

Basic and optional standards explained

Standard	Distinguishing Mark
Basic Standard	Carries the Symbol (●)
Optional Standard	Carries a point value that will be attained if the norm is met. Example 1,2,...5 maximum

The criteria used for classification are subdivided into basic and optional standards. Basic standards prescribe the issues and quality aspects that must be available in a hotel to ensure that the elementary requirements of guests are taken care of.

Each category has its own basic standards. A business offering accommodation and/or lodgings must meet all basic standards of a star category to be classified in that specific category. Not meeting one or more of the basic standards of a category means that the business cannot be classified in that category. It is not possible to make up for not meeting one standard by offering another basic/optional standard in its place. Category 1 only has basic standards. In addition to the basic standards, classification in a category requires attaining a minimum number of points by meeting multiple optional standards. A different list of optional standards applies to each category except category 1. All optional standards have a separate point value. A certain number of optional standards must be met to ensure that the minimum number of points is attained for the star category concerned.

The choice of optional standards for a star category provides a hotel in the 2-star or higher categories with flexibility to distinguish itself from others in the same category. For example a hotel with many business facilities versus one with many leisure facilities.

Number of points

For higher star categories more of the standards are considered to be basic, so less optional standards are available to attain points. As a result the maximum attainable number of points is much lower in the higher star categories. The required minimum number of points is determined with regard to the total points that must be attained.

The numbers for the different star categories are:

Category	Basic Standards (●)	Optional Standards Minimum Required
C	197	50
B	216	60
A	238	75

Overlap of standards

In several standards, certain criteria are prescribed that are related in terms of their contents, but which differ in degree. This may lead to an overlap when meeting standards.

If for example a hotel meets standard 1205 (hair drier in all rooms), the "lesser" standard 1204 (hair drier upon request) is also met.

In this example the concurrence is resolved as follows. If both standards are optional for the category concerned, points cannot be attained cumulatively by meeting both. Only the points of the "higher" standard (the highest number of points) are attained. But if standard 1204 is a basic standard and standard 1205 is an optional standard for the category concerned, the hotel shall be deemed to meet the 1204 basic standard and at the same time attains points because it meets the "higher" 1205 optional standard.

In this way hotels are stimulated to improve the quality of their business in the interest of the guest and the hotel business in general. Standards that might overlap have been grouped together as much as possible.

How to read standard tables:-

Hotel Room

Each standard has an individual number

Mandatory Standard

Category of hotels in Stars

Norm	Safety and privacy in the Room	C	B	A
100	All rooms have their own entrance	•	•	•
101	Clear indication on outside of all rooms whereby a number, name or letter, etc., is used	•	•	•
102	Option of locking the room door in all rooms	•	•	•
103	A spy hole in the room door of all rooms	•	•	•
104	Additional locking facilities of the room door of all rooms	•	•	•
105	Electronic locking system room door of all rooms	2	2	2
106	Provisions to prevent people from looking in (net curtain or similar) in all rooms	•	•	•
107	Guest safe in the room or a guest safe somewhere else in the hotel	•	•	•
108	Guest safe in all rooms	3	3	•
<i>Points cannot also be obtained through standard 107 if standard 108 is met</i>				
109	Do not disturb sign in all rooms	•	•	•
110	Emergency evacuation instruction in all rooms	•	•	•
111	Provision to prevent external noise and sound into rooms	3	3	3

Optional Standard, in this example 2 points

Concurrence of Standards

Hotel Apartment Classification Standards Index

Standard	Norm
Apartment Hotel Specifics	AP-1 AP-6
Apartment hotel	100 - 1216
Safety and privacy in the room	100 - 111
Lighting and electricity in the room	200 - 204
Apartment dimensions	300 - 304
Daylight in the apartment	400 - 402
Air treatment in the apartment	500 - 502
Bed and furniture in the room	600 - 613
Putting clothes and luggage away in the room	700 - 704
Telecommunications in the apartment	800 - 811
Audio and video in the apartment	900 - 911
Bathrooms	
Guest articles in the room and bathroom	1000 - 1009
Washbasin in the room	1100 - 1109
Bathroom facilities in the room	1200 - 1216
Kitchen	1300 - 1310
Kitchen equipment	1311 - 1357
Dining room	1400 - 1403
General facilities and services at the apartment hotel	1500 - 2210
Air treatment at the apartment hotel	1500 - 1502
Telecommunications at the apartment hotel	1600 - 1602
Transport, access, assistance and accessibility at the apartment hotel	1700 - 1714
Safety and security at the apartment hotel	1800 - 1808
Provisions for disabled guests at the apartment hotel	1900 - 1902
Reception	2000 - 2009
Other facilities at the apartment hotel	2102 - 2106
Other services offered by the apartment hotel	2200 - 2210

Standard	Norm
Leisure and recreation at the hotel	2600 - 2613
Back areas	2900 - 4001
Garbage area	2900
Staff services and facilities	4000 - 4001
Cleanliness	5000 - 5307
Bed rooms	5000 - 5009
Private and communal bathroom facilities in guest room area	5100 - 5105
Living and Dining room	5200 - 5207
Public areas (hallways, corridors, elevators, etc.)	5300 - 5306
Exterior	5307
Maintenance	5400 - 5802
Bed rooms	5400 - 5409
Private and bathroom facilities in guest room area	5500 - 5505
Living and Dining room	5600 - 5607
Public areas (hallways, corridors, elevators, etc.)	5700 - 5706
Exterior	5800 - 5802
Service level	5900 - 5902
Guest satisfaction	6000 - 6003
Class and image	6200 - 6507
Certification	6400 - 6601
Visibility star rating	6700 - 6701
Quality & service inspection	6800

Apartment Hotel Classification Standards

Apartment Hotel Specifics

Norm		C	B	A
AP - 1	The apartment shall contain at least one bedroom, dining room, living room, toilet, bath and kitchenette.	•	•	•
AP - 2	Bedrooms are separated from each other and from other areas in the apartment by solid partitions and are suitably noise insulated and resistant to sound. Each bedroom should have its own door.	•	•	•
AP - 3	At least one bedroom should have en-suite bathroom and a second bathroom with shower and toilet available	•	•	•
AP - 4	Means for water heating for maintaining sufficient supply of hot water for cleaning, washing and bathing	•	•	•
AP - 5	All electrical and gas fired equipment must be maintained and serviced regularly with service record available for inspection	•	•	•
AP - 6	Folder with instructions manual for use of kitchen equipment, clothes washing machine, dishwasher and other appliances if available	•	•	•

Apartment hotel

Norm	Safety and Privacy in the apartment	C	B	A
100	All Apartments have their own entrance.	•	•	•
101	Clear indication on the outside of all Apartments whereby a number, name or letter, etc., is used.	•	•	•
102	Option of locking the Apartment door in all Apartments.	•	•	•
103	A spy hole in the Apartment door of all Apartments.	•	•	•
104	Additional locking facilities of the Apartment door in all Apartments.	•	•	•
105	Electronic locking system of Apartment door in all Apartments.	2	2	2
106	Provisions to prevent people from looking in (net curtain or similar) on all windows in the apartment.	•	•	•
107	Guest safe in the apartment or a guest safe somewhere else in the hotel.	•	•	•
108	Guest safe in all Apartments.	3	3	•
<i>Points cannot also be obtained through standard 107 if standard 108 is met.</i>				
109	Do not disturb sign in all Apartments.	•	•	•
110	Emergency evacuation instruction in all Apartments.	•	•	•
111	Provision to prevent external noise and sound into Apartments	3	3	3

Norm	Lighting and electricity in the apartment	C	B	A
200	Adequate general lighting in all areas of the apartment. There should be sufficient lighting for eating, reading, writing and toilets	•	•	•
201	Switch for the lighting at the entrance to all Apartments.	•	•	•
202	Lighting suitable for reading in bed which can be operated from the bed at each sleeping place in all bedrooms in the apartment.	•	•	•
203	At least one unused power point in each area in the apartment that can be easily reached in all Apartments.	1	1	1
204	Switch next to the bed to operate the general lighting from the bed in all rooms.	3	3	3

Norm	Apartment dimensions	C	B	A
301	Double Apartment 17 m ² (applies to 90% of all Apartments; including wet area and toilet entrance area).	5	•	
302	Double Apartment 22 m ² (applies to 90% of all Apartments; including wet area and toilet entrance area).	5	5	•
303	Double Apartment 26 m ² (applies to 90% of all Apartments; including wet area and toilet entrance area).	5	5	5
<i>Highest number of points can only be obtained once when standards 300, 301, 302 and/or 303 are met.</i>				
304	Private balcony accessible from the Apartment in 25% of the Apartments.	2	2	2

Norm	Daylight in the apartment	C	B	A
400	At least one clear window at eye level with daylight distributed on all areas of the apartments.	•	•	•
401	(Heavy) curtains or similar provision on all windows of the apartment.	•	•	•
402	Curtains that do not allow light to shine through or a similar provision to ensure guests can also sleep in all bedrooms during the day (Black-outs).	2	2	•

Norm	Air treatment in the apartment	C	B	A
500	All apartments have heating that can be regulated individually distributed over all areas of the apartment.	•	•	•
501	Window or a grid that can be opened or a ventilation system in all areas of the apartment.	•	•	•
502	Individually regulated air conditioning in all areas of the apartment.	•	•	•

Norm	Bed and furniture in the room	C	B	A
600	Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all Apartments.	•	•	•
601	Additional blanket (or duvet) and pillow upon request.	•	•	•
602	Additional pillows in all Apartments.	2	2	•
603	Change of bed linen and towels at least every other day and daily upon request.	2	•	•
604	Beds with a length of at least 2 meters and a width of at least 90 centimeters in all Apartments.	3	3	3
605	Baby bed (cot) upon request.	1	•	•
606	One bedside chair or seat for each guest staying in the room. Should three or more guests use the Apartment, two seats are sufficient.	•	•	•
612	Wastepaper basket in each bedroom.	•	•	•
613	Full-length mirror in each bedroom.	1	•	•

Norm	Putting clothes and luggage away in the room	C	B	A
700	Luggage rack or similar provision in all bedrooms.	1	1	•
701	Wardrobe/cupboard with shelves or a similar provision and plastic/wooden (identical) coat hangers for putting clothes away in all Apartments.	•	•	•
702	Trouser press in all Apartments.	2	2	2
703	Ironing equipment with steam function on request.	1	•	•
704	Ironing equipment with steam function in all apartments.	2	2	2

Points cannot also be obtained through standard 703 if standard 704 is met.

Norm	Telecommunications in the apartment	C	B	A
800	Telephone with outside line and written user instructions in all Apartments.	•	•	•
801	Two telephones with outside line and written user instructions, one on writing table, one at bedside in all Apartments.	1	1	1
802	Connection for data communication with written user instructions and at least one unused power point for computers in all Apartments.	1	1	•
803	Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all Apartments.	2	2	2
804	High speed data communication connection as well as two unused power points in all Apartments.	3	3	3

Highest number of points can only be obtained once when standards 802, 803 and/or 804 are met.

805	Fax upon request.	1	1	1
806	Computer with Internet connection upon request.	2	2	2
807	Computer with Internet connection in all Apartments.	3	3	3

Points cannot also be obtained through standard 806 if standard 807 is met.

808	Answering machine in all Apartments (voicemail).	1	1	1
809	Additional telephone with outside line in the private bathroom facilities of all Apartments.	2	2	2
810	Printer upon request.	1	1	1
811	Printer in all Apartments.	2	2	2

Points cannot also be obtained through standard 810 if standard 811 is met.

Norm	Audio and video in the apartment	C	B	A
901	Color TV with at least 20 inch screen, remote control and TV-channel directory in all Apartments.	•	•	•
902	Radio channels in all Apartments.	1	•	•
903	Radio with a free choice of channels in all Apartments.	2	2	2
<i>Points cannot also be obtained through standard 902 if standard 903 is met.</i>				
904	Pay TV or dedicated movie channel with the option of canceling upon the request of the guest.	2	2	2
905	Additional loudspeaker for radio and/or television in the private bathroom facilities of all Apartments.	1	1	1
906	Video recorder and/or DVD player with remote control upon request.	1	1	•
907	DVD player in all Apartments.	2	2	2
<i>Points cannot also be obtained through standard 906 if standard 907 is met.</i>				
908	Movie and music on demand in all Apartments with an adequate collection available at reception.	2	2	2
909	Supplementary lighting in the form of table or wall lamps	•	•	•
910	Coordinated and organized furniture to provide comfortable seating for TV watching, reading and gathering.	•	•	•
911	Table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms).	•	•	•

Bathrooms

Norm	Guest articles in the room and bathroom	C	B	A
1000	Shower gel/bubble bath and shampoo in all bathrooms.	•	•	•
1001	Basic range of care products (toothpaste, shaving tackle, and such) upon request.	1	1	•
1002	Extensive range of care products in all Apartments (the products referred to in standard 1001 and at least also products such as body lotion, shampoo/conditioner and luxury soap).	2	2	2
<i>Points cannot also be obtained through standard 1001 if standard 1002 is met.</i>				
1003	Shoe polish products upon request.	1	1	1
1004	Shoe polish products in all Apartments.	2	2	2
<i>Points cannot also be obtained through standard 1003 if standard 1004 is met.</i>				
1005	Information in all Apartments about additional hotel services and entertainment/recreation outside the hotel.	•	•	•
1006	Welcoming gift in all Apartments.	1	1	1
1007	Stationary and correspondence paper in all Apartments.	1	1	•
1008	Prayer direction sign in all Apartments.	•	•	•
1009	Plug adaptor upon request.	1	•	•

Norm	Washbasin in the bathroom	C	B	A
1100	Washbasin with hot and cold running water in all Apartments.	•	•	•
1101	Washbasin mirror in all Apartments.	•	•	•
1102	Possibility to accommodate bathroom articles or a toilet bag in all Apartments.	•	•	•
1103	Washbasin lighting in all Apartments.	•	•	•
1104	A (shaving) power point next to the washbasin mirror in all Apartments.	1	1	•
1105	One towel and one bath towel per person in all Apartments.	•	•	•
1106	Two towels and two bath towels per person in all Apartments.	3	3	•
<i>Points cannot also be obtained through standard 1105 if standard 1106 is met.</i>				
1107	(Face) flannel for each guest staying in all Apartments.	1	1	1
1108	A mug or glass is available for each person in all Apartments.	•	•	•
1109	Double washbasin in all double Apartments and suites.	2	2	2
Norm	Bathroom facilities in the room	C	B	A
1202	Bath mat all bathroom facilities of all Apartments.	1	1	1
1203	Non-slip flooring in the bath and handgrips for getting in and out of the bath in all Apartments with a private bath.	•	•	•
1204	Hair drier upon request.	1	•	•
1205	Hair drier in all Apartments.	2	2	•
<i>Points cannot also be obtained through standard 1204 if standard 1205 is met.</i>				
1206	Bathrobe and shower slippers for each staying guest in all Apartments.	2	2	2
1207	Extendible clothesline or similar provision in all Apartments.	1	1	1
1208	Separate shaving mirror in all Apartments.	1	1	1
1209	Separate shaving mirror with built-in lighting in all Apartments.	2	2	2
<i>Points cannot also be obtained through standard 1208 when standard 1209 is met.</i>				
1210	Defogging bathroom mirrors in all Apartments.	1	1	1
1211	Towel heater in all Apartments.	1	1	1
1212	Bidet in all Apartments.	1	1	1
1213	Separate bath and shower in 50% of the Apartments.	2	2	2
1214	Separate bath and shower in all Apartments.	3	3	3
<i>Points cannot also be obtained through standard 1213 when standard 1214 is met.</i>				
1215	Toilet separated from the bathroom facilities in 50% of the Apartments.	2	2	2
1216	Toilet separated from the bathroom facilities in all Apartments.	3	3	3
<i>Points cannot also be obtained through standard 1215 when standard 1216 is met.</i>				

Kitchen

Norm	Kitchen	C	B	A
1300	Storage cupboards, racks and shelves	•	•	•
1301	Fridge with adequate temperature to safely store food	•	•	•
1302	Freezer - either separate or in one unit	•	•	•
1303	Work tops	•	•	•
1304	Cooking equipment - 4 ring hob, oven, microwave oven, pots, pans, kettle	•	•	•
1305	Sink unit with supply of hot and cold water	•	•	•
1306	Garbage bin	•	•	•
1307	Clothes washing machine provided (If laundry facilities are not provided)	•	•	•
1308	Dishwashing machine	Υ	Υ	•
1309	Dining utensils - Dishes, Cutlery, glasses, Cups and serving dishes	•	•	•
1310	Cooking utensils - Pots, pans ...etc	•	•	•

Norm	Kitchen equipment	C	B	A
1311	Knives (Table and Dessert)	•	•	•
1312	Forks (Table and Dessert)	•	•	•
1313	Spoons (Dessert, soup and Tea)	•	•	•
1314	Plates (Large and Small)	•	•	•
1315	Tea Cups and Saucer or Mug	•	•	•
1316	Cereal/ Soup Bowl	•	•	•
1317	Water glasses and jug	•	•	•
1318	Bread Knife	•	•	•
1319	Tin opener	•	•	•
1320	Ladle	•	•	•
1321	Potato peeler	•	•	•
1322	Serving Gear	•	•	•
1323	Cutlery box or divided drawer	•	•	•
1324	kitchen scissors	•	•	•
1325	Sugar Bowl	•	•	•
1326	Milk Jug	•	•	•
1327	Juice Extractor	•	•	•
1328	Kettle	•	•	•
1329	Toaster	•	•	•
1330	Teapot	•	•	•

1331	Coffee maker	•	•	•
1332	Fridge and Freezer	•	•	•
1333	Microwave oven	•	•	•
1334	Saucepans and Lids	•	•	•
1335	Frying pan	•	•	•
1336	Oven roasting tray	•	•	•
1337	Bread/Chopping board	•	•	•
1338	Tray	•	•	•
1339	Colander	•	•	•
1340	Wooden Spoon	•	•	•
1341	Whisk	•	•	•
1342	Grater	•	•	•
1343	Mixing Bowl	•	•	•
1344	Tongs	•	•	•
1345	Table mats	•	•	•
1346	Dish cloths	•	•	•
1347	tea towels	•	•	•
1348	sink	•	•	•
1349	Vaccum Cleaner	•	•	•
1350	Dustpan and brush	•	•	•
1351	Mop	•	•	•
1352	Bucket	•	•	•
1353	Floor cloth	•	•	•
1354	Bin	•	•	•
1355	Spare light bulbs	•	•	•
1356	Clothes line	•	•	•
1357	Suitable cleaning material	•	•	•

Norm	Dining room	C	B	A
1400	Dining table suitable for seating for the capacity of the apartment	•	•	•
1401	Dining utensils sufficient to the number of sleeping capacity of the apartment	•		
1402	Dining utensils sufficient at 1.5 times the maximum sleeping capacity of the apartment		•	
1403	Dining utensils sufficient at 2 times the maximum sleeping capacity of the apartment			•

General facilities and services at the Apartment hotel

Norm	Air treatment at the Apartment hotel	C	B	A
1500	Ventilation with adequate fresh air intake in all public areas.	•		
1501	Comfortable, ceiling based air conditioning with adequate fresh air intake and used air outlet in all public areas.	2	•	•
1502	Comfortable, ceiling based air conditioning with adequate fresh air intake and used air outlet in entire building.	4	4	4

Points cannot also be obtained through standard 1502 if standard 1501 is met.

Norm	Telecommunications at the Apartment hotel	C	B	A
1600	Option to use a telephone at the hotel upon request.	•	•	•
1601	Option to use a fax at the hotel upon request.	•	•	•
1602	Option to use a computer with high speed Internet connection upon request at the hotel.	2	•	•

Norm	Transport, access, assistance and accessibility at the apartment hotel	C	B	A
1700	Guests must be able to reach a hotel employee 24 hours a day.	•	•	•
1701	Private parking facilities at the hotel.	2	2	2
1702	Private parking facilities at the hotel sufficient for at least 50% of the total number of Apartments.	4	4	4
1703	Private indoor car parking at the hotel.	3	3	3
1704	Private indoor car parking at the hotel sufficient for at least 50% of the total number of Apartments.	5	5	5

Highest number of points can only be obtained once when standards 1701, 1702, 1703 or 1704 are met.

1705	Permanent parking assistance.	2	2	2
1706	Luggage transportation upon request.	1	•	•
1707	Luggage transportation offered.	2	2	2

Points cannot also be obtained through standard 1706 if standard 1707 is met.

1708	Guests only have to walk up two sets of stairs to reach their Apartment.	2	•	
1709	Guests only have to walk up one set of stairs to reach their Apartment.	3	•	•
1710	95% of the hotel Apartments can be reached by guests without having to use the stairs.	4	4	•

Highest number of points can only be obtained once when standards 1708, 1709 and/or 1710 are met.

1711	Service elevator(s)) separately from guest elevator(s)) if hotel consists of 3 floors and more.		•	
1712	Service elevator(s)) separately from guest elevator(s)).	3	3	•
1713	Area to stop and set down luggage at the entrance of the hotel.	2		
1714	Roofed area to stop and set down luggage at the entrance of the hotel.	3	•	•

Points cannot also be obtained through standard 1713 if standard 1714 is met.

Norm	Safety and security at the apartment hotel	C	B	A
1800	Compliant with safety and security regulations issued by the government	•	•	•
1801	X-ray machine for luggage inspection.			•
1802	Walkthrough X-ray machine for people		•	•
1803	24 hours a day Closed Circuit Television system.	3	3	3
1804	Controlled access to guest Apartment areas.	2	2	2
1805	Security officer on duty 24 hours a day.	2	2	•
1806	Approved medical services on call 24 hours a day.	1	1	1
1807	Defibrillator and 24 hours per day availability of trained and certified staff to operate it.	1	1	1
1808	Certified first attendant to be available 24 hours	2	2	•

Norm	Provisions for disabled guests at the apartment hotel	C	B	A
1900	The premises entrance and all communal areas accessible for wheelchairs.	1	1	•
1901	Adapted general WC for wheelchair access.	1	1	•
1902	Adapted Apartment for wheelchair access.	1	1	•

Norm	Reception	C	B	A
2000	Checked-in guests must have access to the hotel 24 hours a day.	•	•	•
2001	Reception personnel speak at least Arabic and English.	•	•	•
2002	Sufficient privacy offered when guests check in and check out.	•		
2003	Separate reception desk.	2	•	•
2004	Assured reception service through the physical presence of a reception member of staff from 07.00 till 23.00 and physical presence of a member of staff in or in the immediate area of the hotel (available in the hotel within no more than 5 minutes after being summoned by the guest) from 23.00 till 07.00 in combination with an intercom facility (immediate contact between guest and member of staff).			
2005	Reception and porter service open 24 hours a day and physically staffed.	•	•	•
2006	Adequate delivery of messages and goods to guests.	•	•	•
2007	Sitting places at reception.	•	•	•
2008	On-line reservation of hotel Apartments is possible including confirmation.	1	1	1
2009	Taking guests to their Apartment on arrival.	1	1	1

Norm	Other facilities at the apartment hotel	C	B	A
2102	Non-smoking Apartments are available at the hotel. Minimum of 10% of Apartments for non smoking, with signs available on doors.	1	•	•
2103	Luggage rooms at the hotel (locked or supervised).	1	1	•
2104	Shoe polishing machine at the hotel.	1	1	1
2105	Option of purchasing reading material, newspapers and stamps at the hotel.	1	1	•
2106	Availability of "gift" articles at the hotel.	1	1	1

Norm	Other services offered by the apartment hotel	C	B	A
2200	Wake-up call upon request.	1	•	•
2201	Turndown service (every evening).	4	4	4
2202	Laundry and ironing service from 08.00 till 20.00, with a return time of less than 2 hours.	2	2	2
2203	Laundry and ironing service 24 hours a day, with a return time of less than 2 hours.	3	3	3
<i>Points cannot also be obtained through standard 2202 if standard 2203 is met.</i>				
2204	Dry cleaning service 24 hours a day, with a return time of less than 12 hours.	1	1	1
2205	Shoe polish service upon request.	1	1	1
2206	Secretarial service upon request	1	1	1
2207	Baby sitting service upon request	1	1	1
2208	Concierge services to be available. Transport, car rental, ticket reservations, tourist sites and excursions, theatre and museums.	2	2	2
2209	Currency exchange service.	1	1	•
2210	At least two types of credit cards are accepted.	1	1	•

Leisure and recreation at the apartment hotel

Norm		C	B	A
2600	Swimming pool with poolside service of snacks and drinks at the hotel.	5	5	5
2601	Sauna for general use at the hotel.	2	2	2
2602	Steam bath for general use at the hotel.	2	2	2
2603	Whirlpool for general use at the hotel.	1	1	1
2604	Sunbath facilities for general use at the hotel.	1	1	1
2605	Fitness room at the hotel.	3	3	3
2607	Outdoor café with sufficient shaded seating area at the hotel.	3	3	3
2608	Outdoor garden at the hotel.	2	2	2
2609	Play room or playground at the hotel for children.	1	1	1
2610	Game room at the hotel.	1	1	1
2611	Tennis courts next to or indoor tennis at the hotel.	2	2	2
2612	Volleyball and/or basketball court at the hotel.	2	2	2
2613	Option to rent leisure items at the hotel.	1	1	1

Back Areas

Norm	Garbage area	C	B	A
2900	Special ventilated area for waste		•	•

Norm	Staff services and facilities	C	B	A
4000	Separate entrance for Hotel Employees		•	•
4001	Showers, lockers, and changing rooms for employees		•	•

Cleanliness

Norm	Bedrooms	C	B	A
5000	Bed mattresses	•	•	•
5001	Pillows	•	•	•
5002	Duvets or blankets	•	•	•
5003	Bed sheets, duvet covers and pillowcases	•	•	•
5004	Floor	•	•	•
5005	Walls	•	•	•
5006	Ceiling	•	•	•
5007	Furniture	•	•	•
5008	Curtains	•	•	•
5009	Other elements of the bedroom	•	•	•

Norm	Private Bathroom facilities in apartment	C	B	A
5100	Floor and wall tiling	•	•	•
5101	Floor and wall grouting/kitting	•	•	•
5102	Shower and bath	•	•	•
5103	Shower curtain	•	•	•
5104	Inside and outside of toilet bowl	•	•	•
5105	Other elements of bathroom facilities	•	•	•

Norm	Living and Dining Room	C	B	A
5200	Flooring	•	•	•
5201	Walls	•	•	•
5202	Ceilings	•	•	•
5203	Furniture	•	•	•
5204	Lighting	•	•	•
5205	Table Utensils, Linen	•	•	•
5207	Other elements of communal areas	•	•	•

Norm	Public Areas (Corridors, Halls and Elevators...etc)	C	B	A
5300	Public Toilets	•	•	•
5301	Flooring	•	•	•
5302	Walls	•	•	•
5303	Ceiling	•	•	•
5304	Furniture	•	•	•
5305	Employees Uniform	•	•	•
5306	Other elements of Public areas	•	•	•

Norm	Exterior	C	B	A
5307	Exterior of building and hotel grounds	•	•	•

Maintenance

Norm	Bedrooms	C	B	A
5400	Bed mattresses	•	•	•
5401	Pillows	•	•	•
5402	Duvets or blankets	•	•	•
5403	Bed sheets, duvet covers and pillowcases	•	•	•
5404	Floor	•	•	•
5405	Walls	•	•	•
5406	Ceiling	•	•	•
5407	Furniture	•	•	•
5408	Curtains	•	•	•
5409	Other elements of hotel Apartments	•	•	•

Norm	Private Bathroom facilities in apartment	C	B	A
5500	Floor and wall tiling	•	•	•
5501	Floor and wall grouting/kitting	•	•	•
5502	Shower and bath	•	•	•
5503	Shower curtain	•	•	•
5504	Inside and outside of toilet bowl	•	•	•
5505	Other elements of bathroom facilities	•	•	•

Norm	Living and Dining Room	C	B	A
5600	Flooring	•	•	•
5601	Walls	•	•	•
5602	Ceilings	•	•	•
5603	Furniture	•	•	•
5604	Lighting	•	•	•
5605	Table Set up	•	•	•
5607	Other elements of communal areas	•	•	•

Norm	Public Areas (Corridors, Halls and Elevators...etc)	C	B	A
5700	Public Toilets	•	•	•
5701	Flooring	•	•	•
5702	Walls	•	•	•
5703	Ceiling	•	•	•
5704	Furniture	•	•	•
5705	Employees Uniform	•	•	•
5706	Other elements of Public areas	•	•	•

Norm	Exterior of building and hotel grounds	C	B	A
5800	Gardening	•	•	•
5801	Painting	•	•	•
5802	Lighting	•	•	•

Service level

Norm		C	B	A
5900	The reception of guests is hospitable.	•	•	•
5901	The guest is the central focus of the hotel operation.	•	•	•
5902	Staff are recognizable by name tags or position tags	3	•	•

Guest satisfaction

Norm		C	B	A
6000	Complaints from guests are registered.	•	•	•
6001	Complaints from guests are processed correctly.	•	•	•
6002	Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.	•	•	•
6003	Guest questionnaires from the hotel in all Apartments.	•	•	•

Class and image

Realistic guest expectations of a simple middle range hotel are met with regard to:

Norm		C	B	A
6200	Exterior, interior and image of a simple hotel meet the realistic expectations of hotel guests.	•		
6201	Ratio between number of Apartments and communal areas and lobby	•		
6203	Quality of leisure facilities	•		
6204	Number of employees and Apartment numbers ratio	•		
6205	Uniform appearance	•		
6206	Quality of furniture	•		
6207	Consistence and mutual tuning of elements of exterior/interior, creating a coherent experience.	•		

Realistic guest expectations of a middle range hotel are met with regard to:

Norm		C	B	A
6300	Exterior, interior and image of a simple hotel meet the realistic expectations of hotel guests.		•	
6301	Ratio between number of Apartments and communal areas and lobby		•	
6303	Quality of leisure facilities		•	
6304	Number of employees and Apartment numbers ratio		•	
6305	Uniform appearance		•	
6306	Quality of furniture		•	
6307	Consistence and mutual tuning of elements of exterior/interior, creating a coherent experience.		•	

Realistic guest expectations of a first class hotel are met with regard to:

Norm		C	B	A
6400	Exterior, interior and image of a simple hotel meet the realistic expectations of hotel guests.			•
6401	Ratio between number of Apartments and communal areas and lobby			•
6403	Quality of leisure facilities			•
6404	Number of employees and Apartment numbers ratio			•
6405	Uniform appearance			•
6406	Quality of furniture			•
6407	Consistence and mutual tuning of elements of exterior/interior, creating a coherent experience.			•

Certification

Norm		C	B	A
6600	Health Certificate	•	•	•
6601	Environmental Certificate	1	1	1

Visibility star rating

Norm		C	B	A
6700	Hotel sign specifying correct star rating is intact and clearly visible at the reception.	•	•	•
6701	Hotel sign specifying correct star rating is intact and clearly visible outside at main entrance.	•	•	•

Quality & service inspection

Norm		C	B	A
6800	Result external quality & service inspection sufficient for 4* level hotel.			•

MAXIMUM TOTAL POINTS

	C	B	A
BASIC POINTS	197	216	238
MINIMUM IN % OF MAXIMUM	45	55	70



Explanation of individual standards

Hotel room

Norm	Safety and privacy in the room	
100	All rooms have their own entrance.	<i>This standard means that guests should have direct access to their room without having to pass through for example another room. Furthermore it intends to exclude dormitories, where guests usually rent a bed, not a room. The specification of an establishment as a Hotel creates certain expectations from the consumer with regard to a minimum of provisions. The concept of Hotel is linked to all in everyday language as an establishment which among other things, deals with the availability of a private room, not with the rental of a bed within a dormitory. The term dormitory is not to be confused with family rooms, suites or rooms with connecting doors intended for use by members of a particular party.</i>
102	Option of locking the room door in all rooms.	<i>The provision of a door lock with own unique key for each guest</i>
103	A spy hole in the room door of all rooms.	<i>The intention is that guests are able to see who is in front of their door via a one-way spy hole.</i>
104	Additional locking facilities of the room door in all rooms.	<i>An extra chain or locking device to additionally lock the room from the inside.</i>
106	Provisions to prevent people from looking in (net curtain or similar) in all rooms.	<i>The object of this directive is to allow guests the possibility of looking through the windows during daylight hours without their being viewed from the outside.</i>
107	Guest safe in the room or a guest safe somewhere else in the hotel.	
108	Guest safe in all rooms.	
<i>A guest safe is to be used by guests for safe keeping of personal valuables (such as passport, jewelry or a wallet), a notebook or small hand luggage, with a lock of which the guest is issued his own personal, unique key.</i>		
<i>Norm 106 states that the safe may also be located elsewhere in the hotel, for example within the hotel's central safe. In that situation the guest should have his own personal, unique key of his guest safe (not necessarily of the central safe). There should be a sufficient number of safes available to accommodate at least the average request rate. This service should be listed in the room directory.</i>		
110	Emergency evacuation instruction in all rooms.	<i>It is important for guests to know what to do in case of an emergency. Therefore emergency instructions should be placed in the room clearly visible, at least as a part of the room directory.</i>
111	Provision to prevent external noise and sound into room	<i>The object of this directive is to allow guests to sit, sleep and enjoy their rooms without external noise being of the streets, service areas, communal corridors and/or guests in other rooms</i>

Norm	Lighting and electricity in the room	
201	Switch for the lighting at the entrance to all rooms.	<i>For example a switch for general lighting or bedside lighting.</i>
203	Unused power point next to the bed that can be easily reached in all rooms.	<i>Easily accessible means in any event that power points should not be placed underneath the bed or behind a nightstand.</i>

Norm	Daylight in the room	
400	At least one clear window at eye level with daylight in all rooms.	<i>A window serves as a connection to the world outside and allows for daylight to enter the room as well as the possibility for the guest to look out. The window is not part of a glass door.</i> <i>The bottom edge of the window pane should not be higher than shoulder height (1.50 meters).</i>
401	(Heavy) curtains or similar provision in all rooms.	<i>Opaque curtains or similar provisions (such as roller blinds or lamellae) that guests may use at dusk or bedtime, that darken the room as much as possible and block the view from the outside.</i>
402	Curtains that do not allow light to shine through or a similar provision to ensure guests can also sleep in the rooms during the day (black-outs).	<i>This pertains to curtains or other window treatment (such as exterior shutters) which would nearly obscure the room from light.</i>

Norm	Air treatment in the room	
500	All rooms have heating that can be regulated individually.	<i>Guests can turn the heating on or off and fine-tune the temperature.</i>
501	Window or a grid that can be opened or a ventilation system in all rooms.	<i>If the window cannot be opened, the fresh air intake needs to function 24 hours. A (ceiling) ventilator is insufficient, as this only moves air, instead of refreshing it.</i>
502	Individually regulated air conditioning in all rooms.	<i>Guest can individually control the air conditioning and temperature in the room. A ceiling fan is not acceptable.</i>

Norm	Bed and furniture in the room	
600	Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.	<i>Pillow rolls are not counted as pillows, because such pillows are unsuitable for sleeping on. Bed linen sizes correspond with the format of the mattress.</i>
601	Additional blanket (or duvet) and pillow upon request.	<i>This service must be listed in the room directory.</i>
602	Additional pillows in all rooms.	<i>The pillow must be located in the room (for example in the cupboard) and be sealed in a hygienic bag.</i>
603	Change of bed linen and towels at least every other day and daily upon request.	<i>The additional service of daily change of bed linen and towels must be listed in the room directory.</i>
605	Baby bed (cot) upon request.	<i>The baby bed must be complete with matching bed linen. This service must be listed in the room directory.</i>
607	One armchair or couch for each guest staying which is viewed as a sitting place in all rooms.	<i>An armchair/couch offers comfortable seating. The idea is that the chairs/ couches form a seating arrangement with the coffee table, allowing guests to sit across from one another. The armchair or couch per staying guest needs to be in the room upon the arrival of the guest.</i>
608	A table and matching chair (which is deemed as being one seat) in all rooms.	<i>It is important that the seating height of the armchair matches to the height of the coffee table. A nightstand or windowsill will not be accepted as a table.</i>
609	A table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms.	<i>It is important that the seating height of the (arm)chair matches the height of the writing table. The size of the table surface and its adequate lighting, make it possible to use it as a writing table.</i>
610	Coffee table or similar provision to place drinks and such within reach of armchair(s) in all rooms	<i>A night stand or windowsill will not be accepted as a coffee table.</i>
611	Option to sit across from each other and/or to eat a meal when 2 persons are involved.	<i>In case such a table is not present in the room, it can be delivered on request, for example in the form of a trolley. In that case, this information must be listed in the room directory.</i>
613	Full-length mirror in all rooms.	<i>A full length mirror is a mirror in which a standing guest can see himself completely.</i>
614	Empty refrigerator (mini-fridge) in all rooms.	<i>Guests are able to cool-store items they brought with them (like food and drinks) in their room. An empty minibar could serve this purpose. If compliance with standard 2401 or 2402 requires a stocked minibar, it should be empty and be stocked on request of the guest.</i>

Norm Putting clothes and luggage away in the room		
700	Luggage rack or similar provision in all rooms.	<i>It concerns a piece of furniture, possibly a fold-out one, on which a suitcase can be placed to pack and unpack it comfortably. A bed does not count as such a facility.</i>
701	Wardrobe/cupboard with shelves or a similar provision and plastic/wooden (identical) coat hangers for putting clothes away in all rooms.	<i>A hanging/linen cupboard is a specific piece of furniture or designated space with a metal rod and hangers to hang cloths on. The linen section can be within the same unit, or separate.</i>
703	Ironing equipment with steam function on request.	<i>This service must be listed in the room directory.</i>

Norm Telecommunications in the room		
800	Telephone with an outside line in all rooms.	
801	Two telephones with outside line and written user instructions, one on writing table, one at bedside in all rooms	<i>These telephones (and their outside line) must also be usable when the reception is closed.</i>
802	Connection for data communication with written user instructions and at least one unused power point for computers in all rooms.	
803	Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.	
804	High speed data communication connection as well as two unused power points in all rooms.	
<i>These connecting plugs and unused electrical sockets are available near the writing table, allowing guests to work in that space. Guests need to have the possibility to connect and use their own computer equipment.</i>		
805	Fax upon request.	<i>The purpose of this norm is to use the fax in the guest room, as opposed to somewhere else in the building. This service must be listed in the room directory.</i>
806	Computer with Internet connection upon request.	
807	Computer with Internet connection in all rooms.	
<i>Norm 806 deals with a PC (possibly via the TV screen) with a permanent connection to the internet, ready to use in the room on request. This service must be listed in the room directory. Norm 807 indicates that such a ready to use PC is present in all rooms.</i>		
810	Printer upon request.	
811	Printer in all rooms.	
<i>Norm 810 deals with a printer, with paper, ink and PC connection cable, ready to use in the room on request. This service must be listed in the room directory. Norm 811 indicates that such a ready to use printer is present in all rooms.</i>		

Norm	Audio and video in the room
900	Color TV with remote control and TV-channel directory in 50% of the rooms.
901	Color TV with at least 20 inch screen, remote control and TV-channel directory in all rooms.

The remote control may be issued at check in. If so, this should be done automatically, without guests having to ask for it. Hotels may choose to ask guests for a deposit.

902	Radio channels in all rooms.
903	Radio with a free choice of channels in all rooms.

If radio channels are broadcasted via the TV system, this must be listed in the room directory. Norm 903 deals with a separate radio (with or without a CD player) and not a radio via the TV system, because these systems do not offer a free choice of channels, but are limited to pre-selected radio channels.

904	Pay TV or dedicated movie channel with the option of canceling upon the request of the guest.	<i>Pay TV and dedicated movie channels must be made dysfunctional on request. This service must be listed in the room directory.</i>
906	Video recorder and/or DVD player with remote control upon request.	<i>This service must be listed in the room directory.</i>

Norm	Guest articles in the room and bathroom	
1000	Shower gel/bubble bath and shampoo in all rooms.	<i>If dispensers are used, they need to be labeled as to what their contents are.</i>
1001	Basic range of care products (toothpaste, shaving tackle, and such) upon request.	<i>This service must be listed in the room directory.</i>
1003	Shoe polish products upon request.	
1004	Shoe polish products in all rooms.	

Either a box with a variety of shoe polish tools, or shoe polish cloths. The service mentioned in norm 1003 must be listed in the room directory.

1005	Information in all rooms about additional hotel services and entertainment/recreation outside the hotel.	<i>The primary aim of this norm is to inform guests about all additional hotel services, such as all provisions and services that the hotel can offer upon request, based on the basic and optional norms of the classification system. The information needs to be clearly present in the room and be easily accessible. Information may be publicized by TV, as long as this is clearly indicated.</i>
1006	Welcoming gift in all rooms.	<i>A welcome gift in the room is something tangible like fruit or a bouquet of flowers, not a welcome message.</i>
1009	Plug adaptor upon request.	<i>This service must be listed in the room directory.</i>

Norm	Washbasin in the room	
1101	Washbasin mirror in all rooms.	<i>Washbasin mirror is not the same as a (usually smaller) shaving mirror.</i>
1103	Washbasin lighting in all rooms.	<i>The idea is that guests can view themselves in the mirror when standing in front of it. The light must be adequate, without having a blinding effect.</i>
1104	A (shaving) power point next to the washbasin mirror in all rooms.	<i>The power point is meant to allow guests to shave or dry their hair and therefore needs to be within wire-range from the washbasin mirror.</i>

Norm	Bathroom facilities in the room	
1200	50% of the rooms have private bathroom facilities and a WC en-suite to the bedroom (bathroom facilities are a fully enclosed area, accessible through a door, which has been provided with a bath with a shower attachment or a shower, with constant hot and cold running water, ventilation and lighting).	
1201	All rooms have private bathroom facilities and a WC en-suite to the bedroom (bathroom facilities are a fully enclosed area, accessible through a door, which has been provided with a bath with a shower attachment or a shower, with constant hot and cold running water, ventilation and lighting).	

A shower cabin in the room does not count as a bath facility in this respect.

1204	Hair drier upon request.	<i>This service must be listed in the room directory.</i>
1213	Separate bath and shower in 50% of the rooms.	
1214	Separate bath and shower in all rooms.	

For this norm, the shower is explicitly outside the bathtub in a separate shower area.

1215	Toilet separated from the bathroom facilities in 50% of the rooms.	
1216	Toilet separated from the bathroom facilities in all rooms.	

The toilet meant here may be accessible from the bathroom, but is physically separated from the other bathroom facilities by walls and a door.

General provisions at the hotel

Norm	Telecommunications at the hotel	
1600	Option to use a telephone at the hotel upon request.	<i>This norm allows guests to use a telephone inside the building, not somewhere in the vicinity.</i> <i>It is important that the privacy of guests using the telephone is guaranteed as much as possible. This service must be listed in the room directory.</i>
1601	Option to use a fax at the hotel upon request.	<i>This norm allows guests to send and receive fax messages inside the hotel, not somewhere in the vicinity. This service must be listed in the room directory.</i>
1602	Option to use a computer with high speed Internet connection upon request at the hotel.	<i>This norm allows guests to use a computer inside the hotel, not somewhere in the vicinity. This service must be listed in the room directory.</i>
Norm	Transport, access, assistance and accessibility at the hotel	
1700	Guests must be able to reach a hotel employee 24 hours a day.	<i>Full compliance means that a minimum of one hotel employee is present 24 hours a day. If the employee at some moments is only reachable by telephone, guests must be informed how to get in contact with him. The way the employee can be reached must be listed in the room directory.</i>
1701	Private parking facilities at the hotel.	
1702	Private parking facilities at the hotel sufficient for at least 50% of the total number of rooms.	
1703	Private indoor car parking at the hotel.	
1704	Private indoor car parking at the hotel sufficient for at least 50% of the total number of rooms.	
<i>Norm 1701 and 1702 are about parking facilities of the hotel itself and not about public parking spaces or a parking garage as meant in norm 1703 and 1704. Norm 1703 and 1704 concern a covered parking facility/garage of the hotel itself. Outside of the hotel, this parking garage needs to be clearly sign posted. Also allowed is an area in a public parking garage very close to the hotel, especially reserved and sign posted for hotel guests. The parking possibilities mentioned in standards 1701, 1702, 1703 and 1704 must be listed in the room directory.</i>		
1705	Permanent parking assistance.	<i>At arrival and departure, permanent parking assistance is available.</i>
1706	Luggage transportation upon request.	
1707	Luggage transportation offered.	

Luggage transport means bringing luggage to and from the room at arrival and departure. Norm 1706 is on request of the guest. Norm 1707 means offering this automatically by the staff. This service must be listed in the room directory and be clearly mentioned at the reception.

1708	Guests only have to walk up two sets of stairs to reach their room.
1709	Guests only have to walk up one set of stairs to reach their room.
1710	95% of the hotel rooms can be reached by guests without having to use the stairs.

If, for the purpose of compliance with standards 1708, 1709 and/or 1710 elevators are available, these should be public guest service elevators, not a back of the house goods elevators.

1712	Area to stop and set down luggage at the entrance of the hotel.
1713	Roofed area to stop and set down luggage at the entrance of the hotel.

The meaning of this norm is to offer guests the possibility to stop their vehicle in a well marked place, close to the entrance of the hotel to let passengers in and out of the car and to load and unload luggage. The roof mentioned in norm 1713 intends to protect guests against weather influences.

1714	Private shuttle service upon request or through a schedule.	<i>Not meant here are public transport vehicles or taxi's if they are not part of the hotel transportation facilities. This service must be listed in the room directory.</i>
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Norm Safety and security at the hotel

1803	Controlled access to guest room areas.	<i>Hotels are very much public spaces, but the guest room areas are best to be restricted to hotel residents only. This can be done by elevator access control or making use of the electronic room key codes. Simpler but as well effective is asking hotel residents to present their room key to a member of security at the elevator access.</i>
1805	Approved medical services on call 24 hours a day.	<i>This norm is not about an on site medical presence, but about having an agreement with external medical services, so that quick medical assistance can be in place when needed.</i>
1806	Defibrillator and 24 hours per day availability of trained and certified staff to operate it.	<i>This life saving device should be easily accessible and kept in working order according to the equipment specifications.</i>

Norm Provisions for disabled guests at the hotel

1901	Adapted general WC for wheelchair access.	<i>This toilet facility is separate from the other public toilet facilities.</i>
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Norm	Reception	
2000	Checked-in guests must have access to the hotel 24 hours a day.	<i>Guests must be able to leave and enter their room and the building, at any given time a day.</i> <i>The access can be given by handing out a key for the entrance door to the hotel, or by the permanent presence of a member of staff.</i>
2002	Sufficient privacy offered when guests check in and check out.	
2003	Separate reception desk.	<i>Norm 2002 is about a check in possibility in the hotel where guests can register, pick up room keys and leave messages, all with a sense of privacy. Norm 2003 is a separate reception desk where all the necessary privacy can be offered.</i>
2006	Adequate delivery of messages and goods to guests.	<i>Guests need to receive messages or packages left for them promptly and completely.</i> <i>The hotel needs to ensure that the procedure for this service is in place and working efficiently. This service must be listed in the room directory.</i>
2009	Taking guests to their room on arrival.	<i>Guests need to be offered this service unsolicited.</i>
Norm	Other facilities at the hotel	
2100	At least 2 suites. A suite is a room (including private bathroom facilities and entrance area) with a very generous and comfortable layout. The minimum dimensions are 50 m ² .	<i>A suite has a sleeping and a seating area. The suite is considerably more spacious and comfortable than the other guestrooms. Two adjacent rooms with connecting doors, that can be rented separately, will not qualify as a suite.</i>
2102	At least 10% of rooms non-smoking, with non-smoking signs on the door.	<i>This option has to be listed in the room directory, or in a clear manner at the reception.</i>
2104	Shoe polishing machine at the hotel.	<i>If only one shoe polishing machine is featured in the hotel, it has to be placed in a public area, accessible to all guests of the hotel.</i>

2105	Option of purchasing reading material, newspapers and stamps at the hotel.	<i>The guest has to have the opportunity to purchase reading material, newspapers and stamps in the hotel. To offer this via free magazines or newspapers in the lobby, does not qualify.</i> <i>This service must be listed in the room directory.</i>
2106	Availability of "gift" articles at the hotel.	<i>The norm is met when the hotel has a shop with an adequate assortment of gift articles, or display cabinets in the public areas. This provision must be listed in the room directory.</i>

Norm	Other services offered by the hotel	
2200	Wake-up call upon request.	<i>A call from reception at a time requested by the guest, personal or automated. This service must be listed in the room directory.</i>
2201	Turndown service (every evening).	<i>Some examples of turndown service are replacement of used towels, replenishment of bathroom amenities, closing of the curtains and preparing the beds for the night.</i>
2202	Laundry and ironing service from 08.00 till 20.00, with a return time of less than 2 hours.	
2203	Laundry and ironing service 24 hours a day, with a return time of less than 2 hours.	
2204	Dry cleaning service 24 hours a day, with a return time of less than 12 hours.	
	<i>Exceptions are allowed during weekends and special national holidays. This service must be listed in the room directory.</i>	
2205	Shoe polish service upon request.	<i>This service must be listed in the room directory.</i>
2206	Secretarial service upon request.	<i>This service must be listed in the room directory.</i>
2207	Baby sitting service upon request.	<i>This service must be listed in the room directory.</i>
2208	Concierge services available (transport, car rental and reservations for tourist sites, excursions, theatre and museums)	<i>These services must be listed in the room directory.</i>
2209	Currency exchange service.	<i>This service must be listed in the room directory.</i>
2210	At least 2 types of credit cards are accepted.	<i>This service must be listed in the room directory and at the point of sale areas in the hotel.</i>

Leisure and recreation at the hotel

2600	Swimming pool and all related facilities with poolside service of snacks and drinks at the hotel	<i>Swimming pools needs to be equipped with related services and sanitary facilities of change rooms, showers and toilets divided into 2 parts, one part to be designated for men and the other for women.</i>
2601	Sauna for general use at the hotel and all related facilities.	<i>Sauna needs to be equipped with related services and sanitary facilities of change rooms, showers and toilets divided into 2 parts, one part to be designated for men and the other for women. The related facilities can be shared with a number of other facilities similar recreation and leisure provisions.</i>
2602	Steam bath for general use at the hotel and all related facilities	<i>Steam bath facilities needs to be equipped with related services and sanitary facilities of change rooms, showers and toilets divided into 2 parts, one part to be designated for men and the other for women. The related facilities can be shared with a number of other facilities similar recreation and leisure provisions</i>
2603	Whirlpool for general use at the hotel and all related facilities.	<i>Whirlpool facilities needs to be equipped with related services and sanitary facilities of change rooms, showers and toilets divided into 2 parts, one part to be designated for men and the other for women. The related facilities can be shared with a number of other facilities similar recreation and leisure provisions</i>
2604	Sunbath facilities for general use at the hotel and all related facilities	<i>Sunbath facilities needs to be equipped with related services and sanitary facilities of change rooms, showers and toilets divided into 2 parts, one part to be designated for men and the other for women. The related facilities can be shared with a number of other facilities similar recreation and leisure provisions</i>
2605	Fitness room at the hotel.	<i>The fitness room of the hotel needs to be equipped with at least four different types of equipment for cardiovascular exercises (running, cycling, etc.), at least 4 different types of equipment for muscular exercises (rowing, etc.), as well as free weights, exercise mats and drinking water. The fitness room also should be equipped changing rooms, showers and toilets</i>
2607	Outdoor café with sufficient shaded seating area at the hotel.	<i>It concerns a terrace of the hotel with tables and chairs, where guests can sit down and order drinks.</i>
2613	Option to rent leisure items at the hotel.	<i>Leisure items may include bicycles, boats, etc. This service must be listed in the room directory.</i>

Back Areas

Norm	Kitchens	
2800	Food preparation area	<i>This area is to prepare food in its final presentation to the guest. This area should always comply with the hygiene and sanitary regulations of the Ministry of Health.</i>
Norm	Garabge area	
2900	Special ventilated area for waste	<i>This area is to dispose of all wastes in a proper fashion and be placed away from the eyes of the guests in appropriate containers.</i>
Norm	Loading Area	
3000	Area to receive Purchased items	<i>This area is designated to receive goods purchased or not purchased, and needs screening before admitting to the hotel.</i>
Norm	Staff services and facilities	
4000	Separate entrance for hotel staff	<i>This entrance is separate and specific to hotel staff</i>
4001	Changing rooms with toilets and showers for staff	<i>This area is for the sanitation and hygiene of the staff. It should abide to the rules and regulations of the Ministry of Health and provide a certificate for proof.</i>

Cleanliness

Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 5000 - 5009 (Suite hotel rooms), 5100 - 5105 (private and communal bathroom facilities in guest room area), 5200 - 5207 (restaurants and bars), 5300 - 5306 (communal areas) and 5307 (exterior).

All elements have to be sufficient. If in-sufficient, the hotel must improve this within 3 months. If inspectors can not clearly determine if it is sufficient or not, this element is marked as "item to improve", and will need to be sufficient at the latest before the next inspection. If at the next inspection this element still is an "item to improve", it is considered to be insufficient.

Maintenance

Adequate maintenance is a very important basic requirement for hotels in all star categories. Proper maintenance means that the available facilities are in good condition, complete and in good working order. The elements to evaluate are described in standards 5400 - 5409 (Suite hotel rooms), 5500 - 5505 (private & communal bathroom facilities in guest room area), 5600 - 5607 (restaurants and bars), 5700 - 5706 (communal areas) and 5800 - 5802 (exterior). All elements have to be sufficient.

If they are not, the hotel needs to repair those elements within 3 months. If inspectors can not clearly determine if it is sufficient or not, this element is marked as "item to improve", and will need to be sufficient at the latest before the next inspection. If at the next inspection this element still is an "item to improve", it is considered to be insufficient.

Service level

5900	The reception of guests is hospitable	
5901	The guest is the central focus of the hotel operation.	<i>Hospitality and service are two of the most elementary and distinguishing characteristics of a hotel in any star category. In the interest of both guests and hotel industry these elements have to be OK. It is important that guests receive a level of hospitality and service that they, within reasonable limits, are entitled to expect in hotels of the star category concerned. This involves aspects like reception, treatment, and attitude & helpfulness of staff. In general the expectation level of guests concerning these aspects will rise in accordance with the star level of a hotel. Because they are difficult to evaluate during inspections these standards will primarily be used repressively towards hotels that apparently neglect these aspects. For example if guests repeatedly express grounded complaints about the bad level of hospitality and service of a hotel. In such cases a meeting with the hotel management will take place about nature & content of the complaints and additional agreements will be made about speedy improvement of the situation.</i>

Guest satisfaction

6000	Complaints from guests are registered.	
6001	Complaints from guests are processed correctly.	<i>In order to protect the interest of guests to a certain extent, guests should have the possibility to express their possible dissatisfaction about the hotel and its services to the management.</i> <i>It is important that these complaints are being registered and responded to in a correct manner. This does not necessarily mean that guest complaints per definition are justified, but that the management deals with them according to accepted business practice. This means, looking into it seriously, responding within a reasonable time frame and offering compensation if justified.</i>

6002	Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.	<i>This information must be listed in the room directory.</i>
6003	Guests questionnaires from the hotel in all rooms.	<i>The idea of having these forms readily available, is to facilitate the guest to express themselves in a positive way or with a complaint. Hotel management may use this information to further improve the quality of the hotel and its operation.</i>

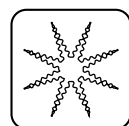
Class and image

The design of the interior, as well as the design and appearance of the building and landscaping, determine to a large extent the difference between the star categories. The use of materials, furniture and design elements, influence the experience of the guests considerably. For obvious reasons it is desirable that the star level of the hotel corresponds with the realistic expectations that guests have. This norm differs from most other norms, as it has an element of subjectivity. Therefore standards 4000 up to and including 4039 are evaluated with caution and with no regard to personal taste.

Quality & service inspection

6800	Result external quality and service inspection sufficient for 4* level hotel.	
6801	Result external quality and service inspection sufficient for 5* level hotel.	<i>Hotel inspections, as they are done all over the world, are always a snapshot on one particular day in a year. The hotel is judged on what it offers, but not so much on how it offers it. Time is simply too short and the only way to make a solid judgment of the service of a hotel is to experience it. As this is a crucial part of the hotel business, the results of the additional service audits need to be sufficient in order to qualify for the 4 or 5 star category</i>

Symbols for Amenities provided by the Establishment



وجود غرف مكيفة
Air Conditioned Rooms



وجود صالون تجميل
Hairdresser/Beauty-Salon



وجود مصعد
Lift



وجود موقف للسيارات
Parking facilities



توفر مواصلات من/إلى المطار
Airport transfer



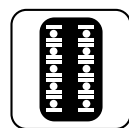
وجود مجفف شعر في كل الغرف
Hairdryer in all rooms



وجود مشرب صغير
Mini bar



توفر تلفاز حسب الطلب
Pay TV



توفر مرافق للإحتفالات و المؤتمرات
Banquet and conference facilities



توفر خزانات
In house safe



توفر خدمة الإنترنت
Internet



توفر خدمة التحميل
Porterage service



وجود مشرب
Bar



وجود مسبح داخلي
Indoor swimming pool



صحف
Newspaper



وجود مطعم
Restaurant



توفر مرافق للأعمال
Business facilities



توفر آلة لتحضير القهوة و الشاي داخل الغرف
In room coffee/Tea service



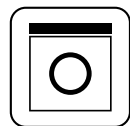
غرف ممنوع فيها التدخين
No smoking rooms



خدمة الغرف
Room service



وجود مركز للياقة البدنية
Fitness Facilities



وجود مصبغة
Laundry



وجود مسبح خارجي
Outdoor swimming pool



وجود حمام بخاري
Sauna



وجود ملاعب تنس أرضي
Tennis



توفر مرافق للمعاقين
Handicapped facilities

Tourism Establishments Inspectors Certificate



Ministry of Tourism & Antiquities

Ministry of Tourism and Antiquities

This certifies that

CERTIFICATE OF APPROVED INSPECTOR

Name last name

Has been granted this certificate following successful completion of training program
and examination requirement of the

“Approved Tourism Establishment Inspection Course”

July 27, 09

Signature of
Minister of Tourism and Antiquities

Certificate Number: 123456
Expiration Date: July 26, 10

Hotel Apartment grade sign

