



CLASSIFICATION MANUAL FOR

HOTELS

(HOTEL - BOUTIQUE HOTELS - RESORT HOTELS)

TABLE OF CONTENTS

General facilities and services at the hotel
Eating and drinking at the Hotel
Leisure and recreation at the hotel
Conference and banquets at the hotel
Back areas
Cleanliness
Maintenenance
Service level
Guest satisfation
Class and image
Certification
Visibility and star rating
Quality and service inspection
Boutique hotel classification standards
Resort hotel classification standards
Explanation of individual standards
Hotel amenities and services symbols
Approved inspector certificate
Hotel grade sign

Introduction
Hotel color codes in the manual
Hotel classification matrix
Who should applies for hotel classification
When should to apply for classification, reclassification and renewal?
Process for requesting initial approval and consent of practice prior to
and after the construction of a hotel
Applying for licensing and classificaiton for the first time
Renewing the Definite Star Classification
Applying for reclassification
Renewing the hotel establishment license
Principles and features of the classification system
Basic and optional standards explained
Number of points
Overlap of standards
How to read standards tables
Hotel classification standards index
Hotel classification standards
Hotel room
Communal sanitary facilities at the hotel

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.

HOTEL COLOR CODES IN THE MANUAL

-  HOTELS
-  BOUTIQUE HOTELS
-  RESORT HOTELS

	CLASSIFICATION					
Hotel Establishment	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
Hotels	✓	✓	✓	✓	✓	✓
Boutique Hotels	×	×	✓	✓	✓	✓
Resort Hotels	✓	✓	✓	✓	✓	✓

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.

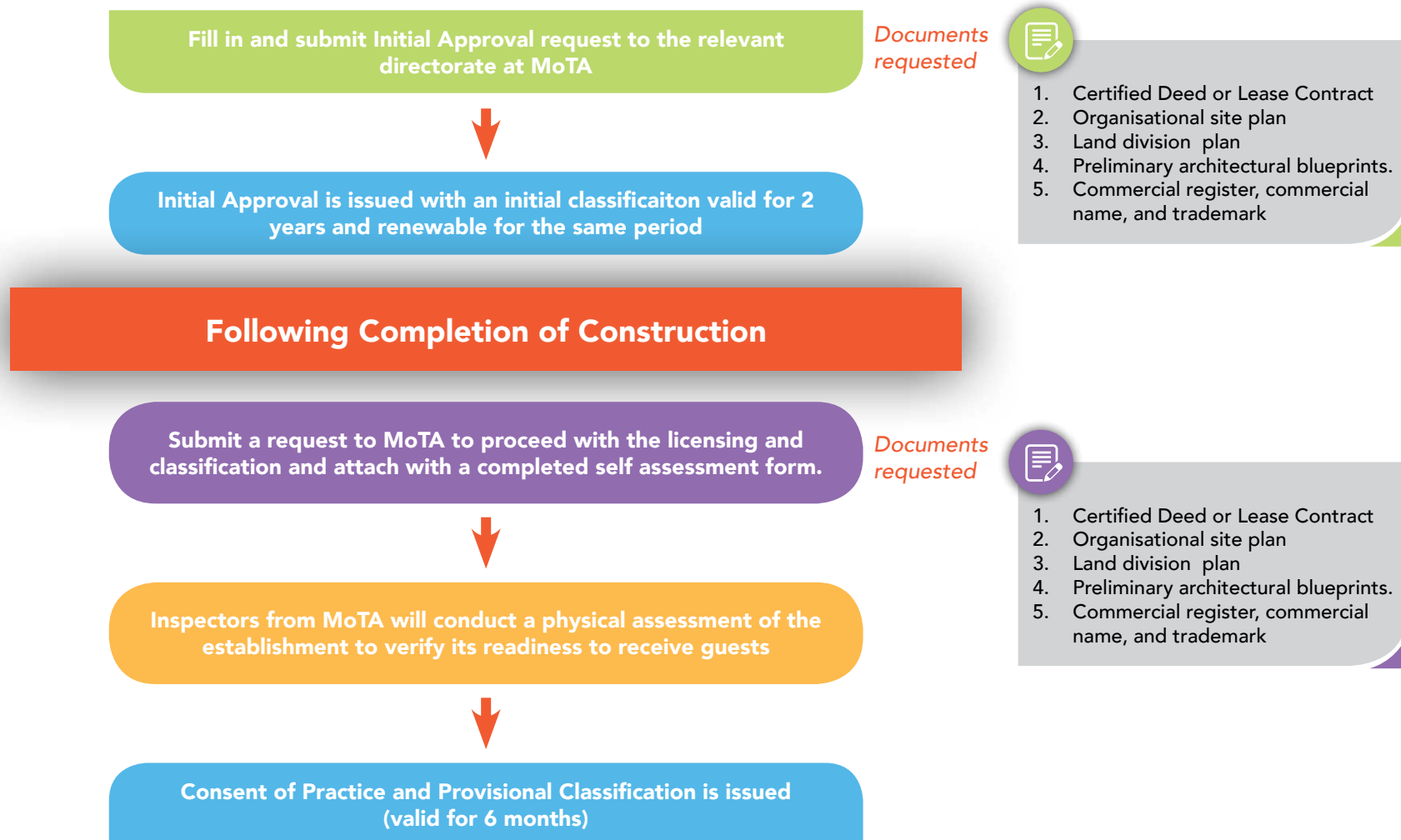
SEVENTH STEP

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

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 -3star 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 -3star 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.

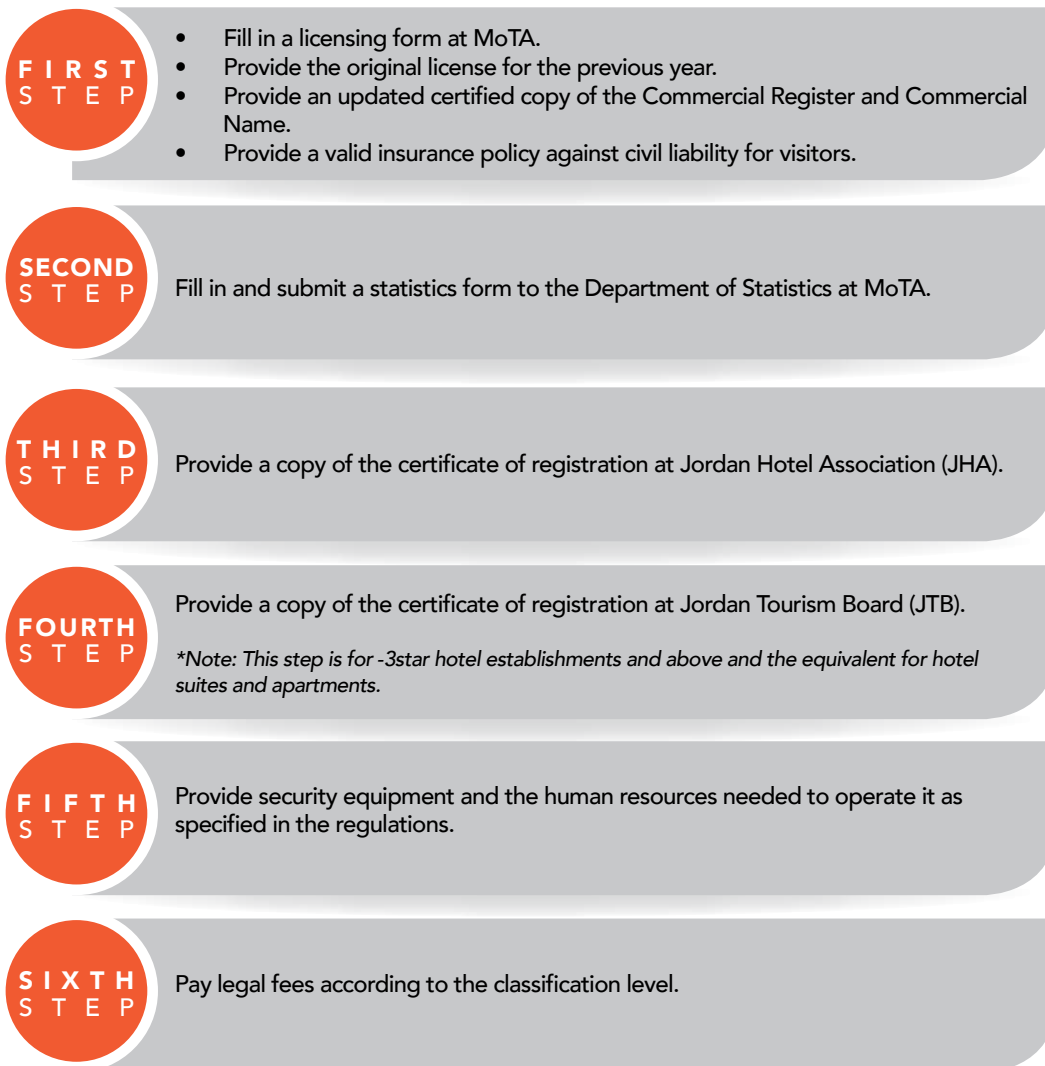
FIGURE 3

APPLYING FOR RE-CLASSIFICATION PROCESS



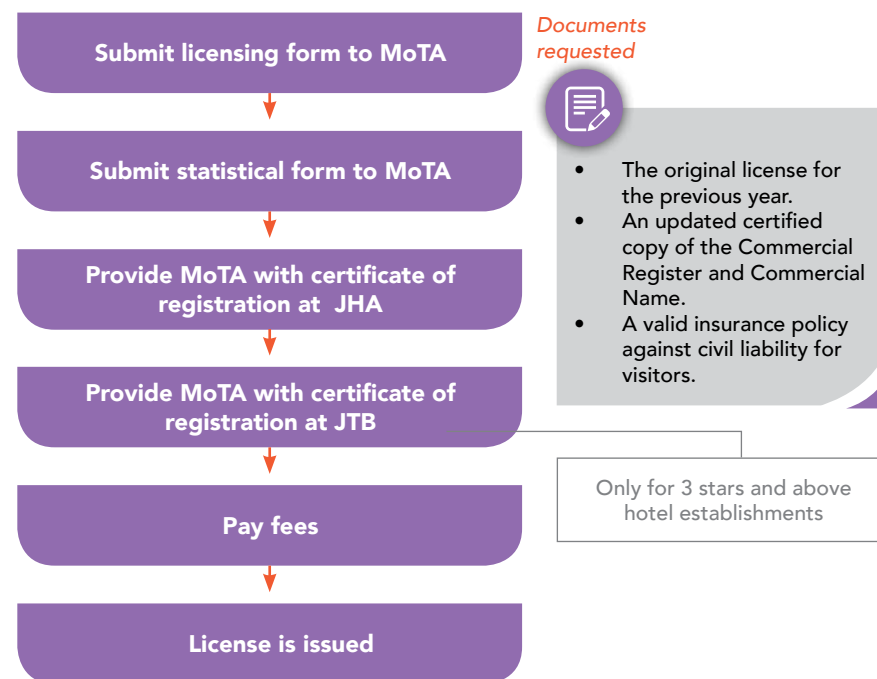
RENEWING THE HOTEL ESTABLISHMENT LICENSE

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.



This process is illustrated in Figure 4.

FIGURE 3
HOTEL ESTABLISHMENTS LICENSING RENEWAL PROCESS



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 5 & 4 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 -2star 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
1 Star	139	Not Applicable
2 Star	145	35
3 Star	158	41
4 Star	182	53
5 Star	194	40
5 Star Deluxe	205	43

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 THE STANDARDS TABLE:-

HOTEL ROOM

Each standard has an individual number

Category of hotels in Stars

Norm	SAFETY AND PRIVACY IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
100	All rooms have their own entrance.	•	•	•	•	•	•
101	Clear indication on the 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 in all rooms.	•	•	•	•	•	•
105	Electronic locking system of room door in all rooms.	•	2	2	•	•	•
106	Provisions to prevent people from looking in (net curtain or similar) in all rooms.	•	2	2	2	2	2
107	Do not disturb sign in all rooms.	•	•	•	•	•	•
108	Emergency evacuation instruction in all rooms.	•	•	•	•	•	•

Mandatory Standard

Optional Standard, in this example 2 points

HOTEL
CLASSIFICATION
STANDARDS
INDEX

HOTEL ROOM

Norm	SAFETY AND PRIVACY IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
100	All rooms have their own entrance.	•	•	•	•	•	•
101	Clear indication on the 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 in all rooms.	•	•	•	•	•	•
105	Electronic locking system of room door in all rooms.		2	2	•	•	•
106	Provisions to prevent people from looking in (net curtain or similar) in all rooms.		2	2	2	2	2
107	Do not disturb sign in all rooms.	•	•	•	•	•	•
108	Emergency evacuation instruction in all rooms.	•	•	•	•	•	•

Norm	LIGHTING AND ELECTRICITY IN THE APARTMENT	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
200	General lighting in all rooms.	•	•	•	•	•	•
201	Switch for the lighting at the entrance to all rooms.	•	•	•	•	•	•
202	Lighting suitable for reading in bed which can be operated from the bed at each sleeping place in all rooms.	•	•	•	•	•	•
203	Unused power point that can be easily reached in all rooms.		1	1	1	•	•
204	Switch next to the bed to operate the general lighting from the bed in all rooms.		3	3	•	•	•

Norm	BEDROOM DIMENSIONS	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
300	Minimum room size 14m ² including bathroom and toilet entrance. %20 of total rooms are allowed to be 2m ² than the actual room size.	•					
301	Minimum room size 16m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.		•				
302	Minimum room size 20m ² including bathroom and toilet entrance..%20 of total single rooms are allowed to be 2m ² than the actual room size.			•			
303	Minimum room size 24m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.				•		
304	Minimum room size 30m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.					•	
305	Minimum room size 35m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.						•

Norm	DAYLIGHT IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
400	At least one clear window at eye level with daylight in all rooms.	•	•	•	•	•	•
401	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).	•	•	•	•	•	•

Norm	AIR TREATMENT IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
500	All rooms have heating and cooling that can be regulated individually	•	•	•	•	•	•
501	Window or a grid that can be opened or a ventilation system in all rooms.	•	•	•	•	•	•
502	Individually regulated air conditioning in all rooms.	•	•	•	•	•	•

Norm	BEDS AND FURNITURE IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
600	Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.	•	•	•	•	•	•
601	Additional blanket (or duvet) and pillow upon request.	•	•	•	•	•	•
602	Additional pillows in all rooms.		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 rooms.	•	•				
605	Beds with a length of at least 2 meters and a width of at least 1 meter in all rooms.			•	•	•	•
606	Baby bed (cot) upon request.		1	•	•	•	•
607	1 chair and 1 coffee table	•	•				
608	Two chairs and coffee table.			•	•		
609	1 arm chair, 1 chair and 1 table					•	•
610	Metal Wastepaper basket in all rooms.	•	•	•	•	•	•
611	Full-length mirror in all rooms.		1	•	•	•	•
612	Certified Allergy friendly sleeping pillows alternative available on demand and announced		2	2		•	•

Norm	PUTTING CLOTHES AND LUGGAGE AWAY IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
700	Luggage rack or similar provision in all rooms.		1	1	•	•	•
701	Wardrobe/cupboard with shelves or a similar provision and plastic/wooden (identical) coat hangers for putting clothes away in all rooms.	•	•	•	•	•	•
702	Trouser press in all rooms.				2	2	•
703	Ironing equipment with steam function on request.		1	•	•		
704	Ironing equipment with steam function in all rooms.		2	2	2	•	•

Norm	TELECOMMUNICATIONS IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
800	Telephone with outside line and written user instructions in all rooms.	•	•	•	•		
801	Two telephones with outside line and written user instructions		2	2	2	•	•
802	High speed wireless internet in rooms and public areas	•	•	•	•	•	•
803	Answering machine in all rooms (voicemail).		1	1	1	•	•

Norm	AUDIO AND VIDEO IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
900	Color TV with remote control and TV-channel directory in %50 of the rooms.	•					
901	Color TV with at least 32 inch screen, remote control and TV-channel directory in all rooms.		•	•	•	•	•
902	Dock or method to stream personal multimedia or audio to TV or audio system		1	1	1	1	•

Norm	GUEST ARTICLES IN THE ROOM AND BATHROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1000	Shower gel/bubble bath and shampoo in all rooms.	•	•	•	•	•	•
1001	A wide range of personal care products in all rooms including the products mentioned in 1000 and at least products such as body lotion cream and shampoo / balms and soaps of luxury type, taking into consideration the use of Dead Sea products at least one type of such products		2	2	2	•	•
1002	Shoe polish products upon request.		1	1	1		
1003	Shoe polish products in all rooms.		2	2	2	•	•
1004	Information in all rooms about additional hotel services and entertainment/recreation outside the hotel.	•	•	•	•	•	•

1005	Stationary and correspondence paper in all rooms.		1	•	•	•	•
1006	Prayer direction sign in all rooms.	•	•	•	•	•	•
1007	Fixed or extension Plug adaptor upon request		1	•	•	•	•
1008	Directory should be in both arabic and english in rooms		•	•	•	•	•

Norm	WASHBASIN IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1100	Washbasin with hot and cold running water and soap in all rooms.	•	•	•	•	•	•
1101	Washbasin mirror in all rooms.	•	•	•	•	•	•
1102	Possibility to accommodate bathroom articles or a toilet bag in all rooms.	•	•	•	•	•	•
1103	Washbasin lighting in all rooms. •	•	•	•	•	•	•
1104	A (shaving) power point next to the washbasin mirror in all rooms.		1	1	•	•	•
1105	One towel and one bath towel per person in all rooms.	•	•	•	•	•	•
1106	Two towels and two bath towels per person in all rooms.					•	•
1107	(Face) flannel for each guest staying in all rooms.		1	1	1	•	•
1108	A mug or glass is available for each person in all rooms.	•	•	•	•	•	•
1109	Double washbasin in all double rooms and suites.						•

Norm	BATHROOM FACILITIES IN THE ROOM	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
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)		5	•	•	•	•
1202	Bath mat in private bathroom facilities of all rooms.		1	1	•	•	•
1203	Non-slip flooring in the bath and handgrips for getting in and out of the bath in all rooms with a private bath.	•	•	•	•	•	•
1204	Hair drier upon request.		1	•			
1205	Hair drier in all rooms.		2	2	•	•	•
1206	Bathrobe and shower slippers for each staying guest in all rooms.		2	2	•	•	•

1207	Extendible clothesline or similar provision in all rooms.		1	1	1	1	1
1208	Separate shaving mirror in all rooms.		2	2	•	•	
1209	Separate shaving mirror with built-in lighting in all rooms.				2	2	•
1210	Defogging bathroom mirrors in all rooms.		1	1	1	1	1
1211	Towel heater in all rooms.				2	2	•
1212	Bidet in all room bathrooms.						•
1213	Bidet in all rooms or similar		•	•	•	•	
1214	Separate bath and shower in all rooms.		3	3	3	3	•

COMMUNAL SANITARY FACILITIES AT THE HOTEL

Norm	COMMUNAL WC	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1300	At least two (one for males & one for females) WC for every 10 rooms (or part thereof) when rooms do not have their own WC in the guest room area of the hotel on each floor or a level higher or lower. This WC has a clothes hook, constant running water, ventilation and lighting and is clearly separated from communal bathroom facilities.	•	•				
1301	Litterbin with lid.	•	•				
1302	Washbasin, soap and provision to dry hands.	•	•				

Norm	COMMUNAL BATHROOM FACILITIES	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1400	At least two communal bathroom facility for every 10 rooms (one for males and one for females) (or part thereof) when rooms do not have private bathroom facilities in the guest room area of the hotel. This bathroom facility has constant hot and cold running water, a place to sit, ventilation and lighting and is clearly separated from communal toilets.	•	•				
1401	Handgrips for getting in and out of the bath in communal bathroom facilities if there is a bath.	•	•				
1402	Provisions for placing soap or bottles are available that can be reached from the bath.	•	•				
1403	Provision to hang clothes out of reach of the water.	•	•				
1404	Towel rail.	•	•				
1405	Mirror.	•	•				

GENERAL FACILITIES AND SERVICES AT THE HOTEL

Norm	AIR TREATMENT AT THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
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. It is allowed to install separate units in back areas		4	4	4	•	•
1503	Land must be 3000m2 at the minimum					•	•

Norm	TRANSPORT, ACCESS, ASSISTANCE AND ACCESSIBILITY AT THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1600	Guests must be able to reach a hotel employee 24 hours a day.	•	•	•	•	•	•
1601	Private parking facilities at the hotel.		2	2	•	•	•
1602	Permanent parking assistance provided by hotel employee or outsourced to a specialized company		2	2	•	•	•
1603	Luggage transportation upon request.		1	•	•		
1604	Luggage transportation offered.		2	2	2	•	•
1605	If hotel consists of more than 3 floors a minimum of 1 guests elevators must be provided for every 100 rooms, and a service elevator must be provided connected to the back area and unseen by the guests with a minimum area of 1 squared meter	•	•	•	•	•	•
1606	If hotel consists of less than 3 floors, one elevator is required despite the number of rooms separate from the service elevator that is connected to the back area and unseen by the guests	•	•	•	•	•	•
1607	Roofed area to stop and set down luggage at the entrance of the hotel.		3	3	3	3	3
1608	Private shuttle service upon request or through a schedule.		2	2	•	•	•
1609	Charging station for electrical vehicles (e.g. cars, bicycles)			3	3	3	3

Norm	SAFETY AND SECURITY AT THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1700	Xray machine for luggage inspection.				•	•	•
1701	Walk through inspection at all entrances			•	•	•	•
1702	24 hours a day Closed Circuit Television system.		3	3	3	•	•
1703	Controlled access to guest room areas.		2	2	2	•	•
1704	Security officer on duty 24 hours a day.		2	•	•	•	•
1705	Approved medical services on call 24 hours a day.		1	1	•	•	•
1706	Certified first attendant to be available 24 hours		2	2	•	•	•

Norm	PROVISIONS FOR DISABLED GUESTS AT THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1800	Hotel entrance and all communal areas accessible for wheelchairs.		1	•	•	•	•
1801	Adapted general WC for wheelchair access.		1	•	•	•	•
1802	%1 of total number of rooms and minimum of 1 room if less than 100 rooms must be wheelchair accessible			•	•	•	•
1803	Public areas accessible for persons with visual disability		1	1	1	1	•
1804	Rooms fully furnished for persons with visual disability		1	1	1	1	•

Norm	RECEPTION	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
1900	Checked-in guests must have access to the hotel 24 hours a day.	•	•	•	•	•	•
1901	Reception personnel speak at least Arabic and English.	•	•	•	•	•	•
1902	Sufficient privacy offered when guests check in and check out.		•				
1903	Separate reception desk.		2	•	•	•	•
1904	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).	•					
1905	Reception and porter service open 24 hours a day and physically staffed.		•	•	•	•	•
1906	Adequate delivery of messages and goods to guests.	•	•	•	•	•	•
1907	Sitting places at reception.	•	•	•	•	•	•
1908	On-line reservation of hotel rooms is possible including confirmation.		1	1	1	1	1
1909	Taking guests to their room on arrival.		1	1	1	1	1
1910	Reception area must fit at least %20 of the customers				3	•	•
1911	Reception area must fit at least %10 of the customers			3	•		

Norm	OTHER FACILITIES AT THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2000	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 .		3	3	3	•	•
2001	At least %5 of rooms designed and furnished to be used as connecting rooms.		•	•	•	•	•
2002	At least %30 of room's non-smoking, with non-smoking signs on the door.		1	•	•		
2003	At least %50 of room's non-smoking, with non-smoking signs on the door.					•	•
2004	Luggage room at the hotel (locked or supervised).		1	1	•	•	•
2005	Shoe polishing machine at the hotel.		1	1	1	1	1
2006	Option of purchasing reading material, newspapers and stamps at the hotel.		1	1	•	•	•
2007	Hairdressing salon at the hotel.						•
2008	Non smoking areas in the hotel			•	•	•	•
2009	Charging station (for multiple electronic devices)		2	2	2	2	2

Norm	OTHER SERVICES OFFERED BY THE HOTEL	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2100	Wake-up call upon request.		1	•	•	•	•
2101	Turndown service (every evening).		4	4	4	•	•
2102	Laundry, dry clean and ironing services 24 hours a day		3	3	3	•	•
2103	Fully serviced business center	•	•	•	•	•	•
2104	Shoe polish service upon request.		1	1	1	1	1
2105	Secretarial service upon request		1	1	1	•	•
2106	Baby sitting service upon request		1	1	1	1	1
2107	Concierge services to be available. Transport, car rental, ticket reservations, tourist sites and excursions, theatre and museums.		2	2	2	2	2
2108	Currency exchange service.		1	1	•	•	•
2109	At least two types of credit cards are accepted.		1	1	•	•	•
2110	Hotel information application on Mobile		1				

EATING AND DRINKING AT THE HOTEL

Norm	PROVISION OF BREAKFAST	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2200	Option to have breakfast.	•		•	•		
2201	Option to have breakfastomunal breakfast area with tables and chairs up to %30 of hotel capacity		•	•	•	•	•
2202	Breakfast buffet and/or option of a served breakfast and breakfast room service.		3	3	•	•	•

Norm	AVAILABILITY OF DRINKS	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2300	Drinks are available at the hotel.	•	•				
2301	minibar and room service 24 hours a day.			•			
2302	Stocked minibar				•	•	•
2303	Bar with service provided by the hotels staff with an international range of drinks (Alcoholic/Non-alcoholic).		3	3	3	•	•
2304	Coffee/tea making facilities in all rooms.		2	2	2	2	2

Norm	AVAILABILITY OF FOOD	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2400	4 outlets that offer food and beverage services					•	•
2401	3 outlets that offer food and beverage services				•		
2402	2 outlets that offer food and beverage services			•			
2403	1 outlet that offer food and beverage service		•				
2404	1 outlet that offer food and beverage service						
2405	Menu and prices are available in Arabic and English at the entrance of all restaurants at the hotel.	•	•	•	•	•	•
2406	Special diets are taken into consideration upon request.		1	1	1	•	•
2407	Children menus are taken into consideration upon request.		1	1	1	1	1

LEISURE AND RECREATION AT THE HOTEL

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2500	Swimming pool with poolside service of snacks and drinks at the hotel.		5	5	5	•	
2501	Swimming pool with poolside service of snacks and drinks at the hotel all year round						•
2502	Sauna for general use at the hotel.		2	2	2	2	2
2503	Steam bath for general use at the hotel.		2	2	2	2	2
2504	Whirlpool for general use at the hotel.		1	1	1	1	1
2505	Sunbath facilities for general use at the hotel.		1	1	1	1	1
2506	Fitness room at the hotel.		3	3	•	•	•
2507	Beauty parlor at the hotel.		3	3	3	3	3
2508	Outdoor café with sufficient shaded seating area at the hotel.		3	3	3	3	3
2509	Outdoor garden at the hotel.		2	2	2	2	2
2510	Play room or playground at the hotel for children.		1	1	1	1	1
2511	Game room at the hotel.		1	1	1	1	1
2512	Tennis courts next to or indoor tennis at the hotel.		2	2	2	2	2
2513	Beach Volleyball and/or basketball court at the hotel.		2	2	2	2	2
2514	Option to rent leisure items at the hotel.		1	1	1	1	1
2515	Full serviced spa					5	•

CONFERENCES AND BANQUETS AT THE HOTEL

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2600	Conference room(s) designed and furnished for meetings at the hotel.		3	3	3	3	3
2601	Banquet facilities at the hotel.		3	3	3	3	3
2602	Professional services for conference rooms and banquet facilities.		2	2	2	2	2

BACK AREAS

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2700	Area for food preparation covers %60 of the restaurant's area including the back area		•	•	•	•	•
2701	Garabage Room			•	•	•	•
2702	Loading Area		2	•	•	•	•
2703	Separate entrance for hotel staff with security.				•	•	•
2704	Changing rooms with toilets and showers for male and female staff enough for all employees.			•	•	•	•

CLEANLINESS

Norm	HOTEL ROOMS	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2800	Bed mattresses	•	•	•	•	•	•
2801	Pillows	•	•	•	•	•	•
2802	Duvets or blankets	•	•	•	•	•	•
2803	Bed sheets, duvet covers and pillowcases	•	•	•	•	•	•
2804	Floor	•	•	•	•	•	•
2805	Walls	•	•	•	•	•	•
2806	Ceiling	•	•	•	•	•	•
2807	Furniture	•	•	•	•	•	•
2808	Curtains	•	•	•	•	•	•
2809	Other elements of hotel rooms	•	•	•	•	•	•
2810	Goose feather pillows and duvet required.						•

Norm	PRIVATE AND COMMUNAL BATHROOM FACILITIES IN GUEST ROOM AREA	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
2900	Floor and wall tiling	•	•	•	•	•	•
2901	Floor and wall grouting/kitting	•	•	•	•	•	•
2902	Shower and bath	•	•	•	•	•	•
2903	Shower curtain	•	•	•	•	•	•
2904	Inside and outside of toilet bowl	•	•	•	•	•	•
2905	Other elements of bathroom facilities	•	•	•	•	•	•

Norm	RESTAURANTS AND BARS	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3000	Flooring	•	•	•	•	•	•
3001	Walls	•	•	•	•	•	•
3002	Ceilings	•	•	•	•	•	•
3003	Furniture	•	•	•	•	•	•

3004	Lighting	•	•	•	•	•	•
3005	Table Utensils, Linen	•	•	•	•	•	•
3006	Staff attire	•	•	•	•	•	•
3007	Other elements of communal areas	•	•	•	•	•	•

Norm	COMMUNAL AREAS (HALLWAYS, CORRIDORS, ELEVATORS, ETC.)	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3100	Public Toilets	•	•	•	•	•	•
3101	Flooring	•	•	•	•	•	•
3102	Walls	•	•	•	•	•	•
3103	Ceiling	•	•	•	•	•	•
3104	Furniture	•	•	•	•	•	•
3105	Employees Uniform	•	•	•	•	•	•
3106	Other elements of Public areas	•	•	•	•	•	•

Norm	EXTERIOR	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3200	Exterior of building and hotel grounds	•	•	•	•	•	•
3201	Bidet or similar in public restrooms			2	2	•	•

MAINTENANCE

Norm	HOTEL ROOMS	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3300	Bed mattresses	•	•	•	•	•	•
3301	Pillows	•	•	•	•	•	•
3302	Duvets or blankets	•	•	•	•	•	•
3303	Bed sheets, duvet covers and pillowcases	•	•	•	•	•	•
3304	Floor	•	•	•	•	•	•
3305	Walls	•	•	•	•	•	•
3306	Ceiling	•	•	•	•	•	•
3307	Furniture	•	•	•	•	•	•
3308	Curtains	•	•	•	•	•	•
3309	Other elements of hotel rooms	•	•	•	•	•	•

Norm	Private and communal bathroom facilities in guest room area	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3400	Floor and wall tiling	•	•	•	•	•	•
3401	Floor and wall grouting/kitting	•	•	•	•	•	•
3402	Shower and bath	•	•	•	•	•	•
3403	Shower curtain	•	•	•	•	•	•
3404	Inside and outside of toilet bowl	•	•	•	•	•	•
3405	Other elements of bathroom facilities	•	•	•	•	•	•

Norm	Restaurants and bars	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3500	Flooring	•	•	•	•	•	•
3501	Walls	•	•	•	•	•	•
3502	Ceilings	•	•	•	•	•	•
3503	Furniture	•	•	•	•	•	•
3504	Lighting	•	•	•	•	•	•

3505	Tableware	•	•	•	•	•	•
3506	Staff attire	•	•	•	•	•	•
3507	Other elements of communal areas	•	•	•	•	•	•

Norm	Communal areas (hallways, corridors, elevators, etc.)	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3600	Public Toilets	•	•	•	•	•	•
3601	Flooring	•	•	•	•	•	•
3602	Walls	•	•	•	•	•	•
3603	Ceiling	•	•	•	•	•	•
3604	Furniture	•	•	•	•	•	•
3605	Employees Uniform	•	•	•	•	•	•
3606	Other elements of Public areas	•	•	•	•	•	•

Norm	Exterior	★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3700	Gardening	•	•	•	•	•	•
3701	Painting	•	•	•	•	•	•
3702	Lighting	•	•	•	•	•	•
3703	A canopy at the main entrance of the hotel is optional. However, umbrellas should be available when necessary.					2	•

SERVICE LEVEL

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3800	The reception of guests is hospitable.	•	•	•	•	•	•
3801	The guest is the central focus of the hotel operation.	•	•	•	•	•	•
3802	Staff are recognizable by name tags or position tags		3	•	•	•	•

GUEST SATISFACTION

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
3900	Complaints from guests are registered.	•	•	•	•	•	•
3901	Complaints from guests are processed correctly.	•	•	•	•	•	•
3902	Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.	•	•	•	•	•	•
3903	Guest questionnaires from the hotel in all rooms.	•	•	•	•	•	•

CLASS AND IMAGE: KEMPINSKI OLDEST EUROPEAN LUXURY HOTEL BRAND

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
4000	Exterior, interior and image of a simple middle range hotel meet the realistic expectations of hotel guests.	•	•	•	•	•	•
4001	Ratio between number of rooms and communal areas and lobby	•	•	•	•	•	•
4002	Restaurant and bars atmosphere	•	•	•	•	•	•
4003	Quality of leisure facilities	•	•	•	•	•	•
4004	number of employees and room numbers ratio	•	•	•	•	•	•
4005	Uniform appearance	•	•	•	•	•	•
4006	Quality of furniture	•	•	•	•	•	•
4007	Consistence and mutual tuning of elements of exterior/interior, creating a coherent	•	•	•	•	•	•

CERTIFICATES

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
4100	Health Certificate	•	•	•	•	•	•
4101	Nationally recognized Environmental Certificate		1	1	1	•	•

QUALITY & SERVICE INSPECTION

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
4200	Result external quality & service inspection sufficient for 4* level hotel.						
4201	Result external quality & service inspection sufficient for 5* level hotel.					1	1

VISIBILITY STAR RATING

Norm		★	★★	★★★	★★★★	★★★★★	★★★★★ DELUXE
4300	Hotel sign specifying correct star rating is intact and clearly visible at the reception.	•	•	•	•	•	•
4301	Hotel sign specifying correct star rating is intact and clearly visible outside at main entrance.	•	•	•	•	•	•

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>
101	Clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.	<i>To make it easy and more convenient for hotel guests to locate their rooms</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. To provide safety and security</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. To provide safety and security</i>
105	Electronic locking system of room door in all rooms.	<i>Guests can check out with their hotel key cards and the hotel's system will automatically record customer information. This saves a great deal of time and effort, since the hotel staff no longer needs to write down information manually</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 window at all times without them being viewed from the outside</i>
107	Do not disturb sign in all rooms.	<i>The ability of the guest to show the sign in a convenient way</i>
108	Emergency evacuation instruction 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>

Norm	Lighting and electricity in the Apartment	
200	General lighting in all rooms.	<i>All rooms should have lights for clear visibility for hotel guests</i>
201	Switch for the lighting at the entrance to all rooms.	<i>For example a switch for general lighting or bedside lighting.</i>
202	Lighting suitable for reading in bed which can be operated from the bed at each sleeping place in all rooms.	<i>For the convenience of the guests reading lamps should be present by each bed</i>
203	Unused power point 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>
204	Switch next to the bed to operate the general lighting from the bed in all rooms.	<i>For the convenience of the guests reading lamps should be present by each bed</i>

Norm	Bedroom Dimensions	
300	Minimum room size 14m ² including bathroom and toilet entrance. %20 of total rooms are allowed to be 2m ² than the actual room size.	
301	Minimum room size 16m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.	
302	Minimum room size 20m ² including bathroom and toilet entrance..%20 of total single rooms are allowed to be 2m ² than the actual room size.	
303	Minimum room size 24m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.	
304	Minimum room size 30m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.	
305	Minimum room size 35m ² including bathroom and toilet entrance. %20 of total single rooms are allowed to be 2m ² than the actual room size.	

Norm	Daylight in the room	
400	At least one clear window at eye level with daylight in all rooms.	<p><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></p> <p><i>The bottom edge of the window pane should not be higher than shoulder height (1.50 meters).</i></p>
401	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 and cooling that can be regulated individually	<i>Guests can turn the heating and cooling 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	Beds 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 not suitable to sleep on. Bed linen sizes should correspond with mattress format</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>
604	Beds with a length of at least 2 meters and a width of at least 90 centimeters in all rooms.	<i>Measured by mattress not the bed</i>
605	Beds with a length of at least 2 meters and a width of at least 1 meter in all rooms.	<i>Measured by mattress not the bed</i>
606	Baby bed (cot) upon request.	
607	1 chair and 1 coffee table	<i>A chair offers comfortable seating that is located in front of the coffee table</i>
608	Two chairs and coffee table.	<i>A chair offers comfortable seating that is located in front of the coffee table</i>
609	1 arm chair, 1 chair and 1 table	
610	Metal Wastepaper basket in all rooms.	<i>Must be metal only</i>
611	Full-length mirror in all rooms.	<i>A full length mirror is a mirror in which a standing guest can see himself completely.</i>
612	Certified Allergy friendly sleeping pillows alternative available on demand and announced	<i>Allergy friendly pillows should be readily available and promoted for guests</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 clothes on. The linen section can be within the same unit, or separate</i>
702	Trouser press in all rooms.	<i>Mounted on the wall just at the edge of the guests vision</i>
703	Ironing equipment with steam function on request.	<i>This service must be listed in the room directory.</i>
704	Ironing equipment with steam function in all rooms.	<i>Guests must be informed of the availability of this equipment</i>

Norm	Telecommunications in the room	
800	Telephone with outside line and written user instructions in all rooms.	
801	Two telephones with outside line and written user instructions	<i>These telephones (and their outside line) must also be usable when the reception is closed.</i>
802	High speed wireless internet in rooms and public areas	<i>all guests should be able to connect to the internet conveniently in all hotel facilities</i>
803	Answering machine in all rooms (voicemail).	<i>This service can be connected to the telephonesystem of the hotel</i>

Norm	Audio and video in the room	
900	Color TV with remote control and TV-channel directory in %50 of the rooms.	<i>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.</i>
901	Color TV with at least 32 inch screen, remote control and TV-channel directory in all rooms.	<i>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.</i>
902	Dock or method to stream personal multimedia or audio to TV or audio system	<i>Guest should be able to stream using all methods</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	A wide range of personal care products in all rooms including the products mentioned in 1000 and at least products such as body lotion cream and shampoo / balms and soaps of luxury type, taking into consideration the use of Dead Sea products at least one type of such products	<i>This service must be listed in the room directory.</i>
1002	Shoe polish products upon request.	<i>Should be advertised in room directory</i>
1003	Shoe polish products in all rooms.	<i>Box with a variety of labelled shoe polish tools, or shoe polish cloths</i>
1004	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 or other media as long as this is clearly indicated</i>
1005	Stationary and correspondence paper in all rooms.	<i>Provide pen or pencils, writing pads and papers. Should be visible for guests</i>
1006	Prayer direction sign in all rooms.	
1007	Fixed or extension Plug adaptor upon request	<i>This service must be listed in the room directory.</i>
1008	Directory should be in both arabic and english in rooms	<i>Directory that includes all services and facilities provided at the hotel</i>

Norm	Washbasin in the room	
1100	Washbasin with hot and cold running water and soap in all rooms.	
1101	Washbasin mirror in all rooms.	<i>Washbasin mirror is not the same as a (usually smaller) shaving mirror.</i>
1102	Possibility to accommodate bathroom articles or a toilet bag in all rooms.	
1103	Washbasin lighting in all rooms.	
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>
1105	One hand towel and one bath towel per person in all rooms.	
1106	Two hand towels and two bath towels per person in all rooms.	
1107	(Face) flannel for each guest staying in all rooms.	
1108	A mug or glass is available for each person in all rooms.	
1109	Double washbasin in all double rooms and suites.	

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)	<i>A shower cabin in the room does not count as a bath facility in this respect</i>
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)	<i>A shower cabin in the room does not count as a bath facility in this respect</i>
1202	Bath mat in private bathroom facilities of all rooms.	
1203	Non-slip flooring in the bath and handgrips for getting in and out of the bath in all rooms with a private bath.	
1204	Hair drier upon request.	<i>This service must be listed in the room directory.</i>
1205	Hair drier in all rooms.	<i>Hair drier in all rooms, that is visible and advertised</i>
1206	Bathrobe and shower slippers for each staying guest in all rooms.	
1207	Extendible clothesline or similar provision in all rooms.	
1208	Separate shaving mirror in all rooms.	
1209	Separate shaving mirror with built-in lighting in all rooms.	
1210	Defogging bathroom mirrors in all rooms.	
1211	Towel heater in all rooms.	
1212	Bidet in all room bathrooms.	<i>Bidet in all room bathrooms or similar</i>
1213	Bidet in all rooms or similar	<i>Bidet in all rooms or similar or similar</i>
1214	Separate bath and shower in all rooms.	<i>For this norm, the shower is explicitly outside the bathtub in a separate shower area.</i>

COMMUNAL SANITARY FACILITIES AT THE HOTEL

Norm	Safety and Privacy in the room	
1300	All rooms have their own entrance.	
1301	Clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.	<i>Metal pedal flip litter bin with lid</i>
1302	Option of locking the room door in all rooms.	<i>Washbasin, soap and provision to dry hands such as (towels, paper towels or hand drying machine etc..)</i>

Norm	Communal bathroom facilities	
1400	At least two communal bathroom facility for every 10 rooms (one for males and one for females) (or part thereof) when rooms do not have private bathroom facilities in the guest room area of the hotel. This bathroom facility has constant hot and cold running water, a place to sit, ventilation and lighting and is clearly separated from communal toilets.	
1401	Handgrips for getting in and out of the bath in communal bathroom facilities if there is a bath.	
1402	Provisions for placing soap or shampoo bottles are available that can be reached from the bath.	
1403	Provision to hang clothes out of reach of the water.	
1404	Towel rail.	
1405	Mirror.	

GENERAL FACILITIES AND SERVICES AT THE HOTEL

Norm	Air treatment at the hotel	
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.	
1502	Comfortable, ceiling based air conditioning with adequate fresh air intake and used air outlet in entire building. It is allowed to install separate units in back areas	
1503	Land must be 3000m2 at the minimum	Land must be 3000m2 at the minimum

Norm	Transport, assistance and accessibility at the hotel	
1600	Guests must be able to reach a hotel employee 24 hours a day.	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.
1601	Private parking facilities at the hotel.	
1602	Permanent parking assistance provided by hotel employee or outsourced to a specialized company	At arrival and departure, permanent parking assistance is available.
1603	Luggage transportation upon request.	Luggage transport means bringing luggage to and from the room at arrival and departure. Upon guest request
1604	Luggage transportation offered.	Luggage transport means bringing luggage to and from the room at arrival and departure. Offered automatically by hotel staff. This service must be listed in the room directory and be clearly mentioned at the reception
1605	If hotel consists of more than 3 floors a minimum of 1 guests elevators must be provided for every 100 rooms, and a service elevator must be provided connected to the back area and unseen by the guests with a minimum area of 1 squared meter	
1606	If hotel consists of less than 3 floors, one elevator is required despite the number of rooms separate from the service elevator that is connected to the back area and unseen by the guests	
1607	Roofed area to stop and set down luggage at the entrance of the hotel.	Intends to protect guests against weather influences
1608	Private shuttle service upon request or through a schedule.	The service must be listed in the room directory. Public transport companies or taxi's don't count in the hotels transportation facilities.
1609	Charging station for electrical vehicles (e.g. cars, bicycles)	Installing an electric vehicle (EV) charging station in the hotel parking area.

Norm	Safety and security at the hotel	
1700	Xray machine for luggage inspection.	Security or similar approved inspection equipment
1701	Walk through inspection at all entrances	
1702	24 hours a day Closed Circuit Television system.	
1703	Controlled access to guest room areas.	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.
1704	Security officer on duty 24 hours a day.	
1705	Approved medical services on call 24 hours a day.	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. Announced in hotel directory.
1706	Certified first attendant to be available 24 hours	

Norm	Provisions for disabled guests at the hotel	
1800	Hotel entrance and all communal areas accessible for wheelchairs.	
1801	Adapted general WC for wheelchair access.	This toilet facility is separate from the other public toilet facilities.
1802	%1 of total number of rooms and minimum of 1 room if less than 100 rooms must be wheelchair accessible	
1803	Public areas accessible for persons with visual disability	
1804	Rooms fully furnished for persons with visual disability	

Norm	Reception	
1900	Checked-in guests must have access to the hotel 24 hours a day.	<p>Guests must be able to leave and enter their room and the building, at any given time a day.</p> <p>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.</p>
1901	Reception personnel speak at least Arabic and English.	
1902	Sufficient privacy offered when guests check in and check out.	
1903	Separate reception desk.	<p>Norm 1902 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 1903 is a separate reception desk where all the necessary privacy can be offered.</p>
1904	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).	
1905	Reception and porter service open 24 hours a day and physically staffed.	
1906	Adequate delivery of messages and goods to guests.	<p>Guests need to receive messages or packages left for them promptly and completely.</p> <p>The hotel needs to ensure that the procedure for this service is in place and working efficiently.</p> <p>This service must be listed in the room directory.</p>
1907	Sitting places at reception.	
1908	On-line reservation of hotel rooms is possible including confirmation.	<p>The possibility of guests reserving rooms and request sufficient info through an online service</p>
1909	Taking guests to their room on arrival.	<p>Guests need to be offered this service unsolicited.</p>
1910	Reception area must fit at least %20 of the guests	
1911	Reception area must fit at least %10 of the guests	

Norm	Other facilities at the hotel	
2000	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 guest rooms. Two adjacent rooms with connecting doors, that can be rented separately, will not qualify as a suite.</i>
2001	At least %5 of rooms designed and furnished to be used as connecting rooms.	<i>This option has to be listed in the room directory, or in a clear manner at the reception.</i>
2002	At least %30 of room's non-smoking, with non-smoking signs on the door.	<i>No ashtrays in rooms and advertise that the hotel offers non smoking rooms</i>
2003	At least %50 of room's non-smoking, with non-smoking signs on the door.	<i>No ashtrays in rooms and advertise that the hotel offers non smoking rooms</i>
2004	Luggage room at the hotel (locked or supervised).	<i>Managed properly to secure guest personal belongings</i>
2005	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>
2006	Option of purchasing reading material, newspapers and gifts 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. This service must be listed in the room directory.</i>
2007	Hairdressing salon at the hotel.	
2008	Non smoking areas in the hotel	<i>Designated smoking areas away from kids areas and similar facilities and well ventilated</i>
2009	Charging station (for multiple electronic devices)	

Norm	Other services offered by the hotel	
2100	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>
2101	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>
2102	Laundry, dry clean and ironing services 24 hours a day	<i>Exceptions are allowed during weekends and special national holidays. This service must be listed in the room directory</i>
2103	Fully serviced business center	
2104	Shoe polish service upon request.	<i>This service must be listed in the room directory.</i>
2105	Secretarial service upon request	<i>This service must be listed in the room directory.</i>
2106	Baby sitting service upon request	<i>This service must be listed in the room directory.</i>
2107	Concierge services to be available. Transport, car rental, ticket reservations, tourist sites and excursions, theatre and museums.	<i>These services must be listed in the room directory.</i>
2108	Currency exchange service.	<i>This service must be listed in the room directory.</i>
2109	At least two types of credit cards are accepted.	
2110	Hotel information application on Mobile	<i>To have an application that suites all types of operating systems that lists services, facilities and general information about the hotel</i>

EATING AND DRINKING AT THE HOTEL

Norm	Provision of breakfast	
2200	Option to have breakfast.	<i>One of the services in any hotel, starting at the one star level, is the breakfast service. This can be either enjoyed in the guest room or in a communal breakfast room.</i>
2201	Option to have breakfast communal breakfast area with tables and chairs up to %30 of hotel capacity	<i>A communal breakfast room should be available with tables and chairs ready to serve breakfast with capacity to seat customers of up to %30 of the total capacity of the hotel</i>
2202	Breakfast buffet and/or option of a served breakfast and breakfast room service.	<i>This service must be listed in the room directory</i>

Norm	Availability of drinks	
2300	Drinks are available at the hotel.	<i>Drinks can be made available in a separate room with service, or for example be dispensed from a fountain machine. This service must be listed in the room directory</i>
2301	minibar and room service 24 hours a day.	
2302	Stocked Minibar	<i>Stocked Minibar with menu of items & prices clear for guests</i>
2303	Bar with service provided by the hotels staff with an international range of drinks (Alcoholic/ Non-alcoholic).	
2304	Coffee/tea making facilities in all rooms.	

Norm	Availability of food	
2400	4 outlets that offer food and beverage services	<i>Drinks can be made available in a separate room with service, or for example be dispensed from a fountain machine. This service must be listed in the room directory</i>
2401	3 outlets that offer food and beverage services	
2402	2 outlets that offer food and beverage services	<i>Stocked Minibar with menu of items & prices clear for guests</i>
2403	1 outlet that offer food and beverage service	
2404	1 outlet that offer food and beverage service	
2405	Menu and prices are available in Arabic and English at the entrance of all restaurants at the hotel.	<i>Menu and prices are available in Arabic and English at the entrance of all restaurants at the hotel. Indicating type of food and prices</i>
2406	Special diets are taken into consideration upon request.	<i>This service must be listed in the room directory and be mentioned on the menu.</i>
2407	Children menus are taken into consideration upon request.	<i>This service must be listed in the room directory and be mentioned on the menu.</i>

LEISURE AND RECREATION AT THE HOTEL

Norm	Provision of breakfast	
2500	Swimming pool with poolside service of snacks and drinks at the hotel. Lifeguard, safety signs and pool depth signs has to be on pool premises	<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. On duty lifeguard available during opening hours</i>
2501	Swimming pool with poolside service of snacks and drinks at the hotel all year round. Lifeguard, safety signs and pool depth signs has to be on premises	<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. On duty lifeguard available during opening hours</i>
2502	Sauna for general use at the hotel.	<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>
2503	Steam bath for general use at the hotel.	<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>
2504	Whirlpool for general use at the hotel.	<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>
2505	Full serviced spa	<i>Full serviced spa that offers high end spa services</i>
2506	Sunbath facilities for general use at the hotel.	
2507	Fitness room at the hotel.	
2508	Beauty parlor at the hotel.	
2509	Outdoor café with sufficient shaded seating area at the hotel.	
2510	Outdoor garden at the hotel.	
2511	Play room or playground at the hotel for children.	
2512	Game room at the hotel.	
2513	Tennis courts next to or indoor tennis at the hotel.	
2514	Beach Volleyball and/or basketball court at the hotel.	
2515	Option to rent leisure items at the hotel.	

CONFERENCES AND BANQUETS AT THE HOTEL

Norm		
2600	Conference room(s) designed and furnished for meetings at the hotel.	<i>This service must be listed in the room directory and be indicated at reception.</i>
2601	Banquet facilities at the hotel.	<i>This service must be listed in the room directory and be indicated at reception.</i>
2602	Professional services for conference rooms and banquet facilities.	<i>Knowledgeable assistance is at hand in the hotel to facilitate meeting and banquet planners in a professional manner.</i>

BACK AREAS

Norm		
2700	Area for food preparation covers %60 of the restaurant's area including the back 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>
2701	Garabage Room	<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>
2702	Loading Area	<i>This area is designated to receive goods purchased or not purchased, and needs screening before admitting to the hotel.</i>
2703	Separate entrance for hotel staff	<i>This entrance is separate and specific to hotel staff</i>
2704	Changing rooms with toilets and showers for male and female staff enough for all employees.	<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

Norm	Hotel rooms	
2800	Bed mattresses	<p><i>Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 2800 - 2810 (hotel rooms), 2900 - 2905 (private and communal bathroom facilities in guest room area), 3000 - 3007 (restaurants and bars), 3100 - 3106 (communal areas) and 3200-3201 (exterior).</i></p> <p><i>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.</i></p>
2801	Pillows	
2802	Duvets or blankets	
2803	Bed sheets, duvet covers and pillowcases	
2804	Floor	
2805	Walls	
2806	Ceiling	
2807	Furniture	
2808	Curtains	
2809	Other elements of hotel rooms	
2810	Goose feather pillows and duvet required.	

Norm	Private and communal bathroom facilities in guest room area	
2900	Floor and wall tiling	<p>Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 2800 - 2810 (hotel rooms), 2900 - 2905 (private and communal bathroom facilities in guest room area), 3000 - 3007 (restaurants and bars), 3100 - 3106 (communal areas) and 3200-3201 (exterior).</p> <p>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.</p>
2901	Floor and wall grouting/kitting	
2902	Shower and bath	
2903	Shower curtain	
2904	Inside and outside of toilet bowl	
2905	Other elements of bathroom facilities	

Norm	Restaurants and bars	
3000	Flooring	<p>Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 2800 - 2810 (hotel rooms), 2900 - 2905 (private and communal bathroom facilities in guest room area), 3000 - 3007 (restaurants and bars), 3100 - 3106 (communal areas) and 3200-3201 (exterior).</p> <p>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.</p>
3001	Walls	
3002	Ceilings	
3003	Furniture	
3004	Lighting	
3005	Table Utensils, Linen	
3006	Staff attire	
3007	Other elements of communal areas	

Norm	Communal areas (hallways, corridors, elevators, etc.)	
3100	Public Toilets	<p>Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 2800 - 2810 (hotel rooms), 2900 - 2905 (private and communal bathroom facilities in guest room area), 3000 - 3007 (restaurants and bars), 3100 - 3106 (communal areas) and 3200-3201 (exterior).</p> <p>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.</p>
3101	Flooring	
3102	Walls	
3103	Ceiling	
3104	Furniture	
3105	Employees Uniform	
3106	Other elements of Public areas	

Norm	Exterior	
3200	Exterior of building and hotel grounds	Cleanliness is a very important basic requirement for hotels in all star categories. The elements that are evaluated are described in the standards 2800 - 2810 (hotel rooms), 2900 - 2905 (private and communal bathroom facilities in guest room area), 3000 - 3007 (restaurants and bars), 3100 - 3106 (communal areas) and 3200-3201 (exterior).
3201	Bidet or similar in public restrooms	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

Norm	Hotel rooms	
3300	Bed mattresses	<p>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 3300 - 3310 (hotel rooms), 3400 - 3405 (private & communal bathroom facilities in guest room area), 3500 - 3507 (restaurants and bars), 3600 - 3606 (communal areas) and 3700 - 3703 (exterior). All elements have to be sufficient.</p> <p>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.</p>
3301	Pillows	
3302	Duvets or blankets	
3303	Bed sheets, duvet covers and pillowcases	
3304	Floor	
3305	Walls	
3306	Ceiling	
3307	Furniture	
3308	Curtains	
3309	Other elements of hotel rooms	

Norm	Private and communal bathroom facilities in guest room area	
3400	Floor and wall tiling	<p>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 3300 - 3310 (hotel rooms), 3400 - 3405 (private & communal bathroom facilities in guest room area), 3500 - 3507 (restaurants and bars), 3600 - 3606 (communal areas) and 3700 - 3703 (exterior). All elements have to be sufficient.</p> <p>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.</p>
3401	Floor and wall grouting/kitting	
3402	Shower and bath	
3403	Shower curtain	
3404	Inside and outside of toilet bowl	
3405	Other elements of bathroom facilities	

Norm	Restaurants and bars	
3500	Flooring	<p>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 3300 - 3310 (hotel rooms), 3400 - 3405 (private & communal bathroom facilities in guest room area), 3500 - 3507 (restaurants and bars), 3600 - 3606 (communal areas) and 3700 - 3703 (exterior). All elements have to be sufficient.</p> <p>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.</p>
3501	Walls	
3502	Ceilings	
3503	Furniture	
3504	Lighting	
3505	Tableware	
3506	Staff attire	
3507	Other elements of communal areas	

Norm	Communal areas (hallways, corridors, elevators, etc.)	
3600	Public Toilets	<p>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 3300 - 3310 (hotel rooms), 3400 - 3405 (private & communal bathroom facilities in guest room area), 3500 - 3507 (restaurants and bars), 3600 - 3606 (communal areas) and 3700 - 3703 (exterior). All elements have to be sufficient.</p> <p>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.</p>
3601	Flooring	
3602	Walls	
3603	Ceiling	
3604	Furniture	
3605	Employees Uniform	
3606	Other elements of Public areas	

Norm	Exterior	
3700	Gardening	<p>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 3300 - 3310 (hotel rooms), 3400 - 3405 (private & communal bathroom facilities in guest room area), 3500 - 3507 (restaurants and bars), 3600 - 3606 (communal areas) and 3700 - 3703 (exterior). All elements have to be sufficient.</p> <p>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.</p>
3701	Painting	
3702	Lighting	
3703	A canopy at the main entrance of the hotel is optional. However, umbrellas should be available when necessary.	

SERVICE LEVEL

Norm		
3800	The reception of guests is hospitable.	
3801	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 speedily improvement of the situation.</i>
3802	Staff are recognizable by name tags or position tags	

GUEST SATISFACTION

Norm		
3900	Complaints from guests are registered.	
3901	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>
3902	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>
3903	Guest 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

Norm	Provision of breakfast	
4000	Exterior, interior and image of a simple hotel meet the realistic expectations of hotel guests.	<p><i>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 6100 up to and including 6507 are evaluated with caution and with no regard to personal taste.</i></p>
4001	Ratio between number of rooms and communal areas and lobby	
4002	Restaurant and bars atmosphere	
4003	Quality of leisure facilities	
4004	number of employees and room numbers ratio	
4005	Uniform appearance	
4006	Quality of furniture	
4007	Consistence and mutual tuning of elements of exterior/interior, creating a coherent experience	

CERTIFICATES

Norm		
4100	Health Certificate	
4101	Nationally recognized Environmental Certificate	

QUALITY & SERVICE INSPECTION

Norm		
4200	Result external quality & service inspection sufficient for 4* level hotel.	
4201	Result external quality & service inspection sufficient for 5* level hotel.	<p><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></p>

VISIBILITY STAR RATING

Norm		
4300	Hotel sign specifying correct star rating is intact and clearly visible at the reception.	
4301	Hotel sign specifying correct star rating is intact and clearly visible outside at main entrance.	