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# HOTEL CLASSIFICATION MANUAL

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## Table of Contents

<b>Introduction</b>	<b>5</b>
System focus areas	5
<i>System Criteria</i>	6
<i>System Elements</i>	6
<i>Classification process</i>	11
<i>Classification procedure</i>	12
<i>Waiver Policy</i>	13
<i>Implementation &amp; Industry Support</i>	16
<b>1. Minimum Mandatory Criteria</b>	<b>17</b>
1.1 <i>General Standards</i>	17
1.2 <i>Public Areas</i>	19
1.3 <i>Guest Rooms</i>	25
1.4 <i>Guest Bathrooms</i>	29
1.5 <i>Services and Amenities</i>	32
1.6 <i>Food &amp; Beverage</i>	35
1.7 <i>Staff Development</i>	36
1.8 <i>Service Quality</i>	36
1.9 <i>Environmental Sustainability</i>	37
<b>2. Rating Criteria</b>	<b>38</b>
2.2 <i>Public Areas</i>	39
2.2.1 <i>Appearance of Building</i>	39
2.2.2 <i>Outdoor Areas and Landscaping</i>	40
2.2.3 <i>Housekeeping of Public Areas</i>	41
2.2.4 <i>Public Areas – Decor, Walls, Ceilings and Curtains</i>	42
2.2.5 <i>Public Areas – Furnishings &amp; Fittings</i>	43
2.2.6 <i>Public Areas – Flooring</i>	44
2.2.7 <i>Public Areas – Ventilation &amp; Temperature</i>	45
2.2.8 <i>Public Areas – Lighting</i>	46
2.2.9 <i>Public Toilets</i>	47
2.2.10 <i>Quality of Elevators</i>	48
2.3 <i>Guest Bedrooms</i>	49
2.3.1 <i>Housekeeping of Guest Bedrooms</i>	49
2.3.2 <i>Quality of Decor, Walls, and Ceiling of Guest Bedrooms</i>	50
2.3.3 <i>Flooring of Guest Bedrooms</i>	51
2.3.4 <i>Curtains of Guest Bedrooms</i>	52
2.3.5 <i>Guestroom Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs</i>	53
2.3.6 <i>Soft Furniture, Cushions, Mirrors, and Artwork</i>	54
2.3.7 <i>Guestroom Beds &amp; Bedding</i>	55
2.3.8 <i>Guestroom Ventilation &amp; Temperature</i>	56
2.3.9 <i>Guestroom Lighting</i>	57
2.3.10 <i>Spaciousness of Guest Bedrooms</i>	58
2.3.11 <i>Soundproofing of Guest Bedrooms</i>	59
2.4 <i>Guest Bathrooms</i>	60

2.4.1	Housekeeping of Bathrooms	60
2.4.2	Ventilation of Bathrooms	61
2.4.3	Guest Bathrooms Walls, Flooring and Ceiling	62
2.4.4	Guest Bathroom Fixtures	62
2.4.5	Bathroom Linens	63
2.4.6	Bathroom Amenities	63
2.6	<i>Food &amp; Beverage Outlets</i>	64
2.6.1	Spaciousness and Ambiance of Food & Beverage Outlets	64
2.6.2	Furniture and Linen of Food & Beverage Outlets	64
2.6.3	Housekeeping of Food & Beverage Areas	65
<b>3.</b>	<b>Scoring Criteria</b>	<b>66</b>
3.2	<i>Public Areas</i>	67
3.2.1	Music in Public Areas	67
3.2.2	Prayer Room	67
3.3	<i>Guest Rooms</i>	67
3.3.1	WIFI	67
3.3.2	In- room Technology & Entertainment	67
3.3.3	Room Services and Accessories	68
3.4	<i>Guest Bathroom</i>	68
3.4.1	Bathroom Facilities	68
3.5	<i>Guest Services</i>	69
3.5.1	Services for Children	69
3.5.2	Tourism Information, Destination Marketing and Promotion of Local Heritage	69
3.5.3	Guest Transport Services	69
3.5.4	Front Desk Services	69
3.5.5	Universal Accessibility	70
3.5.6	Health Club	70
3.5.7	Swimming Pool	71
3.5.8	Spa Services	71
3.5.9	Business Facilities & Services	71
3.6	<i>Food &amp; Beverage</i>	72
3.6.1	Restaurants	72
3.6.2	HACCP Certification	72
3.7	<i>Staff Development</i>	72
3.7.1	Staff Training	72
3.7.2	Qatarisation and inclusion of gcc nationals	72
3.8	<i>Environmental Sustainability</i>	72
3.8.1	Environmental Certification	72
3.8.2	Energy saving practices	73
3.8.3	Procurement and general practices	73
<b>4.</b>	<b>Guest Experience Index (GEI)</b>	<b>74</b>
<b>5.</b>	<b>Product Designators</b>	<b>75</b>
5.1	<i>Airport Hotel Designator</i>	76
5.2	<i>Beach Hotel Designator</i>	78

5.3	<i>Boutique Hotel Designator</i>	80
5.4	<i>Business Hotel Designator</i>	82
5.5	<i>City Hotel designator</i>	83
5.6	<i>Convention Hotel Designator</i>	84
5.7	<i>Family Hotel Designator</i>	86
5.8	<i>Resort Hotel Designator</i>	88
5.9	<i>Hotel Apartment Designator</i>	89
5.10	<i>Heritage Hotel Designator</i>	92
5.11	<i>Wellness Hotel Designator</i>	93
5.12	<i>Sport Hotel Designator</i>	95
5.13	<i>Ultra Luxury Hotel Designator</i>	97
5.14	<i>FIFA 2022 World cup designator</i>	99
<b>Appendix 1</b>	<b>Accessibility Standards</b>	<b>101</b>
<b>Appendix 2</b>	<b>Old QTA minimum building requirements criteria</b>	<b>102</b>
<b>Appendix 3</b>	<b>WAIVER LIST FOR HOTELS THAT RECEIVED BUILDING PERMIT BEFORE 01/01/2016</b>	<b>103</b>

## INTRODUCTION

The Qatar Tourism Authority is responsible for licensing, classification and grading of all hotels and accommodation providers in Qatar.

Under Law No. 6 of 2012 QTA is mandated to ensure that hotels holding or requesting a license meet clear criteria of facilities, services and responsible management practices, and are employing suitably experienced and qualified staff. Hotels are classified according to a published “Grading and Classification Manual”, which is updated and published from time to time. Currently hotels are divided into the following categories:

### Hotels:

1 Star                      2 Star                      3 Star                      4 Star                      5 Star

This manual presents the structure and criteria of the enhanced hotel classification system for the State of Qatar. The hotel classification system plays a central role in the continued drive of establishing Qatar as a leading destination in terms of quality and hospitality. It will challenge and drive hoteliers to go the extra mile in providing each visitor to Qatar an unforgettable experience in an enchanting environment characterised by superb standards throughout.

To accomplish this, a holistic and future oriented approach has been applied that ensures that:

- a) All areas creating the hotel experience are given attention;
- b) All standards that are important for the guest as given attention through different system elements;
- c) Rigidity is applied where a minimum expectation must be met. Flexibility where value is created through unique service concepts; and
- d) The voice of the guest, through the latest online reputation tools, is analysed and incorporated to the system as a standard.

The Authority is confident that these aims are instrumental in achieving the objectives of the State of Qatar and will benefit the industry to continue to thrive and prosper.

## SYSTEM FOCUS AREAS

The previous system represented 11 focus areas. These have been reduced to 8 areas in order to keep the system clear as most focus areas are touched on in the different system elements. Further, this aligns with the focus areas of the Emirate of Abu Dhabi and the Kingdom of Bahrain, enhancing regional alignment. However, as the tourism agenda of the State of Qatar includes a strong focus on Environmental Sustainability, a dedicated ninth focus area was added for this purpose.

Each system element is broken down into an area of focus in the hotel though not all focus areas are represented in all system elements. Table 1 outlines the eight different focus areas of the system, their description and how they relate to the system.

**TABLE 1 FOCUS AREAS OF CLASSIFICATION CRITERIA**

Focus Area	Description	Existing System
1) General Requirements	Administrative, legal and other requirements	2) General
2) Public Areas	Requirements focussing on the hotel's public areas, building, safety and security and access control.	1) Exterior 3) Safety and Security
3) Guest Rooms	Requirements focussing on the individual guest rooms.	9) Guest Rooms
4) Guest Bathrooms	Requirements focussing on the individual guest bathrooms.	10) Bathroom
5) Guest Services	Requirements focussing on services offered to hotel guests.	4) Reception 6) Housekeeping 7) Leisure Facilities 8) Business Facilities
6) Food & Beverage	Requirements focussing on the provision of Food & Beverages	5) Food & Beverage
7) Staffing	Requirements focussing on staffing policies and practices	-
8) Service Quality	Requirements focussing on the management and monitoring of service quality.	11) Guest Communication
9) Environmental Sustainability	Requirements that focus on systems and facilities that enhance the environmental sustainability of the Hotel.	-

From table 1 it can be seen that the focus areas are very similar, but a strong consolidation is available in focus area 5: Guest Services. As the new system offers Scoring Criteria and Designator Criteria, it offers hoteliers more room for specialisation whilst ensuring that standards are met throughout. This does mean that the number of Minimum Mandatory Criteria in these areas is reduced, eliminating the need for such refined division.

## SYSTEM CRITERIA

The system criteria, categorised in the five system elements, have been enhanced by adding criteria that contemporary hotel guests expect, deleting out-dated criteria, and categorising criteria over the different system elements to ensure that a clear categorisation is made between the standards and how they should be fulfilled.

## SYSTEM ELEMENTS

The previous version included two elements:

1. Minimum Building Criteria; and
2. Minimum Requirements for People with Special Needs.

Both elements were measured as minimum criteria, that is, a standard must be fulfilled in order for a certain classification to be fulfilled. To ensure that all areas of the hotel operation that influence the guest experience are well covered, the enhanced system covers a total of five elements that are defined in table 2.

TABLE 2 SYSTEM ELEMENTS AND THEIR DEFINITIONS

System Elements	Definition
1. <b>Minimum Mandatory Criteria</b>	<i>Criteria that reflect minimum expectations of the traveller and need to be <b>completely fulfilled</b> for each respective category. These typically also reflect the MINIMUM BUILDING REQUIREMENTS that project developers must take note off as design and building decisions for a new project are made.</i>
2. <b>Rating Criteria</b>	<i>Criteria that reflect the quality of the hotel's infrastructure. Rating requirements focus on the quality of materials used, state of maintenance, presentation, and cleanliness. Hotels need to achieve a <b>minimum final score</b> for each respective classification category.</i>
3. <b>Scoring Criteria</b>	<i>Criteria that are not a traveller's minimum expectation, but do create substantial value in the guest experience. Also here, hotels need to achieve a <b>minimum final score</b> for each respective classification category.</i>
4. <b>Guest Experience Index</b>	<i>The average weighted online review score from up to 130 online review platforms weighted per platform and per reviewer. Platforms that do not verify reviews are weighted lower. Also the individual reviewer is weighted whereby a reviewer that has written more reviews is weighted stronger than a traveller with a minor number of reviews. The Guest Experience index will <b>only apply after a hotel classification has been awarded</b>. Hotels then need to achieve a <b>minimum final score</b> for each respective classification category and will be subject review when the minimum score is not achieved.</i>
5. <b>Product Designators</b>	<i>A term indicating the specific target group or hotel features that attracts a certain target group. The designator gives assurance that the specific services and facilities required by such target group are provided for. Product designator requirements comprise of <b>Minimum Criteria</b> that must be achieved; however the application for a product designator is <b>voluntary</b>.</i>

### MINIMUM MANDATORY CRITERIA

The minimum mandatory criteria reflect today's traveller minimum expectations of a hotel in the respective category. Minimum Mandatory Criteria provide the foundation of the system and it aims to ensure that the minimum Expectation of the guests of each respective category is fulfilled.

### RATING CRITERIA

Rating criteria refer to the quality perception of the guest of the hotel's infrastructure, accessories or amenities and focus on the *condition, cleanliness, state of maintenance, and the quality of materials* in the hotel's infrastructure. Table 3 displays how the rating criteria focus on four system elements and how they are weighted per element.

**TABLE 3 RATING SCORES WEIGHTING IN THE ENHANCED SYSTEM**

System Element	Points Available	Weight Allocation %
<b>2. Public Areas</b>	150	25%
<b>3. Guest Bedrooms</b>	240	40%
<b>4. Guest Bathrooms</b>	120	20%
<b>6. Food &amp; Beverage</b>	90	15%
<b>Total</b>	<b>600</b>	<b>100%</b>

From table 3, it can be seen that rating scores only apply to four different system elements with the heaviest focus on guest bedrooms. Table 4 presents the required minimum scores for each classification category.

**TABLE 4 MINIMUM RATING REQUIREMENTS**

Rating	Rating Requirement (Max 600)	Standard %
<b>1 Star</b>	360	60%
<b>2 Star</b>	390	65%
<b>3 Star</b>	420	70%
<b>4 Star</b>	480	80%
<b>5 Star</b>	540	90%

From table 4, it can be seen that a one star hotel will thus have to score 60% of the total points and a five star hotel will need to achieve a total score of 90% of the total points of the rating requirements to obtain its classification.

## SCORING CRITERIA

Scoring criteria refer to facilities or services that present a value, but are not necessarily vital to a minimum expectation of a guest when considering the respective star rating. The scoring criteria thus represent an element of the system of objective tangible facilities and services that add value to the guest, but do not comprise a must. Criteria that contemporary research shows are valued by today's hotel guest with a rating structure that is based on the perceived value of those requirements. The scoring criteria are outlined in chapter 3 of this document.

**TABLE 5 SCORING CRITERIA POINTS AVAILABLE**

Division	Points Available	%
2. Public Areas	20	5%
3. Guest Bedrooms	80	20%
4. Guest Bathrooms	20	5%
5. Guest Services	160	40%
6. Food & Beverage	20	5%
8. Staff Training & Development	40	10%
9. Environmental Sustainability	60	15%
<b>Total</b>	<b>400</b>	<b>100%</b>

The minimum scores that need to be attained for each classification category are outlined in Table 6.



**TABLE 6 MINIMUM SCORING REQUIREMENTS**

Rating	Scoring Requirement (400 points max)	%
<b>1 Star</b>	160	40%
<b>2 Star</b>	200	50%
<b>3 Star</b>	240	60%
<b>4 Star</b>	280	70%
<b>5 Star</b>	320	80%

From table 6, it can be seen that the minimum percentage score for the scoring requirements ranges from 40 to 80 percent of the available points.

### **GUEST EXPERIENCE INDEX**

Service delivery standards comprise of the most influential determinants of guest satisfaction. Historically it has been difficult, if not impossible to measure these objectively. By partnering with one of the World's leading companies in Guest Sentiment analysis, the Tourism Authority has access to a measuring tool that generates the most objective score possible from a vast volume of guest reviews taken from over 100 guest review platforms. This score is balanced by weighing factors that account more value to verified feedback platforms (e.g. Hotels.com) over non-verified feedback platforms (e.g. TripAdvisor.com). In addition, also the reviewer track record is used in this balance whereby reviewers with a multitude of reviews in their name are given more weight than reviewers with only a few reviews written under their account. The detailed scoring requirements are outlined in chapter 4 of this manual.

### **PRODUCT DESIGNATORS**

The existing system presents dedicated criteria for Boutique Hotels and a dedicated system for Hotel Apartments.

In the enhanced system, dedicated designators make provision for hotels to position themselves towards a specific target market by obtaining a 'designator'. This allows travellers to easily identify the 'type' of hotel that they are looking for over and above comfort and service level. A total of 14 designators apply that are applicable to different hotel classifications, including the existing ones of Boutique Hotel and Hotel Apartments. The designator options and which star category they apply to are indicated in table 7.

A hotel establishment must choose one designator at least. In the event of selection of more than one, the higher standards will be applicable. For example: by choosing two designators, a boutique hotel and airport hotel, the standard room size of boutique hotel will override the one of the airport hotel when going through the process of classification.

**TABLE 7 DESIGNATOR OPTIONS AND CONDITIONS**

<b>Designator</b>	<b>Available for Categories</b>
<b>1) Airport Hotel Designator</b>	1-5 Star
<b>2) Beach Hotel Designator</b>	4-5 Star
<b>3) Boutique Hotel Designator</b>	4-5 Star
<b>4) Business Hotel Designator</b>	3-5 Star
<b>5) City Hotel Designator</b>	1-5 Star
<b>6) Convention Hotel Designator</b>	4-5 Star
<b>7) Family Hotel Designator</b>	3-5 Star
<b>8) Resort Hotel Designator</b>	4-5 Star
<b>9) Hotel Apartment Designator</b>	1-5 Star
<b>10) Heritage Hotel Designator</b>	1-5 Star
<b>11) Wellness Hotel Designator</b>	4-5 Star
<b>12) Sport Hotel Designator</b>	4-5 Star
<b>13) Super Luxury Designator</b>	5 Star
<b>14) FIFA 2022 World Cup Designator</b>	4-5 Star

Designators are awarded after the hotel has met the requirements of the respective designators. Certain designators may create exemption from Minimum Mandatory Criteria. An example is the designator of airport hotels that exempts the hotel with complying with minimum room sizes if it is situated at the airport.

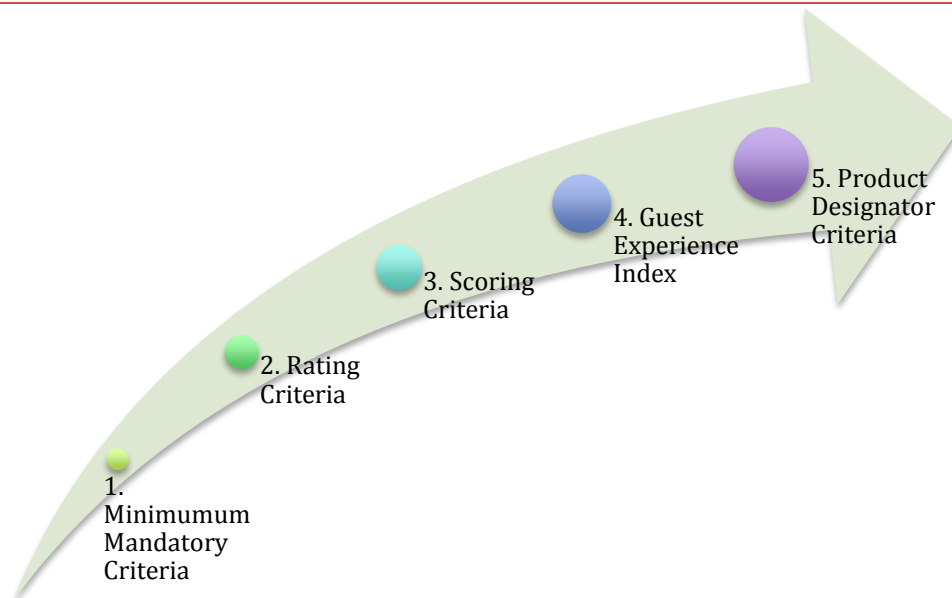
***Hotel Apartments are included in the Hotel Classification System***

Hotel Apartments are included in the hotel system to ensure there is a uniform system of quality control and classification of the tourism products in the State of Qatar. This means that hotel apartments, under the new system, will need to comply with the respective hotel star rating they aspire as well as the designator criteria for the Hotel Apartment Designator. The designator does however allow for exemption from certain criteria. Please see 5.9 for more information.

## CLASSIFICATION PROCESS

This section outlines the processes involved in applying for and renewing the hotel classification. First an outline is presented in the entire system after which the typical processes are outlined. The classification process is designed to be both efficient and effective. Figure 1 outlines how the different elements of the system are approached from a process perspective:

FIGURE 1 THE CLASSIFICATION PROCESS



In figure 1, the following processes are outlined:

- 1) A hotel will first need to comply with the **Minimum Mandatory Criteria** for its category. These criteria reflect the minimum expectations that a guest would have of the rating applied for and must be fulfilled.
- 2) Second, it needs to obtain a minimum score for its respective category on the **Rating Criteria**. These criteria represent subjective tangible criteria that represent the respective category, but do not individually represent the minimum expectations and thus allow for some flexibility.
- 3) Third, a minimum score needs to be attained on the **Scoring Criteria**. The scoring criteria represent objective tangible criteria that add value to the guest but do not necessarily reflect a minimum expectation.
- 4) After the hotel classification has been awarded, the Department monitors the **Guest Experience Index (GEI)** on a monthly basis.
- 5) The Hotel Classification is determined by the first three steps of the process and is awarded based on the complete fulfilment of the Minimum Mandatory Criteria and the attainment of the minimum scores for the Rating and the Scoring Criteria, though simultaneously, one or more **Hotel Designators** may be applied for. The awarding of a designator requires minimum criteria to be fulfilled that differ per classification.

## CLASSIFICATION PROCEDURE

1. A hotel requesting classification will be provided with the grading criteria and a self-assessment application. (This is available at the Licensing Department, and soon to be released online).
2. Once completed the self-assessment should be returned to the Directorate, addressed to the Director of Tourism Licensing, who in turn will schedule a classification visit, giving the hotel / hotel owner at least one (1) weeks' notice of the inspection date.
3. The Licensing Department Inspection team shall then visit the hotel, checking and confirming its conformity with the applicable standards expected from the category applied for.
4. A hotel classification report shall then be prepared and provided to the hotel within 10 working days of the inspection, noting any deficiencies, with observations made on general or specific points relating to standards, management, services and facilities. A temporary classification of the hotel will be provided.

Note: The hotel has the right to appeal against the classification decision, in writing, within a period of thirty (30) days of notification date of the decision. This appeal is made to the Chairman who shall consider the case based on submitted evidence. The Chairman will give a response within fifteen (15) days of receipt of the appeal. The Chairman's decision is final.

5. The Authority shall then grant a temporary certificate of Hotel Classification, which shall be placed in a visible and prominent location at the front desk or reception. The hotel shall then have a period of six (6) months to complete all the noted deficiencies and rectify any of the comments mentioned within the classification report.
6. The Licensing Inspection team shall again visit and re-inspect the hotel, including a re-assessment of those areas, services and facilities noted as deficient in the initial report. A final report shall be completed and distributed with one (1) week of the final inspection.
7. Where all areas and deficiencies have been suitably addressed, the hotel shall receive its permanent Grading and Classification Certificate valid for three (3) years. The hotel shall also receive a plaque depicting its grading, and this should be displayed in a prominent position at the main entrance of the hotel.
8. Where a hotel fails to complete the works and quality standards required for a proposed classification, the Inspectors shall deliver a recommendation of the correct classification, conforming to the national standards and based on the factual evidence provided. Accordingly, the QTA will issue its final rating to the hotel.
9. A hotel, having completed renovations, upgrades, or refurbishment may resubmit for further evaluation of its classification based on new evidence. A hotel only has the right to do this with provision of sufficient and material evidence of rectifications, which notably change its previous, permanent classification.

## SPOT CHECK INSPECTIONS CARRIED OUT AD HOC BY THE DEPARTMENT

Department inspectors may conduct spot checks on an ad hoc basis in order to ensure that establishments are complying with the required standards of both their license and the respective classification.

## VIOLATIONS

It may occur that during a classification inspection, inspectors identify serious violations that may:

1. Jeopardise the safety of guests;
2. Are unhygienic to the extent of creating a health hazard;
3. Jeopardise the reputation or the good order in the State; or
4. Comprise an illegal activity.

Inspectors, by nature of their job are bound to report any of these matters, and may decide to close part of the hotel or the entire hotel.

## WAIVER POLICY

In moving from old to new standards of classification, a clear and consistent policy is required in order to:

- a) Provide transparent and fair timelines to rectify major or minor defects.
- b) To allow interim star ratings by waiving specific mandatory criteria for a limited period of time.
- c) Where necessary downgrade a hotel's rating in a fair manner, using transparent, consistently applied policies.

It may occur that a hotel cannot immediately comply with certain Minimum Mandatory Standards, thus presenting a deficit. All hotels<sup>1</sup> must conform with mandatory standards by December 2020. Four categories of deficits are recognised:

### 1. Structural Deficits

- a. **Structural Deficits** refer to 'Hard' built standards, major plant and engineering systems, (electrical, plumbing, shafts and ducting) and are split in Major Deficits and Minor Deficits
- b. **Major Deficits** include Room sizes, bathroom facilities, generators and major AC plant, and require large re-modeling works over more than 40% of the property GFA.
- c. **Minor Deficits** include re-construction of specific sections of property, selected rooms / bathrooms / public facilities, or minor plant upgrades. Less than 40% of GFA.
- d. **Waivers of specific mandatory criteria** will only be contemplated when a property meets its scoring, rating and GEI standards.
- e. **Major Deficit Schedules** require the submission of a rectification plan within 12 months, construction to begin within 24 months, and completion before 1 December 2020.
- f. **Minor Deficit Schedules** require the submission of a rectification plan within 6 months, construction to begin within 12 months, and completion within 36 months.

<sup>1</sup> Except hotels that received building permits before 01/01/2016

## 2. FF&E /OE Deficits

- a. **FF&E / OE Deficits** includes furniture, fittings and equipment as well as other operating equipment including 'smalls' and soft items such as linen, crockery, and is split in Major FF&E and Minor FF&E Deficits.
- b. **Major Deficits** include fixed and structural elements such as cabinetry, shelving and porcelain-ware (toilets/ bidets, etc.) and tiling and other floor coverings.
- c. **Minor Deficits** includes loose furniture and fittings, operating equipment, curtaining and drapery, operating smalls and soft items and crockery /cutlery.
- d. **Major Deficit Schedules** require the submission of a rectification plan within 6 months, rectification to begin within 12 months, and completion within 24 months.
- e. **Minor Deficit Schedules** require the submission of a replacement plan within 3 months, replacement to begin within 6 months, and completion within 12 months.

## 3. Management Records & Administration

- a. **Management Records & Administration** refers to the quality and availability of management records, policies and documentation as described within mandatory, rating and scoring, sections.
- b. All missing centralised records, rosters, and data requirements must be rectified within 6 months of receiving the Inspectors' report.
- c. Records may be on manual or hardcopy file, or centralized digitally within shared folders; however, they must be accessible upon demand.
- d. There are no waivers for missing records required under the mandatory criteria.
- e. The lack of management records will affect the possibility of QTA waiving of specific deficits under the mandatory criteria.
- f. **Major Deficits** require the records to be established within 6 months, record submission within 6 months, and annual inspection, with 12 months provided if dedicated operating systems are required

## 4. Service and Service-Deficits

- a. **Services and Service-Standards** refer to the extent and quality of service provision via operating departments to guests, and standards set for the delivery of the Guest Experience.
- b. **Service Deficits** more specifically refer to the lack of facilities or staff to provide specific delivery standards / timing as specified within the G&C manual. (No porters, concierge, etc.).
- c. **Guest Experience Index** refer to Hotels not meeting the minimum GEI score for 3 months will be inspected and a rectification plan is to be drawn up within 30 days.
- d. A 6-month waiver when required to set up or restructure an operating department, via a comprehensive manpower and recruitment plan.
- e. Within 3 months service quality deficits must be resolved via training of dedicated resources and improved operating procedures.
- f. The GEI rectification plan must show increased performance within 3 months and meet its minimum GEI standard within 6 months.
- g. Any subsequent 3-month period with sub-standard GEI score will require QTA to downgrade the property to a lower star rating.
- h. Once downgraded, a period of 12 months within the required GEI standard will be required by the property in order to reinstate its star-rating.

Table 8 outlines an overview of the waiver periods for the four categories.

TABLE 8 WAIVER PERIODS FOR DEFICITS

Type of Deficit	Waiver time for Plan	Waiver time for commencement	Waiver time for completion
<b>Major Structural</b>	12 months from waiver date	24 months from waiver date	100% completion by 31 December 2020
<b>Minor Structural</b>	6 months from waiver date	12 months from waiver date	36 months from waiver date
<b>Major FF&amp;E</b>	6 months from waiver date	12 months from waiver date	24 months from waiver date
<b>Minor FF&amp;E</b>	3 months from waiver date	6 months from waiver date	12 months from waiver date
<b>Management Administration</b>	Must be rectified within 6 months after receiving inspector's report, or 12 months if dedicated systems need to be budgeted		
<b>Service Deficits (GEI)</b>	30 days	3 months for completion of intervention.	6 months for compliance to minimum GEI threshold.

**Downgrade policy:**

The property will be reclassified to the achieved star level with temporary certificate until the inspectors will revisit it for final star rating in the below cases:

1. If the hotel establishment did not meet any of the five elements of the classification system for the requested star rating category, i.e:
  - a. Did not comply with the **Minimum Mandatory Criteria** for its category
  - b. Did not obtain a minimum score for its respective category on the **Rating Criteria**
  - c. Did not attain a minimum score on the **Scoring Criteria**.
  - d. Did not meet the minimum the **Guest Experience Index** GEI score for 3 consecutive months
  - e. Did not fulfil the minimum criteria the selected **designators**.
2. If a hotel fails to complete the work and quality standards required for a proposed classification within the pre-defined time limit.

The Inspectors should deliver a recommendation of the correct classification, conforming to the national standards and based on the factual evidence provided. Accordingly, QTA will issue its final rating to the hotel.

## IMPLEMENTATION & INDUSTRY SUPPORT

The enhanced criteria have been drafted with the existing hotel infrastructure in mind to avoid scenarios whereby an existing hotel would have to incur significant costs to maintain its hotel classification. Therefore, most criteria are expected to impose only minor expenses, or may apply only to newly built hotels. The conditions surrounding such requirements are indicated in the criteria chapters by means of footnotes. Further, the following facilitation will be put in place. Changes to processes may be occur from time to time and will be communicated by the Authority to the hotels in writing.

### *A) ONLINE SYSTEM*

The classification system is integrated in a comprehensive Online System that maintains all available data on Qatar's hotels. It facilitates the identification of improvement areas for hotels and maintains a history on communications and actions involving a hotel including its inspection cycle.

### *B) SELF-ASSESSMENT*

To enhance the participation and feedback from the hotel industry, hotels can be registered in the system for **Self-Assessment** preceding the formal assessment. With this facility, the Department expects to create a positive dialogue with the hotel industry with mutual benefit.



## 1. MINIMUM MANDATORY CRITERIA

The objective of the Minimum Mandatory Criteria is to:

1. Provide the foundation of the system and the five categories in it.
2. Ensure that the Minimum Expectations of the guests that they would have of the respective category are fulfilled at all times.

Despite elaborate research and test runs that lie at the basis of the classification system, it may be that existing hotels cannot comply with a requirement in their respective category. In such cases, particular periods of time may be provided to a hotel in order for it to undertake rectifications to meet the minimum criteria. However, failure to do so within the period would cause a hotel to receive a lower rating, lose its desired designation, or have its license withdrawn.

### 1.1 GENERAL STANDARDS

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.1.1 General Standards and Procedures	1.1.1.1	Emergency and fire evacuation signage and emergency telephone numbers are posted in all food and beverage outlets, staff facilities and back of house in Arabic and English.				
	1.1.1.2	Hotel staff are available to guests 24 hours a day, 7 days a week				
	1.1.1.3	Power generator available that can sufficiently generate power to operate essential supplies, including air conditioning in essential guest areas and back of the house. The objective is that all staff and guests can be accommodated in a cooled area during a power outage.				
	1.1.1.4	Maintain accounting books, records and data related to the business for a minimum of five years.				
	1.1.1.5	All printed materials are available in Arabic and English and display the name of the establishment. Invoices, letters and other formal communication additionally include address and contact details. Informal inter-staff communication is excluded from this.				
	1.1.1.6	All areas of the hotel, including any rented shops/outlets or other commercial areas that are advertised as being part of the hotel fall under the requirements of the standards referred to in this manual and compliance with these standards is the responsibility of the hotel. This includes the possibility of guests to have the cost of purchases or services booked to their room.				
	1.1.1.7	70% of room inventory must be sold on a daily or weekly basis, with a maximum of 10% of rooms sold on a 6-12 month (long-term) basis. <sup>2</sup>				
	1.1.1.8 <sup>3</sup>	If sharing a room with parents or guardian, up to 2 children under the age of 12 are to be accommodated, free of charge. The hotel shall make every effort to				

<sup>2</sup> Long Stay conditions for hotel apartments are as follows: 30% of the apartment inventory is to be offered on a daily or weekly basis, with a maximum of 40% of inventory sold on a long term basis; i.e. (6 – 12 months). Hotels with Hotel Apartment component: The apartment inventory follows the same room-sales allocation as for Hotel Apartment Designators. The hotel room component of these properties must offer 80% of their rooms on a daily or weekly basis.

<sup>3</sup> Minors, (under 17), must be accounted for as family members or under guardianship. In the interest of child protection, the hotel must be vigilant of persons with minors whom may be behaving suspiciously.

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		accommodate such requests within the civil defence limitation, if and when applicable.				
	1.1.1.9	The hotel has appointed a Fire Warden and conducts a comprehensive fire drill at least once every six months. Records are available.				
	1.1.1.10	Emergency information and escape route maps must be available in all rooms and visible near the exit. Key information and pictograms should be a minimum 18-point font. Rooms for persons with disabilities must accurately depict their emergency options, and instructions in Braille should be provided rooms occupied by partial-sighted persons. Emergency evacuation signage to incorporate symbols and pictograms.				
	1.1.1.11	A short video describing emergency and fire evacuation procedures must be provided on the hotels' internal TV channel	-	-	-	-

## 1.2 PUBLIC AREAS

1.2 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
<b>1.2.1 Exterior</b>	1.2.1.1	Hotel entrances are guarded 24 hours a day and controlled by security camera(s), as per regulations of the "Ministry of Interior". Camera records to be kept for a minimum of 4 months or in accordance with Ministry of Interior requirements.					
	1.2.1.2	The exterior of the property does not pose a health and safety hazard to the public or property's employees.					
	1.2.1.3	Sufficient lighting in all areas where the members of the public, employees and Guests will frequent to ensure safety.					
<b>1.2.2 Landscaping</b>	1.2.2.1	If the outside areas that are part of the establishment plot of land can be landscaped, this should be done in a manner that is suitable for the environment and location of the establishment.					
	1.2.2.2	All measures should be taken to ensure that gardens, landscaped areas and public pathways are safe to the public. Warning, indemnity and restriction notices (such as is used around swimming pools, or within resort gardens) must be visible, well lit at night, and must be easily observable.					
<b>1.2.3 Signage</b>	1.2.3.1	All public area signage, including restaurant and other service outlet names must be in English and Arabic. Working hours and daily events hours to be specified.					
	1.2.3.2	The QTA National Grading and Classification Certificate is clearly displayed in the reception area.					
	1.2.3.3	The maximum rates ('rack rates') for each room type are visibly displayed in the reception area. Rack Rate to be sent to Tourism Sector for approval annually.					
	1.2.3.4	The Classification signboard is clearly displayed outside the main entrance					
	1.2.3.5	Signage on or near doors of guest rooms indicating the room number					
	1.2.3.6	On each floor signs indicating the direction of specific room numbers are required in the corridors. Signage in the lobby area of the hotel is required if direction is not obvious.					
<b>1.2.4 Guest Security &amp; Access</b>	1.2.4.1	Each guest is offered to be escorted to the room at check-in.	Guests are escorted to rooms at check-in upon request.	-	-	-	
	1.2.4.2	Guests will be escorted throughout their stay upon request.					
	1.2.4.3	1 Safety deposit storage box at reception per 50 rooms with a minimum of 5 for guests to keep valuables.			-	-	-
	1.2.4.4	A security guard/guards is available 24 hours per day.					
	1.2.4.5	The entrance doors of the hotel must be capable of being secured and locked to bar unwanted entry in emergency and security situations.					
	1.2.4.6	Street-level windows and doors, or those overlooking common walkways must be of a high standard with shatterproof tempered glass, secure nature and be equipped with a high-grade lock and a latching device.					
	1.2.4.7	The main entrance is accessible for guests with special needs.					
	1.2.4.8	A Client Loading Zone is available close to the entrance.			-	-	-

1.2 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.2.5 Safety &amp; Comfort in Public Areas</b>	1.2.5.1	Corridors and stairs, including emergency routes are in a good state of repair, have handrails and required signage, and are free from obstacles/hazards.				
	1.2.5.2	Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings, also when electricity supply is interrupted.				
	1.2.5.3	Air conditioning maintains comfortable temperature, 20 - 24°C, throughout the year in all public areas and back of house areas.				
	1.2.5.5	The entrance and lobby have adequate emergency lighting.				
	1.2.5.7 <sup>4</sup>	Width of corridors cannot be less than 1.				
	1.2.5.8	All doors function properly and have push / pull signage.				
	1.2.5.9	A First Aid trained staff-member must be on duty on every shift, and proof of such must be available upon demand. First Aid certification must be through a proper issuing institution, (Hamad Hospital, for example), and certification must be filed and kept current for each designated staff-member.				
<b>1.2.6 Maintenance</b>	1.2.6.1	Records should be kept showing preventative maintenance plans and repair records.				
	1.2.6.2	Electrical equipment must be safely maintained and in good working condition.				
	1.2.6.3	Maintenance & IT support is available 24 hours per day.	Maintenance & IT support is available 18 hours per day.			
<b>1.2.7 Garbage</b>	1.2.7.1	Guests are not exposed to garbage chutes, skips and collections. Garbage area to be away from guest area and time of the collection to be early such as 6 am to ensure guest will not see it.				
<b>1.2.8 Entrances</b>	1.2.8.1	The Hotel has its own entrance, separate from a restaurant or another establishment.				
	1.2.8.2	Separate entrance and exit doors to kitchens for food delivery and waste.				
	1.2.8.3	Separate service or delivery entrance for other items (e.g. function equipment).	-	-	-	-
	1.2.8.4	A shaded driveway near to the entrance wide enough for two cars able to pass by next to each other.	-	-	-	-

<sup>4</sup> Not applicable for hotels that received building permits before 01/01/2016

1.2 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.2.9 Reception Area	1.2.9.1	There is a clearly designated reception area with a nearby seating area.				
	1.2.9.2	The reception is sufficiently staffed 24 hours per day and equipped with telephone and email services.				
	1.2.9.3	Seating area provides sufficient comfortable seating and is available throughout the day.				
	1.2.9.4	The following data is captured / verified at check-in and is available for authorities upon inspection: 1. Copy of guest passport; 2. Guest home address; 3. Check in and Check out dates.				
	1.2.9.5	Express Check in Service offered. Passport is returned to room within 20 minutes.				
	1.2.9.6	A Property Management System in place, suitable to the size of the property. This system is compatible with Q hotels.				
	1.2.9.7	Staff who can speak Arabic and English is available at the front desk at all times.	Staff who can speak Arabic and English is available to be called to assist on each shift.			
	1.2.9.8	Credit card facility for major credit cards (Mastercard, Visa, American Express)				
	1.2.9.9	Luggage Room is available in the lobby/entrance area that is guarded or can be locked.				
	1.2.9.10	Signage available showing hours of Hotel services and events.				
	1.2.9.11	National and international newspapers are offered at the reception or in the lobby.				
	1.2.9.12	A small shop or display area must be set-aside within the hotel for the sale of Qatari souvenirs, post-cards and memorabilia, and any other items for guest convenience or hotel merchandise.	-	-	-	-
	1.2.9.13	Reception desk is Accessible for guests in wheelchairs: 1. Clear space in front of 150cm x 150cm 2. Desk allows a wheelchair to fit under it: a. Height 80cm - 120cm b. Under table space 68cm high and 120cm wide.				
	1.2.9.14	At check-in any guest with a functional limitation (or any guest requesting such facility) is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.				
	1.2.9.15	Wherever possible and space allows a designated smoking area should be allocated within the lobby or lobby lounge area. This smoking area should be clearly indicated.				

1.2 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
1.2.10 Prayer Room	1.2.10.1	One prayer room per gender is available on site for hotels with more than 100 rooms. For hotels with fewer rooms one room with rotational use may be used. Room is suitable to the size and rating of the hotel with ablution facilities near the prayer room. The floor area in the prayer room is of a non-slip surface.			-	-	-
1.2.11 Elevators	1.2.11.1 <sup>5</sup>	All hotels have elevators that meet the requirements of the government entity "Civil Defence".					
	1.2.11.2	Clearly marked floor numbers in all elevators.					
	1.2.11.3	The number of elevators has been planned based on a traffic study that indicates acceptable waiting times for guests when the hotel is fully occupied.					
	1.2.11.4	All elevators are required to have an emergency call facility that is in working order. Either a speaker/ telephone handset linked directly to the operator or security office of the building. The hotels facilities (E.g. Restaurants, Health Club) are indicated in the elevator.					
	1.2.11.5	Elevators must have a ventilation system and lighting that is in working order.					
	1.2.11.6	The hotel has separate service elevators based on services provided "traffic study must be conducted". Existing hotels without service elevators minimise combined traffic especially during peak hours.					
	1.2.11.7 <sup>6</sup>	Elevators situated on the path of an accessible route should comply with the following requirements:	-				
		<ol style="list-style-type: none"> <li>1. In-elevator control buttons set at height between 89-137cm</li> <li>2. Clear space of 150cm x 150cm in front of the elevator</li> <li>3. Size of the elevators no less than 130cm x 130cm</li> <li>4. Doors should open no less than 90cm</li> <li>5. Braille reading available for visually impaired guests to select the correct floor;</li> <li>6. Audio announcement of floors in Arabic &amp; English for visually impaired guests.</li> </ol>					

<sup>5</sup> Not applicable for hotels that received building permits before 01/01/2016 with 3 floors and less (including the ground floor)

<sup>6</sup> For hotels that received building permits before 01/01/2016: points 3&4 might be exempted as long as Accessible Rooms are available on the ground floor.

1.2 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.2.12 Public Toilets</b>	1.2.12.1	At least one public toilet cluster near the reception area and similar near F&B outlets: 1. For gents, a block of at least two toilet stalls with toilet hoses, one urinal, and two washbasins separate from the toilet stalls; and 2. For ladies a block of at least two toilet stalls with toilet hoses, and two washbasins separate from the toilet stalls.				
	1.2.12.2	At least one toilet stall must be accessible for disabled guests at each group and fulfil the criteria as per appendix 1.	-	-	-	-
	1.2.12.3	Each Washbasin is equipped with: a) Mirror with light. b) Hot and cold water taps that are marked. c) Liquid Soap in a dispenser.				
	1.2.12.4	Individual Hand Towels are available near each washbasin.	Paper towels or hot air dryer is available near each washbasin.			
	1.2.12.5	A suitable used towel basket and a waste paper bin with sprung or swing lid and of a suitable non-flammable material is required in each toilet group.				
	1.2.12.6	Adequate ventilation in the form of an extractor fan, or built-in ventilation in each toilet block and each toilet stall.				
	1.2.12.7	Each toilet block is equipped with Air freshener.				
	1.2.12.8	Each toilet stall has a door with an internal lock.				
	1.2.12.9	A bin for the disposal of sanitary items is available in each stall.				
	1.2.12.10	Toilet attendants on rotation through public toilets to maintain a neat, clean and dry location. This is required at least once every 30 minutes or more often during peak times.	-	-	-	-
<b>1.2.13 Water Filtering</b>	1.2.13.1	Water Aerator 'filter' for taps in all hotel bathrooms & public areas. All taps for hand washing in public areas must be operated by sensors.				
<b>1.2.14 Sport Channels in Public Areas</b>	1.2.14.1	Sports channels for guests to watch international sport matches should be made available in a suitable designated area upon request.	-	-	-	-
<b>1.2.15 Parking</b>	<b>1. 2.15.1</b>	<b>The hotel provides parking facilities that are clearly marked, well lit, with an adequate surface.</b>				
	1. 2.15.2	1 parking per 3 rooms	1 parking per 4 rooms	1 parking per 5 rooms	-	-
	1. 2.15.3	30% of the total parking area is covered.				
	1. 2.15.4	Accessible parking for guests with special needs is clearly indicated by signs and road markings. These parking spaces are located on the shortest accessible route				

		of travel from parking to the main entrance with ramps when required. Minimum size per space is 5m x 3.5m.		
	1. 2.15.5	1 in 40 spaces is accessible parking with a minimum of 2.	1 in 50 spaces is accessible parking with a minimum of 2.	1 in 60 spaces is accessible parking with a minimum of 2.



## 1.3 GUEST ROOMS

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.3.1 General Safety &amp; Security</b>	1.3.1.1	Emergency and fire evacuation plan and emergency telephone numbers are posted in each room in Arabic and English				
	1.3.1.2	A safety deposit box is available in all guest rooms.				
	1.3.1.3	Do Not Disturb (DND) sign available in all rooms				
<b>1.3.2 Room Sizes (incl. bathroom)</b>	1.3.2.1 <sup>7</sup>	Standard 36m <sup>2</sup> Suites 60m <sup>2</sup>	Standard 32m <sup>2</sup> Suites 50m <sup>2</sup>	Standard 22m <sup>2</sup> Suites 34m <sup>2</sup>	Standard 18m <sup>2</sup> -	
<b>1.3.3 Suites &amp; Interconnecting Rooms</b>	1.3.3.1	At least 5 % of all rooms are suites.	At least 2 % of all rooms are suites.	-	-	-
	1.3.3.2	A minimum of 10 % of all rooms is interconnecting or set up as apartments suitable for families.			-	-
<b>1.3.4 Smoking Policy</b>	1.3.4.1	A maximum of 20% of a hotel's rooms may be designated as "smoking rooms". These rooms must be in a defined cluster or group, (or floor), and these cannot to be sold to non-smoking guests				
<b>1.3.5 Rooms for Special Needs Guests</b>	1.3.5.1	<p>A minimum of one percent of all rooms (with a minimum of two) is suitable for special needs guests by providing the following:</p> <ol style="list-style-type: none"> <li>1. There is an accessible route<sup>8</sup> inside the building leading from accessible entrance to accessible rooms, including accessible elevators.</li> <li>2. Wider doors to enable easy access, at least 0,815cm (recommended 0,9cm);</li> <li>3. Guest room door has a second peep-hole for a guest in a wheelchair;</li> <li>4. Lowered switches throughout the guest room and bathroom; maximum height of 1,22m. All control mechanisms are accessible.</li> <li>5. Clear floor space in front of wardrobe of 150cm x 150cm with reach.</li> <li>6. Wardrobe shelves at reach height between 22-122cm</li> <li>7. Access to the bed from both sides requires empty space of 76x1.22cm.</li> <li>8. Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for special needs guest</li> </ol>				
<b>1.3.6 Housekeeping</b>	1.3.6.1	All bedrooms are cleaned daily and additional cleaning is offered on request.				
	1.3.6.2	All beds are made daily.				
	1.3.6.3	"Hotels must provide signage within the room, bathroom and via housekeeping to indicate to the guest their environmental options for the changing of bed linen over the duration of the stay. Linen should however be changed at a maximum of 3 days."				
	1.3.6.4	Establishments are required to show hard evidence (annual plans, implementation checklists etc.) that an annual deep cleaning schedule exists and the establishment adheres to the schedule. This should also include monthly deep cleaning of mattresses.				
	1.3.6.5	Daily Turn down service provided to all rooms.	Turn down service is offered upon request.		-	-
	1.3.6.6	Mattresses should be dated and turned at least every 3 months.				

<sup>7</sup> Not applicable for hotels that received building permits before 01/01/2016 (please refer to Appendix 2)

<sup>8</sup> Please refer to Appendix 1 for detailed requirements of an accessibility route.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.3.6.7	Exterior or sealed Window cleaning at least every 12 weeks in a cyclical manner prioritising high traffic areas with records kept.		Exterior or sealed Window cleaning at least every 16 weeks in a cyclical manner prioritising high traffic areas with records kept.		
	1.3.6.8	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.				
	1.3.6.9	Housekeeping staff to ensure all room accessories and equipment is within easy reach for guests with functional mobility limitations.				
<b>1.3.7 Housekeeping Making of Beds</b>	1.3.7.1	Two clean pillows per person with a clean pillowcase and a pillow protector.		Two clean pillows per person with clean pillowcases.		
	1.3.7.2	One clean top and one clean bottom sheet.				
	1.3.7.3	At least one clean blanket or one clean duvet with cover per bed. A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacing.				
	1.3.7.4	Spare pillows and blankets available on request.				
	1.3.7.5	Bed and base sets that are durable, hygienic, and comfortable with thick mattresses of high quality.				
<b>1.3.8 Beds</b>	1.3.8.1	Bed sizes minimum: Single Beds: 100 x 200 cm Double Beds: 180 x 200 cm		Bed sizes minimum: Single beds: 90 x 190 cm Double beds: 160 x 190 cm		
	1.3.8.2	All beds have access from both sides.				
	1.3.8.3	All mattresses are clean, well maintained and are fitted with mattress protectors or under-blankets.				
	1.3.8.4	Cots and children beds available on request in a good, clean condition. Cots and beds are stored hygienically.				
<b>1.3.9 Furnishings</b>	1.3.9.1	A bedside table is provided for each person (or one between two beds). The bedside table should match the design of the room and be in good condition				
	1.3.9.2	Desk with chair in good condition and suitable for the user.				
	1.3.9.3	Desk lamp is provided in working order and suitable for the user.				
<b>1.3.10 Seating</b>	1.3.10.1	One comfortable seating space per guest in the room, e.g. an armchair, couch, or chaise longue. Accompanied with low table.		One seat per guest and at least one comfortable seating space in the room.		-
<b>1.3.11 Windows &amp; Curtains</b>	1.3.11.1	Each guest room has a window measuring at least 50cmx70cm.				
	1.3.11.2	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows allowing for a complete 'black out' of the room.				
	1.3.11.3	All windows in guest rooms must be double-glazed and made of safety / laminated glass, as are any glass doors.				
<b>1.3.12 Doors</b>	1.3.12.1	Each room is separated from the hallway by an entry door that has a primary lock and a secondary lock and door chain. The door can be opened with an electronic key card.				
	1.3.12.2	Entry door has a spy-hole.				
	1.3.12.3	Doors to connecting rooms are equipped with a deadbolt lock and a soundproof double door system. Each room can only open one door.				
	1.3.12.4	Guest rooms should be able to be locked from inside without the use of a key.				
<b>1.3.13 Lighting</b>	1.3.13.1	General room lighting controlled by switch near the main door of the guest room				
	1.3.13.2	A bedside or headboard reading light for (and controllable by) each person.				
	1.3.13.3	All light bulbs should be functioning and, unless decorative, have a shade or cover.				

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.3.13.4	Each bedroom has emergency lighting, unless generator drives lights as well and kicks in automatically.				
	1.3.13.5	Central light switch next to the bed.	-	-	-	-
<b>1.3.14 Flooring</b>	1.3.14.1	Fully fitted carpet or acceptable alternative flooring (wood/ parquet/ marble/ ceramic tile) is provided and should be in good state of repair and clean.				
<b>1.3.15 Wardrobe</b>	1.3.15.1	Wardrobe that is fitting to the size and number of beds (occupants) in a room with 4 wooden coat hangers, 4 padded hangers, and 4 wooden trouser clips.	Wardrobe or clothes niche that is fitting to the size and number of guests in a room with 4 hangers per person.			
	1.3.15.2	Built-in-drawers, chest of drawers or shelf space is provided with an interior surface that can be wiped clean. A minimum of two drawers or two shelves per bed in the room suitable for the number of persons occupying the hotel room.				
	1.3.15.3	Possibility to hang up a suit bag through a hook close to the wardrobe.				
<b>1.3.16 Mirror</b>	1.3.16.1	One full-length mirror (minimum 1.6m long) in each room. This can be part of the bedroom wardrobe.				
<b>1.3.17 Telephones &amp; Directories</b>	1.3.17.1	1 International Direct Dial telephone per room.	1 Direct dial telephone per room.			
	1.3.17.2	Telephone rates are available in guest rooms, in Arabic and English				
	1.3.17.3	All in-room phones display the hotel telephone number and the bedroom extension or number.				
	1.3.17.4	Guest Services directory available in all guest rooms, in a good state of repair, in English and Arabic that must include: a) Welcome to the guest from the establishments management. b) Local city information and telephone numbers of where further information can be obtained. An internal extension, number and the number of a credible information source where reliable information can be obtained. c) List of services and facilities available in the establishment as well as the prices and availability of these services and facilities.				
	1.3.17.5	Yellow pages available on request from reception.				
<b>1.3.18 Television</b>	1.3.18.1	Flat screen colour television with remote control of at least 40 inch.	Flat screen colour television with remote control of at least 32 inch.			
	1.3.18.2	Digital/satellite/ cable reception with a minimum of six paid international channels and all national and all Qatar based and regional free to air channels and radio				
	1.3.18.3	All Suites have one dedicated TV in the living area and one in the sleeping area.	-			
	1.3.18.4	TV Channel list is available in the room in Arabic and English.				
	1.3.18.5	TV is interactive <sup>9</sup> with 1st channel displaying a Qatar Tourism video displayed by the Qatar Tourism Authority.				
<b>1.3.19 Qiblah Direction Indicator</b>	1.3.19.1	Each room must have a Qiblah indicator must be in a clearly visible place showing the direction of Mecca.				
<b>1.3.20 Quran and Prayer Mat</b>	1.3.20.1	Bilingual Quran and Prayer mat is available in all rooms.				
<b>1.3.21 Accessories</b>	1.3.21.1	Two dual (two point) additional sockets next to the desk and two next to the bed	Two dual (two point) Power sockets available, conveniently located for use of			

<sup>9</sup> Interactive TV allows dedicated content to be sent to the room such as messages for the guest, wake up calls, and video on demand.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		for use of electrical / electronic equipment with international plugs available on request.		electrical/electronic equipment with international plugs available on request.		
	1.3.21.2	Washable and lined wastepaper basket made of non-flammable material.				
	1.3.21.3	A luggage rack or designated space for at least one suitcase.				
	1.3.21.4	Ironing board and iron available in the room or upon request. Both should be clean and in good condition.				
	1.3.21.5	Complimentary bottled water, (minimum 500ml's per guest) to be offered with one tumbler per guest hygienically presented and replenished daily. Options from local or imported waters, and bottle sizes to be at the hotels' discretion.				
	1.3.21.6	Each room has tea and coffee making facilities, with a range of caffeine and caffeine-free options, natural and flavoured tea range, and condiments and supplies refreshed daily.			-	-
	1.3.21.7	Provide fresh or ground coffee-making facilities; with filter, pad, or bean-to-cup machines in each room.		-	-	-
	1.3.21.8	Writing materials and paper are available in each room.				

## 1.4 GUEST BATHROOMS

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
1.4.1 Housekeeping	1.4.1.1	All bathrooms are cleaned daily.					
	1.4.1.2	Bath linen changed upon checkout.					
	1.4.1.3	All bathrooms to have 'guest cards' providing clear instructions on where to deposit the bath linen if they want it changed.					
1.4.2 Fixtures & Accessories	1.4.2.1	All bathrooms are equipped with sealed non- porous surfaces to floors and walls.					
	1.4.2.2	All bathrooms have a washbasin with hot and cold running water clearly indicated on the taps.					
	1.4.2.3 <sup>10</sup>	All rooms have a separate walk in shower and a bathtub with a minimum width of 80cm.	All rooms have a shower.				
	1.4.2.4	All suites have a separate bathtub and walk in shower.		All suites have a bathtub and shower.			
	1.4.2.5	Cold (25-28 C) and hot (48 C within one minute of turning on the tap) running water for washbasin, shower, bath, and bidet with good pressure (2.0 - 3.0 bar). Hot water not to exceed 52 C to avoid guests burning themselves.		Cold (25-35C) and hot (48 C within one minute of turning on the tap) running water for washbasin, shower, bath, and bidet with sufficient pressure (minimum 2.0 bar). Hot water not to exceed 52 C to avoid guests burning themselves.			
	1.4.2.6	Bidet or two in one electronic bidet toilet seat and a soap holder near the bidet.		Toilet hose with running water near to the toilet or a bidet.			
	1.4.2.7	Toilet with seat and lid. Toilet paper roll holder and toilet paper and one spare roll of toilet paper in the bathroom.					
	1.4.2.8	Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel e) 1 Bath Mat (anti slip)			Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) Bath Mat (anti slip)		
	1.4.2.9	A towel ring or hanging rack for towels.					
	1.4.2.10 <sup>11</sup>	Liquids 30ml Soap 30 gr Body Lotion Conditioner Cosmetic kit Nail care kit Sanitary Bags Soap Shampoo Shoe Polish Kit	Liquids 25ml Soap 25 gr Body Lotion Conditioner Cosmetic kit Sanitary Bags Soap Shampoo Shoe Polish Kit Sewing kit	Liquids 20ml Soap 20 gr Conditioner* Soap Shampoo Shower Gel Shoe Polish Kit Body Lotion* Dental kit* Nail care kit*	Liquids 20ml Soap 20 gr Soap Shampoo Shower Gel	Liquids 20ml Soap 20 gr Soap Shampoo	

<sup>10</sup> Not applicable for hotels that received building permits before 01/01/2016 (please refer to Appendix 2, p.104)

<sup>11</sup>Amenities may be offered through dispensers as part of the hotel's environmental policy. The quality of the dispensers should however be reflective of the hotel's rating. Soap bars should be fresh and individually wrapped.

Amenities indicated with \* may be available on demand; this should then be clearly communicated to the guests. For 4 & 5 stars hotels, amenities must be branded.

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
1.4.2 Fixtures & Accessories		Sewing kit Shower Cap Shower Gel Dental kit* Shaving kit*	Shower Cap Shower Gel Dental kit* Nail care kit * Shaving kit *	Sanitary Bags* Sewing kit* Shaving kit * Shower Cap*			
	1.4.2.11	Adequate lighting with cover with waterproof housing.					
	1.4.2.12	Insulated electric razor outlet (waterproof) within easy reach of the mirror.					
	1.4.2.13	Mirror with light above or adjacent to washbasin.					
	1.4.2.14	Shower curtain, screen or sliding doors					
	1.4.2.15	Hook available on door or wall to hang up clothes.					
	1.4.2.16	One toothbrush tumbler for each guest.					
	1.4.2.17	If there are any windows in the bathroom, they should be covered with opaque curtains or blinds					
	1.4.2.18	Expandable washing line (drip dry) in the bathtub or walk in shower area.	-	-			
	1.4.2.19	Adequate ventilation through extractor fan built-in ventilation.					
	1.4.2.20	Waste bin with lid made of non-flammable material.					
	1.4.2.21	Second telephone in the bathroom.				-	
	1.4.2.22	Hair dryer is available in of at least 1200 Watt. It may be placed in the guestroom or in the bathroom.				Hair dryer available on request of at least 1200 Watt.	
	1.4.2.23	Scale available in the bathroom.		Scale is available on demand	-	-	
	1.4.2.24	Magnified Shaving / Cosmetic Mirror		-	-	-	
1.4.2.25	Bathrobe and Slippers for each guest in each room.						
1.4.3 Size of En-suite of Bathrooms	1.4.3.1 <sup>12</sup>	Each room has an en-suite bathroom of at least 6m <sup>2</sup> .	Each room has an en-suite bathroom of at least 5m <sup>2</sup> .	Each room has an en-suite bathroom of at least 4 m <sup>2</sup> .			
1.4.4 Accessible Bathrooms	1.4.4.1	Accessible Bathrooms comply with the following general requirements: 1. Wider bathroom doors, at least 0,815m (recommended 0,9 m). 2. Bathroom provides a space in diameter 1,52m to turn a wheelchair 360 degrees 3. Pull cord alarm system is available in guest bathroom. 4. Bathroom floor is non-slippery and suitable for wheelchairs (non-static).					
	1.4.4.2	Shower stalls comply with the following standards: 1. Minimum size 92cm x 92cm 2. Clear floor space of 76cm x 122cm in front of shower. 3. Curbs no higher than 1,3cm 4. Enclosures do not hinder the transfer.					
	1.4.4.3	Sink requirements: 1. No higher than 86cm above the floor, 2. No deeper than 16,5 cm 3. Clear floor space of 76cm x 122cm.					

<sup>12</sup> Not applicable for hotels that received building permits before 01/01/2016

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.4.4.4	Bathtubs comply with the following standards <ol style="list-style-type: none"> <li>1. Clear floor space in front should not be less than 76cm x 152cm.</li> <li>2. Grab bars of no less than 60cm length installed at 85cm-90cm height with position 60cm and 30cm from ends of the bath.</li> <li>3. Grab bars have a wall clearance of no less than 30cm</li> <li>4. Controls between 58-88cm height.</li> <li>5. Shower unit hose at least 150cm long.</li> </ol>	-	-	-	-
	1.4.4.5	Accessible bathroom lavatories provide: <ol style="list-style-type: none"> <li>1. Counter not higher than 86cm</li> <li>2. Toe clearance no less than 75cm</li> <li>3. Clear floor space of 90x 122 cm to allow for forward approach.</li> <li>4. Water pipes and surfaces are insulated and no sharp or abrasive surfaces under lavatories.</li> <li>5. Faucets types may include lever, push, and electronic mechanisms but no handles.</li> <li>6. Mirrors should not be higher than 100cm from the floor.</li> </ol>				

## 1.5 SERVICES AND AMENITIES

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
1.5.1 Valet Parking	1.5.1.1	Valet parking <sup>13</sup> service is available for 24 hours. Maximum waiting time is 5 minutes.					
1.5.2 Doorman	1.5.2.1	Doorman is available for 24 hours.					
1.5.3 Porter Service	1.5.3.1	24-hour porter service by designated porter staff.		16-hour porter service by dedicated staff. Reception staff to cover to 24 hours.		24-hour porter service, but may be by reception or other staff.	
1.5.4 Concierge / Guest Relations	1.5.4.1	Dedicated Concierge / Guest Relations Service 18 hours per day. Concierge has completed Qatar Tour Guide Training.		-	-		
1.5.5 Wake Up Call	1.5.5.1	Wake up call service available 24 hours including a reminder.					
1.5.6 Message Taking	1.5.6.1	Message taking service is offered.					
1.5.7 Internet Access	1.5.7.1	Internet is free of charge throughout the guest rooms and serviced public areas of the hotel. Within the guest rooms a maximum of 3 devices per room must be allowed. Additional devices and hi-speed connectivity (above 4 Mbps) may be charged for.					
1.5.8 Laundry Service	1.5.8.1	Laundry and dry cleaning services are offered and each room has a laundry bag available.					
	1.5.8.2	Same day service and express service (3 hours for laundry and pressing, and 12 hours for dry cleaning)	Same day or overnight service. (Excluding dry cleaning, 24 hours).	Laundry returned within 24 hours.			
1.5.9 Medical Services	1.5.9.1	Front desk or guest relation staff is trained in standard operating procedures to: <ol style="list-style-type: none"> <li>1. Provide information on medical centres or clinics;</li> <li>2. Call medical services for a guest if and when required; and</li> <li>3. Organise emergency services if and when required.</li> </ol>					
	1.5.9.2	Fully stocked First Aid kit available behind the reception area and other areas as designated by the Civil Defence for medical emergencies with guests and staff.					
1.5.10 Cell Phone Services	1.5.10.1	Good cell phone reception with latest technology available in all guest areas of the hotel, if required through a mobile reception booster.					
	1.5.10.2	Mobile chargers for most common plug types are available on request: iPhones 4/5/6, Mini USB, Nokia and Samsung.					
1.5.11 Swimming Pool	1.5.11.1	Minimum size 60sqm	Minimum size 40sqm	-			
	1.5.11.2	Clearly visible depth markers, indemnity signage, and lifeguard hours.		4-5 star requirements apply if a pool exists.			

<sup>13</sup> The hotel takes responsibility of the vehicle in its care and communicates this to the guest through signage. Hotels are advised to monitor cars in their car throughout through the CCTV system so that evidence is available in case of a dispute with a guest.



1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.5.11.3	Certified Lifeguards on duty during opening hours, after hours a pool alarm is in place. More lifeguards are required when pool size or layout limits full visibility of one lifeguard. <sup>14</sup>		4-5 star requirements apply if a pool exists.		
	1.5.11.4	Non-slip tiles in and around the pools and stairs with balustrades		4-5 star requirements apply if a pool exists.		
	1.5.11.5	Well-appointed pool area with sufficient deck chairs and side tables in a set up that ensures privacy and shade.		-		
	1.5.11.6	Sufficient dedicated separate male and female changing rooms, showers, lockers, and towel service available for the pool.		4-5 star requirements apply if a pool exists.		
	1.5.11.7	Controlled water temperature at 26-29°C.		4-5 star requirements apply if a pool exists.		
	1.5.11.8	Swimming pool has clearly visible instruction on no nudity and modest dress.		4-5 star requirements apply if a pool exists.		
<b>1.5.12 Health Club / Gym</b>	1.5.12.1	A mixed and dedicated female Health Club / Gym on site of at least 50sqm and 10 professional exercise machines with dedicated Gym instructor during opening hours.		-	-	-
	1.5.12.2	Dedicated separate male and female changing rooms, showers, lockers, and towel service available for the gym.				
<b>1.5.13 Spa</b>	1.5.13.1	A mixed and separate female/male facility on site that offers a variety of professionally administered spa services Dedicated separate male and female Sauna, Steam, Jacuzzi and treatment rooms, changing rooms, showers, lockers, and towel service available for Spa.	-	-	-	-
<b>1.5.14 Tourism Services</b>	1.5.14.1	Tour packages of at least 3 licensed local tour operators promoted in all hotel rooms or at reception / guest relations.				
	1.5.14.2	Maps and other tourism information of Qatar is clearly visibly available for guests in reception area.				
	1.5.14.3	Arabic Coffee and Dates are served in lobby area by host in national dress for at least 8 hours per day.		Arabic Coffee and Dates are available in lobby area.		

<sup>14</sup> The hotel must be able to show the inspectors the analysis conducted to ensure that there are sufficient lifeguards on duty during opening hours to oversee the entire pool area.

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.5.14.4	Direct availability of Taxi's is organised by the hotel.				
	1.5.14.5	Hotel transport facilities are available from and to the airport.				
<b>1.5.15 Business Centre</b>	1.5.15.1	A business centre with internet access, pc's, printer, fax and a copy machine is available. All equipment is available and in working order and can be connected to through WIFI / Bluetooth. Waiting time for any one device should not exceed 10 minutes.		-	-	-
	1.5.15.2	Designated staff available 12 hours per day.	Designated staff available 8 hours per day.	-	-	-
	1.5.15.3	Secretary services are available 8 hours per day.		-	-	-
	1.5.15.4	Working spaces provide sufficient privacy.		-	-	-
	1.5.15.5	1 PC per 50 units with a minimum of 2.	1 PC per 75 rooms with a minimum of 2.	-	-	-
	1.5.15.6	Computers and copying machines switch off after a maximum of one non-used hour for electricity saving purposes.				
<b>1.5.16 Board Rooms</b>	1.5.16.1	A boardroom / function room of at least 80sqm is available.		A boardroom / function room of at least 40sqm is available.	-	-
<b>1.5.17 Conference Equipment</b>	1.5.17.1	The following conference equipment is available on request: Telephone, Projector, Video Camera, Speaker's desk, and Flipchart.		-	-	-

## 1.6 FOOD & BEVERAGE

1.6 Food & Beverage	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.6.1 On-Site Restaurants</b>	1.6.1.1	At least one all day dining restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities in the hotel property.			At least one all day dining offering a la Carte lunch and dinner, seven days a week, with kitchen facilities in the hotel property.	
	1.6.1.2	Two <sup>15</sup> additional specialty restaurants offering lunch and dinner for hotels over 200 rooms. <sup>16</sup>	One additional specialty restaurants offering lunch and dinner.	-	-	-
	1.6.1.3	At least one Café Sit-down service at the lobby area.				
	1.6.1.4	At least 5 Qatari items offered on the menu <sup>17</sup> for lunch and dinner at one or more outlets.				
<b>1.6.2 Breakfast</b>	1.6.2.1	Breakfast buffet or equivalent in the dining room. Breakfast served up to 10:30 am.			Continental breakfast served in the dining room until 10:30 am	
<b>1.6.3 Room Service</b>	1.6.3.1	Room Service available 24 hours. Menu and telephone service offered in Arabic and English. Availability of dishes over the 24-hour period is indicated. At least 5 Qatari items offered in the menu <sup>18</sup> .			-	-
<b>1.6.4 Mini Bar</b>	1.6.4.1	Mini-bar in all rooms with an itemized price list of all mini-bar items. During the holy month of Ramadan, all alcohol is removed from mini-bars.				
<b>1.6.5 Bar / Lounge</b>	1.6.5.1	One bar or lounge is available with sit down service. This may be a coffee shop.		-	-	-
<b>1.6.6 Accessibility of Restaurants</b>	1.6.6.1	At least 2 on-site restaurants are accessible.	At least 1 on-site restaurant is accessible.		-	-
	1.6.6.2	Information and menus to be printed in large print and Braille in accessible restaurants.				
	1.6.6.3	Special Needs Guests should be offered a way to summon assistance when required. The use of vibrating armbands, beepers and cell phone communication technology is acceptable.				
	1.6.6.4	Bars should have a lowered counter at 80cm above floor level.				

<sup>15</sup> 5 Stars Hotels that received building permits before 01/01/2016 and having the following designators: Airport Hotel, Boutique Hotel, Business Hotel, City Hotel, Hotel Apartment, Heritage Hotel, Sport Hotel, FIFA 2022 World Cup may provide one specialty restaurant instead of 2

<sup>16</sup> For hotels with less than 200 rooms, the 2<sup>nd</sup> specialty restaurant may be included with the lobby cafe / bar / lounge given that a menu is served.

<sup>17</sup> Balaleet, Nikhi, Bajela, Egg and Tomato, Bread, Tea with Milk.

<sup>18</sup> Balaleet, Nikhi, Bajela, Egg and Tomato, Bread, Tea with Milk.

## 1.7 STAFF DEVELOPMENT

1.7 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.7.1 Staff Training & Development	1.7.1.1	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented.				
	1.7.1.2	The hotel has a staff development policy and can supply evidence that this policy is being implemented and monitored. The policy and gathered evidence should describe: <ol style="list-style-type: none"> <li>1. The staff development targets</li> <li>2. The activities employed to achieve those targets</li> <li>3. The budget allocated to these targets</li> <li>4. All staff must have a letter of appointment</li> </ol>				
	1.7.1.3	The hotel can display evidence of an introduction / orientation training of all new staff that includes: <ol style="list-style-type: none"> <li>1. A Health and Safety training</li> <li>2. Testing of English / Arabic language capability</li> <li>3. Qatari cultural and local awareness</li> </ol>				
1.7.2 Staff Appearance	1.7.2.1	All staff uniforms must be fitting, in good condition, and in line with the overall design of the hotel.				
	1.7.2.2	All operational and supervisory staff members must have nametags. Senior management and executive office are exempt.				
	1.7.2.3	All staff members must have a clean, hygienic and presentable appearance.				
1.7.3 Staff Satisfaction	1.7.3.1	The hotel should measure its staff satisfaction at least annually and use this information to improve working conditions (e.g. staff motivation program). Records of this practice should be available.				
1.7.4 Staff Handbook	1.7.4.1	<p>The hotel has a staff handbook that describes, within the context of the national labour law:</p> <ol style="list-style-type: none"> <li>1. All policies and procedures of the company.</li> <li>2. All rights and responsibilities of staff.</li> <li>3. All applicable health and safety requirements.</li> </ol> <p>All new staff is expected to sign that they have read, understood, and commit to the staff handbook within 7 days of commencing their employment.</p>				
1.7.5 Accessibility Officer	1.7.5.1	At least one staff member is identified each shift as being in charge of all accessibility issues on-site and is available to assist clients in such matters.		-		

## 1.8 SERVICE QUALITY

1.8 Service Quality Monitoring	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.8.1 Online Presence	1.8.1.1	The hotel has its own unique website, with updated descriptions of facilities and services. Website lists email address and other direct contact details. The hotel website allows for online bookings.				
	1.8.1.2	The hotel is available through at least 3 Online Travel Agents.		The hotel is available through at least 1 Online Travel Agent.		

<b>1.8.2 Surveys &amp; Audits</b>	1.8.2.1	The hotel conducts surveys to monitor the satisfaction of its guests continuously. Records of this practice should be available. The hotel conducts a yearly service audit by means of a mystery shopping assessment, social media review, or panel interviews with guests. Records of this practice should be available and are kept for at least 3 years.
<b>1.8.3 Guest Engagement</b>	1.8.3.1	The hotel actively engages with guests on at least 3 social media platforms (e.g. Facebook, Twitter, etc.)
<b>1.8.4 Complaint Resolution</b>	1.8.4.1	The hotel has a system in place regarding the receiving, documenting, and resolving of complaints. Evidence of this is available.

## 1.9 ENVIRONMENTAL SUSTAINABILITY

1.9 Environmental Sustainability	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.9.1 Environmental Policy</b>	1.9.1.1	1) An environmental policy is in place, which reviews annual energy target reductions. 2) Records of Minutes of meetings held on the execution of the environmental policy are available. 3) Sustainability records are maintained for: <ul style="list-style-type: none"> <li>a. Monthly Water Consumption:               <ul style="list-style-type: none"> <li>i. Total Consumption</li> <li>ii. Consumption per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens.</li> </ul> </li> <li>b. Monthly Electricity Consumption:               <ul style="list-style-type: none"> <li>i. Total Consumption</li> <li>ii. Consumption per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens.</li> </ul> </li> <li>c. Solid Waste production is separated into categories at source and reported accordingly:               <ul style="list-style-type: none"> <li>i. Total Production</li> <li>ii. Production per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens</li> </ul> </li> </ul>				
	1.9.1.2	The hotel must separate waste into the categories that can be handled separately by the waste management facilities.				
	1.9.1.3	Energy saving lights or low voltage lights are mandatory throughout the hotel, with the exception of areas that require specialized lighting.				
	1.9.1.4	Centralised light control by card in all Guest Rooms.	-	-	-	-
	1.9.1.5	Each guest bathroom has an instruction to educate the guest on the importance of water saving including tips on how this can be done.				
	1.9.1.6	Computers and copying machines throughout the hotel switch off or go in sleep mode after a maximum of one non-used hour for electricity saving purposes.				
	1.9.1.7	A designated manager is responsible for the implementation of environmental policy and standards. Designated supervisors within each department are noted and their activities, observations and notes are logged within a formal record, which is available upon demand by inspectors. The minutes of environmental meetings are kept, and signed off monthly by the General Manager.				

## 2. RATING CRITERIA

Rating criteria are intended to ensure that standards of facilities and amenities are representative of the respective hotel rating. Rating criteria thus focus on:

1. The quality of facilities and amenities;
2. The condition of facilities and amenities;
3. The cleanliness of facilities and amenities; and
4. The functionality of facilities and amenities.

Rating criteria are subjective and can thus only be assessed through a rating score whereby the inspector assesses the above four items, typically on a scale of 1-10. The weight of areas of the hotel operation is linked to the importance that the guest places on that area. Therefore, one will find many more areas, and thus points, allocated to guest rooms opposed to, for instance, certain public areas. The following table outlines the focus areas and point allocation.

Criteria #	Area	Points
<b>2.2</b>	<b>Public Areas</b>	<b>150</b>
2.2.1	Appearance of Building	20
2.2.2	Outdoor Areas and Landscaping	20
2.2.3	Housekeeping of Public Areas	20
2.2.4	Public Areas Décor, Walls, Ceilings & Curtains	10
2.2.5	Public Areas Furnishings & Fixtures	10
2.2.6	Public Areas Flooring	10
2.2.7	Public Areas Ventilation & Temperature	10
2.2.8	Public Areas Lighting	10
2.2.9	Public Toilets	20
2.2.10	Elevators	20
<b>2.3</b>	<b>Guest Bedrooms</b>	<b>240</b>
2.3.1	Housekeeping of Guest Bedrooms	20
2.3.2	Décor, Walls, Ceiling of Guest Bedrooms	20
2.3.3	Flooring of Guest Bedrooms	20
2.3.4	Curtains of Guest Bedrooms	20
2.3.5	Guestroom Furniture: Dresser, Wardrobe, Tables, desks and chairs	20
2.3.6	Guestroom Soft Furniture, Cushions, Mirrors, and Artwork	20
2.3.7	Guestroom Beds & Bedding	40
2.3.8	Guestroom Ventilation & Temperature	20
2.3.9	Guestroom Lighting	20
2.3.10	Spaciousness of Guest Bedrooms	20
2.3.11	Soundproofing of Guest Bedrooms	20
<b>2.4</b>	<b>Guest Bathrooms</b>	<b>120</b>
2.4.1	Housekeeping of Guest Bathrooms	20
2.4.2	Ventilation of Bathrooms	20
2.4.3	Guest Bathrooms Walls, Flooring, and Ceiling	20
2.4.4	Guest Bathroom Fixtures	20
2.4.5	Guest Bathroom Linens	20
2.4.6	Guest Bathroom Amenities	20
<b>2.7</b>	<b>Food &amp; Beverage Outlets</b>	<b>90</b>
2.7.1	Spaciousness and Ambiance of F&B Outlets	30
2.7.2	Furniture and linen of F&B Outlets	30
2.7.3	Housekeeping of Food & Beverage Areas	30
	<b>Total</b>	<b>600</b>

## 2.2 PUBLIC AREAS

### 2.2.1 APPEARANCE OF BUILDING

Appearance of Building (Roadside Appeal)	Rating (20)
2.2.1.1 <input type="checkbox"/> The building shows no signs of weathering. <input type="checkbox"/> Fresh, well-maintained paintwork; an overall clean and “new” look. <input type="checkbox"/> Any outbuildings or annexes to be in the same design concept/theme as the main hotel establishment design. <input type="checkbox"/> Excellent external lighting that creates an enchanting appeal at night time. <input type="checkbox"/> Very good, clear signage <input type="checkbox"/> Architectural features of the building are unique and suitable to the overall design of the building	Excellent 20
2.2.1.2 <input type="checkbox"/> Good quality maintenance of exterior surfaces, though some natural weathering may be present. <input type="checkbox"/> All areas of paintwork are in sound condition with only minor flaws.	Good 16
2.2.1.3 <input type="checkbox"/> External appearance shows ageing (for example, wearing of steps) may be apparent. <input type="checkbox"/> No obvious structural defects or damage.	Sufficient 12
2.2.1.4 <input type="checkbox"/> Areas of paint are ageing and weathered. <input type="checkbox"/> Visible defects, damage and cracks to exterior. <input type="checkbox"/> No evidence of recent freshening up. Ageing signage.	Insufficient 8
2.2.1.5 <input type="checkbox"/> Generally neglected appearance. <input type="checkbox"/> Obvious structural defects or damage (for example, crumbling brickwork, cracked stone). <input type="checkbox"/> Poor Materials, flaking paint, rotting exposed wood. <input type="checkbox"/> Illegible signs.	Very Poor 0

## 2.2.2 OUTDOOR AREAS AND LANDSCAPING

Outdoor Areas and Landscaping	Rating (20)
<p>2.2.2.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> All driveways and entrances to the property are in an excellent condition and reflect the overall design of the property</li> <li><input type="checkbox"/> Attractive design features at the entrance</li> <li><input type="checkbox"/> All (potted) shrubs, plants and trees are in excellent condition</li> <li><input type="checkbox"/> All walkways and pathways are clean, well maintained and in excellent state of repair</li> <li><input type="checkbox"/> External lighting reflects the overall design of the property and be sufficient to meet the safety requirements of the public</li> <li><input type="checkbox"/> Out-door leisure areas are all very well constructed, maintained, clean, and tidy.</li> </ul>	<p>Excellent 20</p>
<p>2.2.2.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Driveway and entrance to property are of a good standard, clean and well maintained.</li> <li><input type="checkbox"/> All pathways are clean and in a good state of repair with minor wear visible.</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public</li> <li><input type="checkbox"/> Effort made to have some greenery in the form of shrubs/ trees/ plants though not perfect.</li> <li><input type="checkbox"/> Out-door leisure areas are overall well constructed, maintained, clean, and tidy.</li> </ul>	<p>Good 16</p>
<p>2.2.2.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Drive way and entrances are generally clean and maintained however with visible flaws.</li> <li><input type="checkbox"/> All pathways are clean and in an acceptable state of repair</li> <li><input type="checkbox"/> Entrance is welcoming but basic.</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public</li> <li><input type="checkbox"/> Limited greenery at the entrances</li> <li><input type="checkbox"/> Out-door leisure areas are not very well constructed, maintained, clean or tidy.</li> </ul>	<p>Sufficient 12</p>
<p>2.2.2.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> In some areas, pathways, driveways and entrances are in an inadequate state of repair</li> <li><input type="checkbox"/> Entrances are not welcoming, but adequate for the user</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public is present only in some areas</li> <li><input type="checkbox"/> No greenery at the entrance or in poor state.</li> <li><input type="checkbox"/> Out-door leisure areas are not at all well constructed, maintained, clean, or tidy.</li> </ul>	<p>Insufficient 8</p>
<p>2.2.2.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Entrance inadequate for the user</li> <li><input type="checkbox"/> Insufficient lighting to ensure safety for public</li> <li><input type="checkbox"/> Pathway and driveway are in a poor state of repair</li> <li><input type="checkbox"/> Serious lack of maintenance or cleaning in outdoor leisure area.</li> </ul>	<p>Very Poor 0</p>



## 2.2.3 HOUSEKEEPING OF PUBLIC AREAS

Housekeeping of Public Areas	Rating (20)
<p>2.2.3.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent standard of cleanliness. All carpets and/or other flooring in public areas well vacuumed, swept, polished, or otherwise well maintained.</li> <li><input type="checkbox"/> All surfaces, high and low, dust-free, no cobwebs.</li> <li><input type="checkbox"/> Table surfaces well polished, no smears.</li> <li><input type="checkbox"/> Ashtrays, both standing and on tables, are clean and in a good state of repair</li> <li><input type="checkbox"/> No fingerprints on doorplates, light switches.</li> <li><input type="checkbox"/> Fresh flowers, well-arranged, in a design that matches the concept/theme of the Hotel Establishment</li> <li><input type="checkbox"/> Newspapers, magazines, books are tidy and up-to-date.</li> <li><input type="checkbox"/> Windows to be spotless and without marks.</li> <li><input type="checkbox"/> Evidence of daily cleaning and in high traffic areas multiple times per day.</li> </ul>	<p>Excellent 20</p>
<p>2.2.3.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Generally good level of vacuuming, sweeping, polishing, and dusting.</li> <li><input type="checkbox"/> Everything tidy and well arranged.</li> <li><input type="checkbox"/> Minor deviations can be noticed (e.g. some dust on frames), however not to the extent that guests would notice.</li> <li><input type="checkbox"/> Evidence of daily cleaning and in high traffic areas multiple times per day.</li> </ul>	<p>Good 16</p>
<p>2.2.3.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sufficient level of cleanliness however, with visible flaws that guests could notice.</li> <li><input type="checkbox"/> Seating areas may have a "lived-in" feel – e.g. books, magazines, strewn on tables.</li> <li><input type="checkbox"/> Occasional Smears and dirt on surfaces</li> <li><input type="checkbox"/> Occasional dying/dried out houseplant.</li> <li><input type="checkbox"/> Evidence of daily cleaning but some lapses in high traffic areas.</li> </ul>	<p>Sufficient 12</p>
<p>2.2.3.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> One or more areas are visibly dirty through lack of housekeeping.</li> <li><input type="checkbox"/> Clutter. Books and magazines out of date, in untidy piles.</li> <li><input type="checkbox"/> Dying/dried out houseplants.</li> <li><input type="checkbox"/> Visible smears on surfaces.</li> <li><input type="checkbox"/> Ashtrays, both standing and on tables, not clean or in a poor state of repair.</li> <li><input type="checkbox"/> Lacking evidence of daily cleaning.</li> </ul>	<p>Insufficient 8</p>
<p>2.2.3.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Generally neglected housekeeping unhygienic impressions. Definitely not daily cleaning.</li> <li><input type="checkbox"/> Most surfaces dusty.</li> <li><input type="checkbox"/> Cobwebs, dead insects.</li> <li><input type="checkbox"/> Wilting flowers or plants.</li> <li><input type="checkbox"/> Ashtrays not emptied. Poor state of repair</li> <li><input type="checkbox"/> Newspapers, books on floor.</li> <li><input type="checkbox"/> Dirty glasses/cups on tables (evident for a prolonged time)</li> </ul>	<p>Very Poor 0</p>

## 2.2.4 PUBLIC AREAS – DECOR, WALLS, CEILINGS AND CURTAINS

Public Areas – Decor, Walls, Ceilings and Curtains	Rating (10)
2.2.4.1 <input type="checkbox"/> Excellent quality wall/ceilings coverings in excellent condition. <input type="checkbox"/> Evidence of coordinated design. Interesting architectural features <input type="checkbox"/> No evidence of ageing, wear and tear. <input type="checkbox"/> High quality professional finish to woodwork or other surfaces.	Excellent 10
2.2.4.2 <input type="checkbox"/> Use of good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard. <input type="checkbox"/> Attempt at coordinated design with additional attractive features (for example, photographs, prints). <input type="checkbox"/> No scratches, chips, stains or scuffs	Good 8
2.2.4.3 <input type="checkbox"/> Fair style and quality of decor, some ageing and some wear and tear. <input type="checkbox"/> Use of wall hangings, pictures <input type="checkbox"/> Evidence of competent workmanship, however with minor flaws.	Sufficient 6
2.2.4.4 <input type="checkbox"/> Moderate quality, showing signs of ageing. <input type="checkbox"/> Some slight damage, wear and tear. <input type="checkbox"/> Amateurish application of wallpaper/ wall covering or paint. <input type="checkbox"/> Show no evidence of “design” input or co-ordination. <input type="checkbox"/> Tired looking.	Insufficient 4
2.2.4.5 <input type="checkbox"/> Very old, faded, damaged wall coverings/paint surfaces. <input type="checkbox"/> Evidence of damp/water penetration. Peeling paper, grubby marks. <input type="checkbox"/> Evidence of neglect. <input type="checkbox"/> Unsightly paintwork or exposed wiring.	Very Poor 0

## 2.2.5 PUBLIC AREAS – FURNISHINGS & FITTINGS

Public Areas – Furnishings & Fittings	Rating (10)
2.2.5.1 <input type="checkbox"/> Excellent degree of comfort and luxury. <input type="checkbox"/> Antique, reproduction or high quality modern furniture in excellent condition. <input type="checkbox"/> Attractive, coordinated extras – scatter cushions. <input type="checkbox"/> Decorative, occasional pieces in room(s), suite(s) and corridor.	Excellent 10
2.2.5.2 <input type="checkbox"/> Good quality furniture, but not necessarily new. <input type="checkbox"/> Comfortable easy seating. <input type="checkbox"/> All in sound condition, but may have “lived in” feel. <input type="checkbox"/> More moderate quality furniture, in good condition. <input type="checkbox"/> Minor stains and scratches on one or two items.	Good 8
2.2.5.3 <input type="checkbox"/> Fair quality of manufacture, but showing wear and tear. <input type="checkbox"/> May be rather dated, but still clean and in an acceptable state of repair <input type="checkbox"/> New furniture of average quality. <input type="checkbox"/> Comfortable, but with no great degree of luxury. <input type="checkbox"/> Minor stains and scratches on multiple items.	Sufficient 6
2.2.5.4 <input type="checkbox"/> Furniture is old and worn or stained. <input type="checkbox"/> Sparse arrangement, not particularly comfortable or attractive. <input type="checkbox"/> Inferior quality furniture.	Insufficient 4
2.2.5.5 <input type="checkbox"/> Furniture is old and worn to the point of being unhygienic <input type="checkbox"/> Damaged to the point of being dysfunctional <input type="checkbox"/> Dirty upholstery.	Very Poor 0

## 2.2.6 PUBLIC AREAS - FLOORING

Public Areas - Flooring	Rating (10)
<p>2.2.6.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent quality carpet/flooring with good underlay. Alternatively, well maintained polished marble or wood flooring with high quality rugs/mats.</li> <li><input type="checkbox"/> Clearly professionally fitted throughout.</li> <li><input type="checkbox"/> Immaculate condition throughout.</li> <li><input type="checkbox"/> No wear in areas of heavy traffic (e.g., entrance to staff areas/kitchen/reception/main staircase).</li> </ul>	<p>Excellent 10</p>
<p>2.2.6.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good quality carpet/flooring, but not new; some flattening of pile in busy areas, but no noticeable damage. Well-maintained polished marble, ceramic tiles or wood surfaces, smaller rugs/mats in good condition.</li> <li><input type="checkbox"/> Professionally fitted with minor blemishes.</li> <li><input type="checkbox"/> No marks, burns, or stains, or discoloration detectable.</li> <li><input type="checkbox"/> Minor wear in areas of heavy traffic only.</li> </ul>	<p>Good 8</p>
<p>2.2.6.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Average quality carpet, well fitted. Not necessarily new, but in good condition. Adequately maintained marble, wood or ceramic flooring, with signs of wear.</li> <li><input type="checkbox"/> Professionally fitted, though some issues can be observed.</li> <li><input type="checkbox"/> Minor marks, burns, or stains, or discoloration detectable.</li> <li><input type="checkbox"/> Minor wear and tear in multiple places.</li> </ul>	<p>Sufficient 6</p>
<p>2.2.6.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Showing age and wear and tear, but no holes or bald patches. Cracked or broken marble, wood or ceramic flooring.</li> <li><input type="checkbox"/> Unprofessionally fitted.</li> <li><input type="checkbox"/> Marks, burns, or stains, or discoloration detectable.</li> <li><input type="checkbox"/> Clear wear and tear.</li> </ul>	<p>Insufficient 4</p>
<p>2.2.6.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very old, thin, cheap quality with bald patches, marks, or stains. Cracked or broken marble, wood or ceramic flooring</li> <li><input type="checkbox"/> Badly fitted - loose, or with large gaps.</li> <li><input type="checkbox"/> Clearly worn out.</li> </ul>	<p>Very Poor 0</p>

## 2.2.7 PUBLIC AREAS - VENTILATION & TEMPERATURE

Public Areas - Ventilation & Temperature	Rating (10)
2.2.7.1 <input type="checkbox"/> Thermostatically controlled source for cooling of air in all public areas. <input type="checkbox"/> Consistent airflow with no hot, draughty, or chilly corners. <input type="checkbox"/> All appliances in excellent condition. <input type="checkbox"/> Excellent air quality, no bad smells; even in smoking areas.	Excellent 10
2.2.7.2 <input type="checkbox"/> Thermostatically controlled system that maintains a comfortable temperature in most areas with only areas of low traffic showing minor deviations in temperature. <input type="checkbox"/> Consistent airflow with hardly any hot, draughty, or chilly corners. <input type="checkbox"/> Good air quality, no bad smells.	Good 8
2.2.7.3 <input type="checkbox"/> Thermostatically controlled with all high traffic areas maintained in terms of temperature. <input type="checkbox"/> May not be the most up-to- date system, but effective though differences in temperature can be noticed. <input type="checkbox"/> Sufficient air quality, minor smells noticeable in certain areas.	Sufficient 6
2.2.7.4 <input type="checkbox"/> Some areas hotter/colder than others. Ageing, dated appliances. <input type="checkbox"/> Uncontrolled cooling –too hot or cold. <input type="checkbox"/> Moderate air quality; bad smells noticeable.	Insufficient 4
2.2.7.5 <input type="checkbox"/> Certain areas are not temperature controlled. <input type="checkbox"/> No way of achieving a comfortable ambient temperature. <input type="checkbox"/> Very poor air quality, with clear bad smells	Very Poor 0

## 2.2.8 PUBLIC AREAS - LIGHTING

Public Areas - Lighting	Rating (10)
2.2.8.1 <input type="checkbox"/> Excellent standard of lighting, giving sufficient light for all practical purposes, but also designed for good effect – showing off features of rooms/corridors. <input type="checkbox"/> Excellent quality fittings throughout. <input type="checkbox"/> All lights functioning.	Excellent 10
2.2.8.2 <input type="checkbox"/> Good quality lighting with more than adequate spread of illumination for practical use, though limited sophisticated use of lighting effects. <input type="checkbox"/> Good quality fittings. <input type="checkbox"/> Minor inconsistencies (bulbs not working)	Good 8
2.2.8.3 <input type="checkbox"/> More than minimal lighting but no sophisticated use of lighting. <input type="checkbox"/> Medium quality fittings in sound condition. <input type="checkbox"/> Some observable inconsistencies with regards to lights not working.	Sufficient 6
2.2.8.4 <input type="checkbox"/> Enough light for practical use, but nothing more <input type="checkbox"/> Stark, unattractive, harsh lighting <input type="checkbox"/> No occasional lamps, fittings dated, ageing, discoloured. <input type="checkbox"/> A significant number of lights is not working.	Insufficient 4
2.2.8.5 <input type="checkbox"/> Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. <input type="checkbox"/> Dim, gloomy effect with dark areas where it is impossible to read. <input type="checkbox"/> Glaring, irritating, harsh fluorescent lights with no diffuser or naked bulbs or fluorescent tubes. <input type="checkbox"/> Large number of lights not working.	Very Poor 0

## 2.2.9 PUBLIC TOILETS

<b>Public Toilets</b>	<b>Rating (20)</b>
<b><i>Quality and Condition of fittings and accessories.</i></b> <b><i>Standard of Cleanliness</i></b>	
2.2.9.1 <input type="checkbox"/> Excellent quality, solid, well-made fittings in excellent condition with quality finishing throughout. <input type="checkbox"/> Premium accessories such as face towels and quality soap / lotion and a separate bin for used towels. <input type="checkbox"/> Superb attention to cleanliness, all surfaces gleaming free from dirt <input type="checkbox"/> Clean, fresh smell. <input type="checkbox"/> Excellent lighting with well-maintained and clean fittings.	Excellent 20
2.2.9.2 <input type="checkbox"/> Good quality fittings throughout, but not necessarily new, or minor issues with finishing. <input type="checkbox"/> Good accessories such as face towels. <input type="checkbox"/> Generally very good standard of cleanliness, but perhaps one or two slight lapses. <input type="checkbox"/> Fresh smelling. <input type="checkbox"/> Good lighting with well-maintained and clean fittings.	Good 16
2.2.9.3 <input type="checkbox"/> Average range of bathroom fittings or fittings show clear evidence of use. <input type="checkbox"/> Soap, paper towels or hand dryers all stocked and working properly but no luxury feel. <input type="checkbox"/> Surfaces generally clean though there are some minor lapses in cleaning. <input type="checkbox"/> Smell is acceptable. <input type="checkbox"/> Functional lighting with well-maintained and clean fittings.	Sufficient 12
2.2.9.4 <input type="checkbox"/> Cheap ranges of bathroom fittings, or ageing fittings – dull finish to porcelain, chrome wearing off. <input type="checkbox"/> Soap or towels have run out or poorly presented. <input type="checkbox"/> Cleanliness clearly lacks attention to detail – dust high and low and in inaccessible places, surfaces and enamel dull, or flooring discoloured or stained. <input type="checkbox"/> Unpleasant smell is detectable. <input type="checkbox"/> Some items are empty or not functioning. <input type="checkbox"/> Poor lighting (too bright or insufficient) with well dirty or worn fittings.	Insufficient 8
2.2.9.5 <input type="checkbox"/> Poor quality fittings or clearly lacking maintenance: washbasin enamel chipped, stained, dull. Cracks in toilet or seating unstable. <input type="checkbox"/> No Soap or towels. <input type="checkbox"/> Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. <input type="checkbox"/> Unacceptable smell. <input type="checkbox"/> Most items are not functioning. <input type="checkbox"/> Lighting broken or very dirty / worn.	Very Poor 0

## 2.2.10 QUALITY OF ELEVATORS

Quality of Elevators	Rating (20)
2.2.10.1 <input type="checkbox"/> Elevator works without noise. <input type="checkbox"/> Elevator ride completely smooth. <input type="checkbox"/> Excellent lighting. <input type="checkbox"/> No wear and tear visible in the elevator. <input type="checkbox"/> Exceptional cleanliness in the elevator throughout. <input type="checkbox"/> Pleasant smell. <input type="checkbox"/> Good ventilation and temperature.	Excellent 20
2.2.10.2 <input type="checkbox"/> Elevator works without noise. <input type="checkbox"/> Elevator ride almost completely smooth. <input type="checkbox"/> Good lighting. <input type="checkbox"/> Minor wear and tear visible in the elevator. <input type="checkbox"/> Good cleanliness in the elevator throughout. <input type="checkbox"/> Pleasant smell. <input type="checkbox"/> Good ventilation and temperature.	Good 16
2.2.10.3 <input type="checkbox"/> Elevator works without noise. <input type="checkbox"/> Elevator ride is overall smooth with minor bumps. <input type="checkbox"/> Practical lighting. <input type="checkbox"/> Some wear and tear visible in the elevator. <input type="checkbox"/> Sufficient cleanliness in the elevator. <input type="checkbox"/> No strong bad smells. <input type="checkbox"/> Sufficient ventilation and temperature.	Sufficient 12
2.2.10.4 <input type="checkbox"/> Elevator works with minor noise. <input type="checkbox"/> Elevator ride is not smooth. <input type="checkbox"/> Practical lighting. <input type="checkbox"/> Wear and tear visible in the elevator. <input type="checkbox"/> Insufficient cleanliness in the elevator. <input type="checkbox"/> No strong bad smells. <input type="checkbox"/> Sufficient ventilation and temperature.	Insufficient 8
2.2.10.5 <input type="checkbox"/> Elevator has clear noise. <input type="checkbox"/> Elevator ride is not smooth. <input type="checkbox"/> Lighting is insufficient. <input type="checkbox"/> Wear and tear visible in the elevator. <input type="checkbox"/> Elevator is dirty. <input type="checkbox"/> Clear bad smells. <input type="checkbox"/> Insufficient ventilation and temperature.	Very Poor 0



## 2.3 GUEST BEDROOMS

### 2.3.1 HOUSEKEEPING OF GUEST BEDROOMS

Housekeeping of Guest Bedrooms	Rating (20)
2.3.1.1 <input type="checkbox"/> No evidence of dust or smears marks or stains throughout. <input type="checkbox"/> Gleaming surfaces, no smears, dust, or marks.	Excellent 20
2.3.1.2 <input type="checkbox"/> Good standard of cleanliness, however, attention to detail is not flawless (e.g. dust on frames).	Good 16
2.3.1.3 <input type="checkbox"/> Level of cleanliness is sufficient, but attention to detail has clear blemishes (e.g. dust under the bed), light smears on mirror, etc.	Sufficient 12
2.3.1.4 <input type="checkbox"/> Surfaces are smeary and dusty. <input type="checkbox"/> Evidence of crumbs and dust under beds and in corners. <input type="checkbox"/> Threads, pieces of paper, debris in corners and under furniture.	Insufficient 8
2.3.1.5 <input type="checkbox"/> Very heavy dust on surfaces <input type="checkbox"/> Dust, dirt, old newspapers, clothes and other debris in drawers/wardrobe/closet. <input type="checkbox"/> Bits of paper, threads and other items on carpet/floor.	Very Poor 0

## 2.3.2 QUALITY OF DECOR, WALLS, AND CEILING OF GUEST BEDROOMS

Decor refers to the interior decoration, ornamentation and beautification. Personal preference and taste are excluded from the rating. The assessment is based on the quality of materials used, condition, cleanliness, and state of maintenance.

Quality of Decor, Walls, and Ceiling of Guest Bedrooms	Rating (20)
2.3.2.1 <input type="checkbox"/> Outstanding quality wall/ceiling coverings with no marks, scratches, strains or blemishes. <input type="checkbox"/> Attention to detail, thoughtful coordination of patterns, colours & textures. <input type="checkbox"/> No mismatched seams, bubbling, peeling corners, stains, patches on wall covering. <input type="checkbox"/> All wiring for lighting and TV out of sight insofar possible.	Excellent 20
2.3.2.2 <input type="checkbox"/> Wall/ceiling covering of a good standard, but may not reach quite the highest standard. <input type="checkbox"/> Some slight signs of wear and tear on an overall good standard. <input type="checkbox"/> Minor marks, scratches, and peeling in certain areas. <input type="checkbox"/> Minor exposure of wiring, however, does not look disorganised.	Good 16
2.3.2.3 <input type="checkbox"/> Standard has clear blemishes but the overall effect is still sufficient. <input type="checkbox"/> Wear and tear is noticeable. <input type="checkbox"/> Seams and finishing have easily detectable flaws. <input type="checkbox"/> Wiring is visible.	Sufficient 12
2.3.2.4 <input type="checkbox"/> Décor is worn and in need of refreshment and/or repair. <input type="checkbox"/> Poor application of wallpaper, paint i.e. clear evidence of paint smudges, blisters, incorrect seams. <input type="checkbox"/> Clear signs of wear and tear on walls and room finish. <input type="checkbox"/> Wiring exposed at lights / television and gives a disorganised impression.	Insufficient 8
2.3.2.5 <input type="checkbox"/> Low-grade materials, poorly executed. Extremely poor workmanship. <input type="checkbox"/> Unacceptable wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes). <input type="checkbox"/> Wiring exposed and close to a health hazard.	Very Poor 0

### 2.3.3 FLOORING OF GUEST BEDROOMS

Flooring of Guest Bedrooms	Rating (20)
2.3.3.1 <input type="checkbox"/> Well fitted carpets, professionally laid and in pristine condition. <input type="checkbox"/> Excellent thick pile and underlay. <input type="checkbox"/> Alternatively, polished wood, ceramic tile or marble with excellent quality smaller mats or rugs. <input type="checkbox"/> No stains, burns or marks whatsoever.	Excellent 20
2.3.3.2 <input type="checkbox"/> Good quality carpet, beginning to show some flattening, or carpet may have higher percentage of nylon if in new condition. <input type="checkbox"/> Polished wood, ceramic tile or marble needs buffing; smaller but high quality rugs. <input type="checkbox"/> Minor blemishes, hardly noticeable by average guest.	Good 16
2.3.3.3 <input type="checkbox"/> Flooring is showing flattening, or wear in areas of most traffic, but generally still all in sufficient condition <input type="checkbox"/> Small discoloration or stains in places, however the feel is still that of a hygienic flooring.	Sufficient 12
2.3.3.4 <input type="checkbox"/> Carpets that show considerable use; flattened pile, spots, bleaching by window (sunlight), thinning. <input type="checkbox"/> Unprofessional fitting – ripples, rough ill-fitting edges, thin or no underlay. <input type="checkbox"/> Carpets have a few holes, tears, loose threads or other defects that render the carpet unsound.	Insufficient 8
2.3.3.5 <input type="checkbox"/> Distinct signs of wearing – visible canvas, patches, stains, discoloration, obvious seams. <input type="checkbox"/> Amateurish fitting – gaping joints, gaps between the carpet and wall. <input type="checkbox"/> Low quality, damaged, stained flooring. <input type="checkbox"/> Pieces of carpet / flooring are missing.	Very Poor 0

## 2.3.4 CURTAINS OF GUEST BEDROOMS

Curtains of Guest Bedrooms	Rating (20)
2.3.4.1 <input type="checkbox"/> Full height, light blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and appropriate accessories. <input type="checkbox"/> Three sets of curtains required for this level rating: A decorative opaque set that covers windows and keeps out outside light. Black out layer fully opaque, (can be attached to the decorative set). Net curtain layer (transparent) that allows light to enter room while offering some levels of privacy. <input type="checkbox"/> Curtains are very smooth to operate.	Excellent 20
2.3.4.2 <input type="checkbox"/> Curtains/blinds/window covering are clean and in good condition and effective in blocking light but the quality and appearance is ordinary. <input type="checkbox"/> Curtains are easy to use.	Good 16
2.3.4.3 <input type="checkbox"/> Curtains/blinds/window covering is some years old, but not damaged, torn or stained. <input type="checkbox"/> Curtains are not running in their rails smoothly. <input type="checkbox"/> No complete black out but still darkening the room significantly. <input type="checkbox"/> Some light shines through at the edges of the curtain.	Sufficient 12
2.3.4.4 <input type="checkbox"/> Thin, short or skimpy curtains. <input type="checkbox"/> Signs of wear and tear and fading in curtains <input type="checkbox"/> May be difficult to operate, not functional or the rails is loose. <input type="checkbox"/> Curtains are not darkening the room sufficiently.	Insufficient 8
2.3.4.5 <input type="checkbox"/> Apparent stains or tears in curtains. <input type="checkbox"/> Curtains cannot be operated.	Very Poor 0

### 2.3.5 GUESTROOM FURNITURE: GUESTROOM DRESSER, WARDROBE, TABLES, DESKS AND CHAIRS

<b>Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs</b>	<b>Rating (20)</b>
2.3.5.1 <input type="checkbox"/> All Guestroom furniture is of superb quality and condition with little or no signs of ageing, wear and tear. <input type="checkbox"/> Spacious wardrobe of excellent quality, also inside.	Excellent 20
2.3.5.2 <input type="checkbox"/> Guestroom furniture is of good quality with minimal signs of use. <input type="checkbox"/> Good quality wardrobe though minor blemishes may be visible.	Good 16
2.3.5.3 <input type="checkbox"/> Furniture shows signs of some wear and tear. <input type="checkbox"/> Average quality material and construction. <input type="checkbox"/> Wardrobe is of sufficient quality but may be limited in space.	Sufficient 12
2.3.5.4. <input type="checkbox"/> Clear damage or scratches are apparent on furniture. <input type="checkbox"/> Surfaces not well maintained. Scratches or marks. <input type="checkbox"/> Wardrobe does not open and close well, or is cracked.	Insufficient 8
2.3.5.5 <input type="checkbox"/> Furniture is clearly of poor quality, or broken. <input type="checkbox"/> Wardrobe is very poor, or broken.	Very Poor 0

### 2.3.6 SOFT FURNITURE, CUSHIONS, MIRRORS, AND ARTWORK

Soft Furniture, Cushions, Mirrors, and Artwork	Rating (20)
2.3.6.1 <input type="checkbox"/> Soft furniture is of sound construction with little or no signs of ageing <sup>19</sup> or wear and tear. <input type="checkbox"/> Materials are of an outstanding quality, in good condition and give an impression of luxury. <input type="checkbox"/> High quality pictures, photos, plates, artwork and mirrors, though some styles may require a “minimalist” approach.	Excellent 20
2.3.6.2 <input type="checkbox"/> High quality of materials may show some signs of use. Alternatively, some furniture, even when brand new, will only be “good.” <input type="checkbox"/> Attractive, comfortable seating with upholstery in very good condition. <input type="checkbox"/> Good quality pictures, photos, plates, artwork and mirrors,	Good 16
2.3.6.3 <input type="checkbox"/> Furniture shows signs of wear and tear. <input type="checkbox"/> Minor damage, stains, or fraying to surfaces or upholstery, all furniture is however in useable condition (no broken legs).	Sufficient 12
2.3.6.4 <input type="checkbox"/> Furniture is worn, heavily stained, or not in a useable condition. <input type="checkbox"/> Surfaces not well-maintained or clear stains, marks on soft furnishings.	Insufficient 8
2.3.6.5 <input type="checkbox"/> Furniture gives an unhygienic impression.	Very Poor 0

<sup>19</sup> Some antique furniture may show signs of “distress” which does not detract from its excellence depending on the degree of deterioration.

### 2.3.7 GUESTROOM BEDS & BEDDING

<b>Beds &amp; Bedding – Focus on Headboards, Mattresses and Box springs, Sheets, Linens, Pillows, Blankets, Duvets, and Bed Covers.</b>		<b>Rating (40)</b>
2.3.7.1	<input type="checkbox"/> Sound and firm mattresses of the highest quality. <input type="checkbox"/> High quality percale linen / satin / cotton sheets crisply laundered. <input type="checkbox"/> Duvets and pillows in excellent condition with no signs of wear and tear. <input type="checkbox"/> Excellent quality headboards offering a degree of comfort and free from stains.	Excellent 40
2.3.7.2	<input type="checkbox"/> Good firm mattress and sound base with no lumps or sags. <input type="checkbox"/> All bed linen/sheets and bedding of good quality though it may not be new. <input type="checkbox"/> Blankets/duvets and pillows in good condition, with no signs of wear and tear. <input type="checkbox"/> Good quality headboards with minor blemishes or errors in finishing.	Good 32
2.3.7.3	<input type="checkbox"/> Base and mattress may show some signs of wear. <input type="checkbox"/> Sheets well ironed, but not necessarily best quality linen or it is clearly visible that the linen is old. The linen is however free from stains, holes, and wear. <input type="checkbox"/> Blankets /duvets and pillows of sufficient quality and comfort. <input type="checkbox"/> Headboards may be a simple wooden board attached to the wall.	Sufficient 24
2.3.7.4	<input type="checkbox"/> Bed and mattress set of insufficient quality <input type="checkbox"/> Clear signs of wear and tear; mattresses are thin, sagging or have a shallow base. Mattress and bed move or creak. <input type="checkbox"/> Sheets are thinning, faded; have holes, marks or are slightly torn. <input type="checkbox"/> Thin duvets or pillows, or filled with polyester. <input type="checkbox"/> No headboards, or stains or clear marks on the headboards.	Insufficient 16
2.3.7.5	<input type="checkbox"/> Beds or mattresses are broken or clearly stained. <input type="checkbox"/> Cheap sheets with fraying edges, holes, faded. <input type="checkbox"/> Thin duvets or pillows frequently old and with stains and filled with polyester. <input type="checkbox"/> No headboards, or have clear stains or marks.	Very Poor 0

### 2.3.8 GUESTROOM VENTILATION & TEMPERATURE

Ventilation & Temperature	Rating (20)
<p>2.3.8.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Personal controllable thermostat.</li> <li><input type="checkbox"/> Excellent circulation of air.</li> <li><input type="checkbox"/> Air has no adverse smells</li> <li><input type="checkbox"/> Appropriate to size and location of room.</li> <li><input type="checkbox"/> Rooms pre-cooled on arrival.</li> <li><input type="checkbox"/> Apparatus in excellent condition.</li> <li><input type="checkbox"/> Windows have double-glazing insulation.</li> <li><input type="checkbox"/> Cooling units have low noise levels suitable for the guest comfort</li> </ul>	<p>Excellent 20</p>
<p>2.3.8.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Personal controllable thermostat.</li> <li><input type="checkbox"/> Good circulation of air, though certain areas in the room may be slightly cooler or warmer.</li> <li><input type="checkbox"/> Air has no adverse smells</li> <li><input type="checkbox"/> Appropriate to size and location of room.</li> <li><input type="checkbox"/> Apparatus in good condition though may be older and thus somewhat higher noise levels.</li> <li><input type="checkbox"/> Windows have double-glazing insulation.</li> </ul>	<p>Good 16</p>
<p>2.3.8.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Personal controllable thermostat.</li> <li><input type="checkbox"/> Good circulation of air, though certain areas in the room is cooler or has a minor draft.</li> <li><input type="checkbox"/> Air has no adverse smells</li> <li><input type="checkbox"/> Windows have single glazing, but of sufficient quality to minimise differences in temperature close to the window.</li> <li><input type="checkbox"/> Cooling units have slight noise levels.</li> </ul>	<p>Sufficient 12</p>
<p>2.3.8.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Freestanding cooling unit to maintain reasonable temperature in room.</li> <li><input type="checkbox"/> Appliances are noisy.</li> <li><input type="checkbox"/> Acceptable circulation of air.</li> <li><input type="checkbox"/> Smells in air conditioning system.</li> <li><input type="checkbox"/> Draughts from windows.</li> </ul>	<p>Insufficient 8</p>
<p>2.3.8.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Inadequate source of cooling, unresponsive, not subject to thermostatic regulation.</li> <li><input type="checkbox"/> Air has bad smells.</li> <li><input type="checkbox"/> Cold air only available close to cooling unit – not in far corners of room.</li> <li><input type="checkbox"/> Cooling units are very noisy.</li> <li><input type="checkbox"/> Unacceptable circulation of air, windows broken.</li> </ul>	<p>Very Poor 0</p>



### 2.3.9 GUESTROOM LIGHTING

Lighting in Guest Bedrooms	Rating (20)
<p>2.3.9.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Overall excellent standard of illumination in room.</li> <li><input type="checkbox"/> Lights, neither dim nor glaring, controllable with dimmer system.</li> <li><input type="checkbox"/> Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading.</li> <li><input type="checkbox"/> Excellent level of natural light</li> <li><input type="checkbox"/> All lights and shades of high quality of manufacture and in excellent order.</li> </ul>	<p>Excellent 20</p>
<p>2.3.9.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lights may not be dimmable but by turning different lights on and off, different atmospheres can be created.</li> <li><input type="checkbox"/> Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading.</li> <li><input type="checkbox"/> Good level of natural light</li> <li><input type="checkbox"/> Good quality light fittings and lamps</li> </ul>	<p>Good 16</p>
<p>2.3.9.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sufficient illumination, however control is limited.</li> <li><input type="checkbox"/> Single centre light, bedside lights or bed head light.</li> <li><input type="checkbox"/> Acceptable level of natural light.</li> <li><input type="checkbox"/> Quality of light fittings and lamps is acceptable though minor maintenance issues; e.g. one light bulb blown.</li> </ul>	<p>Sufficient 12</p>
<p>2.3.9.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Illumination is too dim or too bright and cannot be controlled by the guest.</li> <li><input type="checkbox"/> Restricted natural light.</li> <li><input type="checkbox"/> Light fixtures and shades are of noticeable low quality, or are scruffy.</li> <li><input type="checkbox"/> Significant maintenance issues with lights that don't work or look severely damaged.</li> </ul>	<p>Insufficient 8</p>
<p>2.3.9.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Illumination is very poor either through a lack of lighting sources, or overly powerful lights.</li> <li><input type="checkbox"/> Very low quality fittings and appliances.</li> <li><input type="checkbox"/> Poor natural light.</li> <li><input type="checkbox"/> Shades burnt, stained, scruffy.</li> </ul>	<p>Very Poor 0</p>

## 2.3.10 SPACIOUSNESS OF GUEST BEDROOMS

Spaciousness of guest bedrooms - Comfort in Room	Rating (20)
2.3.10.1 <input type="checkbox"/> A spacious, well-planned room, with appropriate furniture in suitable places. <input type="checkbox"/> Ease of access to all cupboards, wardrobes and drawers <input type="checkbox"/> No dual use of surfaces, e.g. desktop/ tea tray, bedside/dressing table. <input type="checkbox"/> A seating area with sufficient space to ensure guests' comfort. <input type="checkbox"/> Adequate space to put luggage, so that it does not obstruct access. <input type="checkbox"/> Overall balanced impression and layout.	Excellent 20
2.3.10.2 <input type="checkbox"/> Room provides good access to all facilities. <input type="checkbox"/> No areas of restricted access or obstruction. <input type="checkbox"/> Overall good impression and layout	Good 16
2.3.10.3 <input type="checkbox"/> Room large enough to contain all necessary furniture and to allow access to all facilities. Some areas are slightly restricted such as narrow access along both sides of a double bed. <input type="checkbox"/> Overall acceptable layout and impression.	Sufficient 12
2.3.10.4 <input type="checkbox"/> Room is cluttered; large furniture for floor space. Need to move some things to get at others. <input type="checkbox"/> Awkward opening of drawers and doors. <input type="checkbox"/> Inadequate space for luggage – gets in the way. <input type="checkbox"/> Overall insufficient impression and layout.	Insufficient 8
2.3.10.5 <input type="checkbox"/> Furniture too large for room. <input type="checkbox"/> Access to most facilities restricted or awkward. <input type="checkbox"/> Overall very poor impression and layout	Very Poor 0

### 2.3.11 SOUNDPROOFING OF GUEST BEDROOMS

Soundproofing of Guest Rooms	Rating (20)
2.3.11.1 <input type="checkbox"/> Excellent soundproofing with loud noises from outside the guest room barely heard. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 60 or higher <sup>20</sup> .	Excellent 20
2.3.11.2 <input type="checkbox"/> Very good soundproofing with loud noises from outside the guest room heard faintly. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 45 or higher.	Good 16
2.3.11.3 <input type="checkbox"/> Soundproofing is fair with loud speech from outside the guest room heard. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 35 or higher.	Sufficient 12
2.3.11.4 <input type="checkbox"/> Soundproofing is poor with loud speech from outside the guest room understood. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 30 or higher.	Insufficient 8
2.3.11.5 <input type="checkbox"/> Soundproofing is very poor with normal speech from outside the guest room understood. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated below 30.	Very Poor 0

<sup>20</sup> Hotels constructed after implementation of the system are expected to have documentation of a 16 frequencies STC test executed by a reputable sound insulation company. In case an existing hotel disagrees with the assessment of the Department inspectors, the same documentation will be considered binding on the decision.

## 2.4 RATING CRITERIA GUEST BATHROOMS

### 2.4.1 HOUSEKEEPING OF BATHROOMS

Housekeeping of Bathrooms - Daily and Periodical Cleaning	Rating (20)
2.4.1.1 <input type="checkbox"/> Superb attention to cleanliness. <input type="checkbox"/> No sign of mildew/mould <input type="checkbox"/> All surfaces gleaming. <input type="checkbox"/> Clean, fresh smell. <input type="checkbox"/> Grouting is clean and in good condition. <input type="checkbox"/> Mirrors, showerheads, and taps are polished clear from watermarks.	Excellent 20
2.4.1.2 <input type="checkbox"/> Generally, very good standard but oversights can be detected. <input type="checkbox"/> Clean and fresh smell <input type="checkbox"/> Grouting shows minor signs of discoloration. <input type="checkbox"/> Mirrors, showerheads, and taps are polished but show minor watermarks.	Good 16
2.4.1.3 <input type="checkbox"/> Surfaces are generally clean and there are no adverse smells <input type="checkbox"/> Dust can be detected at some surfaces. <input type="checkbox"/> Slight discoloration of enamel/grout. <input type="checkbox"/> Clear watermarks or minor corrosion on showerheads and taps.	Sufficient 12
2.4.1.4 <input type="checkbox"/> Lacking attention to detail – dust high and low and in inaccessible places. <input type="checkbox"/> Surfaces and enamel dull. <input type="checkbox"/> Enamel/grout is discoloured or stained. <input type="checkbox"/> Corrosion on metal fixtures.	Insufficient 8
2.4.1.5 <input type="checkbox"/> Very low standard of housekeeping – dust on all surfaces. <input type="checkbox"/> Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. <input type="checkbox"/> Enamel / grout is very discoloured or severely stained. <input type="checkbox"/> Significant corrosion on metal fixtures.	Very Poor 0

## 2.4.2 VENTILATION OF BATHROOMS

Ventilation of Bathrooms	Rating (20)
2.4.2.1 <input type="checkbox"/> Excellent circulation of air; hardly any fogging in the bathroom. <input type="checkbox"/> Air quality very good, no bad smells. <input type="checkbox"/> No noise from ventilation system <input type="checkbox"/> Ventilation rosters are immaculately clean.	Excellent 20
2.4.2.2 <input type="checkbox"/> Very good circulation of air; fogging is cleared within minutes. <input type="checkbox"/> Air quality very good, no adverse smells <input type="checkbox"/> Ventilation system can be heard but is not loud. <input type="checkbox"/> Slight dust on ventilation rosters.	Good 16
2.4.2.3 <input type="checkbox"/> Fair circulation of air but fogging occurs easily. <input type="checkbox"/> Air Quality good, no adverse smells <input type="checkbox"/> Ventilation system can be heard clearly. <input type="checkbox"/> Ventilation rosters slightly discoloured but definitely not filthy.	Sufficient 12
2.4.2.4 <input type="checkbox"/> Limited circulation of air; fogging occurs easily and remains. <input type="checkbox"/> Poor air quality, some bad smells <input type="checkbox"/> Ventilation system disrupts due to the noise. <input type="checkbox"/> Ventilation rosters are visibly dirty.	Insufficient 8
2.4.2.5 <input type="checkbox"/> No circulation noticeable / system broken. <input type="checkbox"/> Poor Air Quality, many adverse smells <input type="checkbox"/> Ventilation system is very noisy. <input type="checkbox"/> Ventilation rosters are very dirty.	Very Poor 0

### 2.4.3 GUEST BATHROOMS WALLS, FLOORING AND CEILING

Guest Bathrooms Walls, Flooring, and Ceiling - Materials & Workmanship	Rating (20)
2.4.3.1 <input type="checkbox"/> Excellent quality finishes of wall coverings from excellent materials. <input type="checkbox"/> Tiles or marble fitted without a blemish - clearly excellent workmanship. <input type="checkbox"/> Grouting in excellent condition.	Excellent 20
2.4.3.2 <input type="checkbox"/> Good quality finish, but with minor flaws, or with signs of wear. <input type="checkbox"/> Floor covering, tiles, or marble well fitted but also with minor flaws. <input type="checkbox"/> Grouting in good order with minor blemish.	Good 16
2.4.3.3 <input type="checkbox"/> Standard quality bathroom flooring or standard-grade tiles. <input type="checkbox"/> Workmanship not consistently well performed, however the result is hygienic. <input type="checkbox"/> Grouting is dated, but still acceptable.	Sufficient 12
2.4.3.4 <input type="checkbox"/> Lower quality materials, ageing. <input type="checkbox"/> Evidence of poor standard and amateurish installation. <input type="checkbox"/> Grouting needs to be redone as moist and dirt is piling up.	Insufficient 8
2.4.3.5 <input type="checkbox"/> Cracked tiles or other broken fixtures. Paintwork chipped, flaking. <input type="checkbox"/> Workmanship very poor. <input type="checkbox"/> Sealant or grouting clearly mouldy.	Very Poor 0

### 2.4.4 GUEST BATHROOM FIXTURES

Bathroom Fixtures - Shower Mixers & Accessories, Bathtub and Shower screen or curtain, Washbasin, Toilet and Bidet and Lighting: Quality, Appearance, and Condition.	Rating (20)
2.4.4.1 <input type="checkbox"/> Excellent quality, solid, well-made bathroom fixtures, in excellent condition. <input type="checkbox"/> All porcelain in excellent condition. <input type="checkbox"/> Shower screen is of excellent quality and fitting - no shower curtains. <input type="checkbox"/> Lighting fittings and finishing are excellent.	Excellent 20
2.4.4.2 <input type="checkbox"/> Decent quality bathroom fixtures in good condition. <input type="checkbox"/> All porcelain in good order - no cracks, dull finishes or stains. <input type="checkbox"/> Shower screen of good quality or good quality curtain. <input type="checkbox"/> Lighting fittings and finishing are good.	Good 16
2.4.4.3 <input type="checkbox"/> Average range of bathroom fixtures or older quality fixtures that show their age. <input type="checkbox"/> Porcelain showing wear, but still fully functional and hygienic. <input type="checkbox"/> Shower screen shows age, or is of moderate quality. <input type="checkbox"/> Lighting fittings and finishing are sufficient.	Sufficient 12
2.4.4.4 <input type="checkbox"/> Fixtures with chrome wearing off or cheap plastic fixtures. <input type="checkbox"/> Dull finish to porcelain or minor cracks. <input type="checkbox"/> Shower screen of plastic, or poorly functioning or shower curtains showing age <input type="checkbox"/> Lighting fittings and finishing are insufficient - rusted / gaps.	Insufficient 8
2.4.4.5 <input type="checkbox"/> Fixtures very worn, or broken. <input type="checkbox"/> Cracked washbasin or toilet. <input type="checkbox"/> Shower screen clearly broken, or shower curtains worn out.	Very Poor 0

## 2.4.5 BATHROOM LINENS

Bathroom Linens	Rating (20)
2.4.5.1 <input type="checkbox"/> Excellent quality Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm <sup>21</sup> . Double loop, suggested weight 450g - 550g. <input type="checkbox"/> Bathrobes and bathmat are thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap.	Excellent 20
2.4.5.2 <input type="checkbox"/> Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm. Double loop suggested weight 450g - 550g. Not quite such heavy quality. (70-89% cotton) of slightly older, however still providing good comfort.	Good 16
2.4.5.3 <input type="checkbox"/> Average quality bath towels and bathmat, however functional and clean.	Sufficient 12
2.4.5.4 <input type="checkbox"/> Moderate quality towels, showing age. <input type="checkbox"/> Towels are rather thin, fraying edges, small size. Faded.	Insufficient 8
2.4.5.5 <input type="checkbox"/> Very thin, small, scratchy, old, fraying, some holes, stained, faded. <input type="checkbox"/> Low absorbency.	Very Poor 0

## 2.4.6 BATHROOM AMENITIES

The range and minimum volumes of amenities a hotel is expected to present to its guests is outlined in Minimum Mandatory Criterion 1.4.2.10. The quality rating criteria in the table below outline the quality of these amenities.

Bathroom Amenities	Rating (20)
2.4.6.1 <input type="checkbox"/> Top quality Amenities by a leading international brand recognized for its quality and prestige in excellent high quality packaging or hotel branded. <input type="checkbox"/> Soap bar at least 35 grams for bath / shower and 25 grams for hand washing. This soap may not be required if liquid hand soap is provided. <input type="checkbox"/> Items presented have a luxurious feel to them. <input type="checkbox"/> Items list contents and are environmental friendly.	Excellent 20
2.4.6.2 <input type="checkbox"/> Good quality amenities in high quality packaging.	Good 16
2.4.6.3 <input type="checkbox"/> Average Quality Amenities <input type="checkbox"/> Items have average printing quality or average packaging.	Sufficient 12
2.4.6.4 <input type="checkbox"/> Amenities have a disposable feel or are clearly inconvenient to use.	Insufficient 8
2.4.6.5 <input type="checkbox"/> Very poor quality amenities with worn printing, presenting poor value for the guest.	Very Poor 0

<sup>21</sup> With inspection, provision will be made for normal shrinking of towels during the laundry process.

## 2.6 FOOD & BEVERAGE OUTLETS

### 2.6.1 SPACIOUSNESS AND AMBIANCE OF FOOD & BEVERAGE OUTLETS

Spaciousness and Ambiance of Food & Beverage Outlets	Rating (30)
2.6.1.1 <input type="checkbox"/> Spacious room and good layout of tables. More than sufficient space between tables for servers and customer to pass comfortably. <input type="checkbox"/> Ambiance through decor, music and lighting is excellent.	Excellent 30
2.6.1.2 <input type="checkbox"/> Tables provide sufficient space to allow private conversation and staff and customers to pass without awkwardness or inconvenience. <input type="checkbox"/> Ambiance through decor, music and lighting is good but not excellent.	Good 24
2.6.1.3 <input type="checkbox"/> Tables quite close together but still sufficient space to pass. <input type="checkbox"/> Ambiance through decor, music and lighting is acceptable but not inviting.	Sufficient 18
2.6.1.4 <input type="checkbox"/> Crowded tables, awkward access for customers and servers; difficult to have private conversation. <input type="checkbox"/> Complete lack of ambient through lack of decor, music, theme, or inappropriate lighting.	Insufficient 12
2.6.1.5 <input type="checkbox"/> Space does not resemble a functioning restaurant.	Very Poor 0

### 2.6.2 FURNITURE AND LINEN OF FOOD & BEVERAGE OUTLETS

Decor	Rating (30)
2.6.2.1 <input type="checkbox"/> Tables and chairs in the restaurant are of excellent quality and in very good condition. <input type="checkbox"/> Linen or other table covering is of excellent quality. <input type="checkbox"/> Buffets, bars, and other fixtures are of an excellent design and build and are all in excellent condition.	Excellent 30
2.6.2.2 <input type="checkbox"/> Furniture in the restaurant is of good quality with minor flaws. <input type="checkbox"/> Linen is of good quality - no use of paper placemats or serviettes. <input type="checkbox"/> Buffets, bars, and other fixtures are well designed and build and in good condition.	Good 24
2.6.2.3 <input type="checkbox"/> Furniture in the restaurant is of acceptable quality but clearly older, or of lesser quality. <input type="checkbox"/> Linen is of acceptable quality, or paper placemats and serviettes are used. <input type="checkbox"/> Buffets, bars, and other fixtures are in acceptable condition but clearly worn.	Sufficient 18
2.6.2.4 <input type="checkbox"/> Furniture in the restaurant is of insufficient quality; it is seriously worn, or of insufficient quality. <input type="checkbox"/> Linen is worn, or very basic paper placemats and serviettes are used. <input type="checkbox"/> Buffets, bars, and other fixtures are very worn, or simply poorly built.	Insufficient 12
2.6.2.5 <input type="checkbox"/> Furniture in the restaurant is of very poor quality; it is worn, broken, or of clearly inferior quality (e.g. plastic chairs). <input type="checkbox"/> Linen is of very poor quality or is simply not provided. <input type="checkbox"/> Buffets, bars, and other fixtures are broken or in a very poor state.	Very Poor 0



### 2.6.3 HOUSEKEEPING OF FOOD & BEVERAGE AREAS

Housekeeping of Food & Beverage Areas	Rating (30)
2.6.3.1 <input type="checkbox"/> Floors are immaculately clean. <input type="checkbox"/> Tables and table coverings are without a blemish. <input type="checkbox"/> Tables always set up to high standard, awaiting next service. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are spotlessly clean.	Excellent 30
2.6.3.2 <input type="checkbox"/> Floors are clean with minor blemishes. <input type="checkbox"/> Tables are cleared but may not be directly reset. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are clean but show minor traces of wear.	Good 24
2.6.3.3 <input type="checkbox"/> Floors are generally clean but crumbs, dust or smears can be detected. <input type="checkbox"/> Tables are not directly reset; the restaurant looks acceptable but not inviting. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are clean but show traces of wear.	Sufficient 18
2.6.3.4 <input type="checkbox"/> Floors are dirty; it is clear that cleaning is not consistently done.. <input type="checkbox"/> Tables are not cleared after departure of a guest - end of service looks messy. <input type="checkbox"/> Tables are not directly reset and in between service layout looks messy and dirty. <input type="checkbox"/> Not all items used in the restaurant, crockery, glassware, silverware are clean or show unacceptable traces of wear.	Insufficient 12
2.6.3.5 <input type="checkbox"/> Floors dirty to the point of being sticky and give a very unhygienic impression. <input type="checkbox"/> Restaurant gives a very messy and unhygienic impression. <input type="checkbox"/> Items used in the restaurant, crockery, glassware, silverware are very dirty.	Very Poor 0

### 3. SCORING CRITERIA

Eighteen areas are presented in which hotels can obtain points when specific services and facilities are offered. The number of points available is outlined in the table below.

Criteria #	Description	Points
<b>3.2</b>	<b>Public Areas</b>	<b>20</b>
3.2.1	Music in Public Areas	10
3.2.2	Prayer Room	10
<b>3.3</b>	<b>Guest Bedrooms</b>	<b>80</b>
3.3.1	WIFI	20
3.3.2	In Room Entertainment & Technology	30
3.3.3	Room Accessories & Services	30
<b>3.4</b>	<b>Guest Bathrooms</b>	<b>20</b>
3.4.1	Bathroom Facilities	20
<b>3.5</b>	<b>Guest Services</b>	<b>160</b>
3.5.1	Children Services	15
3.5.2	Tourism Information	15
3.5.3	Guest Transport Services	20
3.5.4	Front Desk Services	25
3.5.5	Universal Accessibility	20
3.5.7	Health Club	20
3.5.8	Swimming Pool	20
3.5.9	Spa Facilities	20
3.5.10	Business Centre Facilities	5
<b>3.6</b>	<b>Food &amp; Beverage</b>	<b>20</b>
3.6.1	Restaurants	10
3.6.2	HACCP Certification	10
<b>3.7</b>	<b>Staff</b>	<b>40</b>
3.7.1	Staff Training	20
3.7.2	Qatarisation	20
<b>3.8</b>	<b>Environmental Sustainability</b>	<b>60</b>
3.8.1	Environmental Certification	20
3.8.2	Energy Saving Practices	20
3.8.3	Procurement and General Practices	20
<b>Total Points</b>		<b>400</b>

The adapted minimum scoring per category is as follows:

Rating	Required %	Total Score
<b>1 star</b>	40%	160
<b>2 star</b>	50%	200
<b>3 star</b>	60%	240
<b>4 star</b>	70%	280
<b>5 star</b>	80%	320
<b>Total</b>	<b>100%</b>	<b>400</b>

This means that, for instance, a three star hotel needs to obtain 240 out of a total of 400 points to receive a three star rating, representing 60% of the total points available.

**Each facility or service is expected to be of the general standard of the respective rating category (1-5 stars) for scoring points to be allocated.**

## 3.2 PUBLIC AREAS

### 3.2.1 MUSIC IN PUBLIC AREAS

3.2.1	Music in Public Areas	Score (10)
3.2.1.1	Background music played in all public indoor areas	6
3.2.1.2	Background music played in all public outdoor areas (entrance, leisure areas, etc.)	4

### 3.2.2 PRAYER ROOM

3.2.2	Prayer Room	Score (10)
3.2.2.1	One prayer room per gender is available on site suitable to the size and rating of the hotel with ablution facilities near the prayer room. The floor area in the prayer room is of a non-slip surface.	10

## 3.3 GUEST ROOMS

### 3.3.1 WIFI

3.3.1	WIFI	Score (20)
3.3.1.1	Convenient <sup>22</sup> log in system	10
3.3.1.2	Internet speed for individual guest is at least 516 Kbs at all times	2; OR
	Internet speed for individual guest is at least 1 Mbps at all times	6; OR
	Internet speed for individual guest is at least 2 Mbps at all times	10

### 3.3.2 IN- ROOM TECHNOLOGY & ENTERTAINMENT

3.3.2	In Room Technology & Entertainment	Score (30)
3.3.2.1	Flat screen Size in all rooms > 40 inch	6
3.3.2.2	Web enabled Interactive TV <sup>23</sup>	2
3.3.2.3	Bouquet with least 10 paid channels; OR	2
	Bouquet with at least 15 paid channels.	4
3.3.2.4	Bouquet with at least 5 Sport Channels	2

<sup>22</sup> "Convenient" refers to a system that requires guests to login only once for the duration of their stay and not to have to re-log in with every Internet session or every 24 hour period. Alternatively, the system is open or secured with a one time WPA code.

<sup>23</sup> Web enabled TV allows guests to use the TV set for Internet applications such as Email, etc.

3.3.2	In Room Technology & Entertainment	Score (30)
3.3.2.5	Audio docking station for smart phones and tablets in all rooms	2
3.3.2.6	DVD player on request with DVD library at Front Office OR Movie on Demand	2
3.3.2.7	Video Games through system or separate console available on request.	2
3.3.2.8	Automated Curtains	2
3.3.2.9	Automatic night lighting in bedroom and/or bathroom (turns on automatically when the guest steps out of bed)	1
3.3.2.10	All room lights controllable from the bedside	1
3.3.2.11	All down lights in room are dimmable	2
3.3.2.12	Reading light next to each bed (in addition to bed light)	2
3.3.2.13	Second IDD telephone in the guest room (1 telephone next to the bed and 1 on the desk)	2

### 3.3.3 ROOM SERVICES AND ACCESSORIES

Traveller research shows that guest satisfaction can be enhanced strongly through personal touches in the form of extra services, snacks, and services. The services and accessories offered only account for scoring points if they are offered to all guests at all times.

3.3.3	Room Accessories & Services	Score (30)
3.3.3.1	Chocolate, fruit, or snack with turn down service.	5
3.3.3.2	Complimentary food in the room on arrival (e.g. professionally presented fruit platters, dates, cookies); OR Complimentary food in the room refreshed daily (e.g. professionally presented fruit platters, dates, cookies).	6; OR 10
3.3.3.3	Newspaper delivered to guest rooms (may be on request)	2
3.3.3.4	Guest Magazine in the guest room	2
3.3.3.5	Shoe Polish Service. (Left outside door overnight and cleaned by the night porter or call Housekeeping if service is required immediately).	2
3.3.3.6	Sewing Service. Missing shirt buttons washed in hotel laundry should be replaced automatically. Requests can only include minor alterations and button replacement.	2
3.3.3.7	Pressing / Ironing of clothes can be done within 60 minutes.	3
3.3.3.8	Pillow Menu with at least 4 options of pillows for the guest.	2
3.3.3.9	Turn down service with dates and Halwa	2

## 3.4 GUEST BATHROOM

### 3.4.1 BATHROOM FACILITIES

3.4.1	Bathroom Facilities (requirements for all rooms unless specified)	Score (20)
3.4.1.1	Speaker in bathrooms to allow guests to listen to music.	2
3.4.1.2	Television in bathroom in at least 10% of rooms Television in bathroom in all rooms	1; OR 3
3.4.1.3	Mirror lights (lights dedicated to enhancing the guest's view of the mirror)	3
3.4.1.4	Double sink in at least 50% of rooms.	3
3.4.1.5	Defogging Mirror	3
3.4.1.6	Rain shower	6

### 3.5 GUEST SERVICES

#### 3.5.1 SERVICES FOR CHILDREN

3.5.1	Services for Children	Score (15)
3.5.1.1	Baby Sitting Service with certified and trained female baby sitters on demand with First Aid Certificates. Each Guest should sign an indemnity document.	4
3.5.1.2	In House Child Care for Children with certified female staff open at least 8 hours per day for children 3-12.	6
3.5.1.3	Shaded Playground suitable for the size and classification of the property	2
3.5.1.4	Children's changing facilities in public toilets (male and female)	3

#### 3.5.2 TOURISM INFORMATION, DESTINATION MARKETING AND PROMOTION OF LOCAL HERITAGE

3.5.2	Tourism Information, Destination Marketing and Promotion of Local Heritage	Score (15)
3.5.2.1	Screens (electronic or printed) in elevators or other high traffic areas displaying tourism information and events in Qatar.	2
3.5.2.2	Email signatures of all hotel staff communicating through email carries destination events messages supplied / approved by the authority.	1
3.5.2.3	Hotel transport has relevant tourist information on board	2
3.5.2.4	The hotel's interior design and artwork clearly reflects the local heritage of Qatari culture.	5
3.5.2.5	The hotel organises free city tours through a licensed inbound tour operator.	5

#### 3.5.3 GUEST TRANSPORT SERVICES

3.5.3	Guest Transport Services	Score (20)
3.5.3.1	Car rental service on site	2
3.5.3.2	Airport pick-up and drop off is free for Hotel Guests.	3
3.5.3.3	Free transport offered within 10 km from hotel.	5
3.5.3.4	Hotel Limousine service; OR Hotel Limousine service with own <sup>24</sup> cars; OR Hotel Limousine service with own luxury cars <sup>25</sup> :	2; OR 3; OR 5
3.5.3.5	Hotel transport provides free WIFI on board.	5

#### 3.5.4 FRONT DESK SERVICES

3.5.4	Front Desk Services	Score (25)
3.5.4.1	ATM that accepts the majority of international cards; OR Accessible ATM with clear floor space of 150cm x 150cm at height 38 - 122cm and braille for special needs guests.	2 3
3.5.4.2	Hot or Cold Towels offered on arrival (for all guests)	5

<sup>24</sup> It is expected that hotel vehicles be branded as per the hotel brand.

<sup>25</sup> Luxury Cars not older than 3 years and in mint condition.

3.5.4	Front Desk Services	Score (25)
3.5.4.3	Gift shop / bookstore (on-site) offering various Cultural Curio items, Holiday memorabilia, maps, jewellery, sundries such as water, snacks, cigarettes, sunscreen, and basic amenities. This must be a full store with staff that is open at least 12 hours per day. Opening hours and accepted modes of payment are clearly indicated.	2
3.5.4.4	Hairdresser on site open at least 12 hours per day suitable to the classification of the hotel.	2
3.5.4.5	Express check in / check out service within 5 minutes. This may be in-room, at executive lounge, or at a dedicated desk.	2
3.5.4.6	Executive lounge and floor with full services (reception, business centre, etc.), including receptionists, waiters, snack and beverage menus and light background entertainment. Lounge is open 18 Hours per day.	3
3.5.4.7	Butler service with minimum one butler per 8 guest rooms.	3
3.5.4.8	Staff at the front desk and concierge speaks 2 languages <sup>26</sup> ; OR Staff at the front desk and concierge speaks 3 languages; OR Staff at the front desk and concierge speaks 4 languages; OR Staff at the front desk and concierge speaks 5 languages.	2 3 4 5

### 3.5.5 UNIVERSAL ACCESSIBILITY

3.5.5	Universal Accessibility Criteria	Score (20)
3.5.5.1	All public areas of the hotel are accessible complying fully with the accessible path requirements (appendix 1).	12
3.5.5.2	The following equipment is available on site at the ratio of 1 per 100 rooms: <ol style="list-style-type: none"> <li>1. Electrical hoists (lifting machine)</li> <li>2. Wheel chairs (half standard &amp; half recliner)</li> <li>3. Shower Chairs</li> <li>4. Transfer Boards</li> </ol>	1 1 1 1
3.5.5.3	At least one staff member trained to assist special needs guests (evidence is available).	3
3.5.5.4	At least one staff member trained to communicate in sign language (evidence is available).	1

### 3.5.6 HEALTH CLUB

*The quality of the space and the equipment used should represent the desired rating of the hotel for points to be allocated. Full compliance with minimum mandatory criteria 1.5.12.1 and 15.12.2 is a prerequisite as well.*

3.5.6	Health Club	Score (20)
3.5.6.1	Gym of at least 60sqm with a minimum of 6 weight machines, 6 cardio machines, and full range of Free Weights.	10
3.5.6.2	Dedicated water service through carafes or cool water or bottles	2
3.5.6.3	Offer of Fruit (e.g. Apples)	2
3.5.6.4	Induction to new members	2
3.5.6.5	Daily activity classes (e.g. Yoga, Kickboxing)	4

<sup>26</sup> Languages counted in addition to English and Arabic. A Language is counted when this represents the mother tongue of one of the hotel target groups (no one group <5% of total guests) to be verified through Property Management System Data. Automatically accepted are: French, German, Spanish, Dutch, Portuguese, Swedish, Italian, Russian, Mandarin, and Japanese.

### 3.5.7 SWIMMING POOL

Pool facilities must fully comply with the relevant safety measures as stipulated in Mandatory Minimum criterion 1.5.11. These standards may be enhanced from time to time.

3.5.7	Exercise Facilities - Swimming Pool	Score (20)
3.5.7.1	Main swimming pool size exceeds 80 square meters; OR Main swimming pool size exceeds 100 square meters.	6 or 8;
3.5.7.2	Shaded children's pool	2
3.5.7.3	Dedicated pool for ladies	5
3.5.7.4	Both an indoor and an outdoor pool is available	5

### 3.5.8 SPA SERVICES

3.5.8	Spa Facilities	Score (20)
3.5.8.1	Full service spa providing full range of facial and body treatments and massage with at least one full time certified therapist; OR Full service Spa providing the full range of facial, and body treatments and massage, using upmarket spa brands and providing at least two full time certified therapists.	5 7
3.5.8.2	Resting Area with provision of magazines and complimentary drinks	3
3.5.8.3	Jacuzzi or Whirlpool (on site) available for hotel guests. Separate for men and woman	2
3.5.8.4	Sauna or Steam room available for hotel guests. Separate for men and women; OR Sauna and / or Steam room with cold dipping pool or cold shower unit. Separate for men and women.	2 3
3.5.8.5	Healthy Menu in Spa with at least 10 meal options.	2
3.5.8.6	Local Spa product theme throughout the spa.	3

### 3.5.9 BUSINESS FACILITIES & SERVICES

3.5.9	Business Facilities & Services	Score (5)
3.5.9.1	Up to 10 copies or prints are free of charge; above no more than 3x cost	5

### 3.6 FOOD & BEVERAGE

#### 3.6.1 RESTAURANTS

3.6.1	Restaurants	Score 10
3.6.1.1	1 Speciality restaurant in addition to all day dining and coffee shops; OR 2 Speciality restaurants in addition to all day dining and coffee shops.	3; OR 5
3.6.1.1	One restaurant is dedicated to Qatari food and drinks with at least 10 dedicated local dishes on the menu	5

#### 3.6.2 HACCP CERTIFICATION

3.6.2	HACCP Certification	Score (10)
3.6.2.1	The food operation is HACCP certified by an independent external organisation with physical inspection at least annually.	10

### 3.7 STAFF DEVELOPMENT

#### 3.7.1 STAFF TRAINING

*Only formal training is taken into account, opposed to 'on the job' training. Proof for the training activities needs to be available at the HR department, through invoices, training manuals, participation lists, etc.*

3.7.1	Staff Training Hours	Score (20)
3.7.1.1	Training activity of dedicated training per staff per year exceeds 20 hours	4; OR
	Training activity of dedicated training per staff per year exceeds 30 hours	10; OR
	Training activity of dedicated training per staff per year exceeds 60 hours	16; OR
	Training activity of dedicated training per staff per year exceeds 90 hours	20.

#### 3.7.2 QATARISATION AND INCLUSION OF GCC NATIONALS

3.7.2	Staff Development: Qatarisation and inclusion of GCC nationals	Score (20)
3.7.2.1	There is a clear policy in place to attract, develop, and retain Qatari Nationals, individuals born in Qatar, and GCC nationals. There is evidence available that this policy is actively used in the HR function.	10
3.7.2.2	1% of all staff comprises individuals with Qatari Nationality	2
	2% of all staff comprises individuals with Qatari Nationality	4
	3% of all staff comprises individuals with Qatari Nationality	6
	4% of all staff comprises individuals with Qatari Nationality	8
	> 5% of all staff comprises individuals with Qatari Nationality	10

### 3.8 ENVIRONMENTAL SUSTAINABILITY

#### 3.8.1 ENVIRONMENTAL CERTIFICATION

3.8.1	Environmental Certification	Score (20)
3.8.1.1	The hotel has a standard LEED certification or equivalent certification standard of another proven similar agency; OR	5
	The hotel has LEED Silver certification or equivalent certification standard of another proven similar agency; OR	7



	The hotel has LEED Gold certification or equivalent certification standard of another proven similar agency.	10
3.8.1.2	The hotel has an entry-level certification with an internationally recognised sustainability certification organisation <sup>27</sup> ; OR	5
	The hotel has Silver, or 3-4 star, certification with an internationally recognised sustainability certification organisation; OR	7
	The hotel has a Gold or 5 Star certification with an internationally recognised sustainability certification organisation.	10

### 3.8.2 ENERGY SAVING PRACTICES

3.8.2	Energy Saving Practices	Score (20)
3.8.2.1	The hotel maintains centralised records of total energy consumption, including electricity, gas, water, generator fuels, vehicle fuels and any other energy sources that are used for the hotel operation.	2
3.8.2.2	The hotel maintains centralised records of all energy-saving devices across the facilities.	2
3.8.2.3	The hotel maintains centralised records of all chilled water and / or A/C cooling demands.	2
3.8.2.4	The Hotel utilizes energy-saving devices linked to the PMS to maintain optimal energy management	3
3.8.2.5	Hotel maintains centralized records of water consumption by facility / department.	2
3.8.3.6	Hotel maintains centralized records of all water-saving devices across the facilities.	2
3.8.2.7	Hotel maintains its own water-recycling plant and records 'grey water' recycling utilization.	4
3.8.2.8	Hotel water consumption and water-saving policies extend to staff accommodation.	3

### 3.8.3 PROCUREMENT AND GENERAL PRACTICES

3.8.3	Procurement and General Practices	Score (20)
3.8.3.1	Hotel purchasing (including Capex, pre-opening, renovation / replacements) maintains supplier lists, vetting for certified, ethical and renewable-source products.	3
3.8.3.2	Hotel purchasing (operational supplies, including foods, produce and others) maintains supplier lists for certified, ethical and renewable-source products.	4
3.8.3.3	Group purchasing policy blacklists and updates unethical products, endangered or threatened species, and unethical suppliers and sources.	3
3.8.3.4	The Hotel records supplier engagements – shows results to ensure product certification, reductions in waste and packaging and enhance supplier work practices.	3
3.8.3.5	The Hotel logs all staff air travel for business purposes, to be used for its carbon footprint assessment.	2
3.8.3.6	The Hotel publishes its carbon footprint through a reputable assessment system.	5

<sup>27</sup> Recognized organizations are GSAS, Green key, Green Seal, Green Globe, Earth Check and ISO 14001. If a hotel suggests another body, this will be reviewed and added to the list if it complies with international standards.

#### 4. GUEST EXPERIENCE INDEX (GEI)

The following table outlines the minimum GEI scoring requirement for each hotel classification.

**TABLE 5 GEI REQUIREMENTS FOR THE DIFFERENT HOTEL CATEGORIES**

Rating	Minimum Required GEI Score
1 Star Hotels	55%
2 Star Hotels	60%
3 Star Hotels	65%
4 Star Hotels	75%
5 Star Hotels	80%

From table 5 follows that a three star property is expected to be scoring 70% or higher. When this happens over a period exceeding 3 months, the Department will use the dashboard analytics to identify the areas of underperformance and may:

- a. Call the hotelier in to review the issue and agree on a time frame for recovery;
- b. Deploy a mystery shopper who will verify this underperformance in person.

The mystery shopper is only deployed to assess a typical 'complaint' and will not assess the entire hotel operation. When the mystery shopper cannot verify the underperformance, no further action is taken. When the mystery shopper however verifies that there is an obvious underperformance in service delivery in an area of the hotel, this will be taken as a fact. The hotelier will then be called for a meeting with the Department and will be given a time frame to rectify the issue. If the issue is not rectified within the designated time frame, the following actions may be taken:

The hotel's classification will be adjusted as per the GEI score if this is lower than the required score. In the case of a one star hotel, this may mean that the hotel license is revoked in its entirety. If the issue is related to violations, the operating license may be revoked in its entirety. The following example outlines this process:

*Example*

*A three star hotel has been scoring a GEI of 58%, 55%, and 59% for the last 3 months. The online reputation tool further indicates that guests complain about the rooms being very dirty and noise levels in the night. After staying at the hotel the mystery shopper confirms in the report that the cleanliness is below standard and that there is too much noise in the night. The Tourism Sector now invites the hotelier for a meeting during which the findings are presented and a solution is explored. The hotelier indicates that a new Executive Housekeeper has just been employed and that this should increase the housekeeping standards strongly. The discussion further results in a commitment from the hotelier to minimise the noise from the F&B areas closing said departments earlier and limiting the volume of music. This means that after three months the GEI of the hotel should be back to their minimum levels. If this is not the case, the hotel rating will be adjusted to a classification that aligns with the actual GEI, which in this example would be a one star rating. If the complaints of noise continue, the department may decide to revoke the hotel license in its entirety.*

## 5. PRODUCT DESIGNATORS

This chapter presents the criteria on 11 product designators. Each designator is presented as per the following structure:

### *DEFINITION*

A brief summary of what the designator represents.

### *COMMITMENT TO THE GUEST*

What promises will be communicated to visitors?

### *MINIMUM CRITERIA FOR DESIGNATOR*

What criteria have to be fulfilled for each respective classification to obtain the designator?

### *PERMITTED EXEMPTIONS FOR DESIGNATOR*

Any possible exemptions to the Minimum Mandatory criteria of the hotel classification system when a hotel is awarded this designator are presented here.

The following Designators apply in the State of Qatar:

<b>Designator</b>	<b>Available for Categories</b>
<b>1) Airport Hotel Designator</b>	1-5 Star
<b>2) Beach Hotel Designator</b>	4-5 Star
<b>3) Boutique Hotel Designator</b>	4-5 Star
<b>4) Business Hotel Designator</b>	3-5 Star
<b>5) City Hotel Designator</b>	1-5 Star
<b>6) Convention Hotel Designator</b>	4-5 Star
<b>7) Family Hotel Designator</b>	3-5 Star
<b>8) Resort Hotel Designator</b>	4-5 Star
<b>9) Hotel Apartment Designator</b>	1-5 Star
<b>10) Heritage Hotel Designator</b>	1-5 Star
<b>11) Wellness Hotel Designator</b>	4-5 Star
<b>12) Sport Hotel Designator</b>	4-5 Star
<b>13) Super Luxury Designator</b>	5 Star
<b>14) FIFA 2022 World Cup Designator</b>	4-5 Star

## 5.1 AIRPORT HOTEL DESIGNATOR

### DEFINITION

An Airport hotel is located at the airport or within a 10 km radius of the airport and provides unique services to make air travel more convenient.

### COMMITMENT TO GUESTS

*When booking an airport hotel, guests may expect:*

- An easy and quick transfer from the flight to the hotel.
- Express check-in and check-out services at the hotel.
- Availability of 24-hour housekeeping, food and beverage, and other leisure services.
- The availability of flight information in the hotel as well as the option to check in at the hotel.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*	2*	1*
<b>5.1.1 General</b>					
5.1.1.1 Location	The hotel is situated at the airport or within a 10 km radius of the airport. For hotels situated at the airport, discretion may be used for smaller room sizes to accommodate unique hotel concepts.				
<b>5.1.3. Guest Room</b>					
5.1.3.1 Soundproofing	Sound Transmission Class (STC) of Guestrooms is rated 60 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 50 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 45 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 40 or higher for airplane noise and 24 hour guest traffic.	
5.1.3.2 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.				
5.1.3.3 Housekeeping	Housekeeping services are available 24 hours.			-	-
5.1.3.4 Laundry Service	3 Hours express service available 24 hours.			-	-
5.1.3.5 Luggage Weighing Equipment	Luggage weighing equipment provided in the room.			Luggage weighing equipment provided on request.	
<b>5.1.6 Guest Services and Amenities</b>					
5.1.6.1 Transport Service	If not situated at the airport, there is transport provided as per a schedule that is available at the reception, in the room, and on the hotel's website. The schedule indicates: <ol style="list-style-type: none"> <li>Timings for pick up and drop off both to and from the airport;</li> <li>Description of the vehicles used; and</li> <li>Designated pick up and drop off areas.</li> </ol>				
5.1.6.2 Vehicles for Transport	Transport by luxury car.	Transport by luxury shuttle bus.	Transport by shuttle bus		
5.1.6.3 Welcome	Hot or cold towels and welcome drink available on arrival		-	-	-
5.1.6.4 Check-in and Check-out times	Check-in and check out times can be adjusted to offer to facilitate stopover travellers.				

Criteria	5*	4*	3*	2*	1*
5.1.6.5 Check In process	Check in within 5 minutes from arrival.			Check in within 10 minutes from arrival.	
5.1.6.6 Porter Service	Porter service available 24 hours.				
5.1.6.7 Provision of Flight Departure Times	Screen with live departure times clearly visible in the lobby. Same screen available on the television in the room.			Screen with live departure times clearly visible in the lobby.	
5.1.6.8 Flight Check in Facilities	The hotel provides check in facilities, either through and printing dedicated terminals, or through sufficient computers facilities and printers available so that guests can check in and print their boarding cards.				
5.1.6.9 Health Club	Fully Equipped Gym opened 24 Hours. May be unstaffed from 11:00 PM – 06:00 AM.			-	-
<b>5.1.7 Food &amp; Beverages</b>					
5.1.7.1 Beverages and Snacks	Coffee Shop providing beverages and snacks open 24 hours.		Beverages and snacks sold 24 hours on the property.		
5.1.7.2 Restaurant	Restaurant open 24 hours per day	Restaurant open 18 hours per day.		-	-

#### PERMITTED EXCLUSIONS OF DESIGNATOR

Hotels situated at the airport terminal may be exempted of the following Minimum Mandatory criteria:

- |   |
|---|
| 1.3.2 Room Size, given unique hospitality concepts.   |
| 1.3.16.1 Wardrobe or closet may be smaller with only two coat hangers per occupant in the room. |

## 5.2 BEACH HOTEL DESIGNATOR

### DEFINITION

A beach hotel is situated at a beach and provides beach related leisure facilities and services.

### COMMITMENT TO GUESTS

*When booking a beach hotel, guests may expect:*

- a) Direct access to a well-kept beach.
- b) A range of leisure facilities and services on the beach and in the hotel enhance the beach experience.

Criteria	5 Star	4 Star
<b>5.2.1 General</b>		
5.2.1.1 Location	The hotel is located at the beachfront providing guests' direct access to the beach without having to leave the hotel premises.	
5.2.1.2 Beach Presentation	Beach to be clean and raked by sunrise and have a buoy line 90 meter from the beach.	
<b>5.2.3 Guest Room</b>		
5.2.3.1 Clothes Line	All rooms are provided with a retractable clothesline above the bath or in the shower area, or an alternative arrangement to dry swimwear.	
<b>5.2.6 Guest Services and Amenities</b>		
5.2.6.1 Transport to Beach	If the walking distance from the hotel to the beach is more than 800 meters, the hotel is required to provide transport that may be in golf cart like vehicles.	
5.2.6.2 Retail of Beach Amenities	A retail outlet selling beach amenities such as swimming goggles, snorkels, sunscreen, sunhats, etc.	
5.2.6.3 Beach Activities	A minimum of five supervised beach/ water based activities available such as fishing, banana boat, water skiing, snorkelling, and beach volleyball.	A minimum of three supervised beach/ water based activities available such as fishing, banana boat, water skiing, snorkelling, and beach volleyball.
5.2.6.4 Leisure Desk	A dedicated area is provided to inform guests on beach activities and take bookings for beach activities. This may be incorporated with the guest relation or concierge desk.	
5.2.6.5 Privacy	The hotel ensures that guests can enjoy privacy and that the flow of beach guests does not offend other guests to the hotel.	
5.2.6.6 Beach Furniture	Beach areas well furnished with sun beds with removable cushions, and umbrellas, to accommodate at least 80% of rooms available from 8:00 – 18:00 daily.	
5.2.6.7 Beach Towels	Beach towels are available for all hotel guests from 8:00 to 18:00 daily.	
5.2.6.8 Showers	Showers are provided for at the beach areas.	
<b>5.2.7 Food &amp; Beverages</b>		
5.2.7.1 Beach Bar & Restaurant <sup>28</sup>	The beach area provides a beach bar and restaurant open for at least 10 hours per day.	The beach area provides a beach bar and restaurant, open for at least 8 hours per day.
5.2.7.2 F&B Service on the Beach	F&B Service is provided to hotel guests on the beach.	

<sup>28</sup> If local regulations prohibit a restaurant on or close to the beach, the hotel should provide evidence thereof and indicate how it provides an alternative facility to its guests within the realm of legal possibilities.

5.2.7.3 Complimentary items	Complimentary bottled water and cold towels provided to hotel guests at the beach area.	Complimentary bottled water is provided at the beach area to hotel guests.
<b>5.2.8 Staff</b>		
5.2.8.1 Staff Uniforms	Staff in the leisure and beach areas are not be overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.	

#### PERMITTED EXCLUSIONS OF DESIGNATOR

The 'Beach' designator does not exclude the hotel from any Minimum Mandatory Criteria.

#### EXTRA SCORING POINTS FOR DESIGNATOR

The 'Beach' designator allows hotels to obtain additional bonus points as follows:

3.5.10	SCORING STANDARDS FOR BEACH DESIGNATOR	Score (10)
3.5.10.1	Dedicated beach area for ladies with access control	10
3.5.10.2	Beach access is limited to hotel guests and spa members (no day visitors)	10

## 5.3 BOUTIQUE HOTEL DESIGNATOR

### DEFINITION

A Boutique hotel is a small hotel with a maximum of 60 rooms that provides a unique guest experience through high levels of personalised service and a unique decor throughout the hotel.

### COMMITMENT TO GUESTS

*At a boutique hotel, guests may expect:*

- a) A unique and luxurious design.
- b) Highly personalised services throughout.
- c) An intimate and private environment.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.3.1 General</b>		
5.3.1.1 Design & Decor	Unique and luxurious design and decor, providing an environment that is different from contemporary 5 star hotels.	Unique and luxurious design and decor, providing an environment that is different from contemporary 4 star hotels.
5.3.1.2 Privacy	All areas of the hotel provide privacy and a home-like feel.	
5.3.1.3 Location & Setting	The hotel is located in a unique location or setting.	
5.3.1.4 Number of Rooms	The hotel has a maximum of 60 rooms.	
<b>5.3.3 Guest Room</b>		
5.3.3.1 Room Size	Minimum room size 42m <sup>2</sup> Minimum suite size 65m <sup>2</sup>	Minimum room size 36m <sup>2</sup> Minimum suite size 55m <sup>2</sup>
5.3.3.2 Guest Room Decor	Guest rooms provide a unique and luxurious decor that is followed through into all details.	
5.3.3.3 Bed	All beds provided are king size: 200cm x 200cm of the highest quality.	
<b>5.3.4 Guest Bathroom</b>		
5.3.4.1 Bath and Shower	All guest bathrooms provide a bath of at least 80cm width and a walk in shower of at least 100cm x 100cm in a unique and luxurious design.	
5.3.4.2 Bathroom Amenities	Full score of at least 20 points on amenities hotel Rating criterion.	Score of at least 15 points on amenities hotel Rating criterion
<b>5.3.6 Guest Services &amp; Amenities</b>		
5.3.6.1 Transport	Transport by own limousines.	
5.3.6.2 Personalised Guest Services	Guest services are personalised to the guest with one direct dial number for all services from the room and a one stop shop guest service counter at the front desk providing all possible services required for the rating category. Guest is addressed by name most of the time.	
5.3.6.3 Ironing and Shoe Polish Service	Immediate service with the respective item returned within 30 minutes.	Immediate service with the respective item returned within 60 minutes.
<b>5.3.7 Food &amp; Beverages</b>		
5.3.7.1 Restaurant	Fine dining restaurant with ability for tailoring menus.	
5.3.7.2 All day dining	One restaurant / cafe for all day dining.	
5.3.7.3 Room Service	Room Service provided 24 hours	



5.3.7.4 Private Dining	Possibility for private dining.	-
<b>5.3.8 Staff</b>		
5.3.8.1 Staff – Guest Ratio	Staff – Guest Ratio of at least 1:1	

#### PERMITTED EXCLUSIONS OF DESIGNATOR

The Boutique Designator provides the following exclusions:

Criteria #	Exemption
1.1.3.5	Special needs parking 1 per 25 units with a minimum of 1.
1.2.10.1	No prayer room required for boutique hotels. Information on nearby Mosques should be available at the reception / guest relations as an alternative.
1.3.6.1	Only 1 room required for Special Needs Guests.
1.5.11	Swimming Pool not required - if a pool is offered, all requirements of 1.5.11 must be fulfilled.
1.5.13	Spa facility on site not required - if a spa is offered, all requirements of 1.5.13 must be fulfilled.
1.5.16	No dedicated meeting / conference room is required for boutique hotels.
1.5.17	Conference equipment is only required if the boutique hotel has meeting / conference rooms.
1.6.1	Only one on-site restaurant required.

#### EXTRA SCORING POINTS FOR DESIGNATOR

The boutique designator allows hotels to obtain additional bonus points as follows:

3.5.11	SCORING STANDARDS FOR DESIGNATOR	Score (20)
3.5.11.1	Swimming Pool on site as per all criteria under 1.5.11	10
3.5.11.2	Spa on site as per all criteria under 1.5.13	10

## 5.4 BUSINESS HOTEL DESIGNATOR

### DEFINITION

A Business Hotel provides unique services and facilities for today's business traveller.

### COMMITMENT TO GUESTS

#### *At a Business hotel, Guests may expect:*

1. Express Front Desk, Housekeeping, and Food and Beverage Services.
2. Sufficient working space in the rooms, a fully-fledged business centre, and a business lounge accessible to all guests.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*
<b>5.4.3 Guest Room</b>			
5.4.3.1 Working Space	1m <sup>2</sup> of clear working space available in the room.		
5.4.3.2 Desk light	Separate lighting for the work desk.		
<b>5.4.6 Guest Services and Amenities</b>			
5.4.6.1 Check In Time	Express check in with no more than an average of 3 minutes waiting time and 3 minutes in-process time.	No more than an average of 5 minutes waiting time and 5 minutes in-process time.	
5.4.6.2 Business Centre	The hotel scores full points on scoring criteria 3.6.13.		
5.4.6.3 Business Lounge	A dedicated lounge with comfortable and functional furniture, computer equipment, and food and beverage services for meetings, working and socialising.		
5.4.6.5 Meeting Rooms	At least one meeting room of 20m <sup>2</sup> seating a minimum of 8 people per every 30 rooms.		
5.4.6.6 Daily Newspaper	At least 5 daily newspapers available in the breakfast area and lobby.		
5.4.6.7 Newspaper delivered to room.	Daily newspaper of choice delivered to the room before 07:00 with a choice of 4 different newspapers (English and Arabic).	Daily newspaper of choice delivered to the room before 07:00 with a choice of 2 different newspapers (English and Arabic).	-
5.4.6.8 Express Laundry Valet, and Pressing	Express laundry and pressing service (3 hours) available 24 hours.	Express laundry and pressing service (3 hours) available from 8:00 -17:00.	
<b>5.4.7 Food &amp; Beverage</b>			
5.4.7.1 Early Breakfast	An early breakfast from 06.00, with a "grab and go", option.		
5.4.7.2 All day dining	An all day dining restaurant with a selection of 'quick' dishes for guests that have limited time at their disposal. Alternatively a buffet would provide a 'quick' dining option.		

### PERMITTED EXEMPTIONS OF DESIGNATOR

This designator does not allow exemptions.

## 5.5 CITY HOTEL DESIGNATOR

### DEFINITION

A City Hotel is located in a city centre with good transport facilitation and city information.

### COMMITMENT TO GUESTS

**At a City hotel, Guests may expect:**

- a) A location in the city centre
- b) An efficient and reliable transport, valet and parking system for accessibility.
- c) Detailed information of the city centre as well as complimentary *city maps*.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*	2*	1*
<b>5.5.1 General</b>					
5.5.1.1 Location	The hotel is located in the city centre within the oval as indicated on the map below.  MAP OF DOHA CITY CENTRE TO BE INSERTED HERE				
<b>5.5.6 Guest Service and Amenities</b>					
5.5.6.1 Transport	The hotel has the following systems in place to facilitate accessibility: 1. Valet parking for all guests; and 2. Direct availability of taxis is organised by the hotel.				
5.5.6.2 City Information	The hotel has detailed information available about the city and a city map is freely available at reception.				
5.5.6.3	City Tours can be booked in the hotel through a licensed Inbound Tour Operator.				

### PERMITTED EXEMPTIONS OF DESIGNATOR

This designator does not allow exemptions.

## 5.6 CONVENTION HOTEL DESIGNATOR

### DEFINITION

A convention hotel is a MICE hotel, equipped to hold large MICE conventions on site, providing unique facilities and services to host, accommodate, and provide services to convention visitors. Alternatively, the hotel is connected to a convention centre.

### COMMITMENT TO GUESTS

#### **At a Convention hotel, Guests may expect:**

- A one-stop shop centralised reservation department to facilitate the organisation of a conference, or event.
- A wide selection of professional conference facilities ranging from 10 to 1000 delegates, with breakaway rooms and state of the art conference equipment and wireless Internet.
- Dedicated facilities and services for delegates arriving and departing on flights.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.3.1 General</b>		
5.6.1.1 Location	The hotel is situated in an area that is conducive to being able to accommodate the maximum of their delegate capacity, providing sufficient parking space and accessibility for buses.	
<b>5.6.2 Building, Safety Security &amp; Access</b>		
5.6.2.1 Convention Centre Accessibility	<p>The hotel features a dedicated convention area that provides:</p> <ol style="list-style-type: none"> <li>A separate driveway for guests arriving by car or bus.</li> <li>Dedicated parking for at least 10 buses (may be off site).</li> <li>A separate reception area that allows for the welcoming of large groups (up to 500 delegates minimum).</li> </ol> <p>The convention centre is accessible through the hotel for delegates that stay in the hotel.</p>	
5.6.2.2 Convention Centre Venues	<p>The hotel or its adjoining convention centre provides the following venues, all soundproofed and equipped with air conditioning and lighting suitable for their purpose and number of delegates:</p> <ol style="list-style-type: none"> <li>A conference room with at least 1000sqm of floor space.</li> <li>A second conference room with at least 500sqm of floor space.</li> <li>At least 5 'break-out' rooms with at least 30sqm of floor space each.</li> </ol> <p>A conference organising office of at least 20sqm with dedicated facilities</p>	
5.6.2.3 Access Security <sup>29</sup>	The convention centre can provide the highest levels of access security.	The convention centre can provide high levels of access security.
5.6.2.4 Convention Centre Facilities	<p>The convention area provides the following equipment and facilities:</p> <ol style="list-style-type: none"> <li>Telephone and Video conferencing equipment</li> <li>Equipment for presenters (e.g. felt pens, laser lights etc)</li> <li>Lectern / Speaker's Desk</li> <li>Stage</li> <li>Audio and PA equipment suitable to the venue.</li> <li>Wireless Headsets and microphones.</li> <li>Projectors and screens suitable to the venue.</li> <li>Flip charts and portable projectors.</li> <li>Laptops and PCs for presentations.</li> <li>Writing board e.g. a white board</li> <li>Universal adaptors, and extension cables</li> </ol>	

<sup>29</sup> A letter of compliance from the CID is required to this extend to confirm the access security level of the convention centre.

Criteria	5 Star	4 Star
	l) High volume Colour copying and printing equipment. m) Translation facilities: Translator booth for translator and headphones for delegates.	
5.6.2.5 Convention Centre Services	The convention area provides the following services: a) Secretarial Services: typing, binding, laminating, copying, etc. b) Professional Translator services.	
5.6.2.6 Accessibility for special needs guests	At least two meeting areas are located on an accessibility route and are accessible with one accessible seating space per 30 seats with a minimum of 5 person: <u>Fixed seats:</u> 1. Near corridor 2. Seating 43cm - 45cm height 3. Back is 45cm wide and 100cm high. 4. Opening at back of chair max 5x6cm <u>Wheelchair spaces:</u> 1. Near corridor 2. Placed in the first 3 rows no further than 15m from presenter. 3. If placed in tiers, then protected by bottom-closed flaring or grab rails. 4. Area per wheelchair 90 x 150cm	
5.6.3.7 Delivery Entrance	Separate entrance and exit doors to kitchens for food delivery and waste.	
<b>5.6.3 Guest room</b>		
5.6.3.1 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.	
<b>5.6.6 Guest Services and Amenities</b>		
5.6.6.1 Arrival	The respective arrival areas are equipped and staffed to deal with high volume groups arriving simultaneously.	
<b>5.6.7 Food &amp; Beverage</b>		
5.6.7.1 Restaurants	Restaurants and kitchens are equipped to serve large numbers of guests simultaneously.	
<b>5.6.8 Staffing</b>		
5.6.8.1 Convention Centre Staff	Dedicated convention centre staff including staff specialised in events management, ICT, and dealing with VIP guests.	
5.5.8.2 Security Staff	Security staff is trained and equipped to secure high profile events and deal with large numbers of people.	

## 5.7 FAMILY HOTEL DESIGNATOR

### DEFINITION

A Family Hotel is specifically directed to family groups travelling together on holiday. The hotel may be based on a myriad of designs but with one common purpose; family accommodation and entertainment.

### COMMITMENT TO GUESTS

#### **At a Family Hotel, Guests may expect:**

- a) A safe and relaxed environment with little rigidity in rules and requirements for children.
- b) Facilities and services designed for family entertainment.
- c) Professional childcare and children's activities.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*
<b>5.7.1 General</b>			
5.7.1.1 Location	The hotel is situated in an area that is conducive and aimed at purely the family market.		
5.7.1.2 Alcohol & Smoking policy	The hotel has a clear policy to restrict distribution of alcohol and smoking to ensure that children and families are not disturbed by the consumption of alcohol or related entertainment.		
<b>5.7.2 Building, Safety, Security and Access</b>			
5.7.2.1 Access Security	The hotel provides high levels of access security so that children cannot wonder outside through staff at exits. Hotel floors are only accessible for hotel guests and dedicated family floors with only family access.		
<b>5.7.3 Guest room</b>			
5.7.3.1 Family Rooms	At least 30% of rooms are suitable for families, sleeping 3 or 4, either through larger sizes, or by interleading options. Minimum size is 40sqm.		
5.7.3.2 Nanny Room	Families with a Nanny can get special offer for Nanny room.		
5.7.3.3 Television	At least five designated children's channels are available in the room. Priority to Qatar based channels.		
<b>5.7.4 Guest Bathroom</b>			
5.7.4.1 Bath	All family rooms have a bath.		
5.7.4.2 Baby Bath	Baby baths are available on request.		
5.7.4.3 Bathroom Amenities	Child friendly shampoo and bath soap is available on request. This is clearly communicated to the guest.		
<b>5.7.6 Guest Services and Amenities</b>			
5.7.5.1 Baby Sitting	Female baby-sitting service (in room) is available.		
5.7.6.2 Welcome gift	The hotel supplies a welcome gift for all children in the form of a colouring in book or a toy etc. Inspired by Qatari culture.		
5.7.6.3 Room Drop / Turn Down	Daily unique room drop for kids.	-	-
5.7.6.4 Security Staff	Security staff is trained and equipped to ensure the safety of families and are dressed and act in their positions rather as Public Relations Personnel than security personnel.		

Criteria	5*	4*	3*
5.7.6.5 Children s' Club	A day Kiddies Club that offers a full day entertainment and Edutainment program. Open a minimum of 8 hours.		
5.7.6.6 Swimming Pools	A dedicated children's pool is available.		
5.7.6.7 Pool Toys	A wide range of children's pool toys is available at the pool.		
5.7.6.8 Pharmacist & Doctor	A doctor and pharmacist are on call 24 hours.		
5.7.6.9 Hotel Shop	A Pharmacy type shop on the complex that will typically supply articles required by younger Guests such as milk, milk bottles, "beach" wear, health snacks, over-the-counter medications, prescribed medicines, pre-pared bottled baby food, disposable nappies, sun screen creams and powders etc.		-
<b>5.7.7 Food &amp; Beverages</b>			
5.7.7.1 Children's Menu	The hotel has a dedicated children's menu with at least 10 options for children, including healthy options.		-
5.7.7.2 Children's Meal Entertainment	During meal times, staff is available to assist with children's eating as well as entertainment as parents finish their meal.		-
<b>5.7.8 Staff</b>			
5.7.8.1 Care & Baby Sitting Staff	All staff that cares for or provides entertainment for children are First Aid trained specifically for children.		
5.7.8.2 Language	The four most prevalent languages related to the target groups of the hotel are spoken by staff that looks after children.		

#### PERMITTED EXEMPTIONS OF DESIGNATOR

This designator does not allow exemptions.

## 5.8 RESORT HOTEL DESIGNATOR

### DEFINITION

A resort hotel provides a relaxing destination experience to its guests through its large grounds and wide range of amenities, services and entertainment offered.

### COMMITMENT TO GUESTS

*At a resort hotel, guests may expect:*

- a) A destination experience focussed on relaxation.
- b) A wide range of leisure and entertainment facilities and services for all.
- c) A spacious and safe environment.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.8.2 Building – Safety, Security &amp; Access</b>		
5.8.2.1 Hotel Grounds	The hotel is situated in fully enclosed gardens or a natural desert environment for the exclusive use of guests of the resort.	
<b>5.8.3 Guest Rooms</b>		
5.8.3.1 Minimum Room Size	Standard 40m <sup>2</sup>	Standard 35m <sup>2</sup>
<b>5.8.6 Guest Services</b>		
5.8.6.1 Leisure Activities	At least 4 activities that can be booked in advance.	At least 3 activities that can be booked in advance.
5.8.6.2 Booking of Leisure Activities	A guest can easily book leisure activities through, for instance, a leisure desk.	
5.8.6.3 Pool Size	Pool sizes add up to at least 1,5m <sup>2</sup> per guest unit with a minimum size of 150 m <sup>2</sup> .	
5.8.6.4 Showers	Showers are provided for at all pool and beach areas and provide sufficient privacy.	
5.8.6.5 Pool and beach furniture	Pool and beach areas are well furnished with sun beds with removable cushions, tables, and umbrellas, to accommodate at least 80% of rooms.	
5.8.6.6 Towels	At least two beach towels per guest provided in beach/pool areas.	At least one beach towel per guest provided in beach/pool areas.
5.8.6.7 Transport	If distances on the property exceed 500m, transport is provided.	
<b>5.8.7 Food &amp; Beverage</b>		
5.8.7.1 Pool / Beach Restaurants	The pool / beach areas provides a bar and restaurant open for at least 8 hours per day.	
5.8.7.2 F&B Service	Food and Beverage Service is provided to all sun beds. There should be a quick and easy method to call for service.	
<b>5.8.8 Staff</b>		
5.10.8.1 Staff Dress code	Staff in the leisure and beach areas are not be overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.	

### PERMITTED EXEMPTIONS OF DESIGNATOR

This designator does not allow exemptions.



## 5.9 HOTEL APARTMENT DESIGNATOR

### DEFINITION

An apartment hotel provides apartments with the full hotel experience providing the space, privacy and facilities of an apartment with the services and standards of a hotel.

### COMMITMENT TO GUESTS

*At an apartment hotel, guests may expect:*

- e) Additional space and privacy by the provision of spacious units with a separated bedroom and living area.
- f) The comprehensive range of facilities and services of the respective hotel category.
- g) Additional services and facilities to accommodate a longer stay.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*	2*	1*
<b>5.9.1 General</b>					
5.9.1.1 Parking	1 parking per 2 units		1 parking space per 3 units		
5.9.1.2 Lobby Size	Lobby size at least 50sqm		Lobby size at least 30 sqm		
<b>5.9.3 Guest Units</b>					
5.9.3.1 Unit Layout	<b>Studios: A single room with a combined living/sleeping space, plus a bathroom and a kitchenette. (please refer to criteria 1.3.2.1 of this manual for room size)</b>				
	Multiple Rooms: Each unit consists of at least one living area and one bedroom separated by a door. The kitchen may be integrated with the living room or be a separate room. Each bedroom is to fulfil the requirements of a normal hotel guest room.				
	<b>Tourist Villas/Chalets: consist of one or multiple bedrooms with one or more story, offering outdoor and recreational area. Same "Multiple Rooms" requirements apply to Tourist Villas.</b>				
5.9.3.2 Minimum Living Room Size <sup>30</sup>	At least 30m <sup>2</sup>	At least 20m <sup>2</sup>	At least 17m <sup>2</sup>		
5.9.3.3 Minimum Bedroom Size <sup>31</sup>	At least 20m <sup>2</sup>	At least 15m <sup>2</sup>	At least 15 m <sup>2</sup>		
5.9.3.4 Minimum Bathroom Size <sup>32</sup>	At least 6m <sup>2</sup>	At least 5m <sup>2</sup>	At least 4 m <sup>2</sup>		
5.9.3.5 Minimum kitchen size	At least 6m <sup>2</sup> , providing sufficient work space to cook for all occupants of the unit				
5.9.3.6 Furnishings	Each unit is furnished so that all occupants of the units can sit comfortably on a coach or armchair. Coffee and corner tables support this seating arrangement.				
5.9.3.7 Seating	The unit is equipped with a dinner table suitable to the number of occupants of the unit.				

<sup>30</sup> not applicable for hotels that received building permits before 01/01/2016 (please refer to Appendix 2)

<sup>31</sup> not applicable for hotels that received building permits before 01/01/2016 (please refer to Appendix 2)

<sup>32</sup> not applicable for hotels that received building permits before 01/01/2016 (please refer to Appendix 2)

5.9.3.8 Iron and ironing board	Iron and ironing board available in the unit.	Iron and ironing board available on request.		
5.9.3.9 Washing Machine and Dryer	Automatic washing machine with built in dryer in kitchen, or separate dryer available.	Automatic Washing Machine and drying rack.	Automatic, or Twin Tub washing machine and drying rack.	
5.9.3.10 Fridge	Under unit refrigerator, larger than a minibar fridge, minimum size; width 61cm, height 86cm, 166 L	Under unit refrigerator, larger than a minibar fridge, minimum size; width 43cm, height 48cm, 51L		
5.9.3.11 Kitchen Equipment	<p><i>The kitchen is equipped with the following:</i></p> <ul style="list-style-type: none"> <li>a) Ventilation system</li> <li>b) Sink with mixer tap with hot and cold running water.</li> <li>c) Induction Electric cooker (minimum 2 burners).</li> <li>d) Oven</li> <li>e) Microwave</li> <li>f) Fire extinguisher suitable for kitchen fires (non-water extinguisher).</li> <li>g) Fire Blanket.</li> <li>h) Adequate-sized hygienic work surface or countertop made with a non-porous material that should be clean and in a good state of repair.</li> <li>i) Adequate storage space for crockery, cutlery and other kitchen equipment, in a good state of repair and that can be wiped clean.</li> <li>j) Covered garbage bin with a garbage bag liner (fire proof).</li> </ul>			
5.9.3.12 Cooking Equipment and Utensils	<p>The kitchen is equipped with the following cooking equipment and utensils:</p> <ul style="list-style-type: none"> <li>a) Written lists for guests itemizing all of the kitchen equipment, utensils, crockery and cutlery provided by the hotel apartment.</li> <li>b) Assortment of pots, pans and baking dishes (saucepans of varying sizes, frying pan, casserole dish and oven roasting pan) that are clean, in a good state of repair and of a quality that meets the end users requirement.</li> <li>c) Assortment of cooking utensils (including can opener, corkscrew/bottle opener, colander / sieve, cutting board, grater, kitchen scissors, ladle, measuring cups and spoons, mixing bowl, mixing spoon, oven mitt, sharp knives for cutting meat, vegetables, slotted draining spoon and whisk).</li> <li>d) Coffee and tea making equipment.</li> <li>e) Toaster</li> <li>f) Condiment set (salt/pepper and sugar bowl with sugar in individual packages).</li> </ul>			
5.9.3.13 Crockery and Cutlery	<p>All crockery &amp; cutlery must be of a sufficient quantity to meet the requirements of the maximum number of guests that can be accommodated in the apartment. All items should be clean in a good state of repair, fit with the décor of the apartment and be suitable for the end users' needs:</p> <ul style="list-style-type: none"> <li>a) Plates (large &amp; small).</li> <li>b) Bowls (assorted sizes).</li> <li>c) Drinking tumbler, glasses or mugs.</li> <li>d) Table knives.</li> <li>e) Dessert Spoons and Tea Spoons.</li> <li>f) Forks of different sizes.</li> <li>g) Table Cloth or one place mat per person.</li> </ul>			
5.9.3.14 Cleaning Equipment	<ul style="list-style-type: none"> <li>a) Dish drying rack</li> <li>b) Dish sponge or brush</li> <li>c) Dishwashing liquid</li> <li>d) Dishtowels</li> </ul>			
5.9.3.14 Dishwasher	Dishwasher is available.	-	-	-
5.9.3.15	Coffee Machine is available			
<b>5.9.6 Services</b>				

5.9.6.1 Services and Amenities	Grocery shopping service <sup>33</sup> available.	-	-	-	-
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#### PERMITTED EXCLUSIONS MINIMUM MANDATORY CRITERIA OF DESIGNATOR

The 'Apartment' designator is permitted the following exclusions:

1. 1.1.1.7: Long Stay conditions for hotel apartments are as follows: 30% of the apartment inventory is to be offered on a daily or weekly basis, with a maximum of 40% of inventory sold on a long term basis; i.e. (6 – 12 months). Hotels with Hotel Apartment component: The apartment inventory follows the same room-sales allocation as for Hotel Apartment Designators. The hotel room component of these properties must offer 80% of their rooms on a daily or weekly basis.
2. 1.3.3: Bathroom Sizes applies only in the form of criterion 5.11.4 of the designator.
3. Normal cleaning services as per 1.3.7.1, 1.3.7.2, 1.3.7.3, 1.4.1.1, and 1.4.1.2 prevail, unless the guest indicates to not desire such due to privacy or when a long stay contract stipulates differently, taking into account the long stay conditions stipulated under 1.1.1.7.
4. 1.3.7.5 regarding Turn Down service does not apply.
5. 1.3.10.2 and 1.3.10.3 regarding a Desk and Desk Lamp do not apply to each guest room, but to each unit (apartment).
6. 1.3.11.1 (Seating) applies only in the form of criterion 5.9.3.6 of the Designator.
7. 1.3.13.1 and 3.1.3.2 apply only to the entry door to the apartment and not to interleading doors.
8. 1.5.16 / 1.6 .17 1.5.16 No dedicated conference room is required for hotel apartments.
9. 1.6.1.2: No speciality Restaurants are required.
10. 1.5.13.1 SPA facilities: hotel apartments may provide wet and/or dry services while complying with the rest of the requirements mentioned for this criteria.

<sup>33</sup> Grocery Shopping Service refers to the service by which the guest, within a time frame before arrival, can chose from a predefined list what items should be stocked in the kitchen upon arrival.

## 5.10 HERITAGE HOTEL DESIGNATOR

### DEFINITION

A hotel of which the architecture and design realistically reflects Qatar's culture and heritage. This is complemented by services that express Qatar's culture and heritage.

### COMMITMENT TO GUESTS

#### *At a Heritage hotel, Guests may expect:*

- An Arabic architectural style synonymous to traditional tented accommodation or ancient buildings.
- The interior design reflects Arabic expression either modern or ancient.
- A hotel experience that provides an experience of Arabic culture and heritage.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5*	4*	3*	2*	1*
<b>5.10.1 General</b>					
5.10.1.1 Location and building	The hotel is situated in or at a heritage site, or its construction is so authentic that it re-enacts the building style of the past realistically.				
5.10.1.2 Conservation	The hotel is actively involved in conservation in its direct vicinity and communicates these efforts through its PR,				
5.10.1.3 Architecture & Interior Design	The architecture and interior design creates a typical Arabic environment.				
<b>5.10.2. Public Areas</b>					
5.10.1.1 Library	The lobby or other public areas provide a substantial amount of reading and/ or digital materials on the Qatar's culture and heritage.				
<b>5.10.3. Guest room</b>					
5.10.3.1 Decor	The room décor reflects the cultural heritage of Qatar.				
<b>5.10.6. Service and Amenities</b>					
5.10.6.1 Tours	The hotel provides tours to historical sites and different museum, including entry passes.				
5.10.6.2 Leisure Activities	4 Activities such as Camel Riding, Falconry, Horse Riding, Desert safaris, Hiking and Photographic excursions and some other activities synonymous with the area.			2 Activities such as Camel Riding, Falconry, Horse Riding, Desert safaris, Hiking and Photographic excursions and some other activities synonymous with the area.	
5.10.6.3 Hotel Shop	The hotel shop provides a range of authentic Arabian offerings.				
5.10.6.4 Check In	A culturally suitable welcome drink and snack is offered upon check in.				
5.10.6.5 Music	Traditional background music and entertainment celebrates Arabic Heritage.				
<b>5.10.7. Food &amp; Beverage</b>					
5.10.7.1 Arabian Food	The main restaurant's menu includes traditional Arabian fare				
5.10.7.2 Arabian Restaurant	One dedicated restaurant offers an upmarket authentic Arabian restaurant featuring typical Arabian dishes.			-	-
<b>5.10.8. Staffing</b>					
5.10.8.1 Training	Guest contact Staff has received advanced training in Arabian Culture and Qatari heritage. Evidence of such training is available.				

### PERMITTED EXEMPTIONS OF DESIGNATOR:

This designator does not allow exemptions.

## 5.11 WELLNESS HOTEL DESIGNATOR

### DEFINITION

A hotel that provides a holistic wellness experience through a range of health and fitness treatments and dedicated health programmes supported by cuisine and facilities.

### COMMITMENT TO GUESTS

#### **At a Wellness hotel, Guests may expect:**

- a) A specialised range of programs and facilities to promote health, well-being and support for life style improvement provided by certified professionals.
- b) A hotel experience that provides an experience of Arabic culture and heritage.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.11.1 General</b>		
Design & Decor	Design and Decor are unique and luxurious, providing an environment that is conducive to the wellness theme.	
Privacy	All treatment and exercise areas of the hotel provide privacy and a home-like feel.	
Location & Setting	The hotel is located in a unique location or setting, supporting the wellness experience of guests.	
Smoking Policy	Smoking is only allowed in dedicated sections and managed in such a way that a non-smoking guest is at no time confronted with second hand smoke.	
<b>5.11.3 Guest Room</b>		
Guest Room Treatments	All rooms are set up to allow for in-room treatments.	
Guest Directory	Guest directory provides a clear description on the wellness philosophy of the hotel, and all wellness related services and facilities offered by the hotel.	
<b>5.11.4 Guest Bathroom</b>		
5.11.4.1 Bath	All guest bathrooms provide a bath.	
5.11.4.2 Bathroom Amenities	Full score of at least 20 points on amenities hotel Rating criterion.	Score of at least 15 points on amenities hotel Rating criterion
<b>5.11.5 Guest Services &amp; Amenities</b>		
5.11.5.1 Wellness Facility	Self contained Wellness Facility on the grounds with dedicated reception and reservation service, open at least 12 hours per day, that provides: <ol style="list-style-type: none"> <li>a) Dedicated programs for life style changes such as weight loss, detox, anti-aging, and quitting smoking.</li> <li>b) Complimentary Bathrobes and Slippers;</li> <li>c) High levels of Privacy and individual space throughout the experience.</li> <li>d) Sauna, Swimming Pool, Jacuzzi, and Steam bath.</li> <li>e) Dressing rooms for each gender with individual lockers, towels, and amenities similar to those offered in the hotel rooms.</li> <li>f) Relaxation areas with lounging beds, reading materials, and background music.</li> <li>g) Complimentary beverages and fruits are available throughout.</li> <li>h) Free cold towels are offered throughout.</li> <li>i) Clear signage on dress codes and operating guidelines.</li> </ol>	
5.11.5.2 Treatment Rooms	The minimum number of treatment rooms equals 10% of the keys in the hotel.	The minimum number of treatment rooms equals 5% of the keys in the hotel.
5.11.5.3	All treatment rooms are equipped with:	All treatment rooms are equipped with:

Criteria	5 Star	4 Star
Treatment Rooms Facilities	a) Adjustable Temperature; b) Adjustable Light; c) Adjustable volume for background music; d) Private Shower	e) Adjustable Temperature; f) Adjustable Light; g) Adjustable volume for background music;
5.11.5.4 Boutique	Branded Spa products are available for purchase through a boutique.	
5.11.5.5 Private Training	Licensed personal trainers and physiotherapists are available.	Licensed personal trainers are available.
5.11.5.6 Group Training	Dedicated health club for group training sessions with all relevant equipment for training offered (Yoga, Pilates, Tai-Chi, etc.).	
5.11.5.7 Exercise Programs	At least 5 different complimentary exercise activities offered on a daily basis throughout the day.	At least 3 different complimentary exercise activities offered on a daily basis throughout the day.
5.11.5.8 Fitness Facilities	State of the art fitness infrastructure, staffed from 05:00 - 24:00, suitable to the size of the hotel with at least: a) 4 Types of Cardio Machines b) 8 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring.	High quality fitness infrastructure, staffed from 07:00 - 23:00 suitable to the size of the hotel with at least: a) 3 Types of Cardio Machines b) 4 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring
5.11.5.9 Swimming Pools	At least one swimming pool on site with a length of at least 25 meters, suitable for lap swimming.	-
<b>5.11.6 Food &amp; Beverages</b>		
6.11.6.1 Restaurant	A dedicated restaurant or menu with health options for a wide range of diets, including: a) Vegetarian b) Vegan c) Low Calorie d) Low Fat e) Low Salt f) Gluten Free g) Organic	
5.11.6.2 Room Service	Possibility for in room dining (full table set up) with all health options available.	All health options available through room service.
5.11.6.3 Nutritionist	Nutritionist on call 12 hours per day for advise on menu	
<b>5.11.7 Staff</b>		
5.11.7.1 Staff Certification	All wellness staff is suitably certified with clear records kept.	
5.11.7.2 Medical and Paramedical Staff	Medical and paramedical staffs are available for conducting of any quasi-medical, invasive, or beauty treatments requiring any form of skin abrasion/ injections or implants of any kind. Where required guests are queried on medical conditions, and appropriate pulse, temperature and blood pressure is measured prior and after treatments.	

**PERMITTED EXEMPTIONS OF DESIGNATOR:**

This designator does not allow exemptions.

## 5.12 SPORT HOTEL DESIGNATOR

### DEFINITION

A hotel that provides a holistic range of services for the hosting of groups of athletes, trainers, and affiliated groups that visit Qatar to participate in international sport events.

### COMMITMENT TO GUESTS

#### *At a Sport hotel, Guests may expect:*

- a) Dedicated nutritionist and menu on request services for athletes.
- b) Extended fitness and health facilities for athletes.
- c) An infrastructure that allows for large groups to eat, and socialise together without being disturbed.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.12.1 General</b>		
5.12.1.1 Privacy	Access to the hotel can be completely restricted to guests only.	
5.12.1.2 Arrival Area	The arrival area of the hotel is suitable to receive tour buses.	
5.12.1.3 Smoking Policy	Smoking is not allowed in any area of the hotel or any of its F&B outlets. A dedicated shaded outside area may be allocated for smoker out of sight of other guests.	
<b>5.12.6 Guest Services &amp; Amenities</b>		
5.12.6.1 Health Club	Extended Health Club & Gym of at least 100sqm with the full range of high quality fitness equipment.	
5.12.6.2 Treatment Rooms	The minimum number of treatment rooms for sports treatment equals 5% of the keys in the hotel.	
5.12.6.3 Treatment Rooms Facilities	All treatment rooms are equipped with: a) Adjustable Temperature; b) Adjustable Light; c) Adjustable volume for background music; d) Private Shower	All treatment rooms are equipped with: e) Adjustable Temperature; f) Adjustable Light; g) Adjustable volume for background music;
5.12.6.4 Private Training	Licensed personal trainers and physiotherapists are available. Licensed personal trainers are available.	
5.12.6.5 Group Training	Dedicated health club for group training sessions with all relevant equipment for training offered (Yoga, Pilates, Tai-Chi, etc.).	
5.12.6.6 Exercise Programs	At least 5 different complimentary exercise activities offered on a daily basis throughout the day.	At least 3 different complimentary exercise activities offered on a daily basis throughout the day.
5.12.6.8 Fitness Facilities	State of the art fitness infrastructure, open 24 hours and staffed from 05:00 - 24:00, suitable to the size of the hotel with at least: a) 4 Types of Cardio Machines b) 8 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring.	High quality fitness infrastructure, open 24 hours and staffed from 07:00 - 23:00 suitable to the size of the hotel with at least: a) 3 Types of Cardio Machines b) 4 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring
5.12.6.9 Swimming Pools	At least one swimming pool on site with a length of at least 25 meters, suitable for lap swimming.	-

Criteria	5 Star	4 Star
5.12.6.10 Conference Rooms	At least 4 different conference rooms of different sizes for meetings and private group dining seating up to 50 guests.	At least 4 different conference rooms of different sizes for meetings and private group dining seating up to 50 guests.
<b>5.12.7 Food &amp; Beverages</b>		
6.12.7.1 Restaurant	A dedicated restaurant or menu with health options for a wide range of diets, including: <ul style="list-style-type: none"> <li>a) Vegetarian</li> <li>b) Vegan</li> <li>c) Low Calorie</li> <li>d) Low Fat</li> <li>e) Low Salt</li> <li>f) Gluten Free</li> </ul>	
5.12.7.2 Room Service	Possibility for in room dining (full table set up) with all health options available.	All health options available through room service.
5.12.7.3 Nutritionist	Nutritionist is available to develop individual or group menus.	
<b>5.12.8 Staff</b>		
5.12.8.1 Staff Certification	All staff is suitably certified with clear records kept.	

**PERMITTED EXEMPTIONS OF DESIGNATOR:**

This designator does not allow exemptions.



## 5.13 ULTRA LUXURY HOTEL DESIGNATOR

### DEFINITION

A five star plus hotel provides an experience that clearly exceeds five star expectations through an ultra luxurious infrastructure impeccable standards, and a service delivery that caters to almost any requirement a guest has in a personalised, anticipatory, and warm manner.

### COMMITMENT TO GUESTS

#### **At a Ultra Luxury hotel, Guests may expect:**

- A hotel environment of grand architectural design, abundance of space and leading edge appointments through custom workmanship.
- The highest standards of cleanliness and maintenance.
- The largest range of services and facilities available; and
- Exceptional service that is personalised, anticipatory and warm.

### MINIMUM CRITERIA FOR DESIGNATOR

Criterion	5 Star
<b>Rating Standards</b>	The hotel scores at least 95% on the rating standards.
<b>Scoring Standards</b>	The hotel scores at least 90% on the scoring standards.
<b>Guest Experience Index</b>	The hotel scores at least 90% on the GEI for 3 consecutive months prior to the designation application.
<b>5.13.1 General: Standards to be assessed by dedicated Expert Committee</b>	
5.13.1.1 Architectural Design	The architecture of the hotel makes it into a landmark in Qatar.
5.13.1.2 Landscaping	Landscaping is immaculate, manicured, and Grande, creating a palace like environment in which the hotel is situated.
5.13.1.3 Interior Design	Interior Design is exceptional throughout.
5.13.1.4 Custom made furniture	Furniture is custom made and unique.
<b>5.13.2 Public Areas</b>	
5.13.2.1 Helipad	There is a helipad on the property for the arrival of VIP's.
5.13.2.2 Lobby Size	Lobby size is at least 1000sqm.
5.13.2.3 Window Cleaning	Windows cleaned at least once every 15 days.
<b>5.13.3 Guest Room</b>	
5.13.3.1 Room Size	Standard Room at least 50sqm Suites at least 70sqm
5.13.3.2 F&B Room Drops	Unique evening presentation including a personalised gift.
5.13.3.3 Snacks & Drinks	Complimentary Snacks & Drinks in the room throughout the guest's stay.
5.13.3.4 Coffee Machine	Bean to Cup machine or Pod system to make fresh coffee in the room.
<b>5.13.4 Guest Bathroom</b>	
5.13.4.2 Bathroom size	Each bathroom is at least 8sqm
5.13.4.1 Double Sink	Each guest bathroom has a double sink.
5.13.4.2 Defogging Mirror	Each guest bathroom has a defogging mirror.
5.13.4.3 Amenities	Luxury brand amenities of minimum 50 ml/grams per item.
5.13.4.4 Bathrobe and Slippers	Bathrobe and slippers of exceptional quality.
<b>5.13.5 Guest Services</b>	
5.13.5.1 Personalised Service	3 employees to each guestroom (Calculated on bed nights against FTE staff)
5.13.5.2 Butler Service	1 butler per 5 rooms. Guests can request a fully dedicated butler (may be charged).

Criterion	5 Star
5.13.5.3 One call service	One-stop service contact number for all guests for any requirement (one call for all)
5.13.5.4 Personal Shopping Service	Personal Shopping Service is available (may be through butler and may be charged)
5.13.5.5 24 Hours Concierge	24 Hours Concierge services, which may be through the butler.
5.13.5.6 In room check in	In room check in option.
5.13.5.7 Unpacking / Packing Service	Each guest is offered unpacking / packing service. Unpacking only after confirmation of guest. Packing only in presence of guest.
5.13.5.8 Laundry & Dry-cleaning service	3-hour service for all treatments. 20-minute service for pressing and ironing.
5.13.5.8 Limousine Service	Limousine Service with exceptional cars that are hotel branded. All cars to feature on-board WIFI.
5.13.5.9 Charter Service	The hotel has arrangements to charter private jets, boats and helicopters.
5.13.5.10 Luxury Spa	Luxury Spa of International brand
5.13.5.11 Kids Club	Kids Club open 12 hours per day with qualified staff providing edutainment F&B and care.
5.13.5.12 Leisure Area Services	Complimentary Water, Cold Towels, and Snacks are provided in all Leisure areas
<b>5.13.6 Food &amp; Beverage</b>	
5.13.6.1 Star restaurant	At least one award winning Fine Dining / Haute Cuisine Restaurant that is led by a renowned Michelin star chef <sup>34</sup> .
5.13.6.2 Private Chef	Private chefs available for Guests for private meals.
5.13.6.3 F&B outlets	At least two additional a la carte restaurants in addition to the five star criteria.
5.13.6.4 Breakfast	Buffet style set-ups are offered with buffet-guest attendants <sup>35</sup> . Additionally an a la carte menu with speciality breakfast menu items is offered.
5.13.6.5 In Room Dining	In Room Dining Service: Dining table set up in room with butler service.

#### PERMITTED EXEMPTIONS OF DESIGNATOR:

This designator does not allow exemptions.

<sup>34</sup> A Michelin Star Chef is defined a chef that has been involved in a restaurant being awarded Michelin stars in the last 10 years in the role of owner, manager, chef, or sous-chef.

<sup>35</sup> A buffet guest-attendant is a waiter or chef that is available to advise the guest on buffet items and assists in carrying the guest plates back to the table after they have made their selection.

## 5.14 FIFA 2022 WORLD CUP DESIGNATOR

### DEFINITION

A World Cup FIFA hotel has been designated in providing hospitality services during the FIFA World Cup in Qatar to designated groups

### COMMITMENT TO GUESTS

#### **At a World Cup FIFA Hotel Guests may expect:**

- A hotel environment of which the decor and themes clearly supports the FIFA World Cup through marketing and merchandising.
- The highest standards of cleanliness and maintenance.
- The highest standards of access control and guest privacy.
- Services tailored to the comfort of athletes and officials alike.

### MINIMUM CRITERIA FOR DESIGNATOR

Criteria	5 Star	4 Star
<b>5.12.1 General</b>		
5.12.1.1 Privacy	Access to the hotel can be completely restricted to guests only.	
5.12.1.2 Arrival Area	The arrival area of the hotel is suitable to receive tour buses.	
5.12.1.3 Theme	The FIFA 2022 theme is clearly visible in the hotel decor and marketing materials.	
<b>5.12.6 Guest Services &amp; Amenities</b>		
5.12.6.1 Health Club	Extended Health Club & Gym of at least 100sqm with the full range of high quality fitness equipment.	
5.12.6.2 Treatment Rooms	The minimum number of treatment rooms for sports treatment equals 5% of the keys in the hotel.	
5.12.6.3 Treatment Rooms Facilities	All treatment rooms are equipped with: h) Adjustable Temperature; i) Adjustable Light; j) Adjustable volume for background music; k) Private Shower	All treatment rooms are equipped with: l) Adjustable Temperature; m) Adjustable Light; n) Adjustable volume for background music;
5.12.6.4 Private Training	Licensed personal trainers and physiotherapists are available. Licensed personal trainers are available.	
5.12.6.5 Group Training	Dedicated health club for group training sessions with all relevant equipment for training offered (Yoga, Pilates, Tai-Chi, etc.).	
5.12.6.6 Exercise Programs	At least 5 different complimentary exercise activities offered on a daily basis throughout the day.	At least 3 different complimentary exercise activities offered on a daily basis throughout the day.
5.12.6.8 Fitness Facilities	State of the art fitness infrastructure, open 24 hours and staffed from 05:00 - 24:00, suitable to the size of the hotel with at least: a) 4 Types of Cardio Machines b) 8 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring.	High quality fitness infrastructure, open 24 hours and staffed from 07:00 - 23:00 suitable to the size of the hotel with at least: a) 3 Types of Cardio Machines b) 4 Resistance Training Machines c) Full Range of Free Weights d) Full Range of Kettle Bells e) Mats and suitable flooring

Criteria	5 Star	4 Star
5.12.6.9 Conference Rooms	At least 4 different conference rooms of different sizes for meetings and private group dining seating up to 50 guests.	At least 4 different conference rooms of different sizes for meetings and private group dining seating up to 50 guests.
5.12.6.10	Dedicated area for Press briefings.	
5.12.6.11	Dedicated merchandise on FIFA 2022 is sold in the hotel shop.	
5.12.6.12	Dedicated viewing area with large screens suited to the capacity of the hotel.	
<b>5.12.7 Food &amp; Beverages</b>		
6.12.7.1 Restaurant	A dedicated restaurant or menu with health options for a wide range of diets, including: <ul style="list-style-type: none"> <li>a) Vegetarian</li> <li>b) Vegan</li> <li>c) Low Calorie</li> <li>d) Low Fat</li> <li>e) Low Salt</li> <li>f) Gluten Free</li> </ul>	
5.12.7.2 Room Service	Possibility for in room dining (full table set up) with all health options available.	All health options available through room service.
5.12.7.3 Nutritionist	Nutritionist is available to develop individual or group menus.	

**PERMITTED EXEMPTIONS OF DESIGNATOR:**

This designator does not allow exemptions.

## APPENDIX 1 ACCESSIBILITY STANDARDS

This appendix provides more detailed information on the accessibility standards for guests with special needs. The requirements mentioned apply to all hotel categories.

### Accessibility Route

This route refers to a dedicated path for guests with special needs from the point of arrival to accessible rooms and all public areas in the hotel. The following principles apply to this path:

1. Minimum width at any point in the route is 152 cm.
2. If the route has a change in level greater than 130cm, then a curb, ramp, or wheelchair-lift is available.
3. Ramps have a maximum slope of 1:12 for a maximum rise of 76cm; however, the least possible slope should be used with a smooth transition from ramp to floor.
4. Ramps have handrails if the rise is greater than 15.5 cm.
5. Curb ramps should be provided when an accessible route has a curb in its path.
6. Doors open at least 95 degrees.
7. Doors have minimum clear opening of 90cm.
8. Doors should have a clear space of 120cm x 120cm before and after opening.
9. Door handles set at height between 80 and 130 cm.
10. End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.

### Requirements for Special Needs Toilets (4\* and 5\* requirement 1.2.12.9):

1. Toilet height 43-49cm measured to top of toilet seat.
2. Grab bars to the side of the toilet at height of 83-92cm
3. Flush controls maximum height of 112cm from floor.
4. Toilet paper dispensers at 48-83cm height and below grab bars.
5. Clearance of at least 142cm between door and toilet.
6. Clearance from entry to stall door 152cm.
7. Lavatory counter not be higher than 86cm with no less than 75cm underneath with no sharp or abrasive surfaces. Water pipes and surfaces should all be insulated.
8. Clear front space of 90cm x 122cm in front of lavatory.
9. Lavatory mirrors should not be higher than 100cm above the floor.
10. Faucets easy to operate through lever, push or electronic mechanism; no handles.
11. Emergency call within disabled lavatory.

## APPENDIX 2 OLD QTA MINIMUM BUILDING REQUIREMENTS CRITERIA

### HOTEL

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.3.2 Room Sizes (incl. bathroom)	1.3.2.1	Standard 30m <sup>2</sup> Suites 55m <sup>2</sup>	Standard 22m <sup>2</sup> Suites 45m <sup>2</sup>	Standard 18m <sup>2</sup> Suites 35m <sup>2</sup>	Standard 16m <sup>2</sup>	Standard 12m <sup>2</sup>

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.4.2 Fixtures & Accessories	1.4.2.3	Each bathroom is equipped with a shower or bathtub and a washbasin.				

### HOTEL APARTMENTS

Unit type	Criteria	5 & 4 Stars	3,2 & 1 Stars
Studio	Unit Size (including bathroom)	26m <sup>2</sup>	18 m <sup>2</sup>
Multiple Rooms	Unit size (including Master room & bathroom)	38m <sup>2</sup>	26m <sup>2</sup>
	Additional bedroom size (excluding bathroom)	16m <sup>2</sup>	12m <sup>2</sup>

**APPENDIX 3 WAIVER LIST FOR HOTELS THAT RECEIVED BUILDING PERMIT BEFORE 01/01/2016**

**1.1 General Standards**

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule	
<b>1.1.1 General Standards and Procedures</b>	1.1.1.3	Power generator available that can sufficiently generate power to operate essential supplies, including air conditioning in essential guest areas and back of the house. The objective is that all staff and guests can be accommodated in a cooled area during a power outage.						Structural Major	Submit plan within 12 months Begin construction within 24 months Completed by 2020

**1.2 Public Area**

	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule	
<b>1.2.8 Entrances</b>	1.2.8.3	Separate service or delivery entrance for other items (e.g. function equipment).			-	-	Structural Major	Submit plan within 12 months Begin construction within 24 months Completed by 2020	
<b>1.2.9 Reception Area</b>	1.2.9.12	A small shop or display area must be set-aside within the hotel for the sale of Qatari souvenirs, post-cards and memorabilia, and any other items for guest convenience or hotel merchandise.		-	-	-	Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months	
<b>1.2.12 Public Toilets</b>	1.2.12.1	At least one public toilet cluster near the reception area and similar near F&B outlets: <ol style="list-style-type: none"> <li>1. For gents, a block of at least two toilet stalls with toilet hoses, one urinal, and two washbasins separate from the toilet stalls; and</li> <li>2. For women a block of at least two toilet stalls with toilet hoses, and two washbasins separate from the toilet stalls.</li> </ol>						Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months
	1.2.12.2	At least one toilet stall must be accessible for disabled guests at each group and fulfil the criteria as per appendix 1.		-	-	-	Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months	

<b>1.2.13 Water Filtering</b>	1.2.13.1	Water Aerator 'filter' for taps in all hotel & public areas. Sensors must operate all taps for hand washing in public areas.					Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months
<b>1.2.15 Parking</b>	1.2.15.2	1 parking per 3 rooms	1 parking per 4 rooms	1 parking per 5 rooms	-	-	Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months

### 1.3 Guest Rooms

<b>1.3 Guest Room</b>	<b>Criteria #</b>	<b>5 Stars</b>	<b>4 Stars</b>	<b>3 Stars</b>	<b>2 Stars</b>	<b>1 Star</b>	<b>Deficit</b>	<b>Schedule</b>
<b>1.3.4 Suites &amp; Interconnecting Rooms</b>	1.3.4.1	At least 5 % of all rooms are suites.	At least 2 % of all rooms are suites.	-	-	-	Structural Major	Submit plan within 12 months Begin construction within 24 months Completed by 2020
	1.3.4.2	A minimum of 10 % of all rooms is interconnecting or set up as apartments suitable for families.			-	-	Structural Major	Submit plan within 12 months Begin construction within 24 months Completed by 2020
<b>1.3.6 Rooms for Special Needs Guests</b>	1.3.6.1	<p>A minimum of one percent of all rooms (with a minimum of two) is suitable for special needs guests by providing the following:</p> <ol style="list-style-type: none"> <li>1. There is an accessible route inside the building leading from accessible entrance to accessible rooms, including accessible elevators.</li> <li>2. Wider doors to enable easy access, at least 0,815m (recommended 0,9m);</li> <li>3. Guest room door has a second peep-hole for a guest in a wheelchair;</li> <li>4. Lowered switches throughout the guest room and bathroom; maximum height of 1,22m. All control mechanisms are accessible.</li> <li>5. Clear floor space in front of wardrobe of 150cm x 150cm with reach.</li> <li>6. Wardrobe shelves at reach height between 22-122cm</li> <li>7. Access to the bed from both sides requires empty space of 76x1.22cm.</li> <li>8. Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for special needs guest</li> </ol>					Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 24 months
<b>1.3.9 Beds</b>	1.3.9.1	Bed sizes minimum: Single Beds: 100 x 200 cm		Bed sizes minimum: Single beds: 90 x 190 cm			FF&E Major	Submit plan within 6 months



1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule
		Double Beds: 180 x 200 cm		Double beds: 160 x 190 cm				Begin construction within 12 months Completed within 24 months

### 1.4 Guest Bathrooms

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule
1.4.2 Fixtures & Accessories	1.4.2.4	All suites have a separate bathtub and walk in shower.		All suites have a bathtub and shower.			Structural Major	Submit plan within 12 months Begin construction within 24 months Completed by 2020
1.4.4 Accessible Bathrooms	1.4.4.1	Accessible Bathrooms comply with the following general requirements: <ol style="list-style-type: none"> <li>1. Wider bathroom doors, at least 0,815m (recommended 0, 9 m).</li> <li>2. Bathroom provides a space in diameter 1,52m to turn a wheelchair 360 degrees</li> <li>3. Pull cord alarm system is available in guest bathroom.</li> <li>4. Bathroom floor is non-slippery and suitable for wheelchairs (non-static).</li> </ol>					Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 24 months

### 1.5 Services and Amenities

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule	
1.5.11 Swimming Pool	1.5.11.1	Minimum size 60sqm	Minimum size 40sqm				Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 24 months	
1.5.13 SPA	1.5.13.1	A mixed and separate female/male facility on site that offers a variety of administered Spa services, separate male and female						Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 24 months

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule
		Sauna, Steam, Jacuzzi and treatment rooms, changing rooms, showers, lockers, and towel service available for Spa.						

### 1.9 Environmental Sustainability

1.9 Environmental Sustainability	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	Deficit	Schedule
<b>1.9.1 Environmental Policy</b>	1.9.1.1	<ol style="list-style-type: none"> <li>1) An environmental policy is in place, which reviews annual energy target reductions.</li> <li>2) Records of Minutes of meetings held on the execution of the environmental policy are available.</li> <li>3) Sustainability records are maintained for:               <ol style="list-style-type: none"> <li>a. Monthly Water Consumption:                   <ol style="list-style-type: none"> <li>i. Total Consumption</li> <li>ii. Consumption per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens.</li> </ol> </li> <li>b. Monthly Electricity Consumption:                   <ol style="list-style-type: none"> <li>i. Total Consumption</li> <li>ii. Consumption per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens.</li> </ol> </li> <li>c. Solid Waste production is separated into categories at source and reported accordingly:                   <ol style="list-style-type: none"> <li>i. Total Production</li> <li>ii. Production per occupied room; and</li> <li>iii. Breakdown by rooms, laundry, and kitchens</li> </ol> </li> </ol> </li> </ol>					No Waiver  No Waiver  Structural Minor	Submit plan within 6 months Begin construction within 12 months Completed within 36 months