

Contents

Introduction.....	3
Issue Tourism License Service for Hotel Establishments.....	4
Conditions.....	4
Documents Required.....	4
Fees.....	4
Classification Rating Evaluation Service for Hotel Establishments	5
Conditions.....	5
Documents Required.....	5
Fees.....	6
Amend Tourism License Service for Hotel Establishments.....	7
Conditions.....	7
Documents Required.....	7
Fees.....	7
Renew Tourism License Service for Hotel Establishments	8
Conditions.....	8
Documents Required.....	8
Fees.....	8
Cancel Tourism License Service for a Hotel Establishment	9
Conditions.....	9
Documents Required.....	9
Fees.....	9
Update Marketing Plan Information Service.....	10
Conditions.....	10
Documents Required.....	10
Update Rack Rate Service.....	11
Conditions.....	11
Documents Required.....	11
Update Operating Agreement Information Service	12
Conditions.....	12

Documents Required.....	12
Update Marketing and Advertising Campaign Information Service.....	13
Conditions.....	13
Documents Required.....	13
Update Hotel Establishment Facility Information Service	14
Conditions.....	14
Documents Required.....	14
Issue Electricity and Water Installation Fees Discount Letter Service	15
Conditions.....	15
Documents Required.....	15
Issue Electricity and Water Bill Discount Letter Service.....	16
Conditions.....	16
Documents Required.....	16
Appeal Request Service.....	17
Conditions.....	17
Documents Required.....	17
Reconciliation Request Service	18
Conditions.....	18
Documents Required.....	18
Fees.....	18

Introduction

The Qatar Tourism Authority's licensing system for private tourist hotel establishments contains 14 services, which are provided to the public through the Authority's service window or the online portal. They are as follows:

- Issue Tourism License
- Update Classification Rating evaluation
- Amend Tourism License
- Renew Tourism License
- Cancel Tourism License
- Update Marketing plan information
- Update Rack Rate
- Update Operating agreement information
- Update Marketing and Advertising Campaign information
- Update Hotel Establishment Facility information
- Issue Electricity and Water installation discount letter
- Issue Electricity and Water bill discount letter
- Appeal request application
- Reconciliation request application

The requirements, documents, and fees required differ depending on the service. To illustrate those differences, a screen appears at the start with a list of the services containing general instructions for each (shown below). At the end of the application submission process, another screen appears prompting the user to certify that the information is correct. The same format is used for all services.

Issue Tourism License Service for Hotel Establishments

This service describes the procedures required to issue a tourism license for a hotel establishment (Under-Classification). Upon obtaining the permanent classification certificate, the hotel will apply online for a service called "Amend Tourism License for Hotel Establishments" to pay the difference between the Under-Classification fee and the final Classification Star Rating approved by the council. The Tourism License is valid for 5 years.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration.
- There may not be another open request of the same type.
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- The manager's identification card must be valid at the time of application.

Documents Required

- Copy of Commercial Permit
- Copy of Commercial Registration
- Copy of Building Completion Certificate
- Copy of Civil Defense Certificate
- Copy of Security Systems Certificate
- Copy of Establishment Identification
- Copy of Public Liability Insurance Policy
- Copy of Building Insurance Policy
- Copy of proof of registration in the performance statistics program

Fees

- The fee is QR500.
- Fees are paid after the application is approved.

Step by step Instructions

- 1-Login to the portal
- 2-Enter basic information of the hotel facility license.
- 3-Enter the Hotel Facility Organization structure and add the "General Manager" data in this step.
- 4-Enter Facilities data
- 5-Attach the required documents.
- 6- Confirm the accuracy of the entered data.
- 7-Submit the Service application

Classification Rating Evaluation Service for Hotel Establishments

This service describes the procedures required to assess the rating for all hotel facilities and covers the following types:

- Rating evaluation request for hotel establishments currently being rated
- Rating reevaluation request for hotel establishments currently being rated
- Rating reevaluation request for rated hotel establishment (amendment)
- Rating reevaluation request for rated hotel establishment (renewal)

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policy must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- The application may be submitted a maximum of one month before the license expires.
- Valid Rack Rate must be uploaded in the system.
- Valid Marketing Plan must be uploaded in the system
- Employee information must be included on the system.
- An application may be submitted for a rated establishment reevaluation (renewal) a maximum of one month from the date the rating certificate or tourism license expires.
- An application may only be submitted to reevaluate the rating for a rated establishment (amendment) during the month of January of each year.

Documents Required

- Copy of commercial permit
- Copy of commercial registration
- Self-assessment report, for the following cases:
 - Rating request for a hotel establishment currently being rated
 - Rating reevaluation request for a hotel establishment currently being rated
 - Rating reevaluation request for a rated hotel establishment (amendment)

Fees

- The fee is QR 10,000
- Fees are paid during application submission

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to set the classification grade for it.
- 3- Choose the type of classification request for the hotel facility
- 4- Choose the classification grade needed.
- 5- Attach the documents required
- 6- Confirm the accuracy of the entered data.
- 7- Submit the Service application

Amend Tourism License Service for Hotel Establishments

This service describes the procedures required to amend tourism license information for a hotel establishment, and includes the following types of amendments:

- Updating tourism license information
- Amending Classification Rating (following license issuance or renewal of Classification Certificate)

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type.
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- Must have a non-temporary Classification Certificate if amending the rating.
- Tourism license must be active if updating tourism license information or amending the rating.

Documents Required

- Copy of commercial permit
- Copy of commercial registration
- Copy of supporting documents chosen to update

Fees

- The tourism license information amendment fee is QR50
- If amending the Classification rating, the difference between the two rating fees is paid
- Fees are paid after the application is approved

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to amend.
- 3- Choose the type of amendment needed (Amend classification grade-Amend Organization Information).
- 4- Attach the documents required.
- 5- Confirm the accuracy of the entered data.
- 6- Submit the Service application

Renew Tourism License Service for Hotel Establishments

This service describes the procedures required to renew the tourism license for a hotel establishment.

The Tourism License is valid for 5 years.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type.
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- The application may be submitted maximum of one month before the license expires.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Fees

- The license renewal fee for a one-star hotel or cruise is QR 20,000
- The license renewal fee for a two-star hotel or cruise is QR 40,000
- The license renewal fee for a three-star hotel or cruise is QR 55,000
- The license renewal fee for a four-star hotel or cruise is QR 70,000
- The license renewal fee for a five-star hotel or cruise is QR 100,000
- The license renewal fee for a tourism camp is QR 12,000
- An additional 5% of the license fee will be paid for each month or part of it in case the license renewal is delayed.
- Fees are paid after the application is approved.

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to Renew Tourism license for.
- 3- Attach the documents required
- 4- Confirm the accuracy of the entered data.
- 5- Submit the Service application

Cease Tourism License Service for a Hotel Establishment

This service describes the procedures required to cease (stop) a tourism license for a hotel establishment.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type.
- The applicant's identification card must be valid at the time of application.
- An announcement of license cancellation must be published in an official daily newspaper while the cancellation procedures are administered.

Documents Required

- Tourism Activity Cancellation Certificate from the commercial registration
- Tourism Activity Cancellation Certificate from the commercial permit
- Copy of the announcement of license cancellation in an official daily newspaper

Fees

- The fee for ceasing a tourism license for a hotel establishment is QR 500
- The fees are paid after the application is approved.

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to cancel.
- 3- Attach the documents required.
- 4- Confirm the accuracy of the entered data.
- 5- Submit the Service application

Update Marketing Plan Information Service

This service describes the steps required to update marketing plan information for a calendar year or amending an existing one for the current calendar year.

Conditions

- Applicant must be listed as either owner, partner, authorized signatory, general manager, or marketing manager for the hotel establishment on the commercial registration.
- There may not be another open request of the same type.
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to add operational agreements to it.
- 3- Add Marketing Plan
- 4- Attach the documents required
- 5- Confirm the accuracy of the entered data
- 6- Submission of the Service application

Update Rack Rate Service

This service describes the steps required to update the rack rate for a calendar year, allowing the addition of a new rack rate either for a new calendar year or the amendment to the rack rate for the current calendar year.

Conditions

- Applicant must be listed as either owner, partner, authorized signatory, general manager, or rooms manager for the hotel establishment on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.

Documents Required

- Copy of commercial permit
- Copy of commercial registration
- Copy of other service price list file (such as SPA treatments prices, Laundry charges.....)

Step by step Instructions	
1-	Login to the portal
2-	Choose the organization that you want to add operational agreements to it.
3-	Add Rack rate and other services price list.
4-	Attach the documents required.
5-	Confirm the accuracy of the entered data.
6-	Submit the Service application

Update Operating Agreement Information Service

This service describes the procedures required to update long term operating agreements between the hotel establishment and other tourism entities.

Conditions

- Applicant must be listed as either owner, partner, authorized signatory, general manager, or marketing manager for the hotel establishment on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to add operational agreements to it.
- 3- Add Operational Agreement(s).
- 4- Attach the documents required
- 5- Confirm the accuracy of the entered data.
- 6- Submit the Service application

Update Marketing and Advertising Campaign Information Service

This service describes the procedures required to update information for marketing and advertising campaigns for the hotel establishment.

Conditions

- Applicant must be listed as either owner, partner, authorized signatory, general manager, or marketing manager for the hotel establishment on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to add or edit in its marketing campaigns.
- 3- Add Marketing Campaign.
- 4- Attach the documents required
- 5- Confirm the accuracy of the entered data.
- 6- Submit the Service application

Update Hotel Establishment Facility Information Service

This service describes the procedures required to update the hotel establishment's facility information in terms of:

- Accommodation units
- Food & Beverage outlets
- Hall & Banquets
- Leisure Facilities
- Shops

Conditions

- Applicant must be listed as either owner, partner, authorized signatory, general manager, or rooms+ manager for the hotel establishment on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The insurance policies must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to update its own facility information
- 3- Add Facility information
- 4- Attach the documents required
- 5- Confirm the accuracy of the entered data.
- 6- Submit of the Service application

Issue Electricity and Water Installation Fees Discount Letter Service

This service describes the procedures required to issue a letter of approval to reduce electricity and water installation fees from Qatar National Tourism Council to the licensee in order to obtain the discounted rate in accordance with the law, and the letter shall be addressed to Qatar's Ministry of Finance.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- The tourism license must be active.
- The letter shall be issued only once for each establishment.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to Issue letter for Electricity and water installation discount letter.
- 3- Attach the documents required
- 4- Confirm the accuracy of the entered data.
- 5- Submit the Service application

Issue Electricity and Water Bill Discount Letter Service

This service describes the procedures required to issue a letter of approval to reduce electricity and water bills from Qatar National Tourism Council to the licensee in order to obtain the discounted rate in accordance with the law, and the letter shall be addressed to Qatar's KAHRAMAA.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The establishment registration must be valid for at least 1 day on the day of submission.
- The Civil Defense Certificate must be valid for at least 1 day on the day of submission.
- The Security Systems Certificate must be valid for at least 1 day on the day of submission.
- The applicant's identification card must be valid at the time of application.
- The tourism license must be active.

Documents Required

- Copy of commercial permit
- Copy of commercial registration

Step by step Instructions

- 1- Login to the portal
- 2- Choose the organization that you want to Issue letter for Reducing Water and Electricity Bills for
- 3- Select the service from the Service list
- 4- Attach the documents required
- 5- Confirm the accuracy of the entered data.
- 6- Submit the Service application

Appeal Request Service

This service describes the procedures required to apply for an appeal against rejected licenses or because of a rating assessment.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The applicant's identification card must be valid at the time of application.
- An appeal application may only be submitted for rejected license applications or because of rating evaluations.
- An appeal application may be submitted against one decision for each establishment only once.
- An appeal application may be submitted within maximum of 30 days after the decision is received by the applicant.
- In case Qatar National Tourism Council does not respond to the appeal application within 15 days of application receipt, the application shall be considered rejected.

Documents Required

- Copy of commercial permit
- Copy of commercial registration
- Supporting Documents (if present).

Step by step Instructions

1. Login to the portal
2. Choose the organization that you want to place the appeal for.
3. Select the service from the Service list
4. Attach the documents required
5. Confirm the accuracy of the entered data.
6. Submit the Service application

Reconciliation Request Service

This service describes the procedures required to apply for reconciliation for a violation recorded at the hotel establishment.

Conditions

- Applicant must be listed as either owner, partner, or authorized signatory on the commercial registration
- There may not be another open request of the same type
- The commercial registration must be valid for at least 1 day on the day of submission.
- The commercial permit must be valid for at least 1 day on the day of submission.
- The commercial activities required must be contained in the commercial registration and commercial permit.
- The applicant's identification card must be valid at the time of application.
- A reconciliation application may be only submitted for open violations.

Documents Required

- Copy of commercial permit
- Copy of commercial registration
- Supporting Documents (if present).

Fees

- The value of the violation is specified by Qatar National Tourism Council Chairman
- Payment is made after the application is approved

Step by step Instructions

1. Login to the portal
2. Choose the organization that you want to reconcile about it.
3. Select the service from the Service list
4. Add Reconciliation information.
5. Attach the documents required
6. Confirm the accuracy of the entered data.
7. Submit the Service application