

# Frequently Asked Questions

Rights and Guidelines  
for Staying in Tourism  
Accommodation  
Facilities

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Our Guests Come First





# Rights and Processes Before, During, and After Your Stay

## What are the check-in and check-out times in hotels?

Tourism regulations emphasize the importance of establishing a clear check-in and check-out process but do not specify fixed times. However, the minimum occupancy time for a tourist in the unit on the day of check-in and check-out must not be less than 20 hours. This must be stated in the facility's policy. Tourists are advised to verify this information before booking. In case of a violation, the tourist may file a complaint against the facility.

## How many room access cards is a tourist allowed to receive?

Tourism regulations and classification standards do not mandate a minimum number of room access cards, as this is determined by each facility's policy. Tourists requiring a specific number of cards are advised to contact the facility directly to confirm availability before making a reservation or to request its inclusion in the booking document.

## What are the rights and processes during check-out?

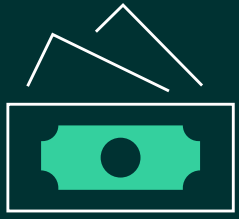
Tourism accommodation facilities are prohibited from deducting any amount from the tourist's credit card or requesting payment after the tourist has checked out and the invoice has been closed. Additionally, the facility must specify check-in and check-out times, ensuring that occupancy on these days is not less than 20 hours. Tourists should review the facility's full policy or the booking document issued by the travel and tourism service provider or online booking platforms.

## How can I evaluate the level of service after leaving?

Service evaluation depends on the facility's internal policy and commercial strategy. Some facilities implement international quality management standards to enhance their services and competitiveness. Additionally, online booking platforms often allow tourists to leave reviews after their stay. Tourists with concerns about service levels may contact the Unified Tourism Call Center at (930). The Ministry will verify the facility's compliance with required service standards based on its category and classification.

## What happens to my lost items if they are found after I leave?

Tourism accommodation facilities are required to notify tourists immediately if lost items are found and to retain them for 30 days. After this period, the facility may no longer be held responsible for the items.



## Pricing and Financial Fees

### Does the Ministry of Tourism issue a standardized pricing list?

Tourism regulations do not require tourism accommodation facilities to adhere to a fixed pricing list. However, facilities must provide a price list in both Arabic and English, clearly itemizing all service fees, including taxes and any additional charges, which must be listed separately.

### What can I do if a pricing list is unavailable or if the listed prices are not honored?

Facilities are obligated to provide a service price list. penalties will be applied for any violation of the provisions of the regulation, in accordance with the violations and penalties table referred to in paragraph five of Article six. Tourists can file a complaint through the Unified Tourism Call Center at (930).

### Is there a charge for parking spaces?

Tourism regulations do not govern parking fees, leaving this to the facility's policy. Tourists should confirm parking fees through the booking document or by contacting the facility before booking. Discrepancies between the agreed terms and actual charges may be reported via the Unified Tourism Call Center at (930).

### What is the VAT rate applied to tourism accommodation services?

The VAT on services provided by tourism accommodation facilities is 15%.

**Is the facility allowed to delay refunding the security deposit after the tourist's departure?**

**Can charges be applied to the tourist's card after they have departed?**

Tourism accommodation regulations require facilities to have clear policies for reserving and refunding amounts. These policies, including payment methods and refund timelines, must be detailed in the facility's terms. Tourists should review these policies in the booking document. Any discrepancies can be reported through the Unified Tourism Call Center at (930).

**What is the maximum period for refunding the security deposit after departure?**

Facilities must clarify their deposit refund timelines and processes in their policies. Tourists are advised to confirm this information before booking. Complaints about discrepancies can be submitted through the Unified Tourism Call Center at (930).





# Identity Verification and Proof of Relationship

## What are the requirements for identity verification?

Original identification documents must be presented for verification, and their details will be recorded. Facilities are not allowed to retain copies of these documents.

## Is it possible for a tourist to be accommodated without providing proof of identity?

In emergencies, tourists without proof of identity may be accommodated with approval from the relevant authorities.

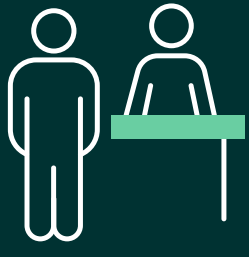
## Is it mandatory for residents or foreign visitors to provide a family registry when making a booking?

Tourism regulations apply equally to citizens, residents, and foreign tourists. Accepted forms of identification include passports, national IDs, and residency permits. Tourists are advised to verify the required documents with the facility before making a reservation.

## Can digital identity be used in tourism accommodation facilities?

Yes, digital identity, as approved by the Ministry of Interior, is an accepted alternative to physical IDs. Tourists can report facilities refusing digital IDs via the Unified Tourism Call Center at (930).





# Rights and Processes in the Services Provided

## What are my rights as a guest in a tourism accommodation facilities?

Tourists can review their rights in the You Need to Know guide through this link:  
<https://cdn.mt.gov.sa/files/A360/TouristsRights-EN.pdf>

## What steps can I take if the facility fails to fulfill its commitments?

Actions depend on whether the violation concerns:

- 1- Obligations outlined in tourism accommodation regulations.
- 2- Terms of the booking document.
- 3- Information published by the facility on its website or booking platforms.

Proven non-compliance constitutes a violation of the law. Tourists can submit complaints via the Unified Tourism Call Center at (930).

## Can I use vacant rooms without committing to a minimum stay?

Facilities cannot enforce a minimum stay of more than one night to accept bookings. Violations may be reported to the Unified Tourism Call Center at (930).

## How is my personal information protected?

Facilities are obligated to ensure the confidentiality of tourist information. Tourists should review the facility's privacy policy or refer to the Our Guests Come First page. Facilities must comply with the Personal Data Protection Law and apply a privacy policy when handling personal data.

## What rights and services am I entitled to while planning my stay?

Guests booking through a travel and tourism services office have the right to inquire about services provided, based on the office's license type (e.g., tour operator license).



## What accommodations are required for guests with special needs?

Hotel classification standards mandate provisions for accommodating guests with special needs. Guests are advised to confirm that their chosen hotel is licensed and to verify the availability of necessary facilities either through the booking document or the hotel's policy before making a reservation.

## Are accommodation services provided for both genders?

The Ministry of Tourism has mandated the provision of proof of identity (such as a passport for travelers, a national ID for citizens, or a residency permit for residents). Hospitality establishments are required not to accommodate individuals without valid identification unless approved by the relevant authorities, without any distinction between men and women in this regard.

## How can I view guest reviews and ratings?

Facilities must provide mechanisms for guests to submit complaints, comments, and reviews through management, booking platforms, or social media. This aims to improve service quality, evaluation, and addressing guest complaints.

## What facilities are available during my stay?

Facilities must provide a guest services guide in all rooms, adhering to the terms of the booking document. Guests can seek additional information through the facility's online platform or other booking platform.

## Can I bring food items into my room?

This depends on each facility's policy, which must be communicated before booking. Complaints about violations can be filed through the Unified Tourism Call Center at (930).



## What services and facilities can I benefit from during my stay?

Tourism accommodation facilities are required to provide a guest services guide in all rooms, ensuring that the services offered align with the terms outlined in the booking document issued by the travel and tourism service provider or online booking platforms. Guests can also check available services and facilities through the facility's responses to inquiries on its online platform or other booking platforms.

## What are the security and safety procedures in place?

The tourism accommodation facility regulation mandates that the facility take several measures to ensure the safety and security of tourists. Violations should be reported to the Unified Tourism Call Center at (930).

## Is smoking allowed inside hospitality facilities?

Smoking is prohibited in public areas. Facilities must specify whether designated smoking areas are available.

## What television channels should be available in hotels?

Hotel management determines the available TV and radio channels. Guests can inquire about adding channels before booking. Facilities are not obligated to alter channel lists under tourism regulations.



For inquiries and complaints,  
contact the Unified Tourism Call Center at **930**