

The Hotel

A **hotel** is an establishment providing lodging and full accommodation services such as meals, and other services. It is usually a separate building, a part of a building, or a group of buildings together with associated infrastructure. It consists of a lobby with reception, accommodation units, F&B outlets, and other services.

Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.

Accommodation unit types:

Rooms

Suites

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Assessment Mechanism

M: Mandatory requirement. The building shall fulfill all mandatory requirements.

After fulfilling all mandatory requirements for the category, the building has to score a certain number of additional points to achieve the designated rating.

In cases when a certain requirement does not apply to the building, points related to that requirement shall be deducted from maximum points for the type of accommodation, but the minimum points to be score shall remain the same.

1	Maximum points for type of accommodation: 1366	*	**	***	****	*****	***** Luxury
2	Mandatory points	317	357	463	606	807	1031
3	Additional points to be scored for category	0	48	77	74	143	124
4	Minimum points for category	317	405	540	680	950	1155
5	Minimum share of maximum points for category	23%	30%	40%	50%	70%	85%

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
General Requirements										
1	<p>For new buildings: All necessary licenses and certificates that have to be obtained before the Ministry of Tourism evaluation are available and valid</p> <p>For already operating buildings: All necessary licenses and certificates are available and valid (including license and classification from the Ministry of Tourism)</p>	2	2	M	M	M	M	M	M	The originals of all licenses and certificates are stored in the back offices or GM's office and available for inspection on request.
2	Official signboard with accommodation type and grade	2	2	M	M	M	M	M	M	The classification signboard displaying the accommodation type and grade, the name of the issuer (the Ministry of Tourism) as well as a QR code with relevant information is placed in a prominent place outside the main entrance either on the left or right side. Only applicable for buildings undergoing a renewal of license and classification certificate.
3	Price list is available in Arabic and English	2	2	M	M	M	M	M	M	The price list is available at the reception and online (hotel's website), containing valid prices (rack rates) per guest or room. Tax or other applying charges must be included or separately listed. The price list is also available in the hotel room (backside of the room door).
4	Hotel provides traditional Saudi experiences related to Saudi culture and traditions.	5	5						M	Experiences convey Saudi traditions (e.g., attire, food, perfumes, events, music, etc.)
Hotel Architecture and Exterior Design										

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5	The hotel name is clearly visible on the building front in Arabic and English	2	2	M	M	M	M	M	M	The signboard displaying the hotel's name should be placed in a prominent place on the building front and should be readable at night.
6	The building front is well maintained and is in a sound and clean condition	2	2	M	M	M	M	M	M	Clean building front, without any visible damages, well maintained, does not pose a health and safety hazard to the public or hotel's employees. Maintenance and cleaning records are to be kept.
7	The entrance is clear and easily recognizable as a hotel entrance	2	2	M	M	M	M	M	M	The hotel shall have a separate, clearly marked, and visible entrance.
8	The entrance area is appropriately illuminated	2	2	M	M	M	M	M	M	External lighting of good quality to ensure the safety of guests. Pedestrian entrances should be evenly illuminated from outside with a minimum of 150 lux.
9	If the main entrance is not accessible to people with special needs, it should have a directional signage to the next accessible one	2	2	M	M	M	M	M	M	
10	Garden lights powered with solar energy	2	2							
Cleanliness and Hygiene										
11	Cleanliness and hygiene of the hotel building are on a high level	10	10	M	M	M	M	M	M	All public spaces are cleaned regularly. Cleaning records to be kept.
Conservation Status										
12	All facilities are in perfect condition and well maintained	10	10	M	M	M	M	M	M	Interior fixtures are well maintained and are in a clean condition. Cleaning records to be kept.
Staff										
13	All staff are wearing the uniform or the traditional Saudi attire, as well as their name tags	10	10	M	M	M	M	M	M	Staff can be identified through their name tags in English and Arabic. This requirement is not mandatory for the first licensing visit
Parking/Loading Facilities										

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
14	Parking lot - for cars (30% of total units)	5	1							
15	Parking lot - for cars (50% of total units)		3							
16	Parking lot - for cars (80% of total units)		5							
17	At least one marked parking space is available for each room of people with special needs	1	1	M	M	M	M	M	M	For each accessible room or unit in the hotel, there should be one specially adapted and marked parking space for people with special needs. For hotels in Makkah and Madinah, this requirement is optional.
18	Parkings dedicated to people with special needs should be designed according to the standards, specifications, and measurements	2	2	M	M	M	M	M	M	1- The parking is at least 350 cm wide and 500 cm long. 2- The parking floor must be suitable and facilitate movement (no pebbles or obstacles).
19	Parking lot - for buses	1	1							
20	Shaded parking for loading and unloading guests at the hotel entrance	5	5			M	M	M	M	
21	Indoor parking (garage) for vehicles in the hotel	5	5					M	M	It is possible to provide indoor parking (garage) for the hotel in a nearby building. In this case, it is necessary to obtain a valet parking service and to enter into a contract with the service provider. Indoor car parks must provide at least one accessible entrance on each floor or provide elevator access to the entrance for people with special needs. Facilities that are not accessible by car, such as those on islands, are an optional criterion.
22	Charging station for electric vehicles	3	3						M	Such as cars, electric bikes, etc.
	Elevators									

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
23	At least 1 elevator in buildings with more than 2 floors (GF+1)	10	10	M	M	M	M	M	M	The number of elevators is based on a study of elevator trips showing the following data: load capacity, average round-trip time, average waiting times, maximum waiting time, longest waiting times, average transit time, average time to reach the station, and travel time per floor.
24	Elevators must allow access for people with special needs and should be designed according to the standards, specifications, and measurements	2	2	M	M	M	M	M	M	<p>1- The dimensions of the elevator must not be less than 110 cm x 140 cm</p> <p>2- The doors, when opened, must be different in color from the inside of the elevator, or there must be a light and sound alert feature synchronized with the opening of the door.</p> <p>3- If the sign contains verbal phrases, it must also be in Braille.</p> <p>4- If there are more than two floors, they must have the feature of indicating the direction (audio recording).</p> <p>5- The presence of visual signs indicating the floor number and direction. If all rooms and public facilities for people with special needs are on the ground floor, this criterion is an optional.</p>
25	Signs clearly marking floors, rooms, and public areas are posted inside the elevator	2	2	M	M	M	M	M	M	All signs are in Arabic and English. The hotel facilities (restaurant, reception, spa,...) are also indicated in the elevator.
	Ramps									

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26	Ramps should be designed according to the standards, specifications, and measurements (if any).	2	2	M	M	M	M	M	M	<p>1- The width of the usable walking path shall not be less than 120 cm</p> <p>2- A mark must be placed on both sides of the ramp to show the difference in levels (to prevent the risk of tripping).</p> <p>3- The maximum inclination of the slopes should be 6 degrees.</p>
Corridors and Staircases										
27	Motion sensors used for corridors and staircase lighting	2	2							In case the motion sensors are being used, there should be at least 25% of the lighting points left on permanently for safety reasons.
28	Corridors width is in accordance with the Saudi Building Code	2	2	M	M	M	M	M	M	
29	The corridor and staircase floor covered with resilient materials	2	2			M	M	M	M	The corridor floor is covered with resilient materials (strong and not easily damaged), easy to maintain, and materials that absorb or do not make noise (e.g. carpets, wood, parquet, floor tiles, marble etc.).
30	At least one handrail on one side of the staircase	2	2	M	M	M	M	M	M	
31	Consistent signage indicating floor number, directions and room numbers in front of the elevator and corridors	2	2	M	M	M	M	M	M	Signs hung in visible places, showing directions and locations of units and public facilities.
Building logistics										
32	Service elevator	5	5			M	M	M	M	Elevator for the staff (mandatory for buildings with more than two floors).
33	Supplier entrance	5	5		M	M	M	M	M	Mandatory for buildings with more than 20 rooms. If there is more than one hotel in a certain zone, one supplier entrance to the common supply storage is sufficient.
34	Separate staff entrance	5	5		M	M	M	M	M	Could be also the supplier entrance but never the main entrance of the hotel.

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
35	Housekeeping storage room	5	5			M	M	M	M	At least one separate storage room for housekeeping on each floor (storage for cleaning material, bed linen) for buildings with more than 10 rooms per floor.
36	In-house laundry service	10	10						M	Central laundry for the hotel guests.
II. Reception and Services										
2-1 Reception										
37	Automated software integrated with NTMP to register guest data	2	2	M	M	M	M	M	M	
38	Use of automatic double doors or revolving doors	2	2			M	M	M	M	If the hotel provides a welcome service through an employee responsible for opening and closing doors and welcoming guests, then this requirement is optional.
39	Non-automated doors should have some time of a closure delay mechanism	1	1	M	M	M	M	M	M	A mechanical device that closes the door slowly and tightly to ensure it is completely closed.
40	Complete first aid kit and defibrillator following red crescent requirements	2	2	M	M	M	M	M	M	For properties with less than 50 accommodation units or a capacity of less than 100 persons, a defibrillator is optional.
41	Natural plants and flowers for decoration	2	2		M	M	M	M	M	
42	Electric sockets in the reception area	2	2			M	M	M	M	Additional free electric sockets in the reception area available for guests, preferably near the seats.
43	Designated reception area for check-in and check-out	4	2	M	M	M	M			A desk or counter with multiple working stations.
44	Designated and separated reception area offering full guest privacy		4					M	M	A desk or counter with one working station, with at least two meters distance from the next desk or counter.
45	Set of seats in the reception area	5	2	M	M	M				
46	Lobby area with seating and food and beverage service		5				M	M	M	Lounge with drinks and snacks open 7 days a week.
47	A place in the lobby of the hotel where complimentary Saudi coffee and dates, as	2	2				M	M	M	

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	well as refreshments drinks, are offered									
48	Air conditioning is set at the ambient temperature of 20°C to 24°C	2	2	M	M	M	M	M	M	In all public spaces (lobby, restaurant, corridors, etc.). Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
49	Main signboards in public areas are in Arabic and English	2	2	M	M	M	M	M	M	Signboards in the reception area, restaurant, gym, conference room, etc. Such rooms shall have name that reflect the Saudi culture or regions (e.g.: Assir, Umluj, Faw, etc.)
50	Reception desk operating 10 hours	6	3	M	M					Staffed reception service for 10 hours, and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
51	Reception desk operating 16 hours		4			M				Staffed reception service for 16 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
52	Reception desk operating 24 hours		6				M	M	M	Staffed reception service for 24 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
53	Self-check-in	3	3							A system that allows guests to check in digitally through their mobile phones.
54	Self-check-out	3	3							A system that allows guests to check out digitally through their mobile phones.
55	At least one bilingual employee (Arabic, English) in every shift	4	2		M	M	M			
56	At least one multilingual employee (Arabic, English and at least one other foreign language) in every shift		4					M	M	
57	Photocopying and scanning service available for guests	2	2				M	M	M	
58	Valet parking service announced on the website	10	10					M	M	

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59	Clearly defined and documented protocols for VIPs and celebrities, including advanced safety and security measures	15	15					M	M	
60	The hotel is offering an outstanding level of service quality through a guest relation system and guest files that include their habits/preferences	15	15						M	
61	The hotel is providing individual and private high-level luxury travel and shuttle service for their guests to guarantee smooth and comfortable arrival and departure procedures. Could be private Jet service, Heli transportation, Waterplane, Speedboat or Limousine Shuttle, or upcoming systems like Volopters and Sonic-Tubes	15	15						M	
62	The hotel is offering 24/7 professional personal butler service on demand for guests, with a minimum of one male and one female Butler trained and certified by accredited international institutes	15	15						M	Can be internally trained and certified by a global hotel chain.
63	An employee responsible for opening and closing doors available at the hotel entrance (an employee for this task only)	15	15					M	M	At least one employee assigned to the task of welcoming guests and opening doors.

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64	Available reception and information service (Concierge)	15	15					M	M	An employee trained to provide special services to guests, such as reserving restaurants, coordinating trips and events, and providing transportation solutions for guests such as taxis and others.
65	Luggage service on request	15	2	M	M	M				
66	Hotel bellboys		15				M	M	M	An employee assigned to the task of helping guests with their luggage while checking in or out.
67	Secured luggage storage room for guests	5	5			M	M	M	M	A dedicated space for storing luggage should be equipped with shelves and baggage identification cards.
68	A systematic approach to guest complaints	2	2	M	M	M	M	M	M	The hotel has a policy in place regarding receiving, documenting, and resolving complaints, feedback, and rating received through the hotel system, in person, on booking platforms, or social media. Evidence of this is available (only in the already operating properties).
69	At least one piece of artwork made by Saudi artist	5	5					M	M	
70	A counter to serve guests with special needs at the reception in accordance with standards, specifications and measurements (if any).	2	2					M	M	1- A part of the counter is exposed from the bottom so that the guest in a wheelchair can use the counter surface 2- A seat must be available
Room cleaning/Change of Linen										
71	Rooms cleaned before guest check-in	1	1	M	M	M	M	M	M	Rooms should be completely cleaned and ready before guest checks in.
72	Rooms cleaned daily	1	1				M	M	M	
73	Daily towel change on request	2	2	M	M	M				
74	Towels changed intermittently	2	1	M	M	M				Towels may be changed on a non-daily basis, provided that it does not exceed two consecutive days.

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75	Towels changed daily		2				M	M	M	Change is made daily unless requested otherwise by the guest.
76	Bed linen changed for every new guest	1	1	M	M	M	M	M	M	
77	Bed linen changed every other day	3	2	M	M	M				
78	Bed linen changed daily		3				M	M	M	Change is made daily unless requested otherwise by the guest.
79	Guest cards indicating the frequency with which guests want their room and bath linen to be changed	3	3	M	M	M	M	M	M	Cards on the door handle of the unit from the inside, to request the arrangement of the room, and educate the guest on environment preservation.
Laundry / Ironing Service										
80	Dry cleaning service (received before 9.00 a.m. and returned within 24 hours)	3	1				M			There is no need to have the dry cleaning service in-house, it can be outsourced. However, the service has to be provided in the defined times.
81	Dry cleaning service (received before 9.00 a.m. and returned within 9 hours)		3					M	M	There is no need to have the dry cleaning service in-house, it can be outsourced. However, the service has to be provided in the defined times.
82	Ironing service (returned within 1 hour)	2	2					M	M	
83	Laundry and ironing service	4	1			M				Delivery times clarification shall be clarified (readiness of clothes after washing and delivery).
84	Laundry and ironing service (received before 9.00 a.m. and returned on the same day or during night shifts, excluding weekends)		3				M			
85	Laundry and ironing service (received before 9.00 a.m. and returned within 9 hours)		4					M	M	
86	Laundry and ironing express service	5	5						M	Clean laundry is returned within 3 hours.
Method of Payment										

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87	Cashless payment	1	1	M	M	M	M	M	M	Credit cards and MADA cards approved SAMA are accepted.
Other services										
88	Umbrellas (for rain or sun protection) at the reception or in the room	1	1					M	M	
89	Daily digital newspapers	2	2				M	M	M	
90	Sewing service on request	2	2					M	M	Requests can only include minor alterations and button replacement.
91	Shoeshine service on request	2	2				M	M	M	
92	Shuttle service or limousine service on request	2	2					M	M	If outsourced, there has to be a counter in the lobby.
93	Guests are escorted to their rooms upon check-in	2	2					-	M	
94	Turndown service	10	10					M	M	Turndown service in the evening (e.g. preparing the room for the night, curtains are closed, slippers are placed by the bed, beddings are loosened, etc.).
95	Wake-up service	1	1			M	M	M	M	Wake-up alarm (3 and 4 star), personal phone wake-up calls, including reminder in 5-star hotels and 5-star luxury hotels. (It is accepted if the TV set provides the alarm feature instead of the device)
Restrooms										
96	Restroom for each gender in public areas (at or near lobby)	2	2	M	M	M	M	M	M	One restroom must be accessible for disabled people besides male and female restrooms. The size of the restroom and all measurements should meet the standards.

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97	Accessible restrooms for people with special needs (at or near lobby) according to standards and specifications.	2	2	M	M	M	M	M	M	<p>1- All restrooms designated for people with special needs are accessible through dedicated corridors.</p> <p>2- The bathroom door must open to the outside.</p> <p>3- The door width must be at least 90 cm.</p> <p>4- A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.</p> <p>5- Handles must be installed on the left and right sides of the toilet at an accessible level, and the grab handle must be foldable.</p> <p>6- The flushing button must be accessible or automatic at best.</p> <p>7- The hand hose should be placed on the side wall, and should be within 20 cm from the toilet seat.</p>
98	A hand hose beside each toilet	2	2	M	M	M	M	M	M	
99	Waste basket with foot pedal	2	2	M	M	M	M	M	M	
100	Toilet paper and hand tissues covered from contaminants	2	2	M	M	M	M	M	M	
101	Automatic flush systems, soap containers and toilet flush button	2	2	M	M	M	M	M	M	Flushers are automatic and are used to flush after use
102	Energy-saving lights, distributed appropriately	2	2	M	M	M	M	M	M	Illumination level of at least 200 lux on average on the illuminated surface.
103	No water leakage and no rust on fittings or connections	2	2	M	M	M	M	M	M	
104	Efficient water-saving fittings installed on every tap and water hose	2	2	M	M	M	M	M	M	
105	Motion sensor lights in restrooms	2	2		M	M	M	M	M	A motion sensor is a device that detects moving objects and turns on or adjusts lighting when motion is detected.

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106	Save water posters	2	2	M	M	M	M	M	M	
III.	Rooms									
	Room size & types									
107	Standard room size for 2 adults (incl. bathroom / WC) ≥ 16 m ²	30	10	M	M					<p>Room sizes are measured in square meters (m²) and include bathroom and living room areas, but exclude outside areas such as balconies and patios.</p> <p>The size of accommodation units may vary by 10% from standard sizes, up to 20% of total units.</p> <p>Exception for Makkah and Madinah properties: For each additional bed in the room, 3m² is to be added (maximum 4 beds). The size of accommodation units may vary by 20% from standard sizes, up to 30% of total units.</p>
108	Standard room size for 2 adults (incl. bathroom / WC) ≥ 18 m ²		15			M				
109	Standard room size for 2 adults (incl. bathroom / WC) ≥ 22 m ²		20				M			
110	Standard room size for 2 adults (incl. bathroom / WC) ≥ 30 m ²		25					M		
111	Standard room size for 2 adults (incl. bathroom / WC) ≥ 45 m ²		30						M	
112	Hotel suite size ≥ 32 m ² (incl. bedroom, sitting room, bathroom, and corridor)	30	15	M	M	M				<p>Room sizes are measured in square meters (m²) and include bathroom and living room areas, but exclude outside areas such as balconies and patios.</p> <p>The size of accommodation units may vary by 10% from standard sizes, up to 20% of total units.</p> <p>Exception for Makkah and Madinah properties: For each additional bed in the room, 3m² is to be added (maximum 4 beds). The size of accommodation units may vary by 20% from standard sizes, up to 30% of total units.</p>
113	Hotel suite size ≥ 38 m ² (incl. bedroom, sitting room, bathroom, and corridor)		20				M			
114	Hotel suite size ≥ 48 m ² (incl. bedroom, sitting room, bathroom, and corridor)		25					M		
115	Hotel suite size ≥ 85 m ² (incl. bedroom, sitting room, bathroom, and corridor)		30						M	
116	A minimum of one percent of all rooms (with a minimum of one) is suitable for people with special needs	10	10	M	M	M	M	M	M	

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117	The narrowest passage width of the room, between fixed furniture and the interior (for example, furnishings and relevant paths) must not be less than 90 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
118	Areas of movement in front of essential fixed furniture (e.g. wardrobe) are at least 150 cm x 150 cm in size	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
119	Light switches should not be higher than 100 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
120	Telephones should be reachable from one of the bedsides while laying down	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
121	Wake up calls should be supported by alarm clock with optical signal and vibration	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
122	An accessible path of travel to the accessible room(s) should be designed according to the standards, specifications, and measurements	2	2		M	M	M	M	M	The path leading to entry must be sufficiently illuminated (100 lux).
123	80% of the units are non-smoking units	3	3	M	M	M	M	M	M	
124	At least 50 % of the rooms have a balcony or terrace in the room	2	2							
125	A door locking system is available for each guest room or suite	2	2	M	M	M	M	M	M	
126	Personalized greeting of each guest with flowers or present in the room (no screen messages)	6	6					-	-	
	Sleeping Comfort									

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127	Bed with a modern and well-kept mattress at least 13 cm thick	15	3	M	M					
128	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm		5			M	M			The base of the bed should not be stiff, providing additional flexibility to the mattress.
129	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm		10					M		
130	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 30 cm		15						M	
131	Adjustable, ergonomic bed system	5	5							
132	Single beds of at least 0.80 m x 1.90 m and double beds of at least 1.60 m x 1.90 m	25	1	M	M					
133	Single beds of at least 0.90 m x 1.90 m and double beds of at least 1.80 m x 1.90 m		5			M				Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (1* and 2*).
134	Single beds of at least 1.00 m x 2.00 m and double beds of at least 1.80 m x 2.00 m		15				M			Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (3*).
135	Single beds of at least 1.20 m x 2.00 m and double beds of at least 1.80 m x 2.00 m		20					M		Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (4*).

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136	Single beds of at least 1.40 m x 2.00 m and double beds of at least 2.00 m x 2.00 m		25						M	Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (5*).
137	10% of beds with a length of at least 2.10 m	5	5							
138	All beds have access from both sides	2	2				M	M	M	
139	Baby cots on request	3	3					M	M	Cots available on request in good and clean condition, and stored hygienically.
140	Insulating cover for the entire mattress to protect it from dirt	5	5	M	M	M	M	M	M	The mattresses must be protected. It could be encased mattresses or mattress protection.
141	Mattresses have to be flipped every three months, subject to room occupancy	5	5	M	M	M	M	M	M	For the rooms with high occupancy (over 50%) mattresses have to be flipped every three months. For the rooms with low occupancy, this period can be longer but has to be supported by housekeeping records and documentation. New properties have to provide proof of the standard operating procedure prescribing this activity.
142	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress	10	10	M	M	M	M	M	M	In case of renewal of classification certificate proof must be submitted with the application for classification.
143	Annual deep cleaning of mattresses	10	10						M	In case of renewal of classification certificate proof must be submitted with the application for classification.
144	One clean top and one clean bottom sheet	2	2	M	M	M	M	M	M	2 covers at least for each bed.
145	At least one clean and new duvet and blanket per bed	2	2	M	M	M	M	M	M	A record of blanket and duvet cleaning is required. Duvet covers are treated as sheets in terms of replacement.
146	Allergy-friendly bed linen on request	5	5					M	M	Proof must be submitted with the classification application.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
147	Additional new and clean blanket on request	2				M	M	M	M	
148	One clean pillow per guest with a clean pillowcase	3	1	M	M					A pillowcase should be used to cover and protect it from dirt.
149	Two clean pillows per guest with a clean pillowcase		3			M	M	M	M	A pillowcase should be used to cover and protect it from dirt.
150	Period deep cleaning of pillow cases, to be replaced if needed	8	8	M	M	M	M	M	M	In case of renewal of classification certificate proof must be submitted with the application for classification.
151	Additional clean and new pillow	2	2			M	M	M	M	Hygienically covered to prevent dust collection.
152	Clean and new pillow for the guest on request		1	M	M					
153	Pillow menu (printed or digital version with a choice of minimum 6 different types)	2	2					M	M	
154	Option to adjust daylight in the room	5	1	M	M	M				Curtains, blinds, or shutters are provided on all windows.
155	Option to completely darken the room		5				M	M	M	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.
156	Daylight curtains or equivalent privacy screen	3	3							(Transparent curtains or the like).
157	Washable bed mat	3	3							
Room Furnishing										
158	Prayer rug	5	5			M	M	M	M	On request for 1-star and 2-star units.
159	Holy Quran available on request	5	5	M	M	M	M	M	M	
160	Qiblah's direction is posted on the ceiling	5	5	M	M	M	M	M	M	Each room must have a Qiblah indicator placed on the ceiling in a visible spot.
161	Wardrobe/niche of appropriate capacity	1	1	M	M	M	M	M	M	Fitting to the size and number of beds in a room. Exception for Makkah and Madinah properties: Not applicable for additional beds in properties located in Makkah and Madinah.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
162	Drawers/Shelves	1	1	M	M	M	M	M	M	Built-in drawers, chest of drawers, or shelf space is provided. A minimum of two drawers or two shelves per bed in the room, suitable for the number of guests occupying the hotel room. Exception for Makkah and Madinah properties: Not applicable for additional beds in properties located in Makkah and Madinah.
163	At least 5 hangers of two types	3	1	M	M	M				Minimum 5 hangers consisting of coat hangers, padded hangers, or trouser clips. Wire hangers are not accepted.
164	An appropriate number of uniform hangers min. 3 types		3				M	M	M	Minimum 10 hangers consisting of wooden coat hangers, padded hangers, and wooden trouser clips.
165	1 comfortable seat (upholstered armchair/couch) with side table/shelf	4	4	M	M	M	M	M	M	
166	1 additional comfortable seat (upholstered armchair/double-seater couch) in suites	4	4				M	M	M	
167	Table/desk/table top with a chair	5	2	M	M					
168	Table, desk, or writing top with a free work surface of at least 0.5 sqm and appropriate desk lamp/lighting with a chair for reading		5				M	M	M	M
169	Bedside table or a table with a storage capacity near the bed	2	2	M	M	M	M	M	M	The bedside table or a table with storage capacity (e.g. drawers) is provided for each guest (or one between two beds). The bedside table should match the size of the room and be in good condition.
170	Two dual (two points) power sockets are available, conveniently located for use of electrical/electronic equipment	2	1	M	M	M				A single double socket is a socket with two or more separate sockets in accordance with Saudi standards and specifications.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
171	Two dual (two points) additional sockets next to the desk and two next to the bed (one on each side) for use of electrical/electronic equipment		2				M	M	M	A single double socket is a socket with two or more separate sockets in accordance with Saudi standards and specifications.
172	USB socket and international adapters in the room at the desktop, or next to the bed	5	5		M	M	M	M		
173	USB socket and international adapters in the room, at the desktop, or next to the bed		5						M	
174	Central switch for room lighting next to the door	3	3				M	M	M	
175	Central room lighting switch can be operated from the bed	2	2				M	M	M	
176	Nightlight	1	1					M	M	
177	Appropriate room lighting	1	1	M	M	M	M	M	M	Maintained illumination level of 100 lux for general guestroom lighting.
178	Reading light at the bed	2	2		M	M	M	M	M	Maintained illumination level of 250 lux for headboard reading.
179	Full length dressing mirror	1	1	-	-	M	M	M	M	
180	Adequate place or rack to put the luggage/suitcase	1	1			M	M	M	M	A luggage rack or designated space for at least one suitcase.
181	Waste basket	1	1	M	M	M	M	M	M	Washable and made of non-flammable material.
Safe/Locker services										
182	Safety deposit box/flocker at the reception	1	1	M	M	M	M	M	M	
183	In-room safety deposit box	10	8				M	M		
184	Safe with integrated power socket in the room		10						M	M
185	Central safety box for luxurious items	5	5					M	M	
Soundproof Insulation/Air Conditioning										

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
186	Appropriate soundproofing of windows & walls	8	8				M	M	M	Windows are double glazed, weatherproof and soundproof, preventing noise from neighboring rooms or from the outside.
187	Soundproof doors/double doors preventing noise from neighboring rooms or from the outside	8	8							
188	Air conditioning system inside rooms controlled by the guest	10	10	M	M	M	M	M	M	In an occupied guest room, the temperature should be between 20°C and 22°C; in an unoccupied guest room, the temperature should be between 26°C and 27°C. Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
Consumer Electronics										
189	Radio	1	1			M	M	M	M	Radio programs can be received via radio, but also via the television set or a central house system.
190	Audio/multimedia player	2	2				M	M	M	Radio programs can be received via radio, but also via the television set or a central house system.
191	Permanently-installed electronic medium in the bathroom	5	5					-	M	
192	Television with remote control	6	2	M	M					
193	TV with remote control and program guide appropriate for the room size		4			M				TV screen must be large enough to watch TV from the seating area of the room.
194	SMART TV with remote control and program guide appropriate for the room size		6				M	M	M	TV screen must be large enough to watch TV from the bed and the seating area of the room or suite, not smaller than 40 inches on a diagonal.
195	Additional TV in suites in size appropriate for the size	2	2							TV screen must be large enough to watch TV from the bed and the seating area of the room or suite, not smaller than 40 inches on a diagonal.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
196	List of available TV and radio channels in accordance with relevant laws and regulations	2	2	M	M	M	M	M	M	Saudi, regional and international channels.
197	The hotel management must control the list of TV and radio channels, provided that they are centrally available in all hotel facilities	2	2	M	M	M	M	M	M	There should be no content available that is not in line with the culture and customs in the Kingdom of Saudi Arabia (e.g., adult programs, etc.). The aim of having the centrally controlled list of channels is to secure the alignment with this requirement. This requirement applies to all TV sets in the accommodation unit.
198	Chargers/adapters on request	2	2				M	M	M	For various electrical devices such as mobile phones, laptops, etc.
Telecommunications										
199	Device for internal and external communication (telephone) with an instruction manual (printed or digital)	4	2	M	M					Internal communication means communication within the facility only.
200	Device for internal and external communication (telephone) in the room with a bilingual instruction manual (printed or digital)		4			M	M	M	M	
201	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the facility	2	2	M	M	M	M	M	M	Wi-Fi Internet is available throughout the hotel, and also in all outdoor areas of the hotel used by guests.
202	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the facility	8	8			M	M	M	M	The free connection speed should not be less than 5 Mbps 3* - 10 Mbps 4* - 15 Mbps 5* and the paid connection speed should not be less than 10 Mbps 3* - 20 Mbps 4* -50Mbps 5*
203	Private and secure printing zone in public areas	5	5				M	M	M	
204	Smart communication device in the room on request (for example smartphone, tablet,	3	1					M	M	

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
	mobile modem with laptop)									
205	Smart communication device in the room (for example smartphone, tablet, mobile modem with laptop)		3							
Other requirements										
206	An emergency evacuation plan and emergency contact numbers are displayed inside the room in both Arabic and English	2	2	M	M	M	M	M	M	All information has to be visibly presented on the backside of the unit door.
207	Bilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classification request)	3	2			M	M	M	M	Hotel guest services directory available in all guest rooms, in print or displayed on the screen, in Arabic and English including: a) Welcome message b) List of services and facilities (with internal telephone extension number) available in the hotel as well as the prices and availability of these services and facilities. c) Local city and region information with telephone numbers or websites where further information can be received.
208	Multilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classification request)		3							

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
209	Informative material on local museums, tourist sites, and attractions in public areas and/or rooms	1	1	M	M	M	M	M	M	The information can be displayed in print or digitally by scanning the bar code (Visit Saudi website).
210	Daily newspaper in the room (digital)	2	2							
211	Pen and notepad	1	1			M	M	M	M	
212	A correspondence folder containing papers, envelopes and a pen	3	3					M	M	
213	Trousers iron	2	2							
214	Laundry bag	1	1			M	M	M	M	
215	Iron and ironing board on request/or an ironing room	4	2	M	M	M				
216	Iron and ironing board in the room		4				M	M	M	
217	Electric shoe polishing machine in public areas	3	3			M	M	M	M	
218	Spyhole or camera on the door of every room and suite	1	1	M	M	M	M	M	M	
219	Additional locking device on the room door	1	1	M	M	M	M	M	M	
220	Coffee/tea maker with accessories in the room	4	4			M	M	M	M	Water boiler and tea and coffee sachets.
221	Coffee machine for fresh coffee in the room	4	4					M	M	Coffee machine using coffee capsules (type of preportioned single-use container) or similar devices.
222	Air purification system	4	4							
Bathroom comfort										
223	Bathroom area $\geq 3 \text{ m}^2$	15	2	M						Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
224	Bathroom area $\geq 4 \text{ m}^2$		5		M	M				Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
225	Bathroom area $\geq 5 \text{ m}^2$		10				M	M		Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
226	Bathroom area $\geq 7 \text{ m}^2$		15						M	Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
227	All rooms have a toilet and showers	15	1	M	M	M	M	M	M	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
228	All accommodation units have bathrooms with toilets and shower cabins, while in the 50% of the units there is a bathroom with bathtub and shower cabin		10					M		The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
229	All accommodation units have bathrooms with toilets and shower cabins		15						M	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
230	All accommodation units have an additional separate toilet	5	5						-	
231	The shower area is separated by a wall or tempered glass	5	5	M	M	M	M	M	M	Curtains are not accepted and the floor of the shower area must be non-slip.
232	Washbasins with a continuous supply of hot and cold water	1	1	M	M	M	M	M	M	The water heater must be hidden. Enough water pressure is available
233	Hand hose beside each toilet	1	1	M	M	M	M	M	M	The water heater must be hidden. Enough water pressure is available
234	Toilet with seat and lid	1	1	M	M	M	M	M	M	
235	Toilet paper roll	1	1	M	M	M	M	M	M	
236	All bathrooms/restrooms must be equipped with a ventilation system	1	1	M	M	M	M	M	M	
237	Double washbasins in double rooms and suites	5	5					M	M	The water heater must be hidden. Enough water pressure is available
238	Washable bath mat	1	1		M	M	M	M	M	A washable towel placed on the bathroom floor to reduce slips
239	LED Lighting at the washbasin	2	2	M	M	M	M	M	M	Maintained illumination level 400 lux at 60 cm for mirror
240	Permanent anti-slip device or floor in shower and bathtub	3	3			M	M	M	M	

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
241	Mirror in the restroom	5	1	M	M	M	M	M		
242	Mirror with anti-fog function (heated)		5						M	
243	Accessible, free socket near the mirror	1	1	M	M	M	M	M	M	
244	Cosmetic mirror	2	1			M	M	M	M	
245	Movable cosmetic mirror		2				M	M	M	For shaving and other purposes
246	Illuminated cosmetic mirror	1	1						M	For shaving and other purposes
247	Towel ring/rack/hood	1	1	M	M	M	M	M	M	A sufficient number of rings/racks/hooks according to the number of towels defined in criteria 259 and 260.
248	Option to heat the bathroom	5	5				-	-	-	
249	Shelf space or storage area around the washbasin	3	3	M	M	M	M	M	M	Washbasins have a practical design with surrounding space for storage. A generous shelf space incorporated with the washbasin is accepted.
250	Mug/glass that can be used to clean teeth	1	1	M	M	M	M	M	M	
251	Personal hygiene supplies: soap and shampoo	11	1	M						
252	Personal hygiene supplies: soap, shampoo, shower gel, shoehorn*		3			M				
253	Soap Shampoo Shower gel Shoehorn Body lotion* Conditioner* Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shower cap* Vanity kit* Items with * are available on request		5			M				Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and a nail file.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
254	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoehorn Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shoe polish Kit* Items with * are available on request		7				M			Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and a nail file.
255	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoehorn Sanitary bags Dental kit* Nail care kit * Mouth wash* Sewing kit* Shoe polish Kit* Items with * are available on request		9					M		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and a nail file.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
256	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Sanitary bags Nail care kit Sewing kit Shoe polish Kit Dental kit* Mouth wash* Items with * are available on request		11						M	Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and a nail file.
257	Toiletries/body care products are in individual recyclable packages	5	5					M	M	Large or small cans or wall-mounted cans are accepted.
258	Soft facial tissues	2	2	M	M	M	M	M	M	
259	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel		1	M	M	-	-	-	-	The capacity of double beds is for two people, and the single bed is for one person.
260	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Toilet Towel	2	2			M	M	M	M	The capacity of double beds is for two people, and the single bed is for one person.
261	Bathrobe on request		2			M	M			
262	Bathrobe on request	4	4					M	M	
263	Slippers on request		1			M				
264	Slippers	3	3				M	M	M	
265	Hair dryer on request		1	M	M					
266	Hair dryer	2	2			M	M	M	M	
267	WC brush	2	2	M	M	M	M	M	M	
268	Bathroom stool on request	3	3					M	M	
269	Bathroom scales	1	1					M	M	

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
270	Foot pedal waste basket	1	1	M	M	M	M	M	M	
271	Telephone in the bathroom/restroom	5	5				M	M	M	
272	TV in the bathroom (e.g. integrated in the mirror or next to the bathtub)	5	5							
273	The door should open outward. Sliding doors are acceptable	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
274	The door must be at least 90 cm wide	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
275	A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.	1	1	M	M	M	M	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
276	Handles must be available to the left and right of the WC	1	1	M	M	M	M	M	M	On the side where the WC can be accessed, the grab handle should be foldable. Limited only to the designated accessible units.
277	The flushing button must be accessible or automatic at best.	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
278	Hand hoses should be placed on the side wall with a length that does not exceed 20 cm from the front of the toilet	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
279	The washbasin must be accessible at a height of 67 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
280	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
281	The interior of a shower area should have a clear floor area of at least 150 cm x 150 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units. The minimum size of the shower area due to the potentially insufficient size of the bathroom is 150 cm x 90 cm.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
282	A shower seat or bathtub seat is available	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
IV. Food & Beverage										
Room service										
283	Complementary min. 2 bottles of 330 ml of water in the room	2	2			M	M	M	M	For free
284	F&B and snacks vending machine	2	2	M	M					A maxi bar is a vending machine that dispenses small articles such as food, drinks, or hygiene articles when a coin or card is inserted. It is a self-service machine. Should be replenished regularly.
285	Mini refrigerator in the room	4	2		M	M				
286	Mini refrigerator with some drinks and snacks		4				M	M	M	Refrigerator with drinks and snacks.
Breakfast										
287	Breakfast offering at least one hot drink (either tea or coffee), fruit juice, fruit salad/fruit, and a selection of bread/rolls, butter, jam, sausage, and cheese	8	1	M	M					Dishes may vary according to the hotel menu.
288	Self-service breakfast buffet offering a varied breakfast menu including different types of eggs and cereals		2			M				The minimum is required as per criterion number 287, in addition to other choices. Dishes may vary according to the hotel menu.
289	A breakfast buffet service or a la carte breakfast is provided, and guests are served by staff		8				M	M	M	
290	Breakfast menu via room service	5	5					M	M	
F&B outlets										

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
291	Meal menu via room service available 16 hours a day	10	5				M			
292	Meal menu via room service available 24 hours a day		10					M	M	
293	At least one restaurant serving three main meals (breakfast, lunch, and dinner) all days of the week, and the restaurant must have its own kitchen.	10	10			M	M	M	M	
294	One additional restaurant serving at least one meal (lunch or dinner)	15	15					M	M	
295	At least one fine dining/haute cuisine restaurant	20	20						M	Serving high-quality, fresh, and unpreserved food (local and/or international cuisine, following the latest food trends). Serving a signature menu.
296	Club lounge	15	15							Separate spacious room for VIP guests with comfortable seating (lounge chairs and couches), a relaxed atmosphere, and entertainment options like TV, and drinks. Club lounge can offer signature drinks, cigars, etc.
297	2 workers in the beverage serving area who hold local or international memberships	15	15						M	
298	The hotel provides a coffee shop that serves a variety of specialty coffees, Saudi and international coffees, special teas, cakes, biscuits and sweets.	15	15						M	
299	The staff working in the café is trained as barista	15	15						M	Can be internally trained and certified by a global hotel chain.
300	Diet menu/allergy-friendly menu	2	2							
301	Local traditional foods menu	4	4							The menu should include popular or local foods that reflect the culture of the region.

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
302	Zero food waste strategy	10	10							A food waste reduction strategy must be devised in collaboration with governmental or non-governmental organizations or internally, and the strategy can be part of a larger sustainability programme.
303	No single-use plastics policy	10	10							The hotel has a policy in place not to use single-use plastics such as single-use plastic water bottles, plastic straws, and single-use plastics for toiletries.
Safety										
304	High chairs for children in restaurants have seat belts that are securely fastened preventing the child from falling out or the chair from falling over	4	4	M	M	M	M	M	M	
305	The kitchen is regularly inspected, outcomes documented, defects promptly repaired and the HACCP concept adopted. All legal requirements regarding food hygiene and food safety are fulfilled (on-site check)	4	4	M	M	M	M	M	M	
V.	Event Facilities									
Banquet Facilities										
306	Banquet hall with a capacity of at least 50 guests	20	5							
307	Banquet hall with a capacity of at least 100 guests		10							
308	Banquet hall with a capacity of at least 250 guests		20							
Conference Facilities										

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
309	Conference room(s) covering an area of 36sqm - 100sqm and a minimum height of 2.50m with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables. Technical support provided		10							
310	Conference room(s) covering an area of min. 100sqm and a minimum height of 2.75m. with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables. Technical support provided	20	15							
311	Conference room(s) covering an area of min. 250sqm and a minimum height of 3.50m. with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables. Technical support provided		20							
312	Designated area for praying for men and women	5	5				M	M	M	
313	One group work/breakout room		2							
314	Two group work/breakout rooms	4	4							

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
315	Secretarial services for conference facilities (an office and dedicated staff are provided)	3	3							
316	Support service for the conference facilities (a special department and staff dedicated to this shall be provided)	5	5							
317	Translator's room	10	10							A room separated from the meeting room with glass, door, and walls, equipped with all necessary connections to audiovisual systems.
Conference room equipment										
318	Adjustable lighting	2	2							
319	Adjustable sound systems	2	2							
320	Wi-Fi	2	2							
321	Natural light (daylight) and blackout curtains	3	3							
322	Individually controllable central air conditioning for the conference rooms	3	3							Air conditioning is set at the ambient temperature of 20 C-24C.
323	Equipment should include assistive listening devices	1	1							Assistive listening devices are headphones, etc.
Sports & Recreation										
Sports										
324	One in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)	9	3							
325	Two in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		6							
326	Three in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		9							

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
327	Sports equipment rental (e.g. boat and bicycle rental)	2	2							
328	Fitness room with at least 4 different machines (e.g. ergometer, dumbbell and training bench, weight training machine, treadmill, rowing machine, stepper). The fitness room has a minimum size of 20 square meters, separated by gender or different working hours	8	4				M			Exception for Makkah and Madinah properties: Not applicable for properties in Makkah and Madinah.
329	Fitness room with at least 8 different machines (e.g. ergometer, dumbbell and training bench, weight training machine, treadmill, rowing machine, stepper). The fitness room has a minimum size of 50 square meters, separated by gender or different working hours		8					M	M	Exception for Makkah and Madinah properties: Not applicable for properties in Makkah and Madinah.
Wellness/Beauty										
330	Massages (treatment room, separated by gender) The treatment room(s) must have a minimum size of 10 sqm	6	6					M	M	
331	Separate lounge/relaxation room. The lounging room/relaxation room has a minimum size of 20 sqm	3	3							
332	Whirlpool separated by gender	3	3							
333	One gender-separated sauna area with minimal capacity of 6 seats	10	5							
334	Two gender-separated sauna areas		10							

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
	with minimally capacity of 6 seats									
335	Beauty care services, at least 4 separate services (such as: facial care, manicure/perdicure, peeling, relaxing massage)	5	5						M	
336	Special section for various services that provides at least 4 services such as (bathtubs, hydromassage, hammam, steam baths)	5	5							Hammam is a body cleansing service, such as: the Moroccan bath, the Turkish bath, and others.
337	Room for signature treatments	10	10							Exclusive rooms for individual wellness experiences, which guests have only for themselves. They often have their own saunas or whirlpools; qualified staff (trained female and male therapists) performs signature treatments - such as sophisticated wellness ceremonies and bathing rituals there according to the guests' wishes.
338	Outdoor heated swimming pool covering an area not less than 60 sqm	10	10						M	If there is a swimming pool, a lifeguard with approved lifeguard certificate must be provided.
339	Indoor heated swimming pool covering an area not less than 40 sqm	15	15						M	If there is a swimming pool, a lifeguard with approved lifeguard certificate must be provided.
340	Swimming pools should be designed according to the standards, specifications, and measurements	2	2							1- The stairs leading to the swimming pool must be clearly marked with edges of different colors on the stairs and the walkway, and provided with at least one handrail. 2- The depth of the swimming pool is clearly indicated on the edge of the pool 3- The boundaries of the swimming pool are clearly defined by both textural change and color contrast

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
Children										
341	In-house toddler care (up to 3 years) at least 3 hours on weekdays by a certified person	10	10							
342	In-house child care (from 3 years) at least 3 hours on weekdays by a certified person	10	10							
343	Children's play area (e.g. playroom, playground)	4	4							The condition of playground equipment is good and it's well maintained.
Other										
344	A lounge for hotel guests (separate from the breakfast lounge or restaurant)	2	2							Separate space in addition to the breakfast room or restaurant.
345	Reading and writing room	1	1							Separate quiet room for reading and writing.
346	Library	2	2							Library as a separate room or separate space.
347	Entertainment programs are organized in the hotel or animation shows during the holidays	3	3							
348	Accessibility Beach should be designed according to the standards, specifications, and measurements	3	3							1- Easy access to the beach 2- Easy access to the sea 3- Assistive devices must be provided for people with special needs, such as: special wheelchairs
VII. Quality and Service Management via the Website										
349	Mystery guesting system (proof must be attached to the classification application once it is renewed)	10	10				M	M	M	Once between two classification inspections. Can be conducted by hidden (internal) controls e.g. the global hotel chain mystery guest visits are accepted as equal.
350	Quality management system implemented, including a guide, instructions and procedures for all operations that are carried out (clarifying quality policies, objectives and	10	10				-	-	-	

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No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
	evaluation mechanism).									
351	A website with recent information and realistic pictures of the hotel (photos of the rooms and all the hotel's main facilities, and the website shows the hotel's address on maps)	5	5		M	M	M	M	M	The information provided includes at a minimum the location and opening times of the restaurants, the opening hours of the facilities, and can be accessed through search engines such as Google and others. Provided that the images are real, realistic and simulate the actual reality.
352	Possibility of online booking	2	2	M	M	M	M	M	M	The online booking possibility can be provided by any online booking platform
353	A website with direct booking option	10	10					M	M	
354	The website should provide changeable contracts	2	2							
355	Website should provide changeable font sizes	2	2							
356	Website should provide information about accessible rooms and the accessibility of the building	2	2		M	M	M	M	M	Information can be provided by presenting a map of the property with routing options or by describing it textually.
357	Special marketing material should be designed for the needs of the target group (e.g. few color flyers to make the legibility easier, in braille, bigger font size...)	5	5							
358	Mostadam Construction Rating Certificate	10	10							A system for evaluating the building's compliance with environmental sustainability standards.
359	The statutory requirements for preserving the environment are applied, while securing international accreditations and	10	10							

The Hotel

No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Luxury	Description
	certificates proving the hotel's application of environmental preserving measures.									
VIII. Human Resources										
Training, staff facilities and Saudization level										
360	Annual training plan for employees	5	5							The training courses as per Procedure Manual : 1- Specialized training courses presented by the Ministry 2- Attending training workshops invited to by the Ministry 3- At least one specialized training course (annually) covering the work scope of the employees at the Tourist Accommodation Facility presented by an accredited training institute or Trainor 4- Any other training course deemed necessary by the Ministry
361	Availability of at least one employee around the clock and certified in first aid by the Saudi Red Crescent	5	5	M	M	M	M	M	M	A valid first aid certificate.
362	Showers, lockers, and changing rooms for employees separated by gender	5	5			M	M	M	M	If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
363	Saudization percentage is 10% or more of total employees	15	5							
364	Saudization percentage is 30% or more of total employees		10							
365	Saudization percentage is 50% or more of total employees		15							
IX. Score										