1 Hotels

Hotels

Definition of hotels

A Hotel is a facility that provides paid lodging, with full services on a daily basis and it is classified by stars.

The grading processes

To classify a hotel, a three-step grading process will be applied which covers mandatory, minimum criteria, and a minimum score per category.

1. **Mandatory Requirements:** All mandatory requirements have to be met by a hotel. Without full compliance to these points, a classification is not possible. The hotel's license is at risk if any non-conformities cannot be rectified in due course.
2. **Minimum Requirements:** In case one or more minimum requirements ("M") are not fully met, a classification in the desired category will not be possible. The hotel must solve this situation swiftly in close cooperation with the MT or it will be downgraded.
3. **Minimum Score:** All points added, an overall percentage of all points in comparison to the total of possible points:

Classification categories in KSA are:

Classification categories	1 Star	2 Stars	3 Stars	4 Stars	5 Stars	6 Stars
Minimum points per category	**465**	**542**	**620**	**774**	**1084**	**1393**
Maximum points per category	**593**	**618**	**779**	**939**	**1,152**	**1,548**
Required parentage	30%	35%	40%	50%	70%	90%

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Hotel Classification checklist

0. Mandatory Requirements	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
	1	All necessary licenses and certificates are available and valid. Printed and published actual pricelist of the hotel building (price list is available in public area such as the reception and the internet, containing valid prices per person or per room; tax or other applying charges must be included or separately listed).	2	2	M	M	M	M	M	M
1. General Hotel Requirements	**No.**	**Requirement**	**Max. points to count**	**Points**	**★**	**★ ★**	**★★★**	**★★★★**	**★★★ ★★**	**★★★ ★★★**
Hotel Architecture and Exterior Design	2	The hotel name is clearly visible on the building exterior, in Arabic and English.	2	2	M	M	M	M	M	M
	3	Clean Hotel building front, without any wall & water damage, well maintained	2	2	M	M	M	M	M	M
	4	The entrance is clear and easily recognizable as a hotel entrance.	2	2	M	M	M	M	M	M
	5	Lighting at the entrance area (min. 150 lumens).	2	2	M	M	M	M	M	M
Cleanliness / Hygiene	6	Cleanliness and a hygienically stainless hotel building, are basic requirements in every star category.	10	10	M	M	M	M	M	M
Conservation Status	7	All facilities are in perfect condition and well maintained.	10	10	M	M	M	M	M	M
Staff	8	All services are provided by competent and recognizable employees. Staff is recognizable by name-tags or position tags in Arabic and English.	10	10	M	M	M	M	M	M
	9	Parking lot - for cars	3	3					M	M

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1. General Hotel Requirements	No.	Requirement	Max. points to count	Points	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Parking / Loading Facilities	10	Parking lot - for busses.	1	1						
	11	Hotel garage for cars.	5	5					M	M
	12	Charging station for electric vehicles (e.g. cars, bicycles).	3	3						M
Elevator	13	At least one elevator for every 50 rooms in buildings over 13 meters high. Or buildings consisting of more than three floors, except for the hotel basement. (a 1-4 star hotel above 13 meters high or with more than three floors, needs one elevator for every 50 rooms) 5/6*: For hotels with more than one floor. (For hotels with 5- and 6-stars, one elevator must be available for 50 rooms on each floor, regardless of the overall height of the building.)	15	15	M	M	M	M	M	M
	14	The area of each elevator shall not be less than 2,0 m^2 (the minimum elevator load 630 kg, width x depth: 1,3 m x 1,6 m, the minimum width of the elevator door: 90 cm).	2	2	M	M	M	M	M	M
	15	Elevator or stairs interior includes luxurious installations and decorations.	2	2						M
	16	If the hotel does not have lifts or barrier-free access, this will be announced on the official website for advance information for tourists.	2	2	M	M	M	M	M	M
	17	Signs are posted in the elevator for floors, rooms, and public areas identification.	2	2	M	M	M	M	M	M

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1. General Hotel Requirements	No.	Requirement	Max. points to count	Points	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Corridor and Stairwells	18	Motion sensors are used for corridor lighting.	2	2				M	M	M
	19	Corridors are not less than 1.80m wide (Saudi Building Code chapter 8.16.2).	2	2	M	M	M	M	M	M
	20	Signage and information to tourist for use of special area e.g. "smoking area".	2	2	M	M	M	M	M	M
	21	The corridor floor is covered with resilient materials (good in terms of materials and quality).	2	2				M	M	M
	22	Provide guidance signage indicating (floor number, directions and room numbers) in front of the elevator and corridors.	2	2	M	M	M	M	M	M
Building logistics	23	Elevator for the staff of the hotel (mandatory for buildings with more than two floors).	5	5			M	M	M	M
	24	Supplier entrance (mandatory for buildings with more than 20 rooms).	5	5			M	M	M	M
	25	Separate staff entrance (could be also supplier entrance but never the main entrance of the hotel).	5	5	M	M	M	M	M	M
	26	Separate service room for housekeeping (storage of cleaning material, and mandatory for a hotel with floors with more than 10 rooms per floor).	5	5			M	M	M	M
	27	In-house laundry service.	10	10						M

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1. General Hotel Requirements	No.	Requirement	Max. points to count	Points	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Handicapped accessible	28	The mandatory requirements of the Accessibility Annex are fulfilled.	5	5	M	M	M	M	M	M
	29	Accessibility - Annex to classification criteria, fulfilment = 20%	5	1						
	30	Accessibility - Annex to classification criteria, fulfilment = 21-40%		2						
	31	Accessibility - Annex to classification criteria, fulfilment = 41-60 %		3						
	32	Accessibility - Annex to classification criteria, fulfilment = 61 - 80%		4						
	33	Accessibility - Annex to classification criteria, fulfilment = 81 - 100 %		5						

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
General Services	34	The main entrance exterior is decorated.	2	2			M	M	M	M
	35	Automated software to register guest data.	2	2	M	M	M	M	M	M
	36	All employees in uniform or the traditional Saudi Attire for Saudi nationals.	2	2	M	M	M	M	M	M
	37	Use of automatic double doors or revolving doors.	2	2			M	M	M	M
	38	Complete first aid kit and defibrillator in accordance with red crescent requirements.	2	2	M	M	M	M	M	M
	39	Provide a contact number of a medical center that can be called in case of emergency.	2	2	M	M	M	M	M	M
	40	Provide natural plants and flowers for decoration.	2	2	M	M	M	M	M	M
	41	Provide Free Wi-Fi service in the lobby area.	2	2	M	M	M	M	M	M
	42	Provide electrical sockets beside the seats.	2	2			M	M	M	M
	43	A clearly separated area offering full guest privacy (a desk or counter).	1	1	M	M	M			

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
General Services	44	A clearly designated reception area offering full guest privacy.	6	6				M	M	M
	45	Set of seats at the reception.	10	1	M	M	M			
	46	Lobby with seating and beverage service.		5				M		
	47	Reception hall with seating and beverage service.		10					M	M
	48	Reception service, 24 hours availability by phone from inside and outside	6	1	M	M				
	49	Reception desk operating 14 hours. Reception services are accessible by phone 24 hours from inside and outside.		3			M			
	50	Reception desk operating 16 hours. Reception services accessible by phone 24 hours from inside and outside		4				M		
	51	Reception desk operating 24 hours.		6					M	M
	52	Check-in with electronic devices (the system that allows guests to check-in digitally, for example from their mobile phones).	6	6						
	53	Express checkout.	3	3						

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
General Services	54	Bilingual employees (Arabic, English).	2	2			M	M		
	55	Multilingual employees (Arabic, English and at least one other foreign language).	4	4						M
	56	Photocopying- and scanning-service available for guest use.	2	2				M	M	M
	57	Valet parking service is available and indicated on the Website.	10	10					M	M
	58	Doorman (an employee assigned with this task).	15	15					M	M
	59	Concierge (a certified employee assigned with this task, responsible for providing special services to guests such as booking restaurants, coordinating trips and events).	15	15					M	M
	60	Hotel bellboys/servants (employees assigned with this task).	15	15					M	M
	61	Luggage service on request.	5	2			M	M		
	62	Luggage service.		5					M	M

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
General Services	63	Secured luggage storage for arriving and departing guests, equipped with shelves and baggage identification cards.	5	5				M	M	M
	64	A systematic approach to guest complaints is implemented and verified.	2	2	M	M	M	M	M	M
	65	Turndown service in the evening as additional room control (preparing the room for the night, curtains are closed, slippers are placed by the bed, beddings are loosened ...etc. ...).	10	10					M	M
Room Cleaning / Change of Linen	66	Rooms cleaned before guest check-in.	1	1	M	M	M	M	M	M
	67	Daily room cleaning.	1	1	M	M	M	M	M	M
	68	Daily towel change on request (during every stay per guest).	1	1	M	M	M	M	M	M
	69	Bed linen change for every new guest, at least once per week and/or on request.	2	1	M	M	M			
	70	Bed linen change for every new guest, at least twice per week and/or on request.		2				M	M	M
Laundry / Ironing Service	71	Dry cleaning service (received before 9.00 a.m. returned within 24 hours).	3	1						

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Laundry / Ironing Service	72	Dry cleaning service (received before 9.00 a.m. returned within 9 hours).	3	3						
	73	In-house ironing service (returned within 1 hour).	2	2					M	M
	74	Laundry and ironing service (return time to be arranged).	4	1			M			
	75	Laundry and ironing service (received before 9.00 a.m. returned on the same day, excluding weekends).		3				M		
	76	Laundry and ironing service (received before 9.00 a.m. returned within 9 hours).		4					M	M
	77	Laundry service (dry cleaning or washing) returned within 1 hour	5	5						M
Method of Payment	78	Credit & debit cards are accepted.	2	2	M	M	M	M	M	M
Other	79	In-house technical support.	2	2					M	M
	80	Umbrella (rain or sun protection) at the reception / in the room.	1	1					M	M
	81	Latest issues of magazines at the reception or in rooms.	1	1					M	M

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Other	82	Daily newspaper offer (printed or digital).	2	2				M	M	M
	83	Sewing service on request.	2	2				M	M	M
	84	Shoeshine service on request.	2	2			M	M	M	M
	85	Shuttle service or limousine service on request (if outsourced, there has to be a counter in the lobby).	2	2					M	M
	86	Guests are escorted to their rooms upon check-in.	2	2					M	M
	87	Central Air conditioning in all indoor public areas.	2	2	M	M	M	M	M	M
Restrooms	88	Restroom for each gender in public areas (at or near lobby).	3	3	M	M	M	M	M	M
	89	Provide a bidet shower beside each toilet.	2	2	M	M	M	M	M	M
	90	A wastebasket is available.	2	2	M	M	M	M	M	M

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2. Reception and Services at the Reception	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Restrooms	91	Toilet paper and hand tissue are available.	2	2	M	M	M	M	M	M
	92	Provide automatic flush systems, soap containers and toilet flush button.	2	2	M	M	M	M	M	M
	93	Provide lighting, distributed appropriately (two points for having LED lighting, one point for having normal lighting).	2	2	M	M	M	M	M	M
	94	No water leakage and no rust on fittings or connections.	2	2	M	M	M	M	M	M
	95	Use of efficient water-saving fittings installed on every tap and water hose.	2	2	M	M	M	M	M	M
	96	Adequate motion sensor lights in restrooms.	2	2				M	M	M
	97	Save water posters.	2	2	M	M	M	M	M	M
Room size & types	98	Standard room size for 2 adults room size (incl. bathroom / WC) ≥ 16 m^2	25	10	M	M				
	99	Standard room size for 2 adults room size (incl. bathroom / WC) ≥ 18 m^2	25	15			M			

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Room size & types	100	Standard room size for 2 adults room size (incl. bathroom / WC) ≥ 22 m²	25	20				M		
	101	Standard room size for 2 adults room size (incl. bathroom / WC) ≥ 30 m²		25					M	
	102	Number of suites, (2 points per suite, max. 6 points).	6	6					M	M
	103	At least 80% of the rooms are non-smoking rooms.	3	3						
	104	At least 50 % of the rooms have a balcony or terrace in the room.	2	2						
	105	Door locking system is available for each guest room or suites	2	2	M	M	M	M	M	M
	106	Personalized greeting of each guest with flowers or present in the room (no screen messages).	6	6					M	M
Sleeping Comfort	107	Bed with a modern and well-kept mattress at least 13 cm thick.	15	1	M	M				
	108	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm.	15	5			M	M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Sleeping Comfort	109	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm.	15	10					M	
	110	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 30 cm.	15	15						M
	111	Adjustable, ergonomic bed system.	5	5						
	112	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				
	113	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			
	114	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.		15				M	M	
	115	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
	116	10% of beds with a length of at least 2.10 m.	5	5						
	117	Adjustable baby cots on request.	3	3				M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★★
Sleeping Comfort	118	Fully encased mattress with zippers.	10	10	M	M	M	M	M	M
	119	Mattresses have to be flipped every three months (3 month sticker at the mattresses and additional documentation by housekeeping department)	5	5	M	M	M	M	M	M
	120	Mattresses are replaced with new ones every five years maximum (proof must be enclosed with the classification application).	10	10					M	M
	121	Mattresses are replaced with new ones every seven years maximum (proof must be enclosed with the classification application).	5	5	M	M	M	M		
	122	Annual deep cleaning of mattresses (proof must be enclosed with the application for classification).	10	10						M
	123	At least one bed linen per bed	2	2	M	M	M			
	124	At least 2 bed linen per bed.		2				M		
	125	At least 3 bed linen per bed for (5 Star) and 6 bed linen per bed for 6 star	10	10					M	M
	126	Allergy-friendly bed linen on request (proof must be enclosed with the classification application) on request.	2	2						M
	127	Duvets on request.	1	1	M	M	M	M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Sleeping Comfort	128	Additional blanket on request.	2	2			M	M	M	M
	129	Contemporary, well-kept pillows. Standard cushion size 80 x 80 cm. Ergonomic cushions are also available in 40 x 60 cm.	1	1	M	M	M	M	M	M
	130	Fully encased pillows.	5	5	M	M	M	M	M	M
	131	Annual deep cleaning of pillows / new purchase max. 1 year ago (proof must be enclosed with the classification application).	8	8		M	M	M	M	M
	132	Additional pillow on request (no decorative pillow).	1	1			M	M	M	M
	133	2 pillows per guest (no decorative pillows).	4	4					M	M
	134	Pillow menu (printed or digital version with a choice of minimum 6 different types)	4	4				M	M	M
	135	Room darkening possibility (e.g. curtains / shutters).	5	1	M	M	M	M		
	136	Room full darkening option (e.g. roller shutters, opaque blackouts).		5					M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Room Furnishing	137	Daylight curtains or equivalent privacy screen.	3	3						
	138	Washable bed mat.	3	3						
	139	Wake-up device.	2	2	M	M	M	M	M	M
	140	Prayer rug.	5	5			M	M	M	M
	141	Holy Quran available on request.	5	5	M	M	M	M	M	M
	142	Qiblah direction within 1m from the door.	5	5	M	M	M	M	M	M
	143	Wake-up service. (automated telephone wake-up call for 1-4 star hotels and personal telephone wake-up call for 5 star hotels)	1	1	M	M	M	M	M	M
	144	Wardrobe / niche of appropriate capacity. Cloakroom where at least 2 garments can be hung with at least 2 coat hangers.	1	1	M	M	M	M	M	M
	145	Linen drawers.	1	1		M	M	M	M	M
	146	At least 5 hangers of two types (trouser hanger, clothes hanger). Metal hangers are not accepted.	3	1	M	M	M			
	147	Appropriate number of uniform hangers (min 5 hanger male and 5 hanger female clothes) min. 3 types.		3				M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Room Furnishing	148	Coat rack / coat hook.	1	1	M	M	M	M	M	M
	149	Hanging possibility for clothes bag (outside the wardrobe).	1	1					M	M
	150	1 chair at least	4	1	M	M				
	151	1 seat per bed		2			M	M	M	M
	152	1 comfortable seat (upholstered armchair / couch) with side table / shelf.		4				M	M	M
	153	1 additional comfortable seat (upholstered armchair / double-seater couch) in double rooms and suites.		4					M	M
	154	Table / desk / table top.	5	1	M	M				
	155	Table, desk or writing top with a free work surface of at least 0.5 sqm and appropriate desk lighting.		5			M	M	M	M
	156	Bedside table / storage possibility at the bed.	2	2			M	M	M	M
	157	Accessible, free mains socket in the room.	1	1	M	M	M	M	M	M
	158	Additional, accessible, free mains socket near the table.	2	2			M	M	M	M
	159	Accessible, free mains socket near the bed.	1	1	M	M	M	M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Room Furnishing	160	USB socket international adapters in the room at the desktop or next to bed or USB and international adapters on request at the reception.	5	5		M	M	M	M	
	161	USB socket and international adapters in the room, at the desktop or next to bed.		5						M
	162	Central switch for room lighting electricity next to the door.	3	3						
	163	Room lighting can be operated from the bed.	2	2						
	164	Central operation of the room lighting from the bed.	4	4				M	M	M
	165	Nightlight (max. 50 lumen)	1	1						
	166	Appropriate room lighting (300 lumen).	1	1	M	M	M	M	M	M
	167	Reading light at the bed (300-500 lumen).	2	2		M	M	M	M	M
	168	Full length dressing mirror.	2	2			M	M	M	M
	169	Adequate space for suitcase shelf or suitcase rack.	1	1			M	M	M	M
	170	Wastepaper basket.	2	2	M	M	M	M	M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Safe / Depot Facilities	171	safety box at the reception	10	1	M	M				
	172	central safety box for luxurious items		3			M	M	M	M
	173	in room safety box with instruction manual		8				M	M	M
	174	Safe with integrated power socket in the room.		10						M
Noise Protection / Air Conditioning	175	Appropriate soundproofing of windows & walls.	8	8				M	M	M
	176	Sound-absorbing doors / double doors.	8	8						
	177	Rooms with centrally controlled air conditioning.	15	8	M	M	M	M		
	178	Rooms with individually adjustable air conditioning		15					M	M
	179	Air conditioning of the public area (restaurant, lobby, reception hall, breakfast room).	4	4	M	M	M	M	M	M
	180	Harmonious corridors atmosphere in the public guest area (light, smell, music, color, etc.).	4	4						

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Consumer Electronics	181	Radio programs.	1	1			M	M	M	M
	182	Audio / multimedia player.	2	2				M	M	M
	183	Permanently installed electronic medium in the bathroom.	5	5					M	M
	184	Television with remote control.	6	2	M	M				
	185	Television set in an appropriate size for the room conditions with remote control and program overview. The TV-screen must be large enough to watch TV from the seating area of the room.		4			M			
	186	SMART TV in a suitable size for the room conditions with remote control, program occupancy overview and current TV. The TV-screen must be large enough to watch TV from the bed and the seating area of the room or suite.		6				M	M	M
	187	Additional TV´s in suites in size appropriate for the space conditions.	2	2						
	188	Satellite / DVBT or cable reception.	2	2						
	189	Pay-Tv / movie channels / videogames with child blocking option / streaming services.	5	5						
	190	Universal power adapter on request.	2	2				M	M	M
	191	Chargers/adapters to be provided upon request (for various electrical devices such as mobile phones).	2	2					M	M

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Telecommunications	192	Telephone accessible to the hotel guest.	8	1	M	M	M	M	M	M
	193	Telephone in the room with multilingual operating instructions.		8			M	M	M	M
	194	Internet access in the public area (e.g. Wi-Fi).	8	2	M	M	M	M	M	M
	195	Free Internet access in the room (Wi-Fi).		8			M	M	M	M
	196	Internet terminal with printing possibility in the public area.	5	5				M	M	M
	197	Internet terminal in the room on request (for example smartphone, tablet, mobile modem with laptop).	3	1					M	M
	198	Internet terminal in the room (for example smartphone, tablet, mobile modem with laptop).		3						
Further Requirements	199	Emergency evacuation plan and emergency contact numbers displayed inside the room in both Arabic and English.	2	2	M	M	M	M	M	M
	200	Hotel information via the Internet (such as location, meal times, opening hours of hotel facilities) and can be accessed via search engines such as Google and others.	1	1	M	M				

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3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Further Requirements	201	Bilingual service guide A-Z (The service guide A-Z must be attached to the classification request.)	3	2			M			
	202	Multilingual service guide A-Z (the service guide A-Z must be attached to the classification request) in the room.		3				M	M	M
	203	Informative material on local museums and tourist sites in public areas and/or rooms.	1	1	M	M	M	M	M	M
	204	Daily newspaper in the room (printed or digital).	2	2						
	205	Writing utensil and notepad.	1	1			M	M	M	M
	206	A correspondence folder containing papers, envelopes and a pen.	3	3					M	M
	207	Provide trouser iron	3	3						
	208	Laundry bag.	1	1			M	M	M	M
	209	Iron and ironing board on request / or an ironing room.	4	2	M	M	M			
	210	Iron and ironing board in the room.		4				M	M	M

Hotels

3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Further Requirements	211	Sewing kit on request.	2	1		M	M	M		
	212	Sewing kit in the room.		2					M	M
	213	Shoe horn in the room.	1	1				M	M	M
	214	Shoe horn in the room on request.		1		M	M			
	215	Shoe polish kit in the room.	2	2				M	M	M
	216	Shoe polishing machine in public areas.	3	3			M	M	M	M
	217	Spyhole, optical one or camera, in the entrance door of every room and every suite.	2	2	M	M	M	M	M	M
	218	Additional locking device on room door.	3	3						
	219	Coffee machine in the room.	15	15						M
Bathroom Comfort	220	Bathroom area ≥ 5 m²	15	5			M			
	221	Bathroom area ≥ 7.5 m²		10				M	M	
	222	Bathroom area ≥ 9 m²		15						M

Hotels

3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Bathroom Comfort	223	All rooms have toilets / shower cabins or bathrooms / bathtubs (The heater must be hidden)	10	1	M	M	M	M	M	M
	224	All rooms have toilets / shower cabins and 10% of the rooms have bathtubs and shower cabins.		10					M	
	225	All rooms have toilets / shower cabins and bathtubs		10						M
	226	All rooms have additional separated toilet	5	5						M
	227	Shower area separated by a wall or glass door.	5	5	M	M	M	M	M	M
	228	Washbasins with continuous supply of hot and cold water with sufficient water pressure (The heater must be hidden)	1	1	M	M	M	M	M	M
	229	Provide a hand hose beside each toilet.	1	1	M	M	M	M	M	M
	230	All bathrooms / restrooms must be equipped with a ventilation system.	1	1	M	M	M	M	M	M
	231	Double washbasins in double rooms and suites.	5	5						M
	232	Washable bath mat.	1	1		M	M	M	M	M
	233	Lighting at the washbasin (not less than 200 lumen).	2	1	M	M	M	M	M	M
	234	LED Lighting at the washbasin (not less than 200 lumen)		2						

Hotels

3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Bathroom Comfort	235	Permanent anti-slip device- or floor in shower and bathtub.	3	3			M	M	M	M
	236	Mirror.	1	1	M	M	M	M	M	M
	237	Mirror with anti-fog function (heated).	5	5						M
	238	Accessible, free socket near the mirror.	1	1	M	M	M	M	M	M
	239	Cosmetic mirror.	1	1						
	240	Movable cosmetic mirror.	2	2				M	M	M
	241	Illuminated cosmetic mirror (400 lumen).	1	1						M
	242	Towel holder / hook.	1	1	M	M	M	M	M	M
	243	Heating possibility in the bathroom.	5	5				M	M	M
	244	Towel warmer.	3	3						
	245	Shelf.	1	1	M	M	M			
	246	Generous shelf space.	3	3				M	M	M

Hotels

3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Bathroom Comfort	247	Tooth mug / glass.	1	1	M	M	M	M	M	M
	248	Personal care items on request (toothbrush, toothpaste, disposable razor, e.g.).	2	1	M	M	M			
	249	Personal care items (toothbrush, toothpaste, disposable razor, etc.).		2				M	M	M
	250	Soap or wash lotion on the washbasin.	1	1	M	M	M	M	M	M
	251	Liquid soap or shower gel in the shower area / bathtub.	1	1		M	M	M	M	M
	252	Shampoo.	1	1		M	M	M	M	M
	253	Body care products in individual flacons.	2	2					M	M
	254	Additional cosmetics (e.g. foam bath, shower cap, nail file, cotton swabs, cotton pads, body lotion) 1 point per article 1, max. 4 points.	4	4				M	M	M
	255	Paper facial tissues.	2	2	M	M	M	M	M	M
	256	Spare roll of toilet paper.	1	1	M	M	M	M	M	M

3. Rooms	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Bathroom Comfort	257	1 towel per guest.	1	1	M	M	M	M	M	M
	258	1 bath towel per guest.	2	2		M	M	M	M	M
	259	Bathrobe on request.	4	2				M		
	260	Bathrobe.		4					M	M
	261	Slippers on request.	3	1				M		
	262	Slippers.		3					M	M
	263	Hairdryer on request.	2	1						
	264	Hairdryer.		2			M	M	M	M
	265	Bathroom stool on request.	3	3					M	M
	266	Bathroom scales.	1	1					M	M
	267	Foot pedal litter bin.	1	1	M	M	M	M	M	M
	268	100% of rooms equipped with bath tub.	15	15					M	M
	269	Telephone in the bathroom / restroom.	5	5				M	M	M
	270	TV in the bathroom (e.g. integrated in the mirror or next to the bathtub).	5	5						

Hotels

4. Food & Beverage	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Drinks	271	Complementary drinks on arrival.	1	1	M	M	M	M	M	M
	272	Complementary min. 2 bottles of water in the room.	2	2			M	M	M	M
	273	16 hours beverages via room service.	4	2				M		
	274	24 hours beverages via room service.		4					M	M
	275	Maxi bar on every floor.	6	2						
	276	Refrigerator in the room.		2						
	277	Minibar (with drinks and snacks).		6				M	M	M
	278	Coffee / tea maker with accessories in the room	4	4			M	M	M	M
Lounge	279	Hotel lounge with drinks and snacks open 6 days a week	6	4				M		
	280	Hotel lounge with drinks and snacks open 7 days a week		6					M	M

Hotels

4. Food & Beverage	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Breakfast	281	Breakfast room	3	3	M	M	M	M	M	M
	282	Extended 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				
	283	Breakfast buffet / equivalent breakfast menu. Self-service offer with a wider selection of an Extended Breakfast with supplementary egg dishes and cereals.		2			M			
	284	A breakfast buffet service or a la carte breakfast is provided, and guests are served by a staff		8				M	M	M
	285	Breakfast menu in room service.	5	5					M	M
Restaurant	286	14 hours of meals in the room service.	10	5				M		
	287	24-hour menu in room service.		10					M	M
	288	Restaurant operating 6 days a week (6 points per restaurant, 12 points maximum).	20	12			M			
	289	Restaurant operating 7 days a week (10 points per restaurant, 20 points maximum).		20				M	M	M

Hotels

4. Food & Beverage	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Restaurant	290	Vending machine or Coffee shop open for at least 6 hours	20	5	M	M				
	291	1 restaurant or coffee shop		5			M			
	292	1 restaurant (at least 10 tables) and 1 coffee shop		10				M		
	293	2 restaurants (min 1 á la carte) and 1 coffee shop		15					M	
	294	3 restaurants (min 2 á la carte) and 1 coffee shop		20						M
	295	Diet menu / allergy friendly menu.	2	2						
	296	Regional menu.	4	4						
Safety	297	Restaurant: the equipment for children (high chairs, tables etc.) is in perfect technical condition, there is no risk of injury.	4	4	M	M	M	M	M	M
	298	High chairs are securely fastened preventing the child from falling out or the chair from falling over.	4	4	M	M	M	M	M	M
	299	Kitchen is regularly inspected, outcomes documented, defects promptly repaired and 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

Hotels

5. Event facilities	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Banquet Facilities (Banquet=all kind of celebration events like weddings, birthdays, balls...)	300	Banquet hall with a capacity of at least 50 persons	8	2						
	301	Banquet hall with a capacity of at least 100 persons		4						
	302	Banquet hall with a capacity of at least 250 persons		8						
Conference Facilities (can be used for conference purpose as well, only points of conferencing to be applied in this case)	303	Conference room(s) covering an area of 36sqm - 100sqm and a minimum height of 2.50m. with adequate lighting (200 lumen min.), telephone, WLAN, projector, screen of proportionate size, flip chart, coat rack, 8 sockets min. with extension cables.	20	10						
	304	Conference room(s) covering an area of min. 100sqm and a minimum height of 2.75m. with adequate lighting (200 lumen min.), telephone, WLAN, projector, screen of proportionate size, flip chart, coat rack, 8 sockets min. with extension cables.		15						
	305	Conference room(s) covering an area of min. 250sqm and a minimum height of 3.50m. with adequate lighting (200 lumen min.), telephone, WLAN, projector, screen of proportionate size, flip chart, coat rack, 8 sockets min. with extension cables.		20						

Hotels

5. Event facilities	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Conference Facilities (can be used for conference purpose as well, only points of conferencing to be applied in this case)	306	Adjustable lighting.	2	2						
	307	Adjustable sound systems.	2	2						
	308	Group work / break rooms. (2 points per room, max. of 4 points)	4	4						
	309	Secretarial service (separate office and staffing).	3	3						
	310	Conference support (own department, separate personnel).	5	5						
	311	Conference / typing office.	1	1						
Equipment / technology of the conference rooms	312	Wi-Fi.	2	2						
	313	Natural light (daylight) and blackout curtains.	3	3						
	314	Individually controllable central air conditioning for the conference rooms.	3	3						

Hotels

6. Sports & recreation	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Sports	315	In- and / or outdoor leisure facilities (e.g. tennis court, golf course, beach) 3 per facility, max. 9.	9	9						
	316	Sports equipment rental (e.g. ski, boat and bicycle rental).	2	2						
	317	Sport equipment in good condition and well maintained.	2	2						
	318	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 with different working hours.	4	4			M	M		
	319	Fitness rooms separated by gender, 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.		4					M	M
Wellness / Beauty	320	Massages (treatment room, separated by same gender). The treatment room(s) must have a minimum size of 10 sqm.	6	6						M
	321	Separate lounger/relaxation room. The lounging room / relaxation room has a minimum size of 20 sqm.	3	3						
	322	Whirlpool separated by same gender.	3	3						

Hotels

6. Sports & recreation	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Wellness / Beauty	323	Gender-separated sauna area (with 6 seats capacity min.) (5 points per sauna type e.g. Tepidarium or steam, max. 10 points).	10	10						
	324	Beauty parlour or in-room service, offering at least 4 different treatments (e.g. facial treatments, manicure/pedicure, make up, hairdressing).	5	5						M
	325	Water treatments, at least 4 different treatments (e.g. bathtubs, hydrotherapy, Hammam, steam baths).	5	5						
	326	Private SPA suits. Exclusive rooms for individual wellness experiences, which guests have only for themselves. They often have their own saunas or whirlpools; qualified staff perform sophisticated wellness ceremonies and bathing rituals there according to the guests' wishes	2	2						
	327	Outdoor heated swimming pool covering an area not less than 60 sqm.	10	10						M
	328	Indoor heated swimming pool covering an area not less than 40 sqm.	15	15						M
Children	329	In-house toddler care (up to 3 years) at least 3 hours on weekdays by certified person.	10	10						
	330	In-house child care (from 3 years) at least 3 hours on weekdays by certified person.	10	10						
	331	Children's play area (e.g. playroom, playground).	4	4						
	332	The condition of playground equipment is good and it's well maintained.	4	4						

Hotels

6. Sports & recreation	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Other	333	Lounge for hotel guests (in addition to breakfast room or restaurant).	2	2						
	334	Reading and writing room (separate room).	1	1						
	335	Library (separate room).	2	2						
	336	Entertainment programs are organized in the hotel or animation shows during the holidays.	3	3						
7. Quality management & website	**No**	**Requirement**		**Points**	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
Quality management & website	337	A systematic methodology about guest complaints is implemented and verified.	5	5				M	M	M
	338	Systematic analysis of guest feedbacks and ratings.	5	5				M	M	M
	339	Mystery guesting system (proof must be attached to the classification application).	10	10				M	M	M
	340	Quality management system implemented.	10	10					M	M

Hotels

7. Quality management & website	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Quality management & website	341	Website with updated information and realistic pictures of the hotel as well as directions sketch / route description.	5	5	M	M	M	M	M	M
	342	Website with direct booking option and guest reviews.	10	10				M	M	M
	343	Invitations are sent to checked out guests for services evaluation on the official website or via portals such as Trip-Advisor or Customer Alliance e.g.	5	5			M	M	M	M
	344	All legal environmental requirements are fulfilled. Eco-labels. "Ecolabelling" is a voluntary method of environmental performance certification and labelling that is practiced around the world. An ecolabel identifies products or services proven environmentally preferable overall, within a specific product or service category. Environmental labels such as Ecology, NaturePlus, EarthCheck, Green Globe, Green Key, and ISO 14001.	10	10						
8. Human Resources		Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Training, staff facilities and Saudization level	345	Annual training plan for employees	5	5						
	346	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
	347	Smoking is not allowed for employees during work hours	5	5	M	M	M	M	M	M
	348	Showers, lockers and changing rooms for employees separated by gender (if applicable)	5	5	M	M	M	M	M	M
	349	Fulfilled (Saudization percentage)	0	0						

Hotels

8. Human Resources	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★★★	★★★★★
Training, staff facilities and Saudization level	350	(Saudization percentage) and 10% or more from total employees	5	5						
	351	(Saudization percentage) and 30% or more from total employees	10	10						
	352	(Saudization percentage) and 50% or more from total employees	15	15						
9. Upscaling Requirements		**Requirement**	**Max. points to count**	**points to count**	★	★ ★	★★★	★★★★	★★★★★	★★★★★
State of the art hospitality	353	Unique and outstanding architecture, planed and conceived by international or national famous architects. The concept must fit the surrounding area/landscape or should be in contrast with defined landmark character.	15	15						M
	354	Unique and outstanding history of the building or location where the hotel is located (documented by chronicles and photos).	15	15						
	355	The hotel is providing individual and private high-level luxury travel and shuttle service opportunities for their guests in order to guarantee smooth and comfortable arrival- and departure procedures. Could be private Jet service, Heli transportation, Water plane, Speedboat or Limousine Shuttle, or upcoming systems like Velo-Copters and Sonic-Tubes.	15	15						M
	356	The hotel is providing a minimum of one fine dining restaurant. Serving high quality, fresh and unpreserved food (local and/or international cuisine, following the latest food trends). Serving a Signature Menu.	15	15						M

Hotels

9. Upscaling Requirements	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
State of the art hospitality	357	The hotel restaurant is equipped with high-quality silver or gold cutlery, the finest tableware, and glasses/crystals, provided by international brands.	15	15						M
	358	The hotel restaurant is awarded and rated by international or national Gourmet associations such as Gault Millau, Michelin, Chaîne des Rôtisseurs or Relais & Chateaux.	15	15						
	359	The Bar Keepers/Bartenders working in the hotel Bar, are members of by a National or International Association.	15	15						M
	360	The hotel Bar is awarded ad rated by international or national Bar associations	15	15						
	361	The hotel is providing a café, offering a wide range of national and international coffee specialties, Tea specialties, cakes, cookies, and sweets.	15	15						M
	362	The staff working in the café is trained and certified as barista.	15	15						M
	363	The hotel is cooperating with a national or international coffee company	15	15						
	364	The hotel is providing the services of a trained and certified sommelier. For water, tea, coffee, meat, or fish.	15	15						
	365	The hotel has clearly defined and documented protocols for VIPs and celebrity handling. Including advanced safety & security procedures.	15	15						M

Hotels

9. Upscaling Requirements	No.	Requirement	Max. points to count	points to count	★	★ ★	★★★	★★★★	★★★ ★★	★★★ ★★★
State of the art hospitality	366	The hotel is offering an outstanding level of service quality with a documented guest relation system, guest files with habits/preferences of the guests.	15	15						M
	367	The hotel is following and providing an "Everything is possible" philosophy to its guests. Fulfilling each and every wish or requirement within 24 hours.	15	15						
	368	The hotel is offering 24/7 professional personal butler service on demand for guests. Minimum one male and one female Butler, trained and certified by accredited international institutes such as Swiss Butler Association - SBS or South African Butler Academy - SABA.	15	15						M
	369	The hotel rooms must have a minimum size of 50 m² or more. The hotel suites must have a minimum size of 100 m² or more.	15	15						M
	370	The bedroom must be equipped with a bed, manufactured by national or international specialists for sleeping comfort.	15	15						M
	371	The bathroom must be equipped with high-quality towels and bathrobes, provided by a national or international brand.	15	15						M
	372	The amenities offered by the hotel must be exclusively manufactured for the hotel or from a national or international brand.	15	15						M
	373	The hotel is offering "Signature Treatments" to its guests. Based and fitting to the philosophy of the hotel, absolutely unique and conducted by trained and certified male and female therapists.	15	15						M