

## Services Guide

### Tourism Accommodation Facility Management Regulations

This translation is provided for guidance. The governing text is the Arabic text.

mt.gov.sa

Deputyship of Regulatory Affairs and Policies

Licensing & Classification Department

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## Introduction:

The Ministry of Tourism is responsible for regulating, developing, and promoting the tourism sector in KSA, as well as enhancing its role and overcoming obstacles to growth in accordance with KSA's status and values. The Ministry also aims to develop the tourism industry through integrated tourism programs and activities that will meet all tourists needs during their trip. The Ministry strives to encourage and stimulate the private sector to play an important role in the development and establishment of investment tourism facilities.

Dear investor, we have developed this guide to list the procedures for obtaining licensing services for an activity related to tourism accommodation facility management via the Ministry of Tourism's electronic platform for tourism activities, as well as the conditions and requirements of each procedure, based on the Tourism Law and the Tourism Accommodation Facility Management Regulations.

## Tourism Accommodation Facilities Management - Categories

| Category | Management area                                                                                                                                                        | Expertise required                                                                            |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| (a)      | Management of all types of tourism accommodation facilities, including private ones.                                                                                   | Four years of experience operating or managing a (5) star tourism accommodation facility.     |
| (b)      | Management of a four-star or less tourism accommodation facility, all grades, and other ungraded types, as well as private tourism accommodation facilities.           | Four years of experience operating or managing a (4) star tourism accommodation facility.     |
| (c)      | Management of a three- and one-star or less tourism accommodation facility, all grades, and other ungraded types, as well as private tourism accommodation facilities. | Three years of experience in operating or managing a (3) star tourism accommodation facility. |
| (d)      | Management of a one-star or less tourism accommodation facility, all grades, and other ungraded types, as well as private tourism accommodation facilities.            | Two years' experience in operating or managing graded and ungraded accommodation facilities.  |

## Tourism Accommodation Facility Management - Requirements

| Standards                                                              | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Planning</b>                                              | <ul style="list-style-type: none"> <li>The vision, mission, values, and strategic objectives of the office.</li> <li>Key performance indicators (KPIs) to assess the performance of the office and the tourism accommodation facilities affiliated to it.</li> <li>Measurable annual targets for the office and the tourism accommodation facilities affiliated to it.</li> <li>Trademark (logo), if any.</li> <li>The company's objectives and future projects in KSA.</li> </ul>                                                                                                                                                                                                                                                                                                                           |
| <b>Organizational structure, responsibilities, and job description</b> | <ul style="list-style-type: none"> <li>The organizational structure of the office's departments and sections, covering at least three job levels and defining tasks and responsibilities for each administrative unit.</li> <li>Tasks, responsibilities, and operational objectives of each department of the office.</li> <li>Job description for each position in the office.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Administrative operating system</b>                                 | <ul style="list-style-type: none"> <li>A list of the names, contracts and addresses of the tourism accommodation facilities currently managed by the applicant, both inside and outside KSA, and a copy of the licenses for those facilities.</li> <li>(Procedure + forms + plan) for periodic meetings with managers of tourism accommodation facilities affiliated to the office.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Human Resources</b>                                                 | <ul style="list-style-type: none"> <li>A copy of the office manager's resume, along with copies of academic credentials and experience certificates.</li> <li>A list of the names, positions, qualifications, experience, and nationalities of department managers in the office.</li> <li>Employment plan in the office and the tourism accommodation facilities that the office oversees, including achieving Saudization rates over a period of at least 5 years.</li> <li>A plan to develop and train human resources in the office and the tourism accommodation facilities affiliated to it.</li> </ul>                                                                                                                                                                                                |
| <b>Quality management systems</b>                                      | <ul style="list-style-type: none"> <li>(Procedure + Forms + Plan) describing the (auditing) mechanism that the office uses to evaluate the performance of tourism accommodation facilities affiliated to it.</li> <li>(Procedure + Forms + Plan) describing the mechanism for the office's preparation, implementation, and follow-up on the (Mystery Shopper) program to measure service quality in the tourism accommodation facilities it oversees.</li> <li>(Procedure + Forms + Plan) describing the office's customer satisfaction measurement mechanism for tourism accommodation facilities that it oversees.</li> <li>(Procedure + Forms) describing the mechanism for addressing customer's comments and complaints regarding the tourism accommodation facilities the office oversees.</li> </ul> |
| <b>Environmental management systems</b>                                | <ul style="list-style-type: none"> <li>The facility's strategy to address the environmental impact of various operations, rationalize water and electricity consumption, and reduce solid waste production and disposal mechanisms in the tourism accommodation facilities affiliated with the office.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Social Responsibility</b>                                           | <ul style="list-style-type: none"> <li>(Procedure + Forms + Plan) describing the mechanism of social responsibility.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Maintenance Plan</b>                                                | <ul style="list-style-type: none"> <li>(Procedure + Forms + Plan) describing the mechanism used by the office to prepare, carry out, and monitor maintenance programs (both preventive and remedial) in the tourism accommodation facilities that the office oversees.</li> <li>(Procedure + forms + plan) describing the mechanism of renovation and restoration in tourism accommodation facilities that the office oversees.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   |

## First: License issuance

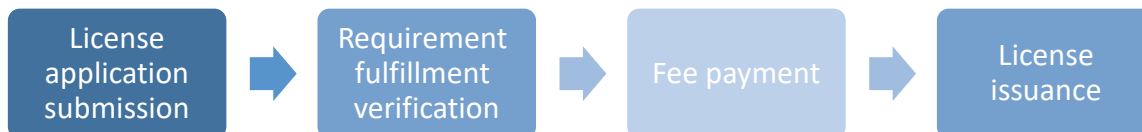
### Service description:

To manage and provide support services to operators of tourism accommodation facilities and private tourism accommodation facilities, and to obtain a license to manage tourism accommodation facilities, one must comply with the following requirements:

### Service duration

5 business days

### License issuance journey:



### 1-1 License application submission:

- Visit the Tourism Activities Licensing Portal (TLG) and make sure the following conditions and requirements are met:
  1. Fill out the application form with the required data for the issuance of a license to manage tourism accommodation facilities.
  2. A valid commercial register that includes the activity of managing tourism accommodation facilities and the ISIC code.
  3. If a trademark is used, proof of the right to use that trademark issued by the Saudi Authority for Intellectual Property must be provided.
  4. A valid license from MoMRAH or the competent authority - as applicable (e.g.: RCJY).
  5. Tourism Accommodation Facility Management - Requirements (Page 4)
  6. Proof of experience in the required category (external experience must be attested by the Ministry of Foreign Affairs).
- Office requirements to practice the activity:

In case an office is required to practice the activity as per the requested category, it shall be equipped with the following:

1. Basic equipment for operation (external signboard showing the office name, desk(s) for service provision, seats in the waiting area, and air conditioning)
2. Equipment must be free of defects and safety; hygiene and the environment must be respected.

### 1-2 Requirement fulfillment verification:

The Ministry will verify that requirements are met, and the validity period of the licenses issued by the relevant authorities must be at least (30) days.

### 1-3 Fee payment:

- Applicants will be informed of the financial fees' total amount (via the TLG portal) and will have up to (30) days to pay after receiving the notification.

If payment is not received before the deadline, the application will be cancelled, and applicants will be notified.

- The fees for issuing the license are based on the required period, according to the table below:

| Fee (in Saudi Riyals) |          |           |             |
|-----------------------|----------|-----------|-------------|
| License duration      | One year | Two years | Three years |
|                       | 2,250    | 3,200     | 4,150       |

#### 1-4 License issuance:

The license will be issued upon payment of the fees and will be valid for a period not exceeding (3) renewable years. It will be added to the official account of the licensee. The license can be printed and reprinted. The licensee shall comply with the following:

1. The license is issued solely to the licensee; they may not allow third parties to operate the facility or use the license without first submitting a license transfer request to the Ministry.
2. When marketing or offering services, the licensee may not deal with anyone who is not licensed or authorized by the Ministry or relevant authorities.
3. The licensee must display the license in a conspicuous place at the management office of the accommodation facility. The licensee must include the trade name and the license number and category on all its electronic pages and websites.
4. In all interactions with tourists and service providers, the licensee is required to advertise services and programs, including costs, in both Arabic and English
5. The licensee must use the trade name and trademark in accordance with the license issued by the Ministry.

**Visit the Ministry's website at [www.mt.gov.sa](http://www.mt.gov.sa) to view additional operation-related obligations, as well as the regulations on tourism accommodation facility management in the chapter on the licensee's obligations.**

## Second: License renewal

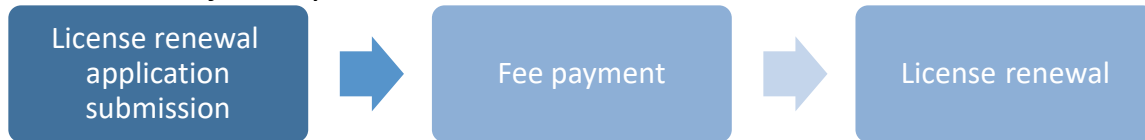
### Service description

The following procedures are required when the licensee wants to renew the license for tourism accommodation facility management within (60) days before the license expires:

### Service duration

Instant

License renewal journey:



### 2-1 License renewal application submission:

Visit the TLG portal and make sure the following conditions and requirements are met:

1. Applicants must fill out the license renewal form by including the required data.
2. The competent authority's license must be valid.
3. The licensee must undertake to meet the conditions and requirements based on which the license was issued.

### 2-2 Fee payment:

- Applicants will be informed of the financial fees' total amount (via the TLG portal) and will have up to (30) days to pay after receiving the notification. If payment is not received within the deadline, the license renewal application will be cancelled, and applicants will be notified.
- The license renewal fees are as per the table below:

| Fee (in Saudi Riyals) |          |           |             |
|-----------------------|----------|-----------|-------------|
| License duration      | One year | Two years | Three years |
|                       | 950      | 1,900     | 2,850       |

### 2-3 License renewal:

The license will be renewed upon payment of the fees, and the renewed license will be valid for the requested period of time. It will not exceed three (3) years from the expiry date of the previous license.

## Third: Data update

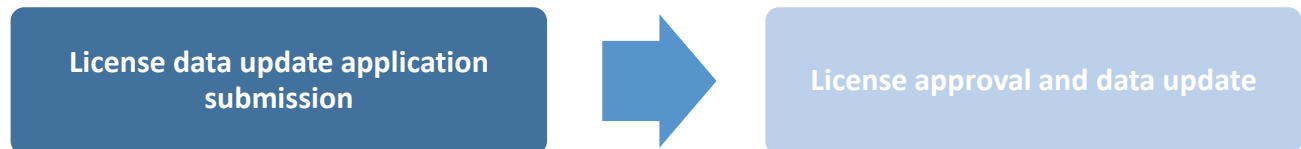
### Service description

If the licensee wishes to update the contact information and replace the representative of the establishment of the Ministry to ensure communication with the latter and receipt of official notifications, the following steps must be taken:

### Service duration

Instant

Data update - Service journey:



### 3-1 License data update application submission:

Visit the TLG portal and make sure the following conditions and requirements are met:

1- Applicants must fill out the licensee data update form, including: tourism accommodation facility contact info, phone number, email, or the name of the new facility representative and their contact info).

**2- Applicants must agree to the undertakings upon request submission.**

### 3-2 License approval and data update:

The Ministry will update the data after approving the application and reflect it on the licensee's official account, where it will be used for communication.

## Fourth: License category change

### Service description:

If the licensee wishes to change the license category, the following steps must be taken:

### Service duration

Instant

License category change - Service journey:



### 4-1 License category addition/cancellation application submission:

Visit the TLG portal and make sure the following conditions and requirements are met:

- 1- Applicants must fill out the license category change form with the required data.
  - 2- Requirements for the requested category must be met.
  - 3- Applicants must agree to the undertakings upon request submission.
- The license cannot include more than one category.

### 4-2 Requirement fulfillment verification:

The Ministry will verify that the requirements of the requested category are met and that other licenses issued by the concerned authorities are valid.

The application is rejected in the following cases:

- If a request to change the category is submitted, the category change for the sub-licenses must be made before the change is made in the main license.
- If the sub-license category change request does not match the category in the main license.
- In the event of a lower categorizing request.

### 4-3 License issuance after category change:

After verification that requirements are met, the license will be issued in the requested category with an expiry date identical to the expiry date of the license prior to the service. The licensee can print the license through the TLG portal.

## Fifth: License cancellation

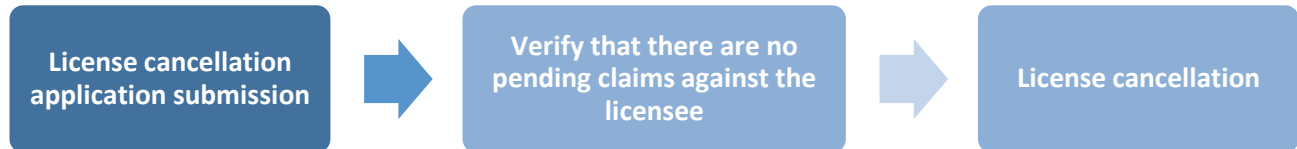
### Service description

If the licensee wishes to desist from tourism accommodation facility management and cancel the license, the following must be observed:

### Service duration

Instant

License cancellation - Service journey:



### 5-1 License cancellation application submission:

Visit the TLG portal and make sure the following conditions and requirements are met:

- 1- Fill out the application form for the cancelation of the license to manage tourist accommodation facilities, along with the required data.
- 2- Applicants must agree to the undertakings upon request submission.
- 3- Applicants must not have a valid branch license upon cancellation of the main office license.

### 5-2 Verify that there are no pending claims against the licensee:

- The Ministry will make sure the applicant has no outstanding debts and has settled any and all legal disputes, including the payment of fines and damages, if any.
- In the event that a valid sub-license is found, the application will be rejected and the licensee will be notified to cancel the sub-license or convert one of the branches to a main one.

### 5-3 License cancellation:

The applicant shall be notified of the license cancellation, provided they adhere to the following:

- 1 Refrain from practicing the activity of managing tourism accommodation facilities after license cancellation.
- 2 There shall be no advertisements for the cancelled office on the website, official communication accounts, or electronic platforms where services are offered.