

Dear Partners,

The Classification Manual published here was developed under the former Abu Dhabi Tourism Authority (ADTA) – which became an integral part of Abu Dhabi Tourism & Culture Authority (TCA Abu Dhabi) on the new authority's establishment in February 2013. The manuals are still currently branded as ADTA and contain ADTA references.

An upgrade of this classification system is now in the pipeline. This new system will include a category for exceptional properties which are deemed to be superior to the normal five-star criteria, introduce new categories and absorb TCA Abu Dhabi's Green Hotel guidelines.

Once the classification upgrade is complete, new manuals will be published and made readily available.

Thank you for your understanding.



# CLASSIFICATION MANUAL HOTELS

LICENSING AND CLASSIFICATION  
DEPARTMENT

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ABU DHABI TOURISM AUTHORITY

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# 1. Overview of World Tourism

At the start of the new millennium, tourism firmly established itself as the one of the largest industries in many countries and the fastest-growing economic sector in terms of foreign exchange earnings and job creation.

International tourism is the world's largest export earner and an important factor in the balance of payments of most nations.

On a global scale, tourism generated US\$ 6,201 billion in 2005 and is expected to grow to US\$ 10,678.5 billion by 2015.

Tourism arises from the movement of people to, and their stay in, various destinations.

There are two elements in tourism; the journey to the destination and the stay including activities at the destination.

The journey and the stay take place outside the normal place of residence and work, so that tourism gives rise to activities which are distinct from those of the resident and working populations of the places through which tourists travel and in which they stay.

The movement to destinations is of a temporary, short-term character with intention to return within a few days, weeks or months.

Tourism has become one of the world's most important sources of investment in infrastructure, most of which also helps to improve the living conditions of local people and provides governments with substantial tax revenues.

Intercultural awareness and personal friendships fostered through tourism are a powerful force for improving international understanding and contributing to peace among all the nations of the world.

## What is Tourism?

Although many of us have been "tourists" at some point in our lives, defining what tourism actually is can be difficult. Tourism is the activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business or other purposes.

Tourism is a dynamic and competitive industry that requires the ability to constantly adapt to customers' changing needs and desires, as the customers' satisfaction, safety and enjoyment are above all the goals of tourism businesses.

## Types of Tourism

Tourism encompasses:

### *Outbound Tourism*

Outbound tourism is what most people are most familiar with. It involves people travelling from their country to other countries.

### *Inbound Tourism*

The tourists coming to your country from other places are called inbound tourists.

## Sectors

The tourism industry is divided into five different representative sectors:

- Accommodation
- Food and Beverage Services
- Recreation and Entertainment
- Transportation
- Travel Services

Abu Dhabi competes in a global market by implementing a comprehensive marketing strategy aimed at attracting travelers from other parts of the world; and the diversity of these five sectors demonstrates the importance of tourism to Abu Dhabi Government.

## 2. Abu Dhabi Tourism Authority Core Business Area

Abu Dhabi Tourism Authority (ADTA), established by the Ruler's Decree in September 2004, is a statutory body with wide ranging responsibilities for building the Emirate's tourism industry. Sheikh Sultan Bin Tahnoon Al Nahyan was appointed as the Authority's Chairman with HE Mubarak Al Muhairi, appointed as the Authority's Director General.

The ADTA's mandate covers three main areas:

- Tourism Sector Regulation
- Tourism Sector Development
- Tourism Sector Marketing & Promotion

A key part of the management of tourism is to develop appropriate legislation and measurement systems, to play an active role in the overall development of the Emirate of Abu Dhabi.

An important measurement tool is the Classification of existing Hotel Establishments in the Emirate of Abu Dhabi, to lay down internationally recognized standards for Hotel Establishments that will be developed as part of the future growth of the Emirate.

The classification system acts like a guidance information that allows the tourists guest to make an informed choice about which property to stay. A well prepared and implemented classification system will uniquely identify the differences between the hotel levels based on the infrastructure and/or service and set proper expectations. This importance increases in the case of international tourists and guests where they are visiting the place for the first time and have no previous experience about the Hotel Establishments in the area. Travel agencies and operators also depend on the hotel classification while setting their packages or guiding individual customers.

Standards are often set to encourage the private sector to make investments in improving and maintaining the quality of the local hotel infrastructure. Developing countries in particular have had governments establish standards for what a five-star hotel should look like, so that investors interested in building hotels for international tourists will build an establishment according to international standards of excellence. In countries where standards are non-existent or antiquated, one finds a generally lower quality of infrastructure and/or service.

Implementation of this crucial system will enable the hospitality sector to establish a base line and to ensure that the hospitality sector provides accommodation that have been measured against an international standard and certified as suitable for the use of Abu Dhabi tourists.

### Mission, Vision & Core Values

Our vision is to lead Abu Dhabi into becoming a globally recognized premium sustainable tourism destination while increasing the contribution to socio-economic growth and enriching the lives of the Abu Dhabi community and visitors alike.

Our mission is to drive and support the development and promotion of tourism in Abu Dhabi while ensuring that the highest quality standards are attained in an efficient and transparent manner in partnership with all the stakeholders.

The ADTA's and the Classification Departments Core Values detail the organisations and the department's beliefs upon which both current and future policies are built, enabling all employees to work towards a common goal.

## ADTA's and Classification Department's Core Values

	ADTA's Core Values	Classification Department's Core Values
<b>1. Respect</b>	We will behave in a manner where by each entity, partner, and individual is equally valued and heard	We will treat, our industry partners, customers and our internal team with dignity and respect at all times
<b>2. Proactive</b>	We will anticipate our customers and business needs and act upon them pro-actively showing high levels of initiative	"We will act before a situation becomes a source of confrontation or crisis", this will be the strength of our team
<b>3. Excellence with Integrity</b>	We will continuously strive to distinguish ourselves by delivering world class results of the highest quality, while applying the highest legal, ethical and moral standards to our work and behaviour	We will always conduct our business according to the highest ethical standards
<b>4. Leadership</b>	We will strive to be a leading public institution in the delivery of services to all constituents and stakeholders while fostering visionary leaders	As a leader in the hospitality sector, we will promote learning and growth within our sector.
<b>5. Teamwork</b>	We value teamwork highly and will strive to support our shared goals, openly cooperate and communicate our knowledge, and share our expertise and information both internally and externally	We are one team. We support and drive one another to achieve our goals and objectives.
<b>6. Innovations</b>	We encourage innovation to provide solutions which will help us in achieving and delivering better and faster results	Innovations drive success and will be the fuel of our business
<b>7. Customer Focus</b>	We will remain focused on our customer needs and offer our service with utmost courtesy, respect and dedication to all our clients equally	Our customers and industry partners are listened too, respected, consulted and serviced to the best of our abilities and resources
<b>8. Transparency</b>	We will ensure the highest level of transparency in our internal and external interactions by behaving, at all times, with clarity and openness	Our objective is to practice full disclosure of information to our customers in all our dealings with them

### 3. Classification System Development

The development of a sustainable Hotel Establishment Classification system was agreed upon during the establishment of Law 13 of the Authority. The Abu Dhabi Tourism Authority takes its role as the legislator of tourism seriously, and in order to develop a comprehensive classification system the ADTA has conducted extensive local, regional and international benchmarking and liaised with their industry partners, in order to ensure that their views are taken into consideration during the development of the Hotel Establishment Classification System.

It was important to ADTA that any systems they develop add value to the development of the Abu Dhabi Tourism product. Taking into consideration all of the other systems benchmarked at the data gathering stage of this project development it was agreed that in order to develop Abu Dhabi's Classification system there would have to be differentiators that would add further value to the overall Classification system:

- Environmental issues
- Special needs (Tourism for All)
- Comprehensive detailed standards
- Consider the Cultural Tourism Sustainability
- Implementation Planning

All key stake-holders have been involved in the development of this comprehensive world class system. Below is a summary of the development methodology:

- All hotels and hotels apartments were surveyed and information was gathered on the present standards operating within the industry, and the direction in which the establishments would like to see future growth go to enable ADTA to know the current situation in the market and to help unify the plans with the industry as partners.
- All relevant Governmental Organisations charged with a management responsibility for elements relating to the hospitality industry were consulted and liaised with throughout the development of the system to ensure smooth cooperation and integration.
- An industry committee was set up by ADTA to oversee the development of the systems and offer constructive advice on the workability of the system.

- Industry specialists in the areas of Hotel Operating Systems, Engineering, Interior Design and Hotel Management reviewed the various standards and provided their input to ensure that the system is developed considering the up-to-date trends and technologies.
- Several workshops were held with the hotels general managers and their representative to review the standards at different stages of the system development. They provided their feedback and assisted with the development and confirmation of the finalized standards.
- Selected hotels assisted with the system testing phase of the project. Information gathered during this stage was used to make improvements to the system.
- Selected industry partners assisted with the industry familiarization and training of the Hotel Establishments Classification Controllers.

The ADTA Classification Department will conduct classification inspection audits on all Hotel Establishments and will provide them with a base line which can be used to make improvements to the Hotel Establishment products, services and amenities, thereby leading to the sustainable growth of the hospitality section. This is also aimed to establish the Emirate of Abu Dhabi as a leader in the world tourism market.

The focus of the team is to ensure that the service they provide to ADTA's customers is professional and consistent, and in order to achieve this, the Hotel Establishments Classification Controllers were selected by ADTA for their knowledge, attitude, enthusiasm and commitment to the growth of tourism in the Emirate of Abu Dhabi. the Hotel Establishments Classification Controllers skills are continually being upgraded and the Hotel Establishments Classification Controllers are given the opportunity to stay abreast of industry trends and technical improvements.

#### Continuous Upgrading

The system will be reviewed and upgraded every two years in cooperation with the industry to ensure that it is kept up to date with the latest trends and developments in the fast growing tourism industry.

## 4. Overview of Scoring Guidelines for Hotel Establishments

For hotels establishments to receive their Classification Certification sign board, they will be audited by professionally qualified inspectors against the laid down mandatory standards and the rating criteria standards.

100% of the Mandatory Standards will have to be met by each establishment in order for the establishment to be classified.

However, within the mandatory and rating criteria standards, all elements have been classified as essential and necessary. This comes into play when the inspection has been conducted for an existing establishment and an implementation plan of the gaps that exist in the property is being developed. Each gap that exists in the property will be included in the implementation plan with a suitable timeframe allocated to each element. The time frame is established based on whether the element is considered to be essential and necessary.

### **Essential**

An element that is classified as Essential is considered vital to the operation of a property. i.e. Bed Sizes for new Hotel Establishments.

### **Necessary**

An element that is classified as Necessary is an element that is considered important however a property can operate if it is not there or is not 100%. i.e. Guest Rooms stationary.

It is important to be clear whether the element is classified as **Essential** or **Necessary**, all elements are important and all have to be met. Classifying the elements as **Essential** and **Necessary** is a simple way to help the inspection team in developing a suitable timeframe for a property to fill their gaps.

Hotel Establishments will score points for amenities, facilities, services and quality factors above and beyond the mandatory standards.

All Hotel Establishments need to earn a pre-determined score (on a scale of 1 to 900) in order to qualify for a particular Classification rating. Every star rating has a set of Essential and Necessary criteria that the Hotel Establishment should meet to qualify the establishment to earn this particular star rating; but it is also not expected that even 5-Star Hotels will be able to offer all of the services and amenities described in the scoring system, but instead the system allows for Hotels to offer varied products.

The main elements to the Classification scoring system are as follows:

- Hotels earn points for their features, amenities, and services across a variety of categories.
- A few items are scored on a grouped amenity scoring range basis. Group amenities scoring sections include: Communications, Entertainment, and Amenities in Guest Rooms, Amenities in Guest Bathrooms, and Guest Services, Special Guest Services, Leisure Services, Conference Facilities, and Business Center, Restaurant Services and Facilities and Restaurant Breadth of the Menu.
- The scoring system grants a total of 900 points in four functional areas. Most of the items are scored on a sliding scale basis. For each item that is rated on a sliding scale basis, Hotels can earn 0 to 20 points from “Meets Few Requirements” to “Fulfils All Requirements”.

The scoring system is based on a scale of 1 to 900. Points earned by a hotel for each item are added together to calculate: (1) a sub-score for each functional element, and (2) a total score. The relative weighting of the different categories is given below.

This weighting is consistent with international scoring systems such as Switzerland, Scotland, New Zealand and Lebanon; however this scoring system is unique to Abu Dhabi.

## Classification Rating Guidelines

### *Determining the Classification Rating*

A Hotel's Classification rating is determined by its points and the corresponding score it earns. To be a 4-Star Hotel, for example, the Hotel's Total Score must be in the 700-799 range. The criteria that must be met for each Classification level are described in the table below:

**One Star** Hotels in this category are basic, yet provide the important comfort. These hotels are required to meet the basic mandatory standards and the relevant criteria rating for this level of hotel. They are clean and well maintained offering a limited range of facilities and services. Staff are friendly and helpful. Their restaurant/eating area is open for breakfast and dinner.

**Two Stars** High standard of cleanliness, comfortable and simple accommodation, straightforward range of services with a more personal touch. These hotels are required to meet the basic mandatory standards and the relevant criteria rating for this level of hotel. Staff are friendly and helpful. Higher standard of restaurant/eating area open for breakfast and dinner.

**Three Stars** Hotels with more spacious public areas and bedrooms, a high standard of cleanliness, equipped and comfortable accommodation, higher quality and standards of services and facilities, more formal style of service, friendly and helpful staff. These hotels are required to meet the basic mandatory standards and the relevant criteria rating for this level of hotel. Higher standard of restaurant/eating area open for breakfast and dinner, Room service of continental breakfast for a limited number of hours per day and have higher quality of food.

**Four Stars** Hotels with more spacious public areas and bedrooms, high standard of cleanliness, superior comfort & quality accommodation, en-suite facilities with shower and bathtub, higher quality and standards of services and facilities. These hotels are required to meet the basic mandatory standards and the relevant criteria rating for this level of hotel. More formal style of service, skilled staff anticipating and responding to guests needs, higher standard of restaurant/ eating area open for breakfast and dinner, Room service of all meals, 24 hours availability of drinks & snacks and a higher quality of food.

**Five Stars** Larger hotels with even more spacious public areas and bedrooms, luxurious and special surroundings offering the highest quality of accommodation and standards of cleanliness. These hotels are required to meet the basic mandatory standards and the relevant criteria rating for this level of hotel. Guest accommodation is luxurious and spacious, more formal style of service, professional, attentive and highly trained staff, higher standard of restaurant/eating area open for breakfast, lunch and dinner; room service of all meals and 24 hours availability of drinks & snacks with a higher quality of food & outlets.

## Sliding Scale Points System

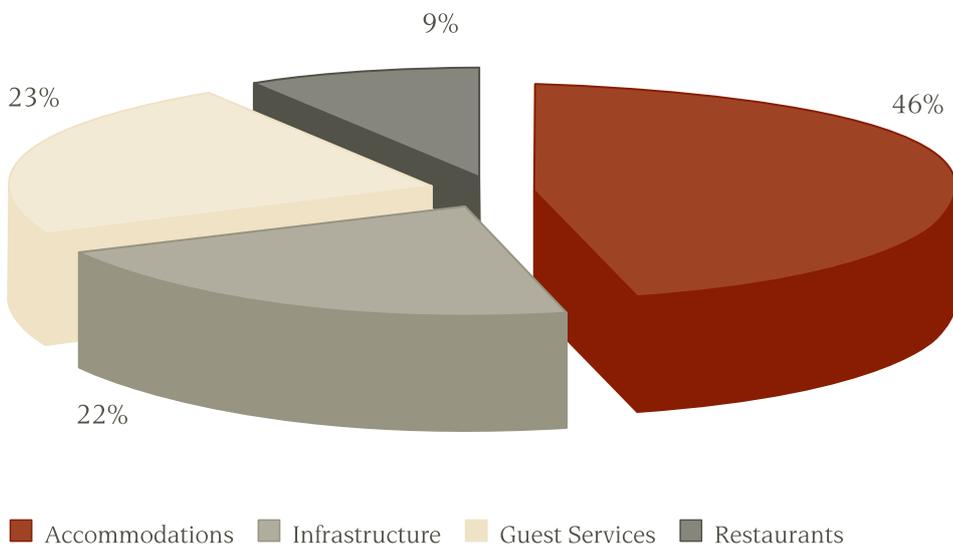
Points	Percentage Requirement	Description	Comments
20	90 -100%	Fulfils All Requirements	<ul style="list-style-type: none"> <li>Shows a high degree of cleanliness</li> <li>Clear evidence that the design and layout has been done professionally</li> <li>Evidence of luxury</li> </ul>
15	80 – 90%	Meets Requirements	<ul style="list-style-type: none"> <li>The establishment meets the requirements set down in the standards</li> <li>Shows evidence of quality and cleanliness</li> <li>Evidence that areas have had assistance with the design and layout</li> </ul>
10	70 – 80%	Meets Most Requirement	<ul style="list-style-type: none"> <li>The establishment meets most of the set down requirements</li> <li>Amateurish attempt at design and layout</li> <li>Shows evidence that most requirements are meet however that are some lapses in standards and cleanliness</li> </ul>
5	60 -70%	Meet Some Requirements	<ul style="list-style-type: none"> <li>The establishment does not meet many of the set down requirements</li> <li>Poor attempt at design and layout</li> <li>Shows little evidence that requirements are being meet; many lapses in quality and cleanliness</li> </ul>
0	50 – 60%	Meets Few Requirements	<ul style="list-style-type: none"> <li>The establishment only meets very few of the set down requirements</li> <li>No attempt at design or layout considerations</li> <li>Shows no evidence that cleanliness and quality are taken seriously</li> </ul>

## Hotel Scoring

Accommodations	Infrastructure	Guest Services	Restaurants
Points			
415	200	205	80

Classification Level	Minimum Number of Points	Total Possible Points
Points Allocation		
Five Stars	800	900
Four Stars	700	799
Three Stars	600	699
Two Stars	500	599
One Star	400	499

## Percentage Allocation Hotels



## 5. Implementation Planning

To encourage Hotel Establishments' in the Emirate of Abu Dhabi to enhance their product and service, ADTA has built into the Classification system a strong implementation plan infrastructure. This will give the existing Hotel Establishments a structured time frame in which they are required to make improvements and changes to their product in order for them to meet their required Classification rating or to work towards upgrading their establishment to the next Classification rating.

Once a Hotel Establishments Classification Controller has visited an establishment they will feed the data they have collected during the inspection into the e-cs (e-classification system). The system will generate a report listing all of the existing establishment's gaps between the mandatory and rating criteria standards and what the establishment has at the present time.

The Implementation Plan will list all unfulfilled requirements from both mandatory standards and rating criteria and specify the time frame allocated to each unfulfilled requirement. Time frames will be allocated based on the severity of the infraction of the standards, the cost of rectifying the requirement and industry knowledge and experience.

The Implementation Plan will be forwarded to the relevant Hotel Establishment with the outcome report (OCR) of the inspection. The Hotel Establishment is then required to review the plan and confirm their acknowledgment of the plan by signing and returning it to the Classification Department. Should there be a need for clarification or appeal over the content of the Implementation Plan or the timeframes allocated to rectify the unfulfilled requirements, the Hotel Establishment should contact the Classification Department and request a meeting to discuss the issues and come to an agreement.

**Note:**

***Sample Implementation Plan can be found in Annex I.***

## 6. Inspection Types

The Classification Department will conduct various types of inspections. Listed below are the inspection types and a brief description of each inspection:

### ● ***Initial approval for the construction of a building to be used as a Hotel Establishment***

- Once the applicant has submitted the application to the licensing department, an inspector will conduct an inspection on the plot of land where the suggested Hotel Establishment is to be built

### ● ***Approval to transform an existing building into a Hotel Establishment. This will be needed to:***

- Transform or change a building under construction into a Hotel Establishment
- Transform or change a new existing building into a Hotel Establishment
- Transform or change an existing occupied building into a Hotel Establishment
- Transform or change a current hotel apartments into a hotel
- Transform or change a current hotel into a hotel apartments

### ● ***Inspection for a new Tourism License for a Hotel Establishment***

- Upon completion of the construction work an inspector will perform an inspection of the building in order to issue a Tourism License

### ● ***Inspection for approval to operate a new Hotel Establishment***

- Prior to a Hotel Establishment being operational, there will be a final inspection before a Hotel Establishment license to operate is issued

### ● ***Renewal of Tourism License & Classification Certificate to operate as a Hotel Establishment***

- Annual re-inspection of each Hotel Establishment will be required to ensure that they are still meeting the required standards. Until this inspection has taken place the license will not be renewed

### ● ***Modify a Tourism License of an existing Hotel Establishment required for the following activities:***

- Modifying the activities from a hotel to hotel apartments or from hotel apartments to hotel
- Modify the Tourism License of a Hotel Establishment to show a change in owner or partner or to add an owner or partner
- Change the management company of the Hotel Establishment
- Change in ownership of a Hotel Establishment as follows:
  - Company to individual
  - Individual to company
  - Company to company
  - Individual to individual
- Prior to a Hotel Establishment making any substantial changes to the property including the change of the property address or location; they are required to submit a request to ADTA. An inspector will conduct the appropriate inspection

### ● ***Inspections after a complaint has been received by ADTA***

- Should ADTA receive a complaint about an establishment, they have a responsibility to investigate the complaint, and this may include an inspection visit of the establishment

### ● ***Spot check inspections carried out ad hoc by the ADTA***

- ADTA inspectors will conduct spot checks on an ad hoc basis in order to ensure that establishments are complying with the required standards

### ● ***Others***

## 7. Documents needed when applying for the various activities

### *Initial approval for the construction of a building to be used as a Hotel Establishment*

- Application Form (L.101)
- Data Form (C.211)
- Photocopy of the passport of the applicant or Civil Registration (kholasit kaid) if a UAE National
- If the applicant is a corporation copies of:
  - Company Contract
  - Trade License
  - Chamber of Commerce Certificate
- Project feasibility study
- Memorandum of Understanding (MOU) with a reputable international or local hotel management company
- Full set of drawings of the proposed building with a scale of 1:100
- Copy of the current site plan drawing issued by the Abu Dhabi Municipality
- Title deed search certificate of the plot on which the building is to be constructed
- If the land is leased, a certified copy of the lease agreement with the landlord
- Any other supporting documents that ADTA may require to support the application

### *Approval to transform an existing building into a Hotel Establishment*

- Application Form (L.101)
- Data Form (C.211)
- Photocopy of the passport of the applicant or Civil Registration ( kholasit kaid) if a UAE National
- If the applicant is a corporation, copies of:
  - Company Contract
  - Trade License
  - Chamber of Commerce Certificate
- Project feasibility study
- Memorandum of Understanding (MOU) with a reputable international or local hotel management company
- Full set of drawings of the proposed building with a scale of 1:100
- Copy of the current site plan drawing issued by the Abu Dhabi Municipality
- Title deed search Certificate of the plot on which the building is to be constructed
- If the land is leased, a certified copy of the lease agreement with the landlord
- No objection letter from the owner of the building to the applicant to change the function of the premises
- List of tenants and their lease expiry dates (if the building is currently residential)
- Any other supporting documents that ADTA may require to support the application

### ***Inspection for a new Tourism License for a Hotel Establishment***

- Application Form (L.102)
- Approval of trade name of the building from Abu Dhabi Economic Department
- A building completion certificate issued by the Abu Dhabi Municipality for a hotel and hotel apartment
- Photocopy of the consent issued by Civil Defense
- Data Form (C.211)
- Photocopy of the passport of the applicant or Civil Registration if a UAE National
- If the applicant is a corporation copies of:
  - Company Contract
  - Trade Licence
  - Chamber of Commerce Certificate
- Any other supporting documents that ADTA may require to support the application

### ***Inspection for approval to operate a new Hotel Establishment***

- Application letter requesting approval to operate from the applicant on the official letterhead of the tourism establishment
- The application letter should be received by ADTA a minimum of 30 days prior to the establishment receiving the first guest
- Data Form (C.211)
- Proof that the Abu Dhabi Police Information system is installed in the establishment
- Any other supporting documents that ADTA may require to support the application

### ***Renewal of Tourism License & Classification Certificate to operate as a Hotel Establishment***

- Application to renew a Tourism License for a Hotel Establishment (L.102)
- Current original Tourism License of the establishment
- Copy of the Abu Dhabi Chamber of Commerce & Industry membership certificate
- Copies of all other renewal consents as per Abu Dhabi Municipality requirements
- Data Information from (C.211)
- If the land the establishment is on is leased then a copy of the renewed tenancy lease agreement
- Any other supporting documents that ADTA may require to support the application

### ***Modify a Tourism License of an existing Hotel Establishment***

- It is important for the applicant to check with ADTA as the requirements vary depending on the reason for modification

### ***Complaints and Spot check***

- ADTA will request any relevant documents as part of any investigation of a complaint and during a spot check of the Hotel Establishment

## 8. Customer Communication

ADTA encourages and values feedback from its customers. All feedback and complaints are taken seriously by the Classification department team.

### *Methods*

Below are the methods available to customers wishing to give feedback or make a complaint:

- On the e-cs (e-classification system) customers can complete the on-line complaint form, also the on-line feedback form.
- Another service offered to customers is the opportunity to give feedback on the performance of the Classification Team
- Feedback and complaints are also accepted in writing, via email, letter and fax addressed to the Classification Department
- Verbal feedback will be accepted via the telephone but if formal action is required from the feedback the customer will be required to put it into writing

### *Complaints*

- All Hotel Establishments related complaints are acknowledged within one working day
- Where required supporting documentation will be requested
- The facts of the complaints will be verified
- If required an investigation will take place
- The customer will be kept informed of the status and the outcome of the complaint

The Classification department have established procedures in order to handle all customers' complaints in a professional and timely manner.

## 9. Classification e-system

e-system is a unique IT system implemented and designed for the purpose of supporting the Hotel Establishment classification system with the most advanced and higher technologies. The two main components of the system are:

### ***1. e-classification system:***

A complete comprehensive system that is pre-loaded with the classification Mandatory and Rating Criteria with their related weights, as well as the method of processing this information. This system will process the information and display the result of the classification rating based on the inputs.

The e-system will include a detailed database of all establishments and their contacts, history, description and all related information. On the other hand, the system will be able to generate detailed reports of the unfulfilled conditions and criteria.

### ***2. Classification internet:***

Specially designed internet pages giving general information about Hotel Establishments' classification for the purpose of guiding investors and new applicants. On the other side, these internet pages will have a secure log-in connection to each Hotel Establishment. These pages will include complete information about the hotels classification information including their existing classification reports, unfulfilled Mandatory and Rating Criteria, applications in process with their up-to-date status, fines & violations, comprehensive photo & video gallery for the classification back up and other history & related information. The access to these pages will be strictly limited to the Hotel Establishments' general managers and authorized personnel from the ADTA.

### ***Communication tools:***

Other related e-system communication/ information tool that will be used to pass information to the Hotel Establishments' managers and/or authorized personnel will be through e-mail, sms and fax services.

### ***Note:***

- ***A separate guidelines manual will be launched for the e-system***
- ***Training the Hotel Establishments on the e system will take place by ADTA***
- ***The responsibility of updating the Hotel Establishment information and data falls with the establishment's general manager.***

## 10. Mandatory Standards

### General Guidelines

In order to operate as a Hotel Establishment in the Emirate of Abu Dhabi, the property is required by law to meet the Classification Standards set by Abu Dhabi Tourism Authority. However, this standard does not supersede the standards and laws set by other official Government department in the Emirate of Abu Dhabi.

#### ***All requirements of the following are required to be met:***

- Abu Dhabi, Civil Defense – Valid Certificate required
- Abu Dhabi, Food Control Authority- HACCP – Valid Certificate required
- Abu Dhabi, Municipality Building Codes
- Abu Dhabi Police- Police Information System
- All staff related issues are governed by UAE Labor Law (Federal Law No. 8 of 1980) and the Ministerial Orders implementing it provisions

#### ***Additionally, to operate as a Hotel Establishment the companies are required to:***

- Hold a valid certificate of employee and public liability insurance
- International certified life guard certificate - if the Hotel Establishment has swimming facilities
- Certified Gym instructors – if the Hotel Establishment employs a gym instructor
- Employ certified Medical assistants

When contracting a third party valet provider, the Hotel Establishment cannot exclude itself from any liability that may result from the guests' usage of the service.

#### ***Note:***

***Abu Dhabi Tourism Authority does not accept any liability for any actions taken by an individual Hotel Establishment, with regards to food safety, fire precautions, guest safety and security or building maintenance and management.***

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
<b>1 - GENERAL SAFETY &amp; SECURITY</b>						
<b>1.1 General Standards &amp; Procedures</b>	1.1.1	Emergency and fire evacuation signage and emergency telephone numbers are posted in all food and beverage outlets, staff facilities and back of house.				
	1.1.2	Hotel staff are available to guests 24 hours a day, 7 days a week.				
	1.1.3	*Power generator available that can sufficiently generate power for the whole establishment for up to eight hours. To operate essential supplies (excluding air conditioning)				
	1.1.4	Maintain accounting books, records and data related to the business.				
	1.1.5	Display the name of the establishment on all records, invoices, correspondence and brochures of the establishment, in Arabic and English.				
	1.1.6	All areas of the hotel, including any rented shops/outlets or other commercial areas, fall under the requirements of these standards and compliance with these standards is the responsibility of the hotel.				

### Key to indications in Mandatory Minimum Standards tables (p.16-p.31)

- \* Applicable to buildings to be constructed starting November 1, 2007.
- \*\* If there is a clear environmental policy available in the establishment this will be taken into consideration.
- ^ Compliance deadlines for existing buildings are in accordance with the Implementation Plan.

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>2 - BUILDING - SAFETY, SECURITY &amp; ACCESS</b>					
<b>2.1 Exterior</b>	2.1.1	Hotel entrances are controlled 24 hours a day by security camera(s), as per regulations of the Emirate of Abu Dhabi.			
	2.1.2	The exterior of the property is well-maintained in a sound and clean condition and does not pose a health and safety hazard to the public or property's employees.			
	2.1.3	Lighting in all areas where the members of the public, employees and guest will frequent.			
	2.1.4	Buildings and fixtures are well maintained and are in a clean condition.			
<b>2.2 Landscaping</b>	2.2.1	If the outside areas that are part of the establishment plot of land can be landscaped, this should be done in a manner that is suitable for the environment and location of the establishment.			
	2.2.2	All gardens are to be well maintained, if any.			
	2.2.3	All measures should be taken to ensure that gardens, landscaped areas and public pathways are safe to the public.			
<b>2.3 Signage</b>	2.3.1	Main sign-boards in public areas are in Arabic and English; sign boards are signs promoting the property name and should be readable at night.			
	2.3.2	Display the Classification Certificate in a prominent place in the reception area.			
	2.3.3	Display the Classification signboard in a prominent place outside the main entrance either on the left or right side.			
	2.3.4	General tariffs (rack rates) must be available in Arabic and English in the lobby or reception area.			
	2.3.5	Signage on or near doors of guest rooms indicating the room number.			
	2.3.6	On each floor signs indicating the direction of specific room numbers are required in the corridors.			
	2.3.7	Foreign currency exchange rates must be publicly display in English near to where this service shall be offered.			

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>2 - BUILDINGS – SAFETY, SECURITY, &amp; ACCESS</b>					
<b>2.4 Guest Security, Access, &amp; Entry</b>	2.4.1 Guests are escorted to rooms at check-in. Guests with special needs will be escorted throughout their stay.	2.4.1 Guests are escorted to rooms at check-in upon request. Guests with special needs will be escorted throughout their stay.		2.4.1 Guests with special needs will be escorted throughout their stay.	
	2.4.2 A safety deposit box is available in all guest rooms and a safety deposit facility is available at the reception of the establishment.			2.4.2 A safety deposit facility is available at the reception of the establishment.	
	2.4.3 Security guard available 24 hours per day.				
<b>2.5 Safety &amp; Comfort in public areas</b>	2.5.1 Corridors and stairs are in a good state of repair, free from obstacles/hazards and meet the need of the end user.				
	2.5.2 Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings.				
	2.5.3 Air conditioning maintains comfortable temperature, 18 - 23c, throughout the year in all public areas and back of house areas.				
	2.5.4 All emergency stairs are required to have a permanently fixed handrail and be in a good state of repair, along with floor signage displayed on each floor inside the stair case.				
	2.5.5 The entrance and lobby have adequate emergency lighting.				
	2.5.6 All corridors should be well light, clean well maintained.				
	2.5.7 *Corridor widths cannot be less than 1.8m.				
<b>2.6 Maintenance</b>	2.6.1 Interior fixtures and buildings are well maintained and are in a clean condition.				
	2.6.2 Electrical equipment must be safely maintained and in good working condition. Records should be kept showing preventative maintenance plans and repair records.				
	2.6.3 Maintenance service available 16 hours per day.				
<b>2.7 Garbage</b>	Garbage collection processes are in place according to the requirements of the official governmental entity.				

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>3 - GUEST ROOMS</b>					
<b>3.1 General Safety &amp; Security</b>	3.1.1 Emergency and fire evacuation procedures and emergency telephone numbers are posted in each room in Arabic and English.				
<b>3.2 *Room Sizes (All enclosed area in the room including bathroom, and living room - for suites).</b>	3.2.1 Minimum Room Size for City Properties: Single 35 sqm Double 37 sqm Suites 50 sqm	3.2.1 Minimum Room Size for City Properties: Single 30 sqm Double 32 sqm Suites 45 sqm	3.2.1 Minimum Room Size for City Properties: Single 24 sqm Double 26 sqm Suites 34 sqm	3.2.1 Minimum Room Size for City Properties: Single 22 sqm Double 24 sqm	3.2.1 Minimum Room Size for City Properties: Single 20 sqm Double 22 sqm
	Minimum Room Size for Resort Properties: Single 37 sqm Double 39 sqm Suites 52 sqm	Minimum Room Size for Resort Properties: Single 32 sqm Double 34 sqm Suites 47 sqm	Minimum Room Size for Resort Properties: Single 26 sqm Double 28 sqm Suites 36 sqm	-	-
<b>3.3 *Ensuite Bathroom Sizes</b>	Toilet sizes should be proportional with the room size				
<b>3.4 *Suites</b>	Five percent of total rooms.	Two percent of total rooms.	-	-	-
<b>3.5 *Specialty Rooms</b>	3.5.1 10% of all rooms are designated to be Non-smoking rooms. All non-smoking rooms are to be located in designated floors/areas. Smoking is not allowed in the corridor of the designated area(s).				
	3.5.2 Connecting rooms available in 5% of all rooms.			-	-
<b>**3.6 Minimum Number of Handicap Accessible Rooms</b>	Minimum of 2 handicap accessible rooms for every hotel building, as per the requirements of the Official Government Body.			Minimum of 1 handicap accessible rooms for every hotel building, as per the requirements of the Official Government Body.	

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>3 - GUEST ROOMS</b>					
<b>3.7 Housekeeping</b>	3.7.1 All bedrooms are cleaned daily.		3.7.1 All bedrooms are cleaned three times weekly. The bed linens are changed on these days		
	3.7.2 All beds are made daily.		-	-	-
	3.7.3 **All bed linens changed every day		3.7.3 **All bed linens changed at least three times weekly, and between guests, or upon guests request.		
	3.7.4 Establishments are required to show hard evidence (annual plans, implementation checklistsetc.) that an annual deep cleaning schedule exists and the establishment adheres to the schedule. This should also include regular cleaning of mattresses.				
	3.7.5 Packing and unpacking service available to guests upon request		-	-	-
	3.7.6 Turn down service required. With records kept.	3.7.6 Turn down service available on request. With records kept.	-	-	-
	3.7.7 Mattresses should be labeled and periodically turned.				
	3.7.8 Periodic program for external window cleaning.				
<b>3.8 Housekeeping II</b>	3.8.1 One clean pillow per person with a clean pillowcase.				
	3.8.2 One clean top and one clean bottom sheet.				
	3.8.3 At least one clean blanket or one clean duvet with cover per bed. A record of blanket and duvet cleaning is required.				
	3.8.4 Spare pillow available in-room, hygienically covered to prevent dust collection.			3.8.4 Spare pillows and blankets available on request.	
	3.8.5 A Divan (box bed) frame bed would be acceptable if it is suitable to design of the room.			-	

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>3 - GUEST ROOMS</b>					
<b>3.9 Beds</b>	3.9.1	Minimum bed sizes: • Single 90 x 190cm (should comfortably accommodate 1 average sized adult). • Double 135 x 190cm (should comfortably accommodate 2 average sized adults).			
	3.9.2	All beds have access from both sides.			
	3.9.3	All mattresses are clean, well-maintained and are fitted with mattress protectors or under-blankets.			
	3.9.4	Cots (baby beds) available on request in a good, clean condition.			
<b>3.10 Furnishings</b>	3.10.1	A bedside table is provided for each person (or one bedside table between two beds). The bedside table should match the design of the room and be in good condition.			
	3.10.2	Desk with chair in good condition and suitable for the user.			
	3.10.3	Desk lamp is provided in working order and suitable for the user.			
<b>3.11 Seating</b>	3.11.1	One armchair provided in single room, two armchairs provided in double/twin room.			
<b>3.12 Windows and Curtains</b>	3.12.1	Windows of guest rooms and other public areas of the establishment should be lockable.			
	3.12.2	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows.			
	3.12.3	*All windows in guest rooms must be double glazed.			
<b>3.13 Doors</b>	3.13.1	Each door has a primary lock and a secondary lock and door chain.			
	3.13.2	Each door has a peep-hole.			
	3.13.3	Doors to connecting rooms are equipped with a deadbolt lock and a sound proof double door system. Each room can only open one door.			
	3.13.4	Guest rooms should be able to be locked from inside without the use of a key.			
	3.13.5.	Electronic key card door system			

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>3 - GUEST ROOMS</b>					
<b>3.14 Lighting</b>	3.14.1	General room lighting controlled by switch near the main door of the guest room.			
	3.14.2	A bedside or headboard reading light for (and controllable by) each person.			
	3.14.3	All light bulbs should be functioning and, unless decorative, have a shade or cover.			
	3.14.4	**Emergency lighting in the bedroom.			
<b>3.15 Flooring</b>	3.15.1	**Fully fitted carpet or acceptable alternative flooring (wood/parquet/marble/ceramic tile) is provided. All of which should be in good state of repair and clean.			
<b>3.16 Wardrobe</b>	3.16.1	Wardrobe or closet that is fitting to the size and number of beds in a room with four coat hangers or hooks provided per bed.			
	3.16.2	*Wardrobe sizes have to be suitable for the number of room occupants. The depth of the wardrobe has to be a minimum of 60cm.			
	3.16.3	Built-in-draws, chest of draws or shelf space are provided with an interior surface that can be wiped clean. A minimum of two draws or two shelves per bed in the room suitable the number of persons occupying the hotel room.			
<b>3.17 ^Mirror</b>	One full length mirror (1.6m long) in each room. This can be part of the bedroom wardrobe.				

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>3- GUEST ROOMS</b>					
<b>3.18 Telephones and Directory</b>	3.18.1 Direct dial telephones offered in all guest rooms.				
	3.18.2 Telephone rates are available in guest rooms, in Arabic and English.				
	3.18.3 All in-room phones display the hotel telephone number and the bedroom extension or number.				
	3.18.4 Local telephone directory (yellow pages or similar directories) available in guest room.			3.18.4 Local telephone directory (yellow pages or similar directories) available to guests on request.	
	3.18.5 All directories are in good condition and up to date.				
	3.18.6 Guest Services directory available, in a good state of repair, should be available in all guest rooms and must include: a) Welcome to the guest from the establishments management. b) Local city information and telephone numbers of where further information can be obtained. Both an internal extension, number and the number of a credible information source where reliable information can be obtained. c) List of services available in the establishment and any prices and fees for these services.				
	3.18.7 ^Two telephone handsets in the bedroom. One set on the night stand and one speaker enabled handset on the desk or other suitable location in the rooms.			3.18.7 One telephone handset in the bedroom.	
<b>3.19 Television/Radio Television Radio^</b>	3.19.1 Colour television with remote control.				
	3.19.2 Digital/satellite/ cable reception with a minimum of four paid international channels and all local and regional free to air channels and radio channels			3.19.2 Local and regional free to air channels and radio channels.	
<b>3.20 Qibla Direction Indicator</b>	3.20.1 Each room must have a Qibla indicator on the ceiling showing direction of Mecca that can be easily seen by the user. Implementation Plan. (Applicable to all Classification Ratings).				
<b>3.21 Quran and Prayer Mat</b>	Available upon request.				
<b>3.22 Accessories Each Room must have:</b>	3.22.1 One dual (two point) Power socket, conveniently situated in each room, for use of electrical/electronic equipment				
	3.22.2 Ashtray, if smoking is permitted.				
	3.22.3 Washable, covered wastepaper basket made of non-flammable material if smoking is permitted. Clean and free from dust.				
	3.22.4 A luggage rack or designated space for at least one suitcase.				
	3.22.5 Ironing board and iron available upon request. Both should be clean and in a usable state of repair.				

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
<b>4- GUEST BATHROOMS</b>						
<b>4.1 Housekeeping</b>	4.1.1 All bathrooms are cleaned daily.			4.1.1 All bathrooms should be clean between guests and three times weekly.		
	4.1.2 All bathroom linens are changed daily. Environmental consideration will be taken into account when evaluating this issue. A written policy should be in place.			4.1.2 All bathroom linens are changed every three days and between guests and upon guests request. Environmental consideration will be taken into account when evaluating this issue. A written policy should be in place.		
<b>4.2 Ensuite Bathrooms – Fixtures and Accessories</b>	4.2.1 Sealed non- porous surface to floors and walls.					
	4.2.2 Washbasin with hot and cold indicating taps and running water.					
	4.2.3 Cold (25-28 C) and hot (52 C within one minute of turning on the tap) running water throughout the year			4.2.3 Hot (52 C within one minute of turning on the tap) running water throughout the year		
	4.2.4 *Bathtub minimum width of 80cm, suitable to the design of the bathroom. As well as hot and cold taps and running water.	4.2.4 *Bathtub minimum width of 80cm, suitable to the design of the bathroom. Up to 25% of rooms should have a walk in shower unit 90cm x 90cm instead. Hot and cold taps available with running water		4.2.4 *Bathtub with hot and cold indicating taps and running water OR a walk in shower unit 80cm x 80cm.		
	4.2.5 *Separate walk-in shower unit minimum size 100cm x 100cm	-	-	-	-	
	4.2.6 Bidet and a soap holder near the bidet.		-	-	-	
	4.2.7 Toilet with seat and lid.					
	4.2.8 Toilet paper roll holder and toilet paper.					
	4.2.9 Spare roll of toilet paper.					
	4.2.10 **Toilet hose with running water near to the toilet.					
	4.2.11 One clean hand towel, in a good state of repair, per person staying in the room.					
	4.2.12 One clean bath towel, in a good state of repair, per person staying in the room.					
	4.2.13 One clean face towel, in a good state of repair, per person staying in the room.					

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>4- GUEST BATHROOMS</b>					
<b>4.2 Ensuite Bathrooms - Fixtures and Accessories</b>	4.2.14	One clean bidet towel, in a good state of repair, per person staying in the room.			
	4.2.15	A towel ring or a hanging rack is acceptable.			
	4.2.16	Individually wrapped fresh soap for each guest.			
	4.2.17	A light with shade or cover with waterproof housing.			
	4.2.18	Insulated electric razor outlet (waterproof) within easy reach of the mirror.			
	4.2.19	Mirror with light above or adjacent to washbasin.			
	4.2.20	Shower curtain, screen or sliding doors.			
	4.2.21	Hook available on door or wall.			
	4.2.22	Running water is available at all times.			
	4.2.23	Adequate water pressure (3 Bar) for bathing and washing.			
	4.2.24	If they are any windows in the bathroom, they should be covered with opaque curtains or blinds.			
	4.2.25	-	-	-	-
	4.2.26	Adequate ventilation in the form of an extractor fan built-in ventilation, or window that opens.			
	4.2.27	Waste bin with lid made of non-flammable material.			
4.2.28	*^Telephone in the bathroom that is connected to the operator and that makes the call without the need to dial.				

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>5 - PUBLIC AREAS</b>					
<b>5.1 Entrances</b>	5.1.1	The Hotel has its own entrance, separate from a restaurant or another establishment.			
	5.1.2	*A separate entrance and exit to kitchens where food is delivered and a separate entrance and exit where waste is disposed of, in accordance with the official government entity.			
	5.1.3	^The Hotel's entrances facilitate access for disabled customers, in accordance with the official government entity.			
	5.1.4			-	-
	5.1.5		-	-	-
<b>5.2 Front Desk/ Reception Area</b>	5.2.1	There is a clearly designated reception area with a nearby seating area.			
	5.2.2	The reception staff are available 24 hours.			
	5.2.3	In-house telephone available in a designated area of the reception/lobby area. Minimum of 2 telephone hand sets.		5.2.3 In-house telephone available in a designated area of the reception/lobby area. Minimum of 1 telephone hand sets.	
	5.2.4	Fully stocked First Aid kit available behind the reception area.			
	5.2.5	Registration Cards should be available and completed by all guests on check-in.			
	5.2.6	A Property Management System in place, suitable to the size of the property.			
	5.2.7	At least one Arabic speaking employee is available at the front desk at all times.			
	5.2.8	Appropriate background music played in the lobby/reception area.			
	5.2.9			-	-
	5.2.10		-	-	-
<b>5.3 Seating Area / Lobby / Lounge</b>	5.3.1	A sitting area is provided with sufficient comfortable seating, available throughout the day.			
	5.3.2	Air conditioning set at the ambient temperature 18c-23c.			
	5.3.3	Lights are functioning properly sufficient to allow guest to see comfortably.			
	5.3.4	Signage available showing hours of Hotel services and events.			

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
<b>5 - PUBLIC AREAS</b>						
<b>5.4 Elevators / Lifts/ Corridors</b>	5.4.1	All elevators must meet the requirements of the government entity.				
	5.4.2	Clearly marked floor numbers in all elevators.				
	5.4.3	*The minimum of two elevators, for a building with less than 45 units, serving all guest rooms on the second floor and above. Each additional 30 units will require an additional elevator (i.e. a building with 70 units requires a minimum of three elevators, a building with 100 units requires a minimum of four elevators, etc)				
	5.4.4	All elevators are required to have an emergency call facility that is in working order. Either a speaker/ telephone handset linked directly to the operator or security office of the building.				
	5.4.5	*Elevators must allow access for disabled visitors				
	5.4.6	Elevators are clean and in a good state of repair				
	5.4.7	Elevators must have ventilation system that is in working order.				
	5.4.8	All elevators should have no smoking signs inside and no smoking signs displayed outside the elevator on all floors.				
	5.4.9	Ash trays should be available outside all elevator doors.				
<b>5.5 *Public Toilets</b>	5.5.1	If the dining room, restaurant and reception are on the same floor:				
		<ul style="list-style-type: none"> <li>• At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two wash basins separate from the toilet stalls.</li> <li>• At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two wash basins separate from the toilet stalls.</li> </ul>				
	5.5.2	If the dining room, restaurant and reception are on different floors:				
		<ul style="list-style-type: none"> <li>• At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two wash basins separate from the toilet stalls.</li> <li>• At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two wash basins separate from the toilet stalls.</li> <li>• At least one public toilet (near the dining) area for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two wash basins separate from the toilet stalls.</li> <li>• At least one public toilet (near the dining area) for ladies, with at least two toilet stalls, with toilet hoses, and two wash basins separate from the toilet stalls.</li> </ul>				
	5.5.3	All public toilets are well maintained, clean, and frequently checked.				
	5.5.4	Separate toilets for ladies and gents.				
5.5.5	^At least one toilet stall must be accessible for disabled persons.					
5.5.6	All public toilets must have an ashtray placed outside the entrance					

## Mandatory Minimum Standards

5 Stars | 4 Stars | 3 Stars | 2 Stars | 1 Star

5 - PUBLIC AREAS	
<b>5.6</b> <b>Public Toilets</b> <b>- Fixtures and</b> <b>Accessories</b>	All public toilets must have:
	5.6.1 Wash basin with mirror in separate space from toilet stall
	5.6.2 Toilet hose washer or Bidet.
	5.6.3 Toilet with seat and lid
	5.6.4 Liquid Soap in a dispenser
	5.6.5 Mirror with light, above or adjacent to wash basin
	5.6.6 Toilet paper roll holder
	5.6.7 Toilet paper
	5.6.8 Spare roll of toilet paper
	5.6.9 Clean hand towels or paper towels for each user
	5.6.10 A light with shade or cover (Waterproof Housing)
	5.6.11 Waste paper basket with lid (of non-flammable material)
	5.6.12 Running water is available at all times
	5.6.13 Windows are covered with opaque film curtains or blinds ( if windows exist)
	5.6.14 Adequate ventilation in the form of an extractor fan, built-in ventilation, or window that opens
	5.6.15 An internal lock on each stall or door
	5.6.16 Hot air hand drier
	5.6.17 A bin for the disposal of sanitary items
5.6.18 Automated air freshener dispenser	

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>6 - SERVICES AND AMENITIES</b>					
<b>6.1 Room Service</b>	Room Service offered 24 hours, 7 days a week. Menu offered in Arabic and one other language suitable to the Hotel		Room Service offered 16 hours, 7 days a week. Menu offered in Arabic and one other language suitable to the Hotel	-	-
<b>6.2 Mini-bar</b>	6.2.1 Mini-bar in all rooms with an itemized price list of all mini-bar items (Minimum 51L, Height 46cm Width 43cm).			6.2.1 Mini-bar in all rooms (Minimum 51L, Height 46cm Width 43cm).	
<b>6.3 Porterage</b>	6.3.1 24 hour room porterage service.		6.3.1 16 hour room porterage service.	6.3.1 8 hour room porterage service.	
<b>6.4 Wake up Call Service</b>	Wake up call service available 24 hours.				
<b>6.5 ^Luggage Area</b>	Luggage Room available in the lobby/entrance area.				
<b>6.6 Wheelchair</b>	Available upon request.				
<b>6.7 Internet Access</b>	6.7.1 Available in Hotel to guests.				
	6.7.2 A functioning wireless internet access available in the lobby.		-	-	-
<b>6.8 Website</b>	Hotel has a functioning website.				
<b>6.9 Laundry and Dry Cleaning Services</b>	6.9.1 Laundry and dry cleaning services are available.			6.9.1 Laundry and dry clean service offered off-site on guest request.	
	6.9.2. Laundry in by 9:00 am, returned by 6:00 pm, along with express laundry service available	6.9.2. Laundry in by 9:00 am, returned by 6:00 pm.	6.9.2. Laundry returned in 24 hours.		
<b>6.10 ^Valet Parking</b>	6.10.1 Valet Parking service available 24 hours per day.	6.10.1 Valet Parking service available 16 hours per day.	6.10.1 Valet Parking service available 12 hours per day.	-	-

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>6 - SERVICES AND AMENITIES</b>					
<b>6.11</b> <b>*Car Parking</b>	6.11.1	One parking space for every room in the hotel establishment.	6.11.1	Seven parking spaces for every 10 rooms in the hotel establishment	
	6.11.2	Adequate levels of lighting for safety and comfort in car parks.			
<b>6.12</b> <b>Medical Services</b>	Emergency medical services are available on call, or medical referral services are available.				
<b>6.13</b> <b>^Compliance deadlines for existing buildings are in accordance with the Implementation Plan</b>	Mobile phone reception booster suitable to the size of the establishment.			-	-
<b>6.14</b> <b>Leisure facilities</b>	6.14.1	6.14.1	-	-	-
	A swimming pool with temperature controlled water.	A swimming pool.			
	6.14.2		-	-	-
	A Health Club				

## Mandatory Minimum Standards

	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>7 - RESTAURANTS</b>					
<b>7.1 On-Site Restaurant</b>	7.1.1 At least one full service restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities on the hotel property. One other restaurant open for lunch and dinner.	7.1.1 At least one full service restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities on the hotel property.		7.1.1 Breakfast Dining Room.	
	7.1.2 Dining outlets must have 40% of the seating area designated as the non-smoking section, along with appropriate signage to identify these sections.				
<b>7.2 Breakfast</b>	Breakfast buffet or equivalent in the dining room. Breakfast served up to 10:30 am.			Continental breakfast served in dining room or room until 10:30 am.	
<b>8 - STAFF</b>					
<b>8.1 Staff Training</b>	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented				
<b>8.2 Staff Appearance</b>	8.2.1 All staff uniform must be fitting with the overall design of the hotel				
	8.2.2 All staff members must have name tags				
	8.2.3 All staff members must have a clean, hygienic and presentable appearance				
<b>8.3 *^Staff Dining Area</b>	An onsite dining area is available for use by staff. The dining area must be well maintained and well managed. Appropriate for the number of staff working at the hotel and adequate to the end users' requirements.				

## 11. Hotel Rating Criteria

In order to operate as a Hotel Establishment in the Emirate of Abu Dhabi, the property is required by law to meet the Classification Standards set by Abu Dhabi Tourism Authority. However, this standard does not supersede the standards and laws set by other official Government department in the Emirate of Abu Dhabi.

### ***All requirements of the following are required to be met:***

- Abu Dhabi, Civil Defense – Valid Certificate required
- Abu Dhabi, Food Control Authority HACCP – Valid Certificate required
- Abu Dhabi, Municipality – Building Codes
- Abu Dhabi Police – Police Information System
- All staff related issues are governed by UAE Labor Law (Federal Law No. 8 of 1980) and the Ministerial Orders implementing it provisions

### ***Additionally, to operate as a Hotel Establishment the companies are required to:***

- Hold a valid certificate of employee and public liability insurance
- International certified life guard certificate
- Certified Gym instructors – if the Hotel Establishment has leisure facilities and a gym

When contracting a third party valet provider, the Hotel cannot exclude itself from any liability that may result from the guests' usage of the service.

#### ***Note:***

***Abu Dhabi Tourism Authority does not accept any liability for any actions taken by an individual Hotel Establishment, with regards to food safety, fire precautions, guest safety and security or building maintenance and management.***

## Hotel Rating Criteria

Category/Item	Description	Score
<b>GUEST ACCOMMODATIONS</b>		
Guest Accommodations Total Points ( ____ /415) Percentage ( ____ %)		
<b>1.1 GUEST BEDROOMS</b>		
Guest Bedroom Total Points ( ____ /269) Percentage ( ____ %)		
<b>1.1.1</b> <b>Guest Bedrooms – Housekeeping</b>  Standard of cleanliness, maintenance & attention to detail	1.1.1.1 • No evidence of dust or smears, marks or stains throughout. • Bed linen free from all stains or tears • Gleaming surfaces, no smears or marks. • No blown light bulbs or broken equipment.	Fulfils All Requirements 20
	1.1.1.2 • Satisfactory standard of cleanliness • Attention to detail may not come up to same standard. • One or two small areas of maintenance missed – e.g. loose handle, missing screw.	Meets Requirements 15
	1.1.1.3 • Efficient vacuuming with minimal dust in corners or under beds. • Equipment and room accessories not quite as well presented or arranged. • Occasional lapse in maintenance – for example, light bulb blown.	Meets Most Requirements 10
	1.1.1.4 • Surfaces are smeary and dusty. • Evidence of crumbs and dust under beds and in corners. • Threads, pieces of paper, debris in corners and under furniture • Blown light bulbs, dusty light shades.	Meets some Requirements 5
	1.1.1.5 • Very heavy dust on surfaces • Dust, dirt, old newspapers, clothes and other debris in drawers/wardrobe/closet. • Bits of paper, threads and other items, grit, on carpet/floor. • Presence of unpleasant odours	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<p><b>1.1.2 Décor, Walls, Ceiling</b></p> <p>Wall coverings – wallpaper, paint (quality, appearance, condition)</p> <p>Finishes and architectural details of the room.</p> <p><i>Note: By Décor we mean interior decoration, ornamentation and beautification.</i></p>	<p>1.1.2.1</p> <ul style="list-style-type: none"> <li>Outstanding quality wall/ceiling coverings (wallpaper; paint) with no marks, strains or blemishes,</li> <li>Attention to detail, thoughtful coordination of patterns, colours &amp; textures.</li> <li>No mismatched seams, bubbling, peeling corners, stains, patches on wall covering.</li> </ul>	Fulfils All Requirements 20
	<p>1.1.2.2</p> <ul style="list-style-type: none"> <li>Wall/ceiling covering of a satisfactory standard, but may not reach quite the highest standard.</li> <li>Some slight signs of wear and tear on excellent standard.</li> <li>Finger marks and scratches evident in certain areas.</li> </ul>	Meets Requirements 15
	<p>1.1.2.3</p> <ul style="list-style-type: none"> <li>Wall/ceiling coverings of average quality. Evidence of blemishes, staining and marks.</li> <li>An attempt to coordinate patterns, colours. No intense mismatch of colours and styles.</li> <li>Walls/ceiling coverings are mature however are noted to be free from damage or stains.</li> </ul>	Meets Most Requirements 10
	<p>1.1.2.4</p> <ul style="list-style-type: none"> <li>Décor appears worn and in need of refreshment and/or repair.</li> <li>Poor application of wallpaper, paint i.e. clear evidence of paint smudges, blisters, incorrect seams.</li> <li>Little attempt at attention to detail or matching of colours. Plain, unrelieved style.</li> <li>Some signs of wear and tear on walls and room finish.</li> </ul>	Meets some Requirements 5
	<p>1.1.2.5</p> <ul style="list-style-type: none"> <li>Low grade materials, poorly executed. Mismatch of styles &amp; colours.</li> <li>Visible wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes).</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<b>1.1.3 Flooring</b>  Floor coverings – carpet, marble, wood, rugs, or ceramic tile (quality, appearance, condition)	1.1.3.1 • Well fitted carpets, professionally laid and in pristine condition. • Excellent thick pile and underlay. • Alternatively, polished wood, ceramic tile or marble with excellent quality smaller mats or rugs. • All flooring must match the design of the room.	Fulfills All Requirements 20
	1.1.3.2 • Very good quality thick pile carpet, beginning to show some flattening. • No stains, burns or marks. • Carpet may have higher percentage of nylon, but in new condition. • Polished wood, ceramic tile or marble needs buffing; smaller but high quality rugs. • All flooring must match the design of the room.	Meets Requirements 15
	1.1.3.3 • Average quality carpet showing flattening in areas of most traffic, but all in sound condition • May be some small discoloration in places. • Alternatively, somewhat cheaper more functional new carpet. Polished wood, ceramic tile or marble a little scratched in places.	Meets Most Requirements 10
	1.1.3.4 • Carpets that show considerable use – flattened pile, spots, bleaching by window (sunlight), some thinning. • Unprofessional fitting – ripples, rough ill-fitting edges, thin or no underlay. • May have a few holes, tears, loose threads or other defects that render the carpet unsound. • Vinyl or other low quality flooring with carpet square on top.	Meets some Requirements 5
	1.1.3.5 • Distinct signs of wearing – visible canvas, patches, stains, discoloration, obvious seams. • Amateurish fitting – gaping joints, gaps between the carpet and wall. • Several unmatched styles laid patchwork fashion, or newer carpets lay on top of damaged or worn-through older ones. Polished wood, ceramic tile or marble that is scratched and needs to be polished, repair or varnished, with ageing, worn, stained rugs. • Low quality, damaged, stained flooring.	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<p><b>1.1.4</b> <b>Curtains</b></p> <p>Quality, appearance, condition, effectiveness at blocking light</p> <p>Blinds are acceptable if they fit in with the Décor of the room</p>	<p>1.1.4.1</p> <ul style="list-style-type: none"> <li>• Full height, light-blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and appropriate accessories</li> <li>• Three sets of curtains required for this level rating: A decorative opaque set which covers windows and keeps out outside light. Black out layer fully opaque, (can be attached to the decorative set). Net curtain layer (transparent) that allows light to enter room while offering some levels of privacy</li> </ul>	Fulfils All Requirements 20
	<p>1.1.4.2</p> <ul style="list-style-type: none"> <li>0• Curtains/blinds/window covering are very clean and in very good condition, and effective in blocking light but their quality and appearance can be fairly ordinary.</li> <li>• Curtains/blinds/window covers to be full and effective in keeping out light. Three sets of curtains required for this level rating: a thick black out curtain (can be attached to the decorative set) which covers windows and keeps out the light, a lighter (transparent/net) set of curtains which allows light to enter room, while offering some level of privacy and a decorative set.</li> </ul>	Meets Requirements 15
	<p>1.1.4.3</p> <ul style="list-style-type: none"> <li>• Curtains/blinds/window covering may be some years old, but not damaged, torn or stained.</li> <li>• May only use one set of curtains but must have a black out layer.</li> </ul>	Meets Most Requirements 10
	<p>1.1.4.4</p> <ul style="list-style-type: none"> <li>• Thin, short or skimpy curtains.</li> <li>• Some signs of wear and tear and fading in curtains</li> <li>• May be difficult to operate, not functional</li> <li>• May have only one set of curtains.</li> </ul>	Meets some Requirements 5
	<p>1.1.4.5</p> <ul style="list-style-type: none"> <li>• Low grade curtain materials.</li> <li>• Colours do not fit within with the design of the room.</li> <li>• Visible wear and tear (stains or tears) in curtains.</li> <li>• Not in good working order.</li> <li>• May have only one set of curtains.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<b>1.1.5 Loose Furniture</b> Dresser (quality, appearance, condition) Wardrobe (quality, size, appearance, condition) Tables, desks, and wooden chairs (quality, appearance, condition)	<b>1.1.5.1</b> <ul style="list-style-type: none"> <li>• Superb quality and condition.</li> <li>• Furniture of good, solid construction</li> <li>• Attractive professional finish &amp; detailing (inlay and feathering) with little or no signs of ageing, wear and tear.</li> <li>• Large and spacious wardrobe.</li> <li>• Size and scale of the furniture appropriate to the scale of the room</li> <li>• Wooden Coat hangers x 4, Padded hangers x 4, Wooden trouser clips x 4</li> </ul>	Fulfils All Requirements 20
	<b>1.1.5.2</b> <ul style="list-style-type: none"> <li>• Satisfactory quality of materials;</li> <li>• May show some signs of use.</li> <li>• Some furniture, even when brand new, will only be "very good quality." It is more functional than luxurious</li> <li>• Wardrobe is spacious.</li> <li>• Size and scale of the furniture appropriate to the scale of the room</li> <li>• Wooden hangers x 4 per person</li> </ul>	Meets Requirements 15
	<b>1.1.5.3</b> <ul style="list-style-type: none"> <li>• Furniture may have been excellent or very good, but through age and use shows a few signs of some wear and tear.</li> <li>• Alternatively, could also be a newer dresser of average quality material and construction.</li> <li>• No appreciable damage.</li> <li>• Wardrobe is average size.</li> <li>• Size and scale of the furniture not appropriate to the scale of the room.</li> <li>• Strong Plastic hangers x 4 per person.</li> </ul>	Meets Most Requirements 10

## Hotel Rating Criteria

Category/Item	Description	Score
1.1 GUEST BEDROOMS		
	<p>1.1.5.4</p> <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and/or in used condition.</li> <li>• Little coordination of styles, some damage or scratches may be apparent, but all Items capable of use. Surfaces not well-maintained. Scratches or marks. Small wardrobe, barely sufficient for the maximum number of guests.</li> <li>• Size and scale of the furniture not appropriate to the scale of the room.</li> <li>• Strong Plastic hangers x 4 per person.</li> </ul>	Meets some Requirements 5
	<p>1.1.5.5</p> <ul style="list-style-type: none"> <li>• Low quality materials, poor construction</li> <li>• Visible signs of damage, marks or scratches.</li> <li>• Mismatch of styles. Appearance of "cheap" furniture.</li> <li>• Size and scale of the furniture not appropriate to the scale of the room.</li> <li>• Small and crowded wardrobe with insufficient space.</li> <li>• Plastic or wire hangers x 4 per person.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<p><b>1.1.6</b> <b>Loose Furniture</b></p> <p>Soft furnishing -- Chairs and sofas, cushions (quality, appearance, condition).</p> <p>Pictures, artwork, wall-hangings, mirrors (quality, appearance, condition)</p>	<p>1.1.6.1</p> <ul style="list-style-type: none"> <li>• Superb quality furniture in first-rate condition.</li> <li>• Furniture of sound construction, attractive professional finish &amp; detailing (e.g. inlay, feathering) with little or no signs of ageing or wear and tear.</li> <li>• Attractive, comfortable easy seating with upholstery in excellent condition.</li> <li>• Materials are of an outstanding quality, in good condition and give an impression of luxury.</li> <li>• Furniture fits in with the design of the hotel.</li> <li>• High quality pictures, photos, plates, artwork and mirrors, though some styles may require a "minimalist" approach. All work should have "professional" appearance.</li> <li>• Full length mirror in good condition and suitable to the design concept of the room.</li> <li>• Some excellent antique furniture may show signs of "distress" which does not detract from its excellence depending on the degree of deterioration.</li> </ul>	Fulfils All Requirements 20
	<p>1.1.6.2</p> <ul style="list-style-type: none"> <li>• High quality of materials may show some signs of use.</li> <li>• Attractive, comfortable easy seating with upholstery in very good condition.</li> <li>• Some furniture, even when brand new, will only be "very good."</li> <li>• Pictures and art work are in very good condition, but may not be of the highest artistic standard.</li> <li>• Full length mirror in good condition and suitable to the design concept of the room.</li> <li>• Soft furnishing to match the design of the room.</li> </ul>	Meets Requirements 15
	<p>1.1.6.3</p> <ul style="list-style-type: none"> <li>• Furniture which may have been excellent or very good, but through age and use shows signs of some wear and tear.</li> <li>• Medium quality ranges of materials and construction.</li> <li>• All furniture in a sound and useable condition (no broken legs).</li> <li>• No appreciable damage to surfaces or upholstery.</li> <li>• No stains or fraying. All furniture of a broadly similar standard.</li> <li>• No striking mismatched styles.</li> <li>• Some pictures or photographs in good frames.</li> <li>• Vanity unit/dressing table mirror in good condition and suitable to the design concept/theme of the room.</li> </ul>	Meets Most Requirements 10

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
	<p>1.1.6.4</p> <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and in well-used condition.</li> <li>• Little coordination of styles, some slight damage may be apparent, but all items capable of use.</li> <li>• Surfaces not well-maintained.</li> <li>• Some stains, marks on soft furnishings.</li> <li>• Vanity unit/dressing table mirror not suitable for the design concept/theme of the room</li> </ul>	Meets some Requirements 5
	<p>1.1.6.5</p> <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and in well-used condition.</li> <li>• Little coordination of styles, some slight damage may be apparent, but all items capable of use.</li> <li>• Surfaces not well-maintained.</li> <li>• Some stains, marks on soft furnishings.</li> <li>• Vanity unit/dressing table mirror not suitable for the design concept/theme of the room</li> <li>• Few or no pictures or wall hangers.</li> </ul>	Meets Few Requirements 0
<p><b>1.1.7</b></p> <p><b>Beds &amp; Bedding</b></p> <p>Headboards quality, appearance, condition Bed frame (quality, appearance, size and condition)</p> <p>Mattresses &amp; box springs (quality, appearance, condition)</p> <p>Sheets/linens (quality, appearance, condition)</p> <p>Pillows (quality, appearance, condition)</p> <p>Blankets/duvets (quality, appearance, condition)</p> <p>Bed covers (quality, appearance, condition)</p>	<p>1.1.7.1</p> <ul style="list-style-type: none"> <li>• Interesting and attractive divans (box beds) with a valance (bed skirt) or bed frames, fitting with the design theme of the room. Bed sizes frequently larger than standard size (size as per mandatory standard).</li> <li>• Sound and firm mattresses and spring bases with good bounce.</li> <li>• High quality linen/sheets, crisply laundered and nicely matching.</li> <li>• Two thick pillows, with feather or hollow fill, present on the bed for each room occupant. Alternative pillow types available on request.</li> <li>• Duvets in excellent condition with no signs of wear and tear.</li> <li>• Upholstered headboards offering a degree of comfort and free from stains.</li> </ul>	Fulfils All Requirements 20
	<p>1.1.7.2</p> <ul style="list-style-type: none"> <li>• Divans (box beds) with valance (bed skirt) or bed frames suitable to the design of the room; may be of older style, but in very good condition.</li> <li>• Very good, firm mattresses and sound base with no lumps or sags.</li> <li>• Two thick pillows, with feather or hollow fill, present on the bed for each room occupant. Alternative pillow types available on request.</li> <li>• All bed linen/sheets and bedding of a high quality, though may not be in brand new condition and not necessarily coordinated with other furnishings</li> <li>• Blankets/duvets in very good condition, with no signs of wear and tear.</li> </ul>	Meets Requirements 15



## Hotel Rating Criteria

Category/Item	Description	Score
1.1 GUEST BEDROOMS		
	<p>1.1.8.2</p> <ul style="list-style-type: none"> <li>• Personal control by guest at all times.</li> <li>• Room pre-cooled for arrival.</li> <li>• Very good circulation of air.</li> <li>• Windows are well insulated, well draught proofed and sound proofed.</li> <li>• Cooling units have noise levels suitable for the guest comfort</li> <li>• Fresh air supply treated to meet ASHRAE standard 62 and ensure humidity control</li> </ul>	Meets Requirements 15
	<p>1.1.8.3</p> <ul style="list-style-type: none"> <li>• Effective cooling in room at all reasonable times, preferably with more control than simply on/off switch.</li> <li>• Not necessarily most up-to-date cooling system.</li> <li>• Good circulation of air.</li> <li>• Windows have minimal draughts and allow minimum levels of sound to penetrate.</li> <li>• Cooling units have noise levels fairly suitable for the guest comfort</li> </ul>	Meets Most Requirements 10
	<p>1.1.8.4</p> <ul style="list-style-type: none"> <li>• Free-standing cooling unit to maintain reasonable temperature in room.</li> <li>• No pre-cooling, no timing.</li> <li>• Appliances ageing.</li> <li>• No fresh air provided and no humidity control</li> <li>• Cooling units are noisy and have high sound pressure levels</li> <li>• Acceptable circulation of air</li> <li>• Draughts and outside noise from windows.</li> </ul>	Meets some Requirements 5
	<p>1.1.8.5</p> <ul style="list-style-type: none"> <li>• Inadequate source of cooling, unresponsive, not subject to thermostatic regulation.</li> <li>• Old, low quality appliances. Air has no adverse smells</li> <li>• Cold air only available close to cooling unit – not in far corners of room.</li> <li>• No pre-cooling.</li> <li>• No fresh air provided and no humidity control</li> <li>• Cooling units are noisy and have high sound pressure levels</li> <li>• Cooling system switched on during customer stay in the establishment.</li> <li>• Unacceptable circulation of air, windows broken, draughty; or allow a lot of outside noise to penetrate.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<b>1.1.9 Lighting</b> Light Fittings ( quality, convenience, control) Lighting (effectiveness, controllability, quality, appearance, condition)	<b>1.1.9.1</b> <ul style="list-style-type: none"> <li>• Overall excellent standard of illumination in room.</li> <li>• Lights, neither dim nor glaring, controllable with dimmer system.</li> <li>• Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading.</li> <li>• Automated system linked to the room key system</li> <li>• Excellent level of natural light</li> <li>• Bedside lighting controlled separately by each occupant.</li> <li>• All lights and shades of high quality of manufacture and in excellent order.</li> <li>• No loose connections, burnt shades or flimsy bases that fall over.</li> <li>• Environmentally friendly lighting system</li> </ul>	Fulfils All Requirements 20
	<b>1.1.9.2</b> <ul style="list-style-type: none"> <li>• Provision of more sources of light than is strictly necessary i.e. not just centre and bedside lights.</li> <li>• Bedside lighting controlled separately by each occupant</li> <li>• Good level of natural light</li> <li>• Very good quality light fittings and lamps</li> <li>• Environmentally friendly lighting system</li> </ul>	Meets Requirements 15
	<b>1.1.9.3</b> <ul style="list-style-type: none"> <li>• Medium level illumination in room.</li> <li>• Single centre light, bedside lights or bed head light.</li> <li>• Medium level natural light.</li> </ul>	Meets Most Requirements 10
	<b>1.1.9.4</b> <ul style="list-style-type: none"> <li>• Minimum illumination in room.</li> <li>• Single centre light, plus bedside light or bed head light.</li> <li>• No other source of light.</li> <li>• Restricted natural light.</li> <li>• Light fixtures and shades ageing, beginning to look scruffy.</li> </ul>	Meets some Requirements 5
	<b>1.1.9.5</b> <ul style="list-style-type: none"> <li>• Dim, gloomy lighting – heavy shade on minimal wattage bulbs.</li> <li>• Spartan fluorescent tube for bed head light.</li> <li>• Low quality fittings and appliances.</li> <li>• Light in inappropriate places.</li> <li>• Poor natural light.</li> <li>• Hidden controls. Shades burnt, stained, scruffy.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.1 GUEST BEDROOMS</b>		
<b>1.1.10 Communications</b>	1) Desk spool or wireless high speed (512kb-1mb) Internet access.	10
In Room Communications (offerings, grade of offering)	2) In-room Internet access (256kb - 1mb)	5
<i>Note: Hotels can receive a maximum of 12 points on this section. Inspectors can select either item 1 or item 2, and can select item 3, if it is available.</i>	3) Voice mail	2
<b>1.1.11 Entertainment</b>	1) High Definition Plasma or LCD TV in at all rooms and suites, minimum size 29"	10
In Room Entertainment (offerings, grade of offering)	2) Advanced cable/satellite TV with pay channels in all rooms and suites (not channels individually paid for by the guest)	8
<i>Note: Hotels can receive a maximum of 23 points on this section. Inspectors can select items all of the items in this section, if they are available.</i>	3) Interactive TV in all rooms and suites	3
	4) DVD/VCR player in all executive floor rooms and suites	3
<b>1.1.12 Accessories</b>	1) At least one drinking tumbler per guest. All tumblers should have a cover or be covered with a clear plastic material	5
In Room Accessories and services (offerings, grade of offering)	2) Tea/coffee making facilities, specialist hostess tray with specific holders for all items needed to make tea and coffee in room	7
	3) Tea/coffee making facilities, individual items needed to make tea and coffee in room	3
	4) Writing materials (paper & pencil/pen)	1
	5) Rooms service menu printed on strong paper, clean and in a good state of repair. Professionally designed	3
	6) Shoe polish kit in all rooms and suites (or shoe shine service)	1
	7) Bathrobe in superb condition (one provided per guest)	10
	8) Evening turndown service	5

## Hotel Rating Criteria

Category/Item	Description	Score
1.1 GUEST BEDROOMS		
<b>1.1.13</b> <b>Spaciousness – Overall Impression</b>  <i>Note: At higher grades, the average size of rooms will generally be larger. At 4 and 5 Stars, all rooms will normally be of a generous size and none will be small or cramped. See Mandatory Standards, for minimum bedroom sizes, for each star category.</i>	1.1.13.1 <ul style="list-style-type: none"> <li>• A spacious, well-planned room, with furniture in suitable and convenient places.</li> <li>• Ease of access to all cupboards, wardrobes and drawers</li> <li>• A seating area with sufficient space to ensure guests' comfort.</li> <li>• Adequate space to put luggage, so that it does not clutter the room and obstruct access.</li> <li>• Overall excellent impression and layout.</li> </ul>	Fulfils All Requirements 20
	1.1.13.2 <ul style="list-style-type: none"> <li>• Reasonably spacious room with access to all facilities.</li> <li>• No areas of restricted access or obstruction.</li> <li>• Not necessarily a self-contained seating area.</li> <li>• No dual use of surfaces, e.g. desktop/tea tray, bedside/dressing table.</li> <li>• No creaky boards or intrusive noise.</li> <li>• Overall very good impression and layout.</li> </ul>	Meets Requirements 15
	1.1.13.3. <ul style="list-style-type: none"> <li>• Room large enough to contain all necessary furniture and to allow access to all facilities. There may be some slightly restricted areas, such as narrow access along both sides of a double bed.</li> <li>• A chair may serve a dual purpose - easy seating and dressing table chair.</li> <li>• To allow access, some care may have to be taken in the positioning and design of furniture, TV may be on a wall bracket. No intrusive noise from plumbing/lifts</li> <li>• Overall good layout and impression.</li> </ul>	Meets Most Requirements 10
	1.1.13.4 <ul style="list-style-type: none"> <li>• Smaller room.</li> <li>• May have cluttered feel to room.</li> <li>• Overly large furniture for floor space. Need to move some things to get at others.</li> <li>• Awkward opening of drawers and doors.</li> <li>• Inadequate space for luggage – gets in the way.</li> <li>• Overall fair impression and layout.</li> </ul>	Meets some Requirements 5
	1.1.13.5 <ul style="list-style-type: none"> <li>• Furniture too large or small for room.</li> <li>• Access to most facilities restricted or awkward.</li> <li>• Noises from other rooms/public areas clearly audible.</li> <li>• Disturbance from music in public entertainment venues.</li> <li>• Overall poor impression and layout.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
1.2 GUEST BATHROOMS	Guest Bathroom Total Points ( ____ /269)	Percentage ( ____ %)
<b>1.2.1</b> <b>Guest Bathrooms – Housekeeping</b> Standard of cleanliness, maintenance, & attention to detail	1.2.1.1 • Superb attention to cleanliness. • No sign of mildew/mould • All surfaces gleaming. • Clean, fresh smell. • Grouting is clean and in good condition.	Fulfils All Requirements 20
	1.2.1.2 • Generally very good standard. • Clean and fresh smell • Shows a few signs of wear and tear	Meets Requirements 15
	1.2.1.3 • Surfaces are clean and there are no adverse smells • Floor cleaned and free from dust. • Surfaces all clean • Slight discoloration of enamel/grout.	Meets Most Requirements 10
	1.2.1.4 • Generally clean, but lacking attention to detail – dust high and low and in inaccessible places. • Surfaces and enamel dull. • Flooring discoloured or stained.	Meets some Requirements 5
	1.2.1.5 • Very low standard of housekeeping – dust on all surfaces. • Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. Old soap. Flooring around WC stained, smelly.	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.2 GUEST BATHROOMS</b>		
<b>1.2.2 Guest Bathrooms – Ventilation System</b> Ventilation system (effectiveness)	1.2.2.1 • Excellent circulation of air. Appropriate to size and location of room. • Excellent functioning exhaust fan that meets ASHRAE minimum exhaust requirements for toilets in Hotels • Apparatus in excellent condition. • Air quality very good, no bad smells	Fulfills All Requirements 20
	1.2.2.2 • Very good circulation of air. • Effective functioning exhaust fan. • Air Quality very good, no adverse smells	Meets Requirements 15
	1.2.2.3 • Good circulation of air. • Excellent functioning exhaust fan that meets ASHRAE minimum exhaust requirements for toilets in Hotels • Air Quality good, no adverse smells	Meets Most Requirements 10
	1.2.2.4 • Acceptable circulation of air. • Good source of cooling, but no exhaust fan present. • Poor air quality, some bad smells	Meets some Requirements 5
	1.2.2.5 • Inadequate source of cooling, unresponsive. • Cold air only available close to cooling unit – not in far corners of room. • No exhaust fan. • Poor Air Quality, many adverse smells	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.2 GUEST BATHROOMS</b>		
<b>1.2.3 Guest Bathrooms</b>  Finishing (Walls, Flooring and Ceiling)  Wall coverings and flooring – tiles, grouting, wallpaper, paint, (quality, appearance, condition)	1.2.3.1 • Excellent quality finish to wall coverings. Tiles or marble well-fitted. • Grouting in excellent condition. • No marks, stains, condensation damage. • Ceiling finish in excellent condition • No flaking paint. • Flooring well fitted, free from stain or water damage.	Fulfils All Requirements 20
	1.2.3.2 • Tiling is even, professionally-laid, grouting in excellent order. • Very good quality finish, but not always recent – some signs of wear but all in sound condition. • Conversely, may be recently decorated but not with the highest quality materials, though a competent professional job. • High quality floor covering or tiles or marble.	Meets Requirements 15
	1.2.3.3 • Not necessarily recently decorated though in average condition. • Some signs of wear. • Standard quality bathroom flooring or standard-grade tiles. • No stains or marks.	Meets Most Requirements 10
	1.2.3.4 • Lower quality materials, ageing, evidence of poor standard and amateurish installation. • Very plain with no attempt at adornment. Grouting discoloured. • Tired, dated style. • Flooring of lower quality showing wear, some stains and marks	Meets some Requirements 5
	1.2.3.5 • Very tired, old style. • Damp/condensation marks. • Cheap, very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Carpet rotting, smelly. • Paintwork chipped, flaking. • Area around toilet discoloured, damp.	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.2 GUEST BATHROOMS</b>		
<b>1.2.4 Bathroom Fixtures</b>		
<b>Shower mixers and accessories:</b>		
Bathtub and shower (quality, appearance, condition)	1.2.4.1	Fulfills All Requirements 20
Shower/bath screen or curtain (quality, appearance, condition)	<ul style="list-style-type: none"> <li>• Excellent quality, solid, well-made bathroom fixtures, excellent order and matching style.</li> <li>• Shower screen or curtain is suitable to the design of the bathroom.</li> <li>• Luxurious quality finish.</li> <li>• Mixers, shower and bathroom accessories matching the style of the bathroom or a high quality brand.</li> </ul>	
Washbasin/sink (quality, appearance, condition)	<ul style="list-style-type: none"> <li>• Sturdy cast iron, steel or enamel bath that fits in with the design of the room and meets the need of the user. Shower fitting in the bath tub.</li> <li>• Shower screen or curtain is suitable to the design of the bathroom.</li> </ul>	
Toilet and bidet (quality, appearance, condition)		
	1.2.4.2	Meets Requirements 15
	<ul style="list-style-type: none"> <li>• Very good bathroom fixtures.</li> <li>• All porcelain in good order – no cracks, dull finish or stains.</li> <li>• Mixers shower and bathroom accessories matching the style of the bathroom or a high quality brand.</li> <li>• Matching and coordinated styles. Shower screen or good quality curtain.</li> </ul>	
	1.2.4.3	Meets Most Requirements 10
	<ul style="list-style-type: none"> <li>• Average range of bathroom fixtures.</li> <li>• Sturdy steel or acrylic bath.</li> <li>• May be showing some wear, but in sound, clean condition.</li> <li>• No small baths or under-sized showers with awkward access.</li> <li>• Mixers, shower and bathroom accessories of acceptable quality.</li> <li>• Shower fitting in the bath tub</li> </ul>	
	1.2.4.4	Meets some Requirements 5
	<ul style="list-style-type: none"> <li>• Ageing fixtures – dull finish to porcelain, chrome wearing off.</li> <li>• Smaller bath or no bath tub, only shower. (Bath size is less than 152 cm in length and less than 80 cm in width).</li> <li>• Colours, matching the design of the room.</li> <li>• Rough, amateurish grouting/sealant</li> </ul>	
	1.2.4.5	Meets Few Requirements 0
	<ul style="list-style-type: none"> <li>• Bath enamel chipped, stained and dull. Cheap plastic bath that moves and creaks.</li> <li>• Very small shower with trickle of water. Stained grouting/sealant and cheap, thin shower curtain.</li> <li>• Cracked washbasin or toilet.</li> <li>• Weak shower pressure.</li> <li>• Mixers, shower and bathroom accessories of unacceptable quality or bad condition.</li> <li>• Intermittent hot water or at restricted hours</li> <li>• Ill fitted, cheap plastic toilet and cover.</li> </ul>	

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.2 GUEST BATHROOMS</b>		
<p><b>1.2.5</b></p> <p><b>Bathroom Linens</b></p> <p>Range of towel sizes (bath towel, hand towel, face cloth, bathrobe, bathmat)</p> <p>Quality, condition, thickness, absorbency of towels</p> <p>Frequency of replacement (options offered to guests)</p>	<p>1.2.5.1</p> <ul style="list-style-type: none"> <li>• Full range of towel sizes – bath towel 100cm X 180cm, hand towel 50cm X 70cm , face towel 30cm X 30cm. Double loop, suggested weight 450g - 550g</li> <li>• Provision of bathrobes and bathmat. Thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap.</li> <li>• Replaced daily or after each use (e.g., during turn-down service).</li> <li>• Bathmat provided in a good state of repair</li> </ul>	Fulfills All Requirements 20
	<p>1.2.5.2</p> <ul style="list-style-type: none"> <li>• Full range of towel sizes – bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm. Double loop suggested weight 450g - 550g. Not quite such heavy quality. (70-89% cotton)</li> <li>• Bathmat provided in a good state of repair.</li> <li>• Smaller range of towels (not necessarily a bathrobe) of highest quality.</li> <li>• Changed frequently (at least every two days).</li> </ul>	Meets Requirements 15
	<p>1.2.5.3</p> <ul style="list-style-type: none"> <li>• Average quality bath towel 100cm - 180cm and hand towels 50cm 70cm and bathmat in sound condition and double loop</li> <li>• Changed at least every three days.</li> </ul>	Meets Most Requirements 10
	<p>1.2.5.4</p> <ul style="list-style-type: none"> <li>• Moderate quality towels, showing age.</li> <li>• Rather thin; fraying edges, small size. Faded.</li> <li>• Changed at least every three days.</li> </ul>	Meets Some Requirements 5
	<p>1.2.5.5</p> <ul style="list-style-type: none"> <li>• Very thin, small, scratchy, old, fraying, some holes, stained, faded.</li> <li>• Low absorbency.</li> <li>• Changed less than every three days.</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.2 GUEST BATHROOMS</b>		
<b>1.2.6 Amenities</b>	1) Hair dryer Minimum 1200 speed, free from a fixed unit.	10
Bathroom accessories and toiletries	2) Waterproof TV/Radio speaker in bathroom, with a volume control switch in working order	5
	3) Toiletries (shampoo, soap, bath foam and moisturizer) all packaged under the same matching label. (Note: could be branded under the hotel brand name, but doesn't have to be) No less than 30ml per item. Minimum soap weight 25g, individually wrapped	15
	4) Dental care kit, including a tooth brush and toothpaste, available on request	1
	5) Nail care kit including a minimum of one nail file, available on request	1
	6) Magnified Mirror with light	4
	7) Weighing scales	4
	8) Shower cap	1
	9) Cosmetic articles (cotton balls, cotton swabs)	3
	10) Sanitary bags	2



## Hotel Rating Criteria

Category/Item	Description	Score
1.3 EXTERIOR		
<p><b>1.3.2</b>  <b>Outdoor Areas (incl. parking area if any)</b></p> <p>Grounds &amp; landscaping            (quality, appearance, condition)</p> <p><i>Note: may not be a feature of urban properties Urban area buildings will not be penalized for lack of landscaping</i></p> <p>Walkways, driveways, &amp; entryways            (quality, appearance, condition)</p> <p>External lighting</p> <p>Any external buildings            (appearance, condition)</p>	<p>1.3.2.1.1  <b>Resort Establishments:</b></p> <ul style="list-style-type: none"> <li>• Where there are substantial grounds, excellent landscaping and evidence of a systematic program of maintenance</li> <li>• Well tended borders or shrubs, tidy pathways and edges.</li> <li>• Lawns in good condition</li> <li>• Well cut hedges, trimmed and an overall attempt to maintain attractive appearance throughout the year.</li> <li>• Clean and well-maintained driveway/entrance.</li> <li>• Provision of garden furniture or architectural features (gazebo, pergola, or summer house).</li> </ul> <p>1.3.2.1.2  <b>City Establishments:</b></p> <ul style="list-style-type: none"> <li>• All driveways and entrances to the property are in an excellent condition and reflect the overall design of the property</li> <li>• Attractive design features at the entrance</li> <li>• All potted shrubs, plants and trees must be in excellent condition</li> <li>• All walkways and pathways should be clean, well maintained and in excellent state of repair</li> <li>• External lighting should reflect the overall design of the property and be sufficient to meet the safety requirements of the public</li> </ul> <p>1.3.2.2.1  <b>Resort Establishments:</b></p> <ul style="list-style-type: none"> <li>• Very good standards of maintenance in any formal gardens, though outlying areas may be more "natural."</li> <li>• Generally tidy beds, pathways, and hedges; trees, shrubs under control.</li> <li>• Pleasant, attractive, tidy appearance at all times.</li> <li>• No clutter around service areas.</li> <li>• Entrance is welcoming with unique design features</li> </ul> <p>1.3.2.2.2  <b>City Establishments:</b></p> <ul style="list-style-type: none"> <li>• Driveway and entrance to property are of a good standard, clean and well maintained</li> <li>• Entrance is welcoming with unique design features</li> <li>• All pathways are clean and in a good state of repair</li> <li>• No clutter around service areas.</li> <li>• Sufficient lighting to meet the safety of public</li> <li>• Effort made to have some greenery in the form of shrubs/ trees/ plants</li> </ul>	<p>Fulfills All Requirements 20</p> <p>Meets Requirements 15</p>

## Hotel Rating Criteria

Category/Item	Description	Score
1.3 EXTERIOR		
<p><b>1.3.2</b> <b>Outdoor Areas (incl. parking area if any)</b></p> <p>Grounds &amp; landscaping (quality, appearance, condition)</p> <p><i>Note: may not be a feature of urban properties Urban area buildings will not be penalized for lack of landscaping</i></p> <p>Walkways, driveways, &amp; entryways (quality, appearance, condition)</p> <p>External lighting</p> <p>Any external buildings (appearance, condition)</p>	<p>1.3.2.3.1 <b>Resort Establishments:</b></p> <ul style="list-style-type: none"> <li>• No overgrown tangled areas.</li> <li>• Immediate grounds kept tidy and in average condition.</li> <li>• Lawns, if any, cut regularly throughout the season and edges trimmed.</li> <li>• Evidence of some attempt to produce a pleasing effect, using shrubs/ bushes/ flower beds/plants</li> <li>• Drive way and entrances clean and well maintained</li> <li>• All pathways are clean and in a good state of repair</li> <li>• Entrance is welcoming without the presence of unique design features</li> <li>• Sufficient lighting to meet the safety of public</li> <li>• Uncluttered access to annex buildings.</li> </ul> <p>1.3.2.3.2 <b>City Establishments:</b></p> <ul style="list-style-type: none"> <li>• Drive way and entrances clean and well maintained</li> <li>• All pathways are clean and in a good state of repair</li> <li>• Entrance is welcoming without the presence of unique design features</li> <li>• Sufficient lighting to meet the safety of public</li> <li>• No distinct effort has been made to maintain greenery at the entrances</li> </ul> <p>1.3.2.4.1 <b>Resort Establishments:</b></p> <ul style="list-style-type: none"> <li>• An "enclosed" area surrounding the establishment, where the immediate vicinity is kept under control.</li> <li>• Very limited trees or landscaping.</li> <li>• Acceptable design and appearance.</li> <li>• Entrances are not welcoming, but adequate for the user</li> <li>• Sufficient lighting to meet the safety of public is present only in some areas.</li> </ul> <p>1.3.2.4.2 <b>City Establishments:</b></p> <ul style="list-style-type: none"> <li>• In some areas, pathways, driveways and entrances are in an inadequate state of repair</li> <li>• Entrances are not welcoming, but adequate for the user</li> <li>• Sufficient lighting to meet the safety of public is present only in some areas</li> <li>• No distinct effort made to ensure greenery at the entrance</li> </ul>	<p>Meets Most Requirements 10</p> <p>Meets some Requirements 5</p>

## Hotel Rating Criteria

Category/Item	Description	Score
1.3 EXTERIOR		
<p><b>1.3.2</b>  <b>Outdoor Areas (incl. parking area if any)</b></p> <p>Grounds &amp; landscaping            (quality, appearance, condition)</p> <p><i>Note: may not be a feature of urban properties Urban area buildings will not be penalized for lack of landscaping</i></p> <p>Walkways, driveways, &amp; entryways            (quality, appearance, condition)</p> <p>External lighting</p> <p>Any external buildings            (appearance, condition)</p>	<p>1.3.2.5.1.  <b>Resort Establishments:</b></p> <ul style="list-style-type: none"> <li>• Neglected appearance.</li> <li>• Badly surfaced drive with large puddles/potholes.</li> <li>• Rubbish and clutter visible and untidily stacked.</li> <li>• Entrance inadequate for the user</li> <li>• Insufficient lighting to ensure safety for public</li> </ul> <p>1.3.2.5.2.  <b>City Establishments:</b></p> <ul style="list-style-type: none"> <li>• Entrance inadequate for the user</li> <li>• Insufficient lighting to ensure safety for public</li> <li>• Pathway and driveway are in a poor state of repair</li> <li>• Lack of any greenery</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
1.4 PUBLIC AREAS	Public Areas Total Points ( ____ /160)	Percentage ( ____ %)
Includes all interior public spaces in the hotel, such as entryways, reception, lobby, corridors, and public toilets (but excluding restaurants, entertainment outlets, guest bedrooms/bathrooms, leisure facilities, and business/meetings facilities).		
<b>1.4.1 Public Areas – Housekeeping</b>		
Standard of cleanliness, maintenance & attention to detail		
	1.4.1.1	Fulfils All Requirements 20
	<ul style="list-style-type: none"> <li>• All carpets and/or other flooring in public areas well-vacuumed, swept, polished, or otherwise well-maintained and excellent standard of cleanliness.</li> <li>• All surfaces, high and low, dust-free, no cobwebs.</li> <li>• Table surfaces well-polished, no smears.</li> <li>• Ashtrays, both standing and on tables, are clean and in a good state of repair</li> <li>• No fingerprints on door plates, light switches. Both of them are clean.</li> <li>• Fresh flowers, well-arranged, in a design that matches the concept/theme of the Hotel Establishment</li> <li>• Newspapers, magazines, books are tidy and up-to-date.</li> </ul>	
	1.4.1.2	Meets Requirements 15
	<ul style="list-style-type: none"> <li>• Generally very good level of vacuuming, sweeping, polishing, and dusting.</li> <li>• Everything tidy and well-arranged.</li> <li>• Fresh flowers, well-arranged. In a design that matches the concept/theme of the Hotel Establishment</li> <li>• Ashtrays, both standing and on tables, are clean and in a good state of repair</li> <li>• No fingerprint on door plates, light switches.</li> </ul>	
	1.4.1.3	Meets Most Requirements 10
	<ul style="list-style-type: none"> <li>• Average level of cleanliness.</li> <li>• Seating areas may have a “lived-in” feel – e.g. books, magazines, strewn on tables.</li> <li>• Smears and dirt on surfaces</li> <li>• Ashtrays, both standing and on tables, are clean and in a good state of repair</li> <li>• Dying/dried out houseplants</li> </ul>	
	1.4.1.4	Meets some Requirements 5
	<ul style="list-style-type: none"> <li>• Clean, but with some dust on high and low surfaces.</li> <li>• Clutter. Books and magazines out of date, in untidy piles.</li> <li>• Dying/dried out houseplants.</li> <li>• Smears on surfaces.</li> <li>• Ashtrays, both standing and on tables, may not be clean or in a good state of repair</li> </ul>	
	1.4.1.5	Meets Few Requirements 0
	<ul style="list-style-type: none"> <li>• Generally neglected housekeeping – carpet badly vacuumed or floor badly mopped.</li> <li>• All surfaces dusty.</li> <li>• Cobwebs, dead insects.</li> <li>• Wilting flowers or plants.</li> <li>• Ashtrays not emptied. Poor state of repair</li> <li>• Newspapers, books on floor.</li> <li>• Dirty glasses/cups on tables.</li> </ul>	

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<p><b>1.4.2 Public Areas - Décor, Walls, Ceilings &amp; Curtains</b></p> <p>Wall coverings – wallpaper, paint, (quality, appearance, condition)</p> <p>Pictures, artwork, wall-hangings, mirrors (quality, appearance, condition)</p> <p>Finishes and architectural details</p> <p>Curtains (quality, appearance, condition)</p>	<p>1.4.2.1</p> <ul style="list-style-type: none"> <li>• Excellent quality wall/ceilings coverings in excellent condition.</li> <li>• Evidence of coordinated design. Interesting architectural features</li> <li>• No evidence of ageing, wear and tear.</li> <li>• High quality professional finish to woodwork or other surfaces.</li> </ul> <p>1.4.2.2</p> <ul style="list-style-type: none"> <li>• Use of very good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard.</li> <li>• Attempt at coordinated design with additional attractive features (for example, photographs, prints).</li> <li>• No scratches, chips, stains or scuffs.</li> </ul> <p>1.4.2.3</p> <ul style="list-style-type: none"> <li>• Fair style and quality of decor, some ageing but no major wear and tear.</li> <li>• Use of wall hangings, pictures</li> <li>• Evidence of competent workmanship.</li> </ul> <p>1.4.2.4</p> <ul style="list-style-type: none"> <li>• Moderate quality, showing signs of ageing.</li> <li>• Some slight damage, wear and tear.</li> <li>• Dated style.</li> <li>• Amateurish application of wallpaper/ wall covering or paint.</li> <li>• Show no evidence of “design” input or co-ordination.</li> <li>• Tired looking</li> </ul> <p>1.4.2.5</p> <ul style="list-style-type: none"> <li>• Very old, faded, damaged wall coverings/paint surfaces.</li> <li>• Evidence of damp/water penetration. Peeling paper, grubby marks.</li> <li>• Evidence of neglect.</li> <li>• Unsightly paintwork or exposed wiring.</li> </ul>	<p>Fulfils All Requirements 20</p> <p>Meets Requirements 15</p> <p>Meets Most Requirements 10</p> <p>Meets some Requirements 5</p> <p>Meets Few Requirements 0</p>

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<b>1.4.3 Public Areas - Furnishings &amp; Fixtures</b>  Furniture – seating, tables, cushions, other furniture, (comfort, quality, appearance, condition)	1.4.3.1 • Excellent degree of comfort and luxury. • Antique, reproduction or high quality modern furniture in excellent condition. • Attractive, coordinated extras – scatter cushions. • Decorative, occasional pieces in room(s), suite(s) and corridor.	Fulfils All Requirements 20
	1.4.3.2 • Very good quality furniture, but not necessarily new. • Comfortable easy seating. • All in sound condition, but may have “lived in” feel. • More moderate quality furniture, in excellent condition.	Meets Requirements 15
	1.4.3.3 • Fair quality of manufacture, but showing some wear and tear. • May be rather dated, but still clean and in a good state of repair • New furniture of medium quality. • Comfortable, but with no great degree of luxury.	Meets Most Requirements 10
	1.4.3.4 • Mismatch of styles. • Ageing seating. • May show marks, sparse arrangement. • Not particularly comfortable or attractive. • Inferior quality.	Meets some Requirements 5
	1.4.3.5 • Inferior quality, uncomfortable, ageing furniture. • May show some damage – scratched, loose arms/legs • Dated, faded, unattractive furnishings. • Stained or dirty upholstery.	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<b>1.4.4 Public Areas – Flooring</b>  Floor coverings – carpet, marble, wood, ceramic tile (quality, appearance, condition)	1.4.4.1 • Excellent quality carpet/flooring professionally fitted, with good underlay • No “ripples,” marks, or burns. • No obvious stains. • No wear in areas of heavy traffic (e.g., entrance to staff areas/kitchen/reception/main staircase). • Alternatively, well maintained polished marble or wood flooring with high quality rugs/mats.	Fulfills All Requirements 20
	1.4.4.2 • Very good quality carpet/flooring, but not new; some flattening of pile in busy areas, but no noticeable damage • No burns, stains or discoloration. • More moderate quality carpet/flooring in pristine condition – recently laid in professional manner. • Well-maintained polished marble, ceramic tiles or wood surfaces, smaller rugs/mats in good condition.	Meets Requirements 15
	1.4.4.3 • Average quality carpet. • Well fitted. Not necessarily new, but in good condition. • Some slight wear and tear. • No ageing/discoloration/thinning. • Adequately maintained marble, wood or ceramic flooring	Meets Most Requirements 10
	1.4.4.4 • Showing age and wear and tear, but no holes or bald patches. • May be some slight discoloration. • Flat pile. • Amateurish fitting. • Cracked or broken marble, wood or ceramic flooring	Meets some Requirements 5
	1.4.4.5 • Very old, thin, cheap quality. • May have bald patches, marks, stains, and badly fitted. • Rippling, rough edges. • Possibly different designs laid together or one on top of another. • Cracked or broken marble, wood or ceramic flooring	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<b>1.4.5 Public Areas – Ventilation &amp; Temperature</b>  Cooling system (effectiveness, comfort)  Ventilation (circulation of air)	1.4.5.1 <ul style="list-style-type: none"> <li>• Thermostatically controlled source for cooling of air in all public areas.</li> <li>• Consistent air flow no hot, draughty, or chilly corners.</li> <li>• All appliances in excellent condition.</li> <li>• No rusty, leaking A/C grills</li> <li>• Good air quality, no bad smells</li> </ul>	Fulfills All Requirements 20
	1.4.5.2 <ul style="list-style-type: none"> <li>• Thermostatically controlled system that maintains a comfortable temperature in most areas.</li> <li>• May not be the most up-to-date system, but effective.</li> <li>• Fixed and available at all reasonable times</li> </ul>	Meets Requirements 15
	1.4.5.3 <ul style="list-style-type: none"> <li>• May be a mixture of different cooling systems, some fixed, and others supplementary, moveable.</li> <li>• Maintains good background temperature and can be boosted to more comfortable level when required.</li> <li>• All appliances in good working order, though not necessarily new</li> <li>• Average air quality, some bad smells</li> </ul>	Meets Most Requirements 10
	1.4.5.4 <ul style="list-style-type: none"> <li>• Generally minimum level of comfortable temperature.</li> <li>• Some areas hotter/colder than others. Ageing, dated appliances.</li> <li>• Uncontrolled cooling – far too hot or cold.</li> <li>• Poor air quality, with bad smells</li> </ul>	Meets some Requirements 5
	1.4.5.5 <ul style="list-style-type: none"> <li>• Cooling: Unresponsive system.</li> <li>• No way of achieving a comfortable ambient temperature.</li> <li>• Poor air quality, with bad smells</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
1.4 PUBLIC AREAS		
<b>1.4.6 Public Areas - Lighting</b>	1.4.6.1 <ul style="list-style-type: none"> <li>• Overall high standard of lighting, giving sufficient light for all practical purposes, but also designed to good effect – showing off features of rooms/corridors. Good quality fittings, recessed spot lamps,</li> <li>• No burnt or stained shades.</li> <li>• No harsh fluorescent tubes.</li> </ul>	Fulfils All Requirements 20
	1.4.6.2 <ul style="list-style-type: none"> <li>• Good quality fittings with more than adequate spread of illumination for practical use, though no sophisticated use of lighting “effects.”</li> <li>• Occasional lamps, reading lights, perhaps picture lights.</li> </ul>	Meets Requirements 15
	1.4.6.3 <ul style="list-style-type: none"> <li>• More than minimal lighting.</li> <li>• Medium quality fittings in sound condition.</li> <li>• No burnt shades, ageing lamps</li> <li>• No extra lights for effect.</li> <li>• Main light plus one or two small occasional lamps.</li> </ul>	Meets Most Requirements 10
	1.4.6.4 <ul style="list-style-type: none"> <li>• Enough light for practical use, but nothing more.</li> <li>• No occasional lamps, fittings dated, ageing, discoloured. Tendency to use low wattage bulbs.</li> <li>• Stark, unattractive, harsh lighting</li> <li>• No naked bulbs or fluorescent tubes</li> </ul>	Meets some Requirements 5
	1.4.6.5 <ul style="list-style-type: none"> <li>• Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs.</li> <li>• Dim, gloomy effect with dark areas where it is impossible to read.</li> <li>• Glaring, irritating, harsh fluorescent lights with no diffuser.</li> <li>• No naked bulbs or fluorescent tubes</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<b>1.4.7 Public Toilets – Housekeeping</b>  Standard of cleanliness, maintenance & attention to detail	1.4.7.1 • Superb attention to cleanliness. • All surfaces gleaming free from dirt • Clean, fresh smell. • Excellent level of efficiency. • Clean in the corner, skirting boards, bottom of doors and behind doors	Fulfils All Requirements 20
	1.4.7.2 • Generally very good standard, but perhaps one or two slight lapses. • All surfaces gleaming free from dirt • Fresh smelling	Meets Requirements 15
	1.4.7.3 • No evidence of dust/hairs/grime. • Surfaces all clean. • Floor cleaned and free from dust. • Slight discoloration of enamel/grout.	Meets Most Requirements 10
	1.4.7.4 • Generally clean, but lacking attention to detail – dust high and low and in inaccessible places. • Surfaces and enamel dull. • Flooring discoloured or stained.	Meets some Requirements 5
	1.4.7.5 • Minimum standard of housekeeping – dust, dirt on all surfaces. • Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. • Old soap marks • Flooring around WC stained, not clean and smelly.	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.4 PUBLIC AREAS</b>		
<p><b>1.4.8</b>  <b>Public Toilets - Fixtures and accessories</b></p> <p>Washbasin/sink            (quality, appearance, condition)</p> <p>Toilet            (quality, appearance, condition)</p> <p>Faucets &amp; controls on all fixtures            (ease of use, quality, appearance, condition)</p> <p>Water pressure</p> <p>Accessories such as linens hand            towels, air driers, and disposal bins</p>	<p>1.4.8.1</p> <ul style="list-style-type: none"> <li>• Good quality, solid, well-made fittings in excellent order and style matching the décor of the area/room. Quality finish.</li> <li>• Washbasin with easy access and in keeping with the public toilets décor.</li> <li>• Easily used responsive controls.</li> <li>• Running water at all times.</li> <li>• Good number of hooks, in excellent condition.</li> <li>• Excellent water pressure.</li> <li>• Premium accessories such as face towels, blown air hand driers, disposal bins and a separate bin for used towels.</li> </ul> <p>1.4.8.2</p> <ul style="list-style-type: none"> <li>• Generally very good quality fittings throughout, but not necessarily new.</li> <li>• All porcelain washbasins in good order – no cracks, dull finish or stain.</li> <li>• Matching and coordinated styles.</li> <li>• Adequate hooks and good water pressure.</li> <li>• A few accessories such as face towels.</li> <li>• Running water at all times.</li> </ul> <p>1.4.8.3</p> <ul style="list-style-type: none"> <li>• Average range of bathroom fittings.</li> <li>• Adequate water pressure.</li> <li>• Running water at all times.</li> </ul> <p>1.4.8.4</p> <ul style="list-style-type: none"> <li>• Ageing fittings – dull finish to porcelain, chrome wearing off.</li> <li>• Intermittent hot water or at restricted hours.</li> <li>• Fittings not matching.</li> <li>• Style and colours matching the design of the toilets.</li> <li>• Rough, amateurish grouting/sealant.</li> <li>• Running water at all times.</li> </ul> <p>1.4.8.5</p> <ul style="list-style-type: none"> <li>• Washbasin enamel chipped, stained, dull.</li> <li>• Stained or mouldy grouting/sealant. Cracked or toilet.</li> <li>• Running water at all times.</li> <li>• Ill fitted, cheap plastic toilet and cover.</li> </ul>	<p>Fulfils All Requirements 20</p> <p>Meets Requirements 15</p> <p>Meets Most Requirements 10</p> <p>Meets some Requirements 5</p> <p>Meets Few Requirements 0</p>

## Hotel Rating Criteria

Category/Item	Description	Score
1.5 GUEST SERVICES (FACILITIES & AMENITIES)	Guest Service Total Points ( ____ /160)	Percentage ( ____ %)
<b>1.5.1 Guest Services</b>		
Range and availability of guest services, information, and retail options on site.	1) Car rental service (on-site)	2
<i>Note: Maximum total points in this section are 45 A hotel can potentially have all the items in this section</i>	2) Foreign currency exchange (on-site)	2
	3) Local cultural display/activity/service in the lobby or suitable public area	2
	4) Gift shop and book store (on-site)	5
	5) Prayer room	2
	6) Brochure rack with local tourist information	2
	7) Separate service Elevator	2
	8) Concierge services (special designated area).	5
	9) Hotel customer transport facilities:	
	• Hotel branded transport services (buses etc)	4
	• Hotel limousine service	3
	10) Full service executive lounge and floor	10
	11) Hairdresser (on-site)	2
	12) Newspaper delivered to guest rooms in a purpose made bag or pouch	3
	13) Express check in/out service	6
<b>1.5.2 Special Guest Services</b>	<b>1.5.2.1 Disabled Access:</b>	
Special service for guests such as disabled access, number of non-smoking rooms, and connecting rooms, and suites	1) At least 1% of guest rooms suitably designed to suit the needs of disabled guests	2
<i>Note: Maximum total points in this section are 15 A hotel can potentially have all the items in this section</i>	2) Doors to guest rooms must be wider than other rooms to enable easy access	1
	3) Guest bathroom doors are to be wider than other rooms.	1
	4) Guest bathrooms must have hand rails	1
	5) Pull cord alarm system in guest bathroom	1
	6) Wheelchair accessible showers	2
	7) Lowered switches throughout the guest room and bathroom	1
	8) Access to the bed from both sides	1
	9) Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for disabled guest	1
	10) Telephones in the rooms are available with large buttons and a flashing light when the phone rings.	1
	11) Have a portable 'vibrating alarm' available on request for guests who may have difficulty in responding to an audible fire alarm	2
	12) Door bell with visual signal, in the form of flashing lights, indicating a persons presence at the door	1
	<b>1.5.2.2 Non-Smoking:</b>	5
	• 30% of all guest rooms are non-smoking (non-smoking rooms designated with a sign)	

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.5 GUEST SERVICES</b>		
<b>1.5.3 Special Guest Services</b>	1.5.3.1	5
Environmental Practices	<p><b>Environmental Certification:</b></p> <ul style="list-style-type: none"> <li>The hotel has internationally recognized certification or suitable local official certification</li> </ul>	
	1.5.3.2	
	<p><b>Plan:</b></p> <ol style="list-style-type: none"> <li>Written Environmental Policy</li> <li>Plans and results that show the implementation of the Environmental policy.</li> </ol>	2 3
	1.5.3.3	
	<p><b>Other Environmental Practices</b></p> <ul style="list-style-type: none"> <li>Carry out a minimum of 4 activities that have an impact on the environment in areas such as: Reduction in Greenhouse gas emissions, Energy efficiency, Waste management (recycling) Water management, noise pollution.</li> </ul>	5
<b>1.5.4 Leisure Facilities</b>	1.5.4.1	6
Exercise facilities.	Property has exercise facilities / fitness centre (on-site) with sufficient lockers and changing room facilities	
	1.5.4.2.	7
	<p><b>Exercise Facility has:</b></p> <ol style="list-style-type: none"> <li>At least 3 weight training machines</li> <li>At least 3 cardio fitness machines (including indoor bicycles, rowing, elliptical, step machines and treadmills).</li> </ol>	
	1.5.4.3	
	<p><b>Exercise Facility has:</b></p> <ol style="list-style-type: none"> <li>Official local or internationally certified trainer on duty during posted opening hours</li> <li>Guest access to quality exercise facilities Gym and Exercise/Aerobic studio.</li> </ol>	4 3
<b>1.5.5 Leisure Facilities</b>	1.5.5.1	4
Swimming pools	Property has at least one outdoor swimming pool (on-site) with clean and well maintained changing room facilities and towels sufficient to meet the users' requirements. Controlled water temperature. Design and seating around the pool should be excellent and shaded area available to meet the user's requirement.	
	1.5.5.2	3
	Have a certified life guard with international certification for both pool and beach life guarding on duty during posted daily hours.	
	1.5.5.3	3
	Pool safety measures in place including signage around the pool and pool alarm system.	

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.5 GUEST SERVICES</b>		
<b>1.5.6 Leisure Facilities</b>	1.5.6.1 Jacuzzi or whirlpool (on-site)	2
Jacuzzi, sauna, steam bath, and spa services Swimming pool (size, number, ranges)	1.5.6.2 Sauna (on-site) with cold dipping pool or cold shower unit	2
<b>Resort Properties will have an option to be scored on either their extended leisure facilities or their conference banquet facilities.</b>	1.5.6.3 Steam room (on-site) with cold dipping pool or cold shower unit	3
<i>Note: Maximum total points in this section are 30; a hotel could potentially have all the items in this section</i>	1.5.6.4 Massage (on-site)	3
	1.5.6.5 <b>Full-service spa</b> A full service spa offer must offer:	
	1) Facial treatments	5
	2) Hand and foot treatments	5
	3) Body treatments	5
	4) Use of a known brand of products	5
	1.5.6.6 <b>Resort leisure facilities:</b> This section is only applicable to Resort Properties. The Resort Property will have an option to be scored on either their extended leisure facilities or their conference/banquet facilities	
	1) Water Sports	7
	2) Beach	12
	3) Tennis	3
	4) Golf	20
	5) Squash	2
	6) Kids Club	6

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.5 GUEST SERVICES</b>		
<b>1.5.7 Conference/ Banquet Facilities</b>  Range and quality of conference centre and banquet facilities  <b>Resort Properties will have an option to be scored on either their extended leisure facilities or their conference banquet facilities.</b>	1.5.7.1 Property has conference facilities (on site).	4
	1.5.7.2 <b>Conference and Banquet Facilities have:</b> 1) Auditorium or banquet room accommodating at least 300 guests 2) At least 4 meeting rooms with each accommodating at least 25 guests each	8
	1.5.7.3 <b>Equipment</b> 1) Projector and screen (built into the Conference rooms) that are up to date and in working order 2) Projector and screen (portable) that are up to date and in working order 3) Audio visual system (wireless internet, PA system) that is up to date to suit the needs of the establishments clientele and in working order	4
	1.5.7.4 <b>Service Areas</b> 1) All floorings and walls must be in a good state of repair 2) The area must be well maintained, in a clean and presentable condition 3) All reasonable health and safety precautions have been taken	3
		3

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.5 GUEST SERVICES</b>		
<b>1.5.8 Business Centre Facilities- City Establishments</b>  Range and quality of business centre services and facilities	<b>1.5.8.1 Business Centre Facilities</b> • Property has a purpose built business centre on site that is suitable to the establishments' clientele.	10
	<b>1.5.8.2 Business Centre Facility has:</b>	
	1) A single colour laser printer reserved for guests, in good working order and no older than two year old	3
	2) At least 2 computer terminals with USB sockets	4
	3) Colour photocopy machine	2
	4) Business Centre staffed during posted opening hours	3
	5) Secretarial services (e.g. typing, scanning, binding, laminating, copying)	2
	7) Equipment rental facilities (laptops, mobiles, scanners, in room fax machine)	3
	6) Fax/telephone with international and local service	3
	<b>1.5.9 Business Services - Resort Properties Only</b>	<b>Secretarial services</b> Typing, scanning, binding, laminating, copying (Applicable to Resort Properties Only)

## Hotel Rating Criteria

Category/Item	Description	Score
1.6 RESTAURANT(S)	Restaurant Total Points ( ____ /160)	Percentage ( ____ %)
<p>If a hotel has multiple restaurants, scoring will be based on spot checks of a small selection of restaurant outlets available.</p>		
<p><b>1.6.1</b> <b>Restaurant(s) – Housekeeping</b></p> <p>Standard of cleanliness, maintenance &amp; attention to detail</p>	<p>1.6.1.1</p> <ul style="list-style-type: none"> <li>• Excellent standard of cleanliness in all areas – no evidence of previous meal.</li> <li>• Efficient vacuuming or clean flooring</li> <li>• Tables always set up to high standard, awaiting next service.</li> <li>• All items used in the restaurant, crockery, glassware, silverware are clean and in a good state of repair</li> <li>• Evidence of good housekeeping</li> </ul>	Fulfils All Requirements 20
	<p>1.6.1.2</p> <ul style="list-style-type: none"> <li>• Generally high standard of cleanliness – no dust</li> <li>• May be some clutter (for example, pile of menus, wine lists, dirty dishes).</li> <li>• Tables not always fully set up between meals.</li> <li>• Evidence of housekeeping</li> </ul>	Meets Requirements 15
	<p>1.6.1.3</p> <ul style="list-style-type: none"> <li>• Tidy and clean in time for beginning of meal service.</li> <li>• Generally good standards of dusting, tidiness.</li> <li>• Flooring clean, evidence of substandard housekeeping</li> </ul>	Meets Most Requirements 10
	<p>1.6.1.4</p> <ul style="list-style-type: none"> <li>• Not always at its tidiest.</li> <li>• Bottles, glasses, menus on surfaces.</li> <li>• Generally clean, but may be some dust on high or low surfaces.</li> <li>• Some tables remain unset during meal service, or are set up for a different meal – staff cannot be bothered to set up all tables when they expect to use only some.</li> <li>• Plants and flowers neglected</li> <li>• Evidence of substandard housekeeping</li> </ul>	Meets some Requirements 5
	<p>1.6.1.5</p> <ul style="list-style-type: none"> <li>• Dusty, crumbs on carpet; surfaces smeared, ring marked; dead/dying flowers or plants.</li> <li>• Untidy piles of menus scattered around.</li> <li>• Marks/stains on tablecloths, dirty ashtrays, cutlery/dishes/glassware show spots or grime.</li> <li>• Evidence of substandard housekeeping</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

Category/Item	Description	Score
<b>1.6 RESTAURANT(S)</b>		
<b>1.6.2 Restaurants – Décor and Furniture</b>  Quality and appearance of dining room furniture and linens	1.6.2.1 • Quality tables, chairs, soft furnishings. • Dining room chairs and tables of sound construction, attractive professional finish with little or no signs of ageing, wear and tear. • Linen/table clothes/table decorations and cloth napkins have a luxurious look and feel to them and are clean, with no stains or signs of wear and tear. • Linen/ table clothes/table decorations and cloth napkins that are in keeping with the concept/theme of the restaurant.	Fulfils All Requirements 20
	1.6.2.2 • Quality tables, chairs, soft furnishings. • May show very minor signs of use. • Some furniture, even when brand new, may not be “very good quality.” or fit in with the concept/theme of the restaurant. • May not have clean and well arranged table decorations or table linen.	Meets Requirements 15
	1.6.2.3 • Tables and chairs may have been excellent or very good, but through age and use, shows signs of some wear and tear. • No appreciable damage. Average overall quality of tables and chairs. • May not have clean and well arranged table decorations or table linen.	Meets Most Requirements 10
	1.6.2.4 • Tables and chairs of only acceptable quality and/or in well-used condition. • Some slight damage may be apparent, but all items capable of use. • Surface not well-maintained. • Furnishing style does not fit in with the concept theme of the restaurant	Meets some Requirements 5
	1.6.2.5 • No table covering or decorations • Tables and chairs made from low quality materials, poor construction, damaged, marked, or scratched. (could be more suitable for domestic use or may be plastic) • Furnishing style does not fit in with the concept theme of the restaurant • Paper napkins or tissue boxes on the tables • No linen table cloths and may not have linen napkins.	Meets Few Requirements 0

## Hotel Rating Criteria

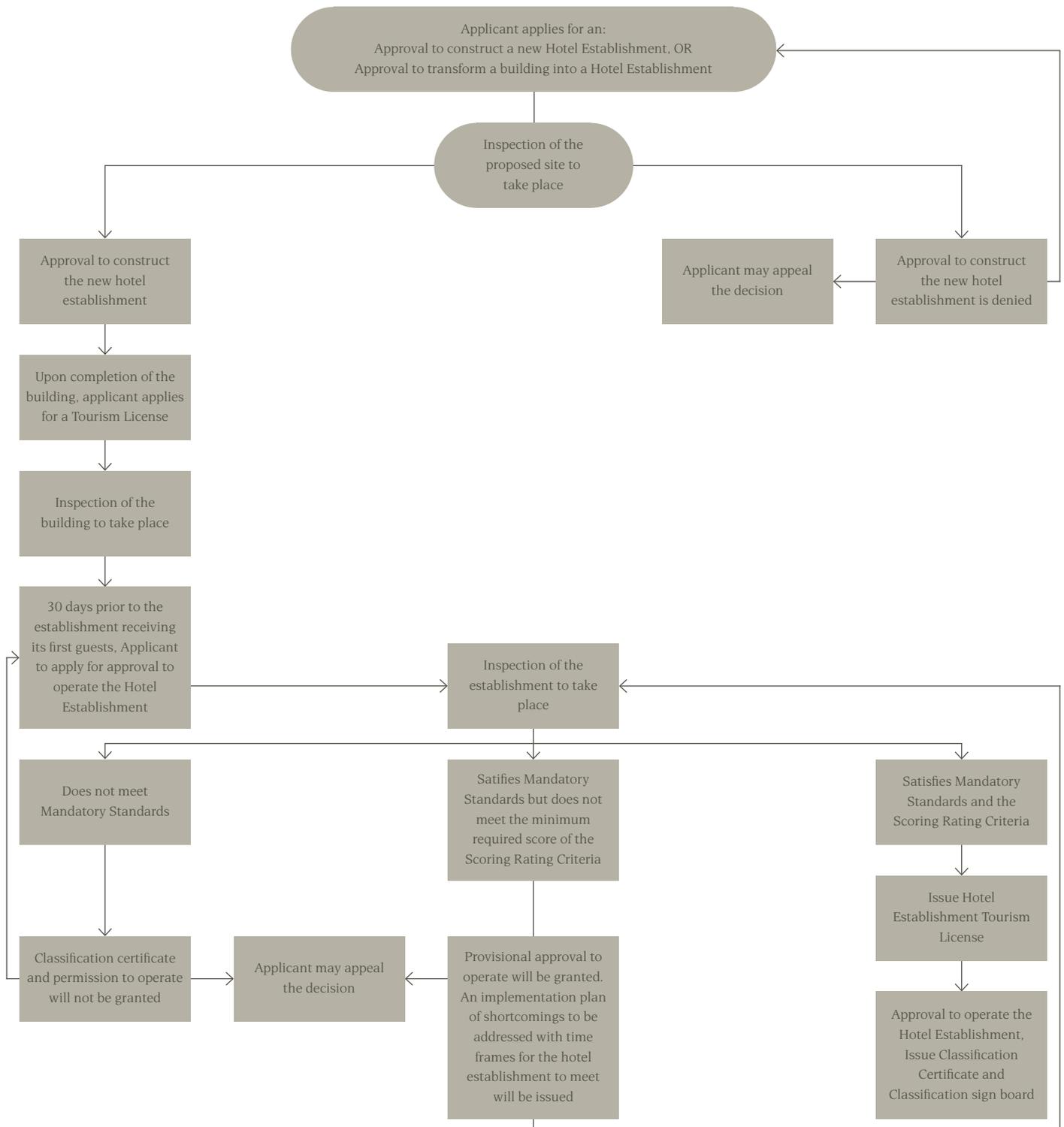
Category/Item	Description	Score
<b>1.6 RESTAURANT(S)</b>		
<p><b>1.6.3 Restaurants - Spaciousness, Atmosphere, Ambiance – Overall Impression</b></p> <p>Overall impression of comfort, size, décor, quality, condition,</p> <p>Overall size/spaciousness and layout</p> <p>Ease of access to dining tables and chairs</p> <p>Comfort – smells, sounds,</p>	<p>1.6.3.1</p> <ul style="list-style-type: none"> <li>• Excellent and harmonious combination of lighting and atmosphere.</li> <li>• Spacious room and good layout of tables. Sufficient space between tables for servers and customer to pass comfortably</li> <li>• No intrusive noise/smells.</li> <li>• Themes or design features may add to the ambience.</li> <li>• Elegant atmosphere.</li> <li>• Comfortable ambient temperature</li> </ul>	Fulfills All Requirements 20
	<p>1.6.3.2</p> <ul style="list-style-type: none"> <li>• Good standard and comfortable.</li> <li>• A little noise from entertainment venue near or in the restaurant.</li> <li>• Comfortable ambient temperature and atmospheric lighting.</li> <li>• sufficient space between tables for servers and customer to pass comfortably</li> <li>• Tables close together, however still sufficient space to allow private conversation and staff and customers to pass without awkwardness or inconvenience.</li> </ul>	Meets Requirements 15
	<p>1.6.3.3</p> <ul style="list-style-type: none"> <li>• A certain amount of activity and noise from other areas.</li> <li>• Comfortable ambient temperature and lighting (though no special effects).</li> <li>• Tables too close together, not sufficient space to allow private conversation or to allow staff and customers to pass without awkwardness or inconvenience.</li> </ul>	Meets Most Requirements 10
	<p>1.6.3.4</p> <ul style="list-style-type: none"> <li>• Crowded tables, awkward access for customers and servers</li> <li>• Difficult to have private conversation. Intrusive noise, stuffy, smoky.</li> <li>• Some tables set up for other services are not making the restaurant look untidy</li> <li>• Supplies (boxes of cereals, sauce portions) stacked in room and visible to customers</li> <li>• Stale food smells.</li> <li>• Comfortable ambient temperature and lighting (though no special effects).</li> </ul>	Meets some Requirements 5
	<p>1.6.3.5</p> <ul style="list-style-type: none"> <li>• Very crowded, cramped, uncomfortable. for servers and customers</li> <li>• Loud noise.</li> <li>• Stale food Smells</li> <li>• Poor temperature control</li> </ul>	Meets Few Requirements 0

## Hotel Rating Criteria

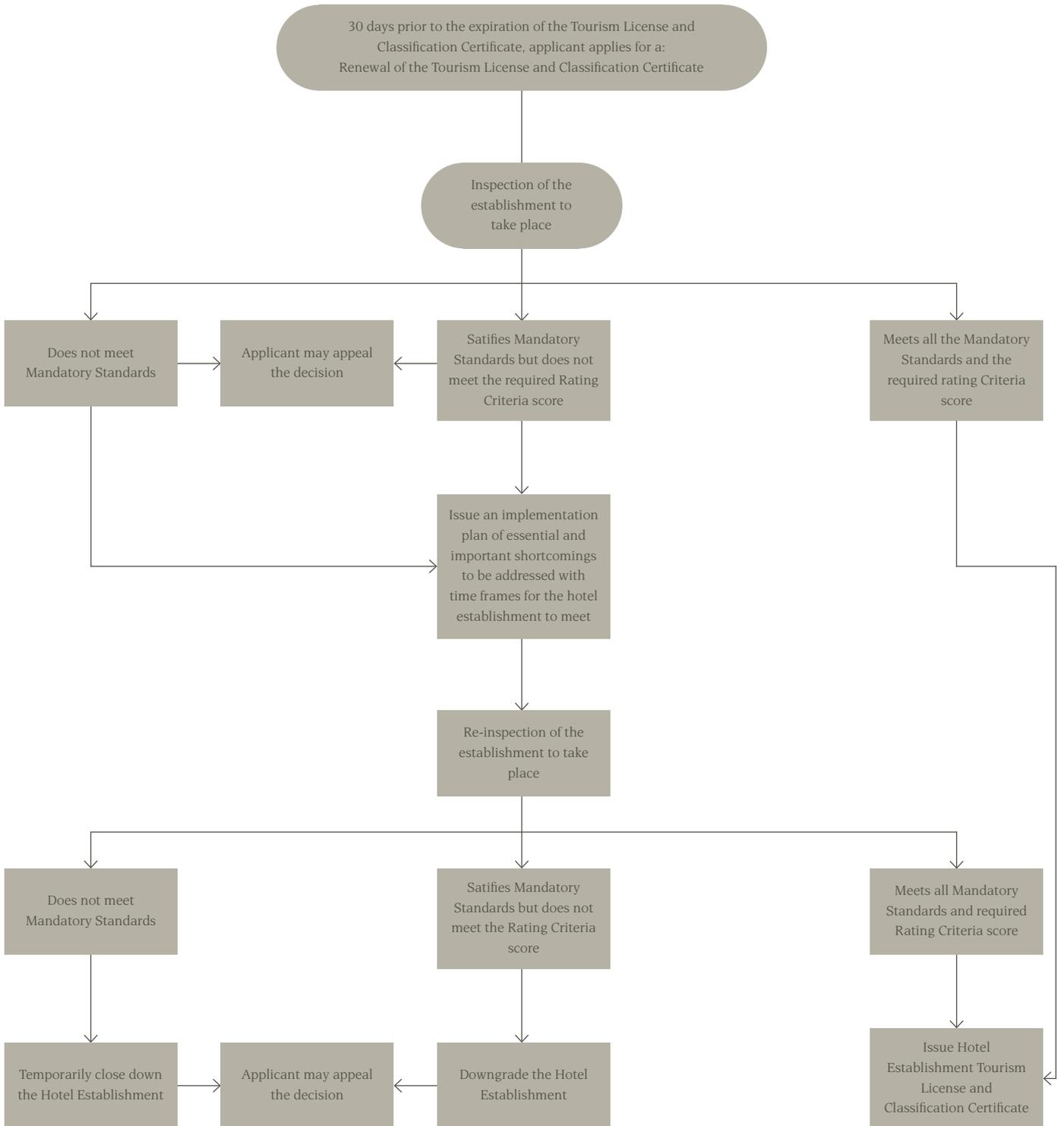
Category/Item	Description	Score			
1.6 RESTAURANT(S)					
<b>1.6.4 Restaurant(s) – Breadth of the Menu</b> Selection, choices of cuisine, number of restaurants, and hours of operation.	1.6.4.1 Hotel has one restaurant (on site) open 24 hours per day	7			
	1.6.4.2 At least one restaurant (on site) specialist / theme restaurant.	7			
	1.6.4.3 Menus designed to fit the concept/ theme of the restaurant and printed in both Arabic and English	3			
	1.6.4.4 Menus, restaurant operating times are displayed in Arabic and English at the entrance of the restaurant.	3			
<table border="0" style="width: 100%; background-color: #d9c89d;"> <tr> <td style="width: 33%;">TOTAL SCORE</td> <td style="width: 33%;">( ____ /900)</td> <td style="width: 33%;">Percentage ( ____%)</td> </tr> </table>			TOTAL SCORE	( ____ /900)	Percentage ( ____%)
TOTAL SCORE	( ____ /900)	Percentage ( ____%)			

# Annex I Sample Implementation Plan

## 16-1 Implementation Programme – New Hotel Establishments



16-2 Implementation Programme –Existing Hotel Establishments





## **Annex II**

### **Law No. (7) of 2004**

#### **Establishing the Abu Dhabi Tourism Authority**

We, Khalifa bin Zayed Al Nahyan,  
Deputy Ruler of Abu Dhabi

- Pursuant to the powers conferred upon us by the Ruler of Abu Dhabi
- After pursuing Law No. (1) of 1974 on Re-organization of the Government System in the Emirate of Abu Dhabi, as amended;
- Law No. (2) of 1971 regarding the National Consultative Council, as amended;
- Law No. (3) of 1975 concerning the establishment of the Abu Dhabi National Hotels Company, as amended;
- Law No. (7) of 1996 concerning the establishment of the National Corporation for Tourism and Hotels;
- Law No. (3) of 1998 establishing the General Exhibitions Corporation;
- Law No. (5) of 1998 regarding license and issuance in the Emirate of Abu Dhabi;
- Law No. (7) of 2000 establishing the Economic Development and Tourism Promotion Authority for the City of Al Ain and the Eastern Region of the Emirate of Abu Dhabi; and
- Law No. (3) of 2004 establishing the Higher Corporation for Specialized Economic Zones in the Emirate of Abu Dhabi.
- And in accordance with what has been submitted by the Vice-Chairman of the Executive Council and approved by the Executive Council.

Issue the following Law:

#### **Article 1**

In the application of this law the following words and expressions shall have the meaning set out opposite each of them:

**The State:**

The United Arab Emirates

**The Emirate:**

The Emirate of Abu Dhabi.

**The Government:**

The Government of the Emirate of Abu Dhabi.

**The Executive Council:**

The Executive Council of the Government of Abu Dhabi.

**The Authority:**

The Abu Dhabi Tourism Authority.

**The Board of Directors:**

Board of Directors of the Abu Dhabi Tourism Authority.

**Tourism Establishment:**

Any public or private natural person or corporate entity engaged in tourism activities.

**Tourism Activity:**

Any work or activity relating to providing tourism, recreational or leisure service provided to the public such as hotels, resorts, restaurants, cinema halls, theatres, museums, tour organizers, tour operators, tour offices, and various amusement and recreation facilities.

**Tourism Investment Zones:**

Lands, buildings, areas, installations and facilities, which the Executive Council agrees to designate as Tourism Investment Zones in accordance with this Law.

## Article 2

A general authority called “Abu Dhabi Tourism Authority” shall be established with its independent legal personality and full capacity to carry out its activity and achieve its objectives in accordance with the provisions of this Law, and the rules and regulations issued pursuant to it. The Authority shall have Financial and Administrative independence. The head office shall be situated in the city of Abu Dhabi. The Board of Directors may set up branches and offices for it inside or outside the UAE.

## Article 3

The Authority aims to achieve the tourism promoting in the Emirate in a manner consistent with the indigenous cultural and social values of the UAE society through carrying out the following duties:

- Encourage and develop the tourism in the Emirate.
- Lay down the tourism development plan for the Emirate as per the studies specially prepared by it for this purposes and oversees its implementation.
- Study, propose and review all projects, tourism facilities and Governmental Tourism Services currently existing or scheduled for execution in the Government’s Plan and to express its opinion in light of the tourism development plan.
- Layout the general plan for exhibitions activities in the Emirate and oversees its implementation.
- Issue licenses for exhibitions activities in the Emirate and to control them to monitor the same.
- Publish a specifications guide for classifying tourism establishments and undertake the job of their classification in accordance with the procedures laid down by the Authority.
- Issue the necessary licenses and control/monitor the tourism activity in the Emirate.
- Study the establishments and tourism, archeological, historical and natural sites.
- Owned by the Government and to coordinate with the competent authorities in the Emirate for the purpose of their rehabilitation and development in order to achieve the objectives of the Tourism Development Plan.
- Regulate the service of tour guides and other individuals working in the tourism sector, oversee qualifying and training them and issue them licenses for practicing the profession.
- Market and promote the Emirate as a tourism destination and promote tourism investment opportunities in the Emirate at the local, regional and international levels.
- Hold seminars, conferences, exhibitions and festivals, which aim at marketing the Emirate as a Centre for international specialized exhibitions and promote and encourage tourism or investment in tourism activities inside or outside the Emirate.
- Establish and manage the Abu Dhabi Centre For Tourism Information inside or outside the state.
- Coordinate with various local and federal Government entities to facilitate the procedures in order to attract tourists and investors in tourism projects.
- Undertake any work or activity relating to tourism within the Emirate to the extent necessary to achieve the objectives of the Authority as stated in this Law.

#### **Article 4**

The Authority shall conduct the studies necessary for identifying zones for investment to be named "Tourism Investment Zones." The Authority shall submit these studies to the Executive Council for consideration and approval and for determining the rules relating to investment in them.

#### **Article 5**

The Authority may exercise all powers conferred upon it by the provisions of this Law and may issue such rules and regulations to enable it to discharge its duties as stated in this Law.

#### **Article 6**

- The fiscal year of the Authority shall commence from 1<sup>st</sup> January and shall end on 31<sup>st</sup> December in each year except for the first fiscal year which shall commence on the date of enforcement of this Law and shall end on the 31<sup>st</sup> of December of the following year.
- The Authority shall have an independent budget to be submitted by the Board of Directors together with operational and capital budgets to the Executive Council for approval. The Abu Dhabi Finance Department shall cover the expenses allocated by the Government and credit them to the Authority in quarterly payments as agreed with the Authority.
- The Board of Directors shall lay down the financial guidelines governing the Authority's finance and shall, at the end of each fiscal year, prepare a detailed report to the Authority on the implementation of annual general balance sheet and annual report for the Authority's activities and accomplishments of the Authority during the past fiscal year. Such report shall be completed within 3 months from the end of each financial year and shall be submitted to the Executive Council. The end of the fiscal year of the Authority should confirm with the end of the fiscal year of the Government.
- The Board of Directors shall appoint an auditor(s) to audit the accounts and financial statements of the Authority. The Board of Directors shall fix the term and yearly remuneration of the auditor. The auditor shall have free access to the records, financial statements, and books of account of the Authority in order to verify their accuracy.

#### **Article 7**

The financial resources of the Authority shall include the following:

1. Annual or contingent allocations by the Government to the Authority.
2. Revenue generated from the services provided by the Authority including fees paid
3. for issuing and renewing licenses, classification certificates and all permits the Authority issues pursuant to the provisions of this Law and any renewals thereto.
4. Revenues of the Authority arising from any contracts concluded pursuant to the provisions of this Law.
5. Revenues of the Authority arising from the services of the Authority provided to other parties.
6. Resources accruing to the Authority [            ] to the provision of this Law.
7. Other resources approved by the Board of Directors

## **Article 8**

The Authority shall be managed by a Board of Directors consisting of a chairman and his deputy and not more than 9 members provided that the total number of members shall be odd and consist from competent members who are acquainted with the objects and activities of the Authority specified in this law. An Amiri Decree shall be issued for their appointment and their term of membership shall be 5 renewable years. Their remuneration will be decided by a decision from the Executive Council.

## **Article 9**

The Board of Directors is the competent authority responsible for laying out the general policy of the Authority and over seeing its implementation to achieve it's objectives. The Board of Directors shall have the right to exercise all necessary powers and authorities required thereto and take the decision necessary for achieving it's objectives within the provisions of this Law without prejudice to the provisions of other laws. The Board shall in particular be responsible to do the following:

- Formulate the general policy of the Authority and approve the plans necessary for its implementation.
- Propose draft laws, which aim to achieve tourism development and encourage the private sector to invest in the tourism sector and submit them to the Executive Council.
- Form an advisory committee to consist of local and international experts in the field of tourism.
- Form permanent or standing committees from amongst its members and others to study matters assigned to them.
- Approve the organizational framework of the Authority and determine the competences, functions, departments, sections and administrative units stated therein.
- Issue financial and administrative regulations governing the process of work of the Authority as well as setting up a by-law regulating all the officers of the staff in the Authority.
- Approve the draft annual budget of the Authority and the annual final account.
- Generally consider other matters referred to the Authority and relating to its activities.

## **Article 10**

The Chairman of the Board of Directors represents the Authority before third parties and courts, he may delegate this to others. The Chairman, his Deputy, the General Manager or anyone to be authorized by the Board of Directors, shall have right to sign on behalf of the Authority each within the limits of his authorities provided for under this Law and the rules and regulations issued pursuant thereto.

## **Article 11**

- The Board of Directors shall meet periodically, at least once every quarter. The Chairman may call the Board of Directors for other meetings.
- Meetings of the Board of Directors shall be valid if attended by the majority of members provided they include the Chairman or the Deputy Chairman.
- Decisions of the Board of Directors shall be adopted by the absolute majority of the votes of those present and if the votes are equal the chairman presiding over the meeting shall have a casting vote.

### **Article 12**

The Authority shall have a general manager who shall be appointed by a decision from the Board of Directors, which shall determine his powers, salary, remuneration and all his allowances and benefits.

### **Article 13**

The Authority and subsidiary establishments owned wholly or partially by it shall be exempt from all taxes and fees including customs duties on materials, equipment, instruments, machinery and spare parts which it imports for achieving its objectives.

### **Article 14**

The assets, installations and appurtenances of the Authority are public property to be managed and invested directly by the Authority according to the financial resolutions and rules laid down by the Board of Directors.

### **Article 15**

- The national employees and servants of the Authority shall be subject to the provisions of the Civil Service Laws and Regulations and to the pensions and retirement benefits for nationals in force in the Emirate, in matters for which there is no specific provisions in this law or the rules and regulations laid down by the Board of Directors.
- The non DAE employees and servants of the Authority shall be subject to the provisions of the special contracts concluded with them in this respect and to the provisions of the administrative and financial rules laid down by the Board of Directors in this respect.
- The existing rules and regulations currently applied by the Public Authority for Economic Development and Tourism Promotion for the city of Al Ain and the Eastern District shall apply provisionally to the employees and servants of the Authority until the rules and regulations provided for in the above paragraph are issued by the Board of Directors of the Authority.

### **Article 16**

The Public Authority For Economic Development and Tourism Promotion for the city of Al Ain and the Eastern District established by virtue of Law No. (7) of 2000 is hereby dissolved and all its employees are joined and all its assets, rights, privileges and responsibilities at the date of coming into force of this Law shall devolve on the Authority.

### **Article 17**

The Law No. (7) of 2000 for the Establishment of the Public Authority For Economic Development and Tourism Promotion for the city of Al Ain and the Eastern District in the Emirate of Abu Dhabi, is hereby abolished.

### **Article 18**

Any provision, which contravenes or contradicts the provisions of this Law, is hereby abolished.

### **Article 19**

This Law shall come into force on the date of its issuance and publication in the Official Gazette.

**Issued by us in Abu Dhabi**

**On 13 September 2004 Gregorian  
Coincides 28 Rajab 1425 Hijri  
Khalifa Ibn Zayed Al Nahyan  
Deputy Ruler of Abu Dhabi**

## **Annex III**

### **Law No. 13 of 2006**

#### **Concerning Control over Tourism Establishments in the Emirate of Abu Dhabi**

We, Khalifa Bin Zayed Al Nahyan,  
Ruler of the Emirate of Abu Dhabi

In cognizance of Law No. 1 of 1974 reorganizing the  
government in the Emirate of Abu Dhabi, as amended;

Law No. 2 of 1971 in respect of the National  
Advisory Council, as amended;

Law No. 5 of 1998 in respect of the issue of  
licences in the Emirate of Abu Dhabi,

Law No. 7 of 2004 establishing the Abu  
Dhabi Tourism Authority,

Federal Law No. 3 of 1987 promulgating  
the Penal Code, as amended;

Federal Law No. 35 of 1992 promulgating  
the Criminal Law, as amended; and

Federal Law No. 18 of 1993 promulgating the  
Commercial Transactions Law, as amended;

And pursuant to the proposal presented to the  
Executive Council as approved by the said Council,

Have issued the following Law:

#### ***Article 1***

Unless the context otherwise requires, the  
following terms and expressions shall have the  
meanings as set against each of them:

**Emirate:**

The Emirate of Abu Dhabi

**Authority:**

Abu Dhabi Tourism Authority

**The Board:**

The Board of Directors of the Authority

**Chairman:**

The Chairman of the Board of Directors of the Authority

**General Manager:**

The General Manager of the Authority

**Tourism Establishment:**

A natural or corporate person, public or  
private, conducting tourism activities

**Hotel:**

A tourism establishment specialized  
in providing hotel services.

## **Article 2**

No natural or corporate person may conduct tourism activities in the Emirate without obtaining the required licence from the Authority. Such person shall comply with the provisions of the relevant legislations applicable in the Emirate and the conditions and requirements of the licence.

The Authority shall control the tourism establishments in this respect.

## **Article 3**

The Minister of Justice shall, in coordination with the Chairman, issue a resolution appointing the Authority's officers with the capacity of judicial officers in relation to the offences committed in their jurisdiction and related to their duties. Such officers shall have the power to inspect tourism establishments.

All local authorities and tourism establishments shall allow and assist the performance by such officers of their duties.

## **Article 4**

The Authority's officers shall maintain the confidentiality of the information they come to know by virtue of their positions and may not disclose the same other than to competent authorities.

## **Article 5**

The Board shall determine a tourism charge to be collected by hotels for the account of the Authority. Such charge shall not exceed (10%) of the amount of the customer's bill.

Pursuant to a proposal by the Board, the Executive Council may change the percentage of the said charge whenever required.

Pursuant to a proposal by the Board, the Executive Council may issue a resolution adding other tourism activities in relation to which the said charge shall be collected. The establishments carrying out such activities shall be subject to the provisions hereof.

## **Article 6**

Hotels may collect from their customers a service charge of no more than 10% of the total amount of their sales and other services, provided they allocate no less than 20% of such service charge for their staff.

## **Article 7**

A hotel shall:

1. pay every month the charges collected by it for the account of the Authority no later than the 15th day of the next following month after they fall due, and present therewith an approved detailed report of the revenues of that month.
2. maintain books and accounting records in accordance with the generally recognized accountings principles and keep all documents and invoices supporting the contents of the same for at least five years.
3. submit to the Authority annually no later than six months from the end of the financial year a certified copy of its annual balance sheet and final account as well as any other data or documents that the Authority may require.

The Authority may, at any time, review and audit the balance sheet and final account as approved by the external auditors, as well as the books and accounting records of the tourism establishment, and all invoices and documents in relation thereto, in order to verify the accuracy of the establishment's revenues.

4. notify the Authority of the beginning and end of the financial year and any amendment thereof.

## **Article 8**

Hotels that delay the payment of the charges due from them shall pay a delay penalty of no more than 20% of the amount of such charges.

The executive regulation shall specify the rules of collecting such penalty.

If an establishment's manipulation of its accounts results in the reduction of the charges payable by such establishment to the Authority, such establishment shall pay the amount of such reduction in addition to 25% of the manipulated amounts.

## **Article 9**

If a hotel suspends its activities for whatever reason, it must notify the Authority thereof in writing. Charges shall be calculated only in respect of the period prior to such suspension, and shall be paid to the Authority within 60 days from the suspension.

Hotels shall notify the Authority in writing of every suspension of any of its activities for whatever reason, stating therein the reason and period of suspension, failing which, they shall pay the charges in respect of such suspension period on the basis of the average charges in respect of the last three months in which payment was made.

## **Article 10**

Hotels shall be exempted from the charges payable to the Authority, and such charges shall not be collected from customers, in relation to:

1. visa fees paid to the competent governmental departments.
2. revenues from:
  - a. Wedding ceremonies.
  - b. Charity parties approved in advance by the Authority.

## **Article 11**

Without prejudice to any severer penalty stipulated by law, anyone violating the provisions hereof or the rules, regulations and resolutions issued in implementation thereof, shall be punished by a penalty of no less than AED one hundred and no more than AED two hundred thousand, subject to the schedule attached herewith.

The Board may amend, whether by addition or deletion, the violations set out in the above mentioned schedule, provided the penalty as determined above shall be complied with and the concerned act is a violation to this law or the rules, regulations or resolutions issued in implementation thereof.

The concerned judicial officer shall, when preparing the minutes, offer compromise to the violating party and state the same in the minutes.

The violating party which accepts such compromise shall pay to the treasury of the Authority within no more than three months from the compromise offer date an amount equal to half the penalty set in the attached schedule.

The criminal case shall lapse with the payment of the compromise amount.

## **Article 12**

The Authority may take any of the following administrative measures against the violating tourism establishments:

1. warning notice
2. permanent or temporary closure of the establishment wholly or partially.

## **Article 13**

By way of an agreement with such persons, the Authority may seek the assistance of any natural or corporate persons as it may deem fit for the performance of the tasks assigned to it under the applicable legislations.

## **Article 14**

The Chairman may delegate some of his powers to the General Manager or any employee of the Authority.

The General Manager may delegate some of his original, but not delegated, powers to any employee of the Authority as he may deem fit.

## **Article 15**

The Board shall issue the regulations, rules and resolutions necessary for the implementation of the provisions hereof.

## **Article 16**

This Law shall be published in the Official Gazette and shall come in force on the date of its publication.

**(Signed)**  
**Khalifa bin Zayed Al Nahyan**  
**Ruler of Abu Dhabi**  
**Issued by us in Abu Dhabi**  
**On 28 May 2006**

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
1.	Using, managing or operating a hotel establishment without a licence or classification	100,000	200,00			The establishment may be closed down and payment of all charges payable for the period it has operated without a licence shall be made. If violations continue, it may not be given tourism licence for a period of two years
2.	Failure to present the licence to the concerned Authority employees.	Warning	400	600	600	
3.	Failure to present the permits for the entertainment functions and activities to the Authority's concerned employees.	2,000	3,000	4,000	4,000	
4.	Non-compliance with the hotel activities permitted under the licence.	Warning	6,000	10,000	10,000	If such violation continues, the establishment shall be given a warning to settle its violations within one month, failing which, the matter shall be referred to the General Manager to make a decision as appropriate.
5.	Non-compliance with the tourism activities	Warning	4,000	6,000	10,000	
6.	Carrying out a tourism activity in a site without licence	10,000	20,000	30,000	40,000	If such violation continues, the establishment shall be given a warning to settle its violations within one month, failing which, the matter shall be referred to the General Manager to make a decision as appropriate.
7.	The hotel establishment prevents the Authority's employee from carrying out his duties.	20,000	40,000	60,000	60,000	

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
8.	Announcement of renting/ selling the licence, of whatever kind, without approval from the Authority.	Warning	2,000	4,000	4,000	
9.	Refusing to sign the notice of violation/warning/attendance.	1,000	2,000	3,000	4,000	
10.	Failure to submit licence renewal application thirty days prior the expiry of the licence.	Warning	1,000	2,000	2,000	
11.	Failure to renew the licence and classification for more than one month after their expiry.	Warning	1,000	2,000	4,000	
12.	Erecting a small size tent (500 sq. feet or less) without permission	20,000	30,000	40,000	40,000	
13.	Erecting a medium size tent (500-1000 sq. feet) without permission	40,000	60,000	80,000	80,000	
14.	Erecting a big size tent (more than 1000 sq. feet) without permission	60,000	80,000	100,000	100,000	

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
15.	No signboard of the name of the tourism establishment	Warning	2,000	4,000	6,000	
16.	Organizing entertainment activities with permission	20,000	40,000	60,000	60,000	
17.	Failure to renew the permit of the entertainment band	20,000	40,000	60,000	60,000	
18.	Tickets of parties and discotheque are not stamped by the Authority	20,000	40,000	60,000	60,000	
19.	Allowing the entertainment bands to violate public morals	20,000	40,000	60,000	60,000	
20.	Manipulation of entry tickets	20,000	40,000	60,000	60,000	
21.	Allowing money notes, drinks or flowers to be given directly or indirectly to the artists.	20,000	40,000	60,000	60,000	
22.	Allowing the band or any of its members to work without having a permit.	20,000	40,000	60,000	60,000	
23.	Allowing the DJ to work without having a permit.	20,000	40,000	60,000	60,000	
24.	Allowing underage youths to enter bars and entertainment places.	10,000	20,000	30,000	30,000	
25.	Violating the conditions of the entertainment facility licence.	20,000	40,000	60,000	60,000	
26.	Adding a facility without having a licence/permit.	20,000	40,000	60,000	60,000	Unlicensed facility may be closed down

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
27.	Failure to comply with the allowed time for presenting entertainment functions or alcohol	20,000	40,000	60,000	60,000	
28.	Closing down the hotel establishment by an order of the Authority	10,000	20,000	30,000	30,000	
29.	Submission of forged for inaccurate data or documents to the Authority	30,000	60,000	60,000	60,000	The matter may be referred to the competent authorities to take the appropriate measures.
30.	Opening more than one hotel establishment under one licence	100,000	200,000			The violating establishment may be closed down with the payment of all charges for the period of unlicensed operation. If the violation continues, such establishment may not be given tourism licences for two years.
31.	Failure to maintain the classification board	Warning	2,000	4,000	6,000	Plus payment of replacement fees.
32.	Failure to maintain the classification certificate	Warning	2,000	4,000	6,000	Plus payment of new certificate fees
33.	Relocation of the hotel or tourism establishment without notifying the Authority	6,000	10,000	20,000	30,000	Establishment may be closed down if the new building does not meet the conditions of the licence
34.	Operating a hotel establishment or any of its facilities which is closed down by the order of the Authority without obtaining a prior permission from the Authority	60,000	100,000	140,000	160,000	
35.	The name mentioned in the signboard is not the same as the name mentioned in the licence	Warning	2,000	4,000	6,000	Establishment must remove the signboard
36.	The signboard is damaged or not maintained.	Warning	2,000	4,000	6,000	Establishment must remove the signboard

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
37.	Language mistake in the internal and external advertisement boards	Warning	2,000	4,000	6,000	Establishment must remove the signboard
38.	Lack of required safety conditions in the signboard	Warning	2,000	4,000	6,000	Establishment must remove the signboard
39.	Lack of the percentage of Arabic in the trade name	Warning	2,000	4,000	6,000	Establishment must remove the signboard
40.	Failure to submit monthly statistical data upon request	Warning	6,000	10,000	10,000	
41.	Failure to comply with the period for providing the Authority with the required data	Warning	2,000	4,000	6,000	
42.	Failure to respond to enquiries by the Authority in relation to complaints submitted against the establishment within seven working days	Warning	2,000	4,000	6,000	
43.	Failure of the hotel establishment to maintain organized books and records of its business.	Warning	6,000	6,000	6,000	
44.	Failure to comply with the basic conditions of the licence	Warning	10,000	20,000	30,000	Establishment may be closed down if the violation continues
45.	Failure to comply with important conditions of the licence	Warning	2,000	4,000	6,000	
46.	Failure to comply with important criteria of the classification	Warning	1,000	2,000	4,000	the establishment classification may be downgraded if the violation continues.
47.	Failure to comply with the basic criteria of classification.	Warning	10,000	20,000	30,000	the establishment classification may be downgraded if the violation continues.

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
48.	Hotel establishment stating in its advertisement (ads, publications, electronic portals... etc) to be of a grade which is different from its real classification.	10,000	20,000	30,000	30,000	Advertisement materials may be confiscated
49.	Hotel establishment announcing false data (services, prices ...etc).	10,000	20,000	30,000	30,000	Announcement materials may be confiscated
50.	Failure of the establishment to notify the Authority of the date of starting receiving guests 30 days before the commencement of operation for the first time or in a new location.	10,000	10,000	20,000	20,000	
51.	Failure to notify the Authority of the name of the official in-charge or any changes in this respect.	1,000	2,000	2,000	2,000	
52.	Failure to notify the Authority before carrying out any material repairs.	1,000	2,000	2,000	2,000	
53.	collecting entry charges without tickets.	20,000	40,000	40,000	40,000	
54.	Allowing the band to abuse the Islamic belief.	40,000	60,000	80,000	100,000	Establishment may be closed down by the order of the General Manager
55.	Allowing members of the music band to sit with customers.	20,000	40,000	60,000	60,000	
56.	Allowing male customers to dance with the singer or dancer.	20,000	40,000	60,000	60,000	

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
57.	Failure to renew the permit of the DJ.	20,000	40,000	40,000	40,000	
58.	Failure to present the IDs/photo/details of the band members exercising entertainment activities to the concerned Authority's employees.	2,000	2,000	4,000	4,000	
59.	Collecting service charges from customers exceeding 10% of the price of accommodation, food, beverage and other services in the hotel establishment.	20,000	30,000	40,000	40,000	
60.	Collecting service charge without allocating the same fully to the staff of the hotel establishment.	20,000	30,000	40,000	40,000	
61.	Imposing racial, color or occupational restrictions on membership and entry to entertainment facilities, unless the licence granted to the establishment restricts the same to a certain category or community.	40,000	40,000	60,000	60,000	Establishment may be closed down by the order of the General Manager
62.	Allowing customers wearing the national dress of GCC countries to enter the dance or disco floors and allow them to dance.	20,000	40,000	60,000	60,000	
63.	Imposing conditions on memberships without obtaining the approval of the Authority.	Warning	10,000	20,000	40,000	
64.	Unavailability of menus indicating types of foods, drinks and services.	Warning	4,000	8,000	12,000	
65.	Unavailability of menus in Arabic and other foreign language, and prices in dirhams.	Warning	4,000	8,000	12,000	

## Schedule of the Violations by Tourism & Hotel Establishments

S.N	Details	First occurrence	Second occurrence	Third occurrence	Fourth occurrence	Remarks
66.	Failure to fill vacancies of department managers for over 45 days.	1,000	2,000	4,000	6,000	
67.	Lack of training programs or failure to update the same.	Warning	1,000	2,000	4,000	
68.	Failure of the management of the tourism establishment to comply with the special instructions regulation as amended.	Warning	4,000	6,000	10,000	
69.	Selling alcohol to customers outside the hotel or tourism establishment .	100,000	200,000			If the violation continues, the establishment may be closed any may not be given any tourism licences for two years
70.	Failure to get the balance sheet and final accounts approved by a licensed auditor within 6 months from the end of the financial year of the establishment.	Warning	10,000	20,000	20,000	
71.	Failure to keep accounting books in accordance with the generally recognized accounting principles.	Warning	10,000	20,000	20,000	
72.	Failure to include in the financial records all revenues of the hotel establishment and the charges payable in respect thereof.	Warning	10,000	20,000	20,000	

## **Annex IV**

### **Resolution No. 16 of 2005**

#### **Concerning the issuance of the hotel and tourism facilities regulation in the Emirate of Abu Dhabi**

Upon cognizance of the Law No. 7 of 2004 concerning the creation of Abu Dhabi Tourism Authority,

The Emiri Decree No. 16 of 2004 concerning the formation of the Board of Directors of Abu Dhabi Tourism Authority, And the resolution issued by the Board of Directors, It is resolved as follows:

#### **Article 1**

##### **Objectives**

The objectives of this resolution shall be to lay the required regulatory rules to enable the hotel and tourism facilities in the Emirate of Abu Dhabi to perform their respective activities as perfectly as possible to achieve the objectives and purposes as provided by the Law No. 7 of 2004 concerning the creation of the Abu Dhabi Tourism Authority.

#### **Article 2**

##### **Definitions**

The following terms and expressions shall have the following meanings:

“State” means United Arab Emirates;

“Emirate” means the Emirate of Abu Dhabi;

“Authority” means the Abu Dhabi Tourism Authority;

“Board of Directors” means the Board of Directors of the Authority;

“Chairman” means the Chairman of the Authority;

“Director General” means the Director General of Abu Dhabi Tourism Authority appointed under the Law No. 7 of 2004 concerning the creation of Abu Dhabi Tourism Authority;

“Owner of the Facility” means any natural or corporate person being the owner or lessee of the hotel and tourism facility or any person entitled to utilize such facility by a legal deed or the legal representative of such owner, lessee or person.

“Hotel” means a building or a separate part of any building containing at least ten bedrooms and provides accommodation and food services for a financial consideration. Such Hotel may contain restaurants, cafeterias and entertainment facilities, such as cinemas, night clubs, etc....

“Tourist Resort” means a specific area containing a number of tourism facilities, such as one or more Hotels and Hotel Apartments within independent units, cafeterias, restaurants and entertainment facilities, such as cinemas, night clubs, etc....

“Hotel Apartments” means a group of at least 8 (eight) furnished villas or apartments hired to Guests on a daily, weekly, monthly or annual basis;

“Motel” means a building or a separate part of any building containing at least 10 (ten) bedrooms and provides only accommodation services for a financial consideration;

“Desert Camp” means a permanent or temporary place inside the desert that provides accommodation and food services for a financial consideration;

“Tourist Restaurant” means a restaurant classified as a tourist restaurant in accordance with the instructions issued by the Authority, that may provide high quality food and beverage services and may provide entertainment and artistic services for the visitors of the restaurant inside and outside the restaurant for a financial consideration;

“Unit” means any single furnished apartment or bedroom in any Hotel, Motel or Tourist Resort;

“Guest” means any person staying at any Hotel, Motel, Hotel Apartment, Tourist Resort or Desert Camp for the purpose of sleeping or spending part of the day for a financial consideration;

“Day” means wherever it appears in this regulation a day consisting of 24 hours in accordance with the Gregorian calendar;

“Rates” means any fees and prices of the services provided by the hotel and tourism facilities as defined under Article 3 of this Regulation and any percentages charged for the accompanying services as added to such fees and prices;

“Reconsideration Committee” means the committee that considers the application for reconsideration and the objections to the resolutions issued by the Director General or his representative, in accordance with the provisions of this Regulation.

“Statement of Instructions” means the statement containing the instructions in connection with the application of the provisions of this regulation.

### **Article 3**

#### **Hotel and tourism facilities**

Wherever it appears in this Regulation, the expression “Hotel and Tourism Facility” shall mean:

- A. Hotels, Tourist Resorts, Hotel Apartments, Motels, Desert Camps and floating Hotels, which are allocated to provide hotel services or any part thereof ;
- B. Any facility that may exercise tourist activities such as the Tourist Restaurants as defined under this Regulation, the travel and tourism offices and companies, the tourism guide offices and the cinema halls inside the tourist facility;
- C. Any other facilities that are considered hotel and tourism facilities as determined by the Board of Directors;
- D. At all events, a Hotel and Tourism Facility shall be established on plots classified as “commercial”.

### **Article 4**

#### **Duties and authorities of the Director General**

The duties and authorities of the Director General or his representative shall be as follows:

1. To consider and determine the applications to obtain initial approvals, licence and classification of the Hotel and Tourism Facility and to renew such licence and reclassify such facility, if necessary.
2. To create a tourism department to undertake the inspection of the Hotel and Tourism Facilities, determining whether such facilities comply with the technical and legal requirements and those as provided by this Regulation and required to grant a tourism licence certificate to the Hotel and Tourism Facility, investigating the complaints received from the Guests and any third parties against the Hotel and Tourism Facility or any of its divisions, and appointing the required officers for such department.
3. To form committees or to delegate to any other person to follow up or assist the tourism department to undertake the activities as provided by this Regulation and to seek the assistance of external experts for this purpose.
4. To issue the appropriate instructions to ensure the proper conduct of the activities of the Hotel and Tourism Facilities and to develop their level.

## **Article 5**

### **The initial approval document and the tourism licence certificate for the Hotel and Tourism Facilities**

- A. No Hotel and Tourism Facility may conduct any activities inside the Emirate without a tourism licence certificate in accordance with the provisions of this Regulation and the Instructions issued thereunder.
- B. For the purposes of obtaining a tourism licence certificate for any Hotel and Tourism Facility, the Owner of the Facility shall apply to the Director General to obtain an initial approval to construct the Hotel and Tourism Facility or to grant it a tourism licence, if the building is already constructed, in such forms as prepared for this purpose. The Director General shall grant the initial approval document within 7 days from the date of the application whenever such application meets the requirements as provided in the Statement of Instructions, together with all the papers and documents supporting such application, subject to the laws and regulations concerning the requirements of buildings, public health, safety, environment, etc...
- C. The Director General shall determine in the initial approval document the term required to complete and furnish the building of the Hotel and Tourism Facility as of the date of issuance of such initial approval document. The Director General shall be entitled to renew such term for any other similar terms as the Director General may deem fit.
- D. The Owner of the Facility shall provide an application for the tourism licence of the Hotel and Tourism Facility, together with all the documents and papers supporting such an application prior to the expiry of the original term, or any renewal thereof, as determined by the Director General in accordance with clauses (B) and (C) of this Article 5. The Director General shall grant the required tourism licence certificate to conduct the activities in the Hotel and Tourism Facilities, whether existing or to be constructed, upon confirming that such facilities are ready to be used for the proposed purposes.
- E. The Director General may cancel or reject to renew the initial approvals and the tourism licences whenever the Director General confirms, upon the periodical or sudden inspection of the facility or upon investigating the complaints received in connection with such violation by any natural or corporate person, that the Hotel and Tourism Facility violated on several occasions any of the applicable laws or regulations issued by the Authority in this respect.
- F. The above applications and the reclassification applications shall be in such forms as prepared by the Authority for this purpose.

## **Article 6**

### **Resolutions for issuing tourism licences**

The Director General shall issue a resolution to grant or renew any tourism licence as provided by this Regulation, within no later than 30 days from the date of the application in compliance with the requirements in accordance with the provisions of this Regulation and the Instructions issued thereunder.

## **Article 7**

### **The Reconsideration Committee**

- A. The Chairman shall issue a resolution to form a Reconsideration Committee consisting of 3 (three) members including the Director General or his representative to consider the reconsideration applications and the objections made by the Owner of the Facility against the resolution of the Director General in connection with the licences as set out in this Regulation and the instructions issued thereunder. The Chairman shall determine the powers and mechanism of work of such committee.
- B. It may be objected to the resolutions issued by the Director General to grant, cancel or reject to renew initial approval documents and tourism licence certificates before the Reconsideration Committee within 15 days from the date of notifying the concerned party of such resolutions.
- C. The Reconsideration Committee shall, within 15 days from the date of the application to reconsider the resolution issued by the Director General, the subject matter of the objection by the Owner of the Facility, pass its resolutions by the majority of its members.
- D. If the reconsideration application made by the Owner of the Facility is not considered within the period as provided under paragraph (C) of the above Article 7, then the Owner of the Facility may refer the reconsideration application to the Chairman directly to consider the application. The Owner of the Facility shall be notified of the resolution in writing.
- E. At all events, the resolutions issued by the Reconsideration Committee may be objected thereto before the Chairman within 15 days from the date of notifying the Owner of the Facility. The Chairman shall issue a decisive resolution concerning the objection. The Owner of the Facility shall be notified of the resolution in writing.

## **Article 8**

### **Term of the tourism licence and the renewal thereof**

- A. The term of the licence for the Hotel and Tourism Facility shall be for maximum 5 (five) years, which may be renewed for other similar terms of maximum 5 (five) years.
- B. The renewal application shall be presented at least 30 (thirty) days prior to the expiry date of the licence.
- C. If the renewal application is not made within the period as provided by the above paragraph (B), the breaching party shall pay an additional charge as determined by the Board of Directors.

## **Article 9**

### **Licensing Hotels and Tourist Resorts**

#### **First:**

#### Classification of the Hotels and Tourist Resorts

Hotels and Tourist Resorts are classified in terms of their levels and degrees in accordance with the following categories:

- 5 stars;
- 4 stars;
- 3 stars;
- 2 stars;
- 1 star.

#### **Second:**

#### Licensing charges of Hotels and Tourist Resorts

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution determining the charges in accordance with the applicable classifications of Hotels and Tourist Resorts.

**Third:**

The obligations of the Hotel or Tourist Resort management

The management of every Hotel or Tourist Resort existing in accordance with this Regulation shall:

- A. Have a single management for all its branches, main and ancillary facilities in the UAE.
- B. Hang a sign bearing the name and trade mark of such Hotel or Tourist Resort in both Arabic and English.
- C. Put licence and the Classification Certificate in a visible place.
- D. Exhibit in the allocated places the lists of the prices charged for every meal, beverage or service of any kind whatsoever, including the room prices, both in Arabic and English.
- E. Provide every Guest or customer with a bill and a receipt stamped with the seal of the relevant Hotel and Tourism Facility and dated and signed by the person in charge. The bill and the receipt shall include the service items provided to such Guest or customer.
- F. Maintain accounting books and records and regular statements for its activities.
- G. Abstain from providing alcoholic drinks for Guests or customers less than 21 years old or in violation of the Law No. 8 of 1976 concerning alcoholic drinks, as amended.
- H. Put a sign next to the food clearly indicating that the food contains pork or alcoholic drinks, if any.
- I. Not make public parties or use musical bands for public parties without prior licence from the Authority.
- J. Comply with the public health laws, regulations and other legislations regulating the public health and not to use any person in preparing food and beverage unless such person has obtained a medical certificate issued by the competent authorities confirming that such person is free from diseases.
- K. Provide the public safety means and to comply with the precaution requirements and to maintain such means ready for use in accordance with the Civil Defence requirements.
- L. Require the personnel of the Hotel or the Tourism Resort to wear a special uniform according to the nature of their respective duties.
- M. Not amend or alter any of its facilities or constructions without the prior consent in writing of the Authority.
- N. Maintain accurate and adequate statistics of the number, the nationalities, term of stay, amount of expenditures and permanent places of residence of the Guests and the customers of the restaurants and other facilities and to provide the Authority with all such information, statistics and documents upon demand by the Authority.
- O. Provide the Authority with the administrative, hotel and tourism training programs and the tourist marketing and promotion programs and details of performing such programs.
- P. Comply with the provisions of the Federal Law No. 24 of 1999 concerning the environment protection and development and any other laws, regulations, decrees or resolutions in connection with the protection of the environment.

## **Article 10**

### **Licensing Hotel Apartments**

#### **First:**

#### Classification of Hotel Apartments \*

Hotel Apartments are classified as follows:

1. Class A, i.e. luxury class
2. Class B, i.e. tourist class

#### **Second:**

#### Licensing charges of Hotel Apartments

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution to determine the charges in accordance with the applicable classifications of Hotel Apartments.

#### **Third:**

#### Obligations of the management of Hotel Apartments

In connection with the obligations of the management of Hotel Apartments, all the provisions of this Regulation concerning the obligations of the management of the Hotels and Tourist Resorts as provided under Article 9/ Third above shall apply to the Hotel Apartments, subject to any instructions as may be issued by the Director General from time to time in this respect.

## **Article 11**

### **Licensing Motels**

#### **First:**

#### Classification of Motels

Motels are classified as follows:

3. Class A, i.e. first class
4. Class B, i.e. ordinary class

#### **Second:**

#### Licensing charges of Motels

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution to determine the charges in accordance with the applicable classifications of the relevant Motels.

#### **Third:**

#### The obligations of the Motel management

The management of every Motel existing in accordance with this regulation shall:

- A. Have a single management for all its branches, main and ancillary facilities in the UAE.
- B. Hang a sign bearing the name and trade mark of such Motel, in both Arabic and English.
- C. Put the licence and the Classification Certificate in a visible place.
- D. Exhibit in the allocated places the lists of the room prices, both in Arabic and English.
- E. Provide every customer or Guest with a bill and a receipt stamped with the seal of the Motel and dated and signed by the person in charge. The bill and the receipt shall include the service items provided to such Guest or customer.
- F. Maintain accounting books and records and regular statements for its activities.

- G. Provide the public safety means and to comply with the precaution requirements and to maintain such means ready for use in accordance with the Civil Defence requirements.
- H. Require the personnel of the Motel to wear a special uniform according to the nature of their respective duties.
- I. Not amend or alter any of its facilities or constructions without the prior consent in writing of the Authority.
- J. To maintain accurate and adequate statistics of the number, the nationalities, term of stay, amount of expenditures and permanent places of residence of the Guests and the customers of the restaurants and other facilities and to provide the Authority with all such information, statistics and documents upon demand by the Authority.
- K. To comply with the provisions of the Federal Law No. 24 of 1999 concerning the environment protection and development and any other laws, regulations, decrees or resolutions concerning the protection of the environment.

## **Article 12**

### **Licensing Desert Camps**

#### **First:**

#### Classification of Desert Camps

Desert Camps are classified as follows:

1. Class A, i.e. luxury class
2. Class B, i.e. tourist class

#### **Second:**

#### Licensing Desert Camps

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution to determine the charges in accordance with the applicable classifications of the relevant Desert Camps.

#### **Third:**

#### The obligations of the management of Desert Camps

Being considered as a Hotel and Tourism Facility of a special nature, the management of the Desert Camps shall comply with all the provisions of this Regulation concerning the other Hotel and Tourism Facilities, as applicable, due to the nature of the Desert Camps. Such management shall also provide the following:

1. To provide the Authority and the Guests with maps showing the location of the Camp before the Guests head thereto.
2. Wireless communication systems to manage the camp to be able to arrive at the Desert Camp and the surrounding area in case of emergency.
3. First aids including the presence of a professional person in first aid.
4. Fire fighting systems and equipment and any other public safety system and to maintain such system and equipment in a good operational and repair condition at any time.
5. Systems and equipment to avoid the risks of wild animals that may threaten the lives or comfort of the Guests.
6. Professional companions to accompany those whose age is less than 15 years old.

## **Article 13**

### **Licensing Tourist Restaurants**

First:

#### Classification of Tourist Restaurants

Tourist Restaurants are classified as follows:

1. Class A, i.e. luxury class
2. Class B, i.e. tourist class

Second:

#### Licensing charges of Tourist Restaurants

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution to determine the charges in accordance with the applicable classifications of the relevant Tourist Restaurants.

Third:

#### Obligations of the management of Tourist Restaurants

In respect of the obligations of the management of Tourist Restaurants, all the provisions of this Regulation concerning the obligations of the management of Hotels and Tourist Resorts as provided under Article 9/ Third above shall apply to the Tourist Resorts, subject to any instructions as may be issued by the Director General from time to time in this respect.

## **Article 14**

### **Licensing travel and tourism offices and companies**

First:

#### Activities of the travel and tourism offices and companies

The travel and tourism office or company may exercise any and all of the following activities or business:

1. To sell, liquidate or replace various travel tickets and to contact transport entities and companies to provide tickets to the tourists and travelers.
2. To organize individual or group tourist journeys inside and outside the UAE.
3. To make reservations in Hotels inside and outside the UAE.
4. To contact the offices for renting tourist cars and professional tourist transport companies.
5. To sell tickets for the various tourism festivals and events.
6. To insure the tourists and travellers and their luggage with such insurance companies operating in the UAE in accordance with the applicable laws and regulations.
7. To organize special tourist journeys under a special agreement.

Second:

#### Licensing charges of travel and tourism offices and companies

The Authority shall collect charges when the Owner of the Facility applies for the initial approval document or the tourist licence certificate or the renewal thereof, as provided by this Regulation. The Board of Directors shall issue a resolution to determine the charges in accordance with the objectives and purposes of the relevant travel and tourism offices.

**Third:**

Obligations of the management of travel and tourism offices and companies

In respect of the obligations of the management of travel and tourism offices and companies, and subject to any instructions as may be issued by the Director General from time to time in this respect, all the provisions of this Regulation concerning the obligations of the management of Hotels and Tourist Resorts as provided under Article 9/ Third above shall apply to the travel and tourism offices. The management shall also have the following obligations:

1. To appoint at least 5 (five) personnel including the manager, provided that two of the employees in the reservations, sales and marketing have passed training courses in their respective field of work and obtained a recognized certificate from an approved entity, and can speak at least one foreign language fluently.
2. The employee in a travel and tourism office shall not be convicted by any felony or crime of honor or breach of the public morals and shall be of good conduct.
3. To provide the Authority with insurance policies against the risks, accidents and civil liability in connection with the tourist groups as long as such groups remain in the UAE.
4. To provide the Authority with the programs of the tourist trips organized by such office or company upon demand by the Authority, provided that such program shall include the following information:
  - A. The dates of commencement and completion of the trip and the areas covered by such trip.
  - B. Number and nationalities of the tourists.
  - C. Means of transport.
  - D. Names and classification of the Hotel facilities.
  - E. The services included in the trip and their respective prices.
  - F. The conditions of cancelling the trip.
  - G. The kind of agreement entered into between the office and the travel agent in the destination participating with such office in preparing the program for the trip.
5. The travel and tourism office or company may open branches in the UAE and shall be responsible for the activity of such branches, in accordance with the conditions as determined by the Authority in this respect.

## **Article 15**

### **Control and inspection**

The tourism department appointed by the Director General shall undertake the control and inspection of the Hotel and Tourism Facilities at any time and periodically and/ or suddenly to ensure that those Facilities comply with the provisions of the law, this Regulation and the Statement of Instructions issued hereunder:

- A. If it is established that a facility or its services are not consistent with its class, the Director General shall reconsider such classification by first serving a notice on the facility and granting it such appropriate time to remedy its position.
- B. The Director General may resolve to change the name of the Hotel Facility if the Director General confirms that the existing name or the translation thereof may cause delusion or confusion with a name of any reputable local or international Hotel Facility, whether such name is registered in the UAE or not.

## **Article 16**

A Hotel Facility may not perform tourist trip programs inside or outside the UAE other than through a duly licensed tourism office.

## **Article 17**

### **Tourist guide licences for individuals**

1. No natural person may conduct the activity of tourist guide without a prior tourist guide licence from the Authority.
2. For the purposes of obtaining a tourist guide licence, the applicant shall comply with the following requirements:
  - A. To hold at least a high school certificate.
  - B. To be eloquent in more than one language.
  - C. To attend a training course organized by an entity approved by the Authority and to obtain a certificate thereof.

### **Article 18**

The Board of Directors shall issue the required Statement of Instructions to enforce the provisions of this Regulation.

### **Article 19**

#### **Violations**

1. In the event of violation of the provisions of this regulation or the instructions issued to enforce its provisions, the Director General or his representative may take any of the following procedures:
  - A. To decrease the classification of the relevant facility to a lower degree;
  - B. To close the facility on a temporary or permanent basis;
  - C. To withdraw the licence for maximum 6 (six) months;
  - D. To close the facility with immediate effect if the violation is related to hygienic or moral issues;
  - E. To impose additional charges on the facility to be determined by the Director General in accordance with the kind and nature of the violation.
2. The Director General may take any of the above procedures if the other departments whose consent is prerequisite when the facility obtains the tourism licence withdraw or cancel their consent in this regard or take any punitive measures against the Hotel and Tourism Facility.
3. The owner or beneficiary of the facility or any third party interested therein may object to any procedure taken by the Director General under this Article before the Reconsideration Committee formed under this Regulation within 15 days from being notified of such procedure. The Committee shall issue its resolution in the objection within 15 days from the date of providing such objection.
4. The resolutions issued by the Reconsideration Committee in connection with objections may be further objected thereto before the Chairman within 15 days from notifying the concerned party thereof. The Chairman shall issue a decisive resolution concerning any objection submitted to the Chairman.

### **Article 20**

This regulation shall come in force from the date of being signed.

**Issued in Abu Dhabi on 6 February 2005**

**Sultan Bin Tahnoun Al Nhayan  
Chairman, Abu Dhabi Tourism Authority**

## **Annex V Resolution No. 17 of 2005**

Concerning the statement of instructions of the hotel and tourism facilities regulation in the emirate of Abu Dhabi

Upon cognizance of the Law No. 7 of 2004 concerning the creation of Abu Dhabi Tourism Authority;

The Emiri Decree No. 16 of 2004 concerning the formation of the Board of Directors of Abu Dhabi Tourism Authority;

The Resolution No. 16 of 2005 concerning the hotel and tourism facilities regulation in Abu Dhabi,

And in accordance with the resolution of the Board of Directors,

We have issued the statement of instructions of the hotel and tourism facilities regulation in the emirate of Abu Dhabi as follows:

### **Article 1 Definitions**

«Law» means the Law No. 7 of 2004 concerning the creation of Abu Dhabi Tourism Authority;

«Regulation» means the regulation No. 16 of 2005 concerning the hotel and tourism facilities regulation in the emirate of Abu Dhabi;

«Owner of the Facility» means the owner, lessee or any other person having the right to utilize such facility under a legal instrument or the legal representative of any of them;

«Initial Approval Document» means the document as provided under article 5 of the Regulation;

«Tourist Licence Certificate» means such certificate as provided under article 5 of the Regulation.

### **Article 2**

#### **Applications for the Initial Approval Document**

1. At the time of applying for the Initial Approval Document, whether for the purpose of using an existing building as a hotel or tourist facility or constructing such a facility to be used as a hotel and tourist facility, the Owner of the Facility shall provide a written application in such form as prepared by the Authority for this purpose, together with all the documents and other requirements as provided by the Regulation and this Statement.
2. The required documents and procedures to obtain the Initial Approval Document shall be as follows:

#### **First:**

#### **The documents and instruments required to obtain the Initial Approval Document**

##### **A. Hotels, Tourist Resorts, Hotel Apartments And Motels**

1. The applicable form of the Initial Approval Document prepared by the Authority for this purpose, being filled and signed by the Owner of the Facility;
2. A photocopy of the passport of the Owner of the Facility, an extract of the civil registration for the UAE Nationals if the Owner of the Facility is a natural person, or otherwise a photocopy of each of the memorandum of association, the trade licence and the membership certificate issued by the Chamber of Commerce & Industry if the Owner of the Facility is a corporate person;
3. A photocopy of the title deed of the plot showing that the plot on which the hotel and tourism facility is or will be built thereon is classified either "commercial" or «tourist»;
4. The plans of the building and the feasibility study for the hotel and tourism facility project, if any. The feasibility study shall be only for purposes of inspection by the Authority.

5. A building completion certificate issued by the competent authority if the building allocated for the hotel and tourism facility is ready.
6. A good conduct certificate for the Owner of the Facility if the owner is a natural person or otherwise for the legal representative of the owner if it is a corporate person.

**B. Desert Camps**

Subject to the above sub-clauses 1, 2, 3 and 6 of clause (A) above (if the plot is held by the Owner of the Facility), to obtain the Initial Approval Document for a desert camp, an engineering plan showing the camp and the accompanying services shall be provided.

**C. Tourist Restaurants**

Subject to the above sub-clauses 1, 2 and 6 of clause (A) above, to obtain the Initial Approval Document for a tourist restaurant, a lease agreement certified by the competent authorities in the Emirate shall be provided if the tourist restaurant building is leased, or otherwise to provide the documents as set out in sub clauses 3, 4 and 5 of clause (A) above if the Owner of the Facility owns the tourist restaurant.

**D. Travel And Tourism Offices And Companies**

Subject to the above subclauses 1, 2 and 6 of clause (A) above, to obtain the Initial Approval Document for Travel and tourism offices and companies, a lease agreement certified by the competent authorities in the Emirate shall be provided if the building of the Travel and Tourism Office or Company is leased or otherwise to provide the documents as set out in subclauses 3, 4 and 5 of clause (A) above if the Owner of the Facility owns the Travel and Tourism Office or Company.

**Second:**

Procedures to obtain the Initial Approval Document

1. The application together with all the above documents shall be submitted to the competent officer of the Authority.
2. The application and the other documents shall be referred to the Director General of the Authority. The Director General, or his representative, shall issue a resolution either in consent to such application, provided that all the requirements as provided by the Regulation and this Statement of Instructions are satisfied or rejecting the application stating the reasons for such rejection.
3. If the application is accepted, the Owner of the Facility shall pay the applicable fee for issuing the Initial Approval Document. The Director General shall determine the term of such consent by the period required to complete and prepare the building for the intended purpose. Such term may be renewed upon the payment of an additional fee.
4. At all events, the Initial Approval Document shall become invalid in the event of the failure to commence to build the hotel and tourism facility or to prepare it for the intended use within 6 months from the date of issue of the Document. The Director General or his representative shall have the authority to determine and approve the documents and papers that confirm the commencement to build the hotel and tourism facility by the Owner of the Facility.

### Article 3

#### Application for a Tourist Licence Certificate

1. Upon applying to obtain the Tourist Licence Certificates, whether to use an existing building as a hotel or tourist facility or to construct such facility to be used as a hotel and tourist facility, the Owner of the Facility shall, within the term as set out in the Tourist Licence Certificate granted to such owner by the Authority for the same hotel and tourism facility, provide an application in such form prepared by the Authority for this purpose, together with all the documents and other requirements as provided by the Regulation and this Statement.
3. The required documents and procedures to obtain the Tourism Licence Certificate shall be as follows:

##### First:

The documents required to obtain the Tourism Licence Certificate for the hotel and tourist facility

##### A. Hotels, Tourist Resorts, Hotel Apartments And Motels

1. The form of the Tourism Licence Certificate as prepared by the Authority for this purpose, being filled and signed by the Owner of the Facility, together with the Initial Approval Document issued by the Authority in this respect;
2. The approval of the trade name by the Economy Department;
3. A map showing the site of the hotel and tourism facility;
4. A photocopy of the completion certificate for newly completed buildings;
5. A photocopy of the lease agreement of the building if the holder of the licence is a lessee;
6. A certified photocopy of the memorandum of association of the company applying to license the hotel and tourism facility;
7. All the required consents issued by the relevant authorities, such as the Civil Defence, the Municipality, the General Headquarters of the Police, the Civil Aviation Department, etc.....

##### B. Desert Camps

To obtain the Tourism Licence Certificate for a desert camp, all the documents and consents as provided by sub-clauses 1, 2, 3, 5, 6 and 7 of clause (A) above shall be provided.

##### C. Tourist Restaurants

To obtain the Tourism Licence Certificate for a tourist restaurant, all the documents and consents as provided by clause (A) above shall be provided.

##### D. Travel And Tourism Offices And Companies

To obtain the Tourism Licence Certificate for Travel and Tourism Offices and Companies, all the documents and consents as provided by clause (A) above shall be provided.

##### Second:

Procedures to obtain the Tourism Licence Certificate

1. The Owner of the Facility shall build, equip and furnish it for the intended purpose in accordance with the required classification.
2. The application to obtain the Tourist Licence Certificate together with all the documents as provided by out in clause (A) of (First) above to the competent officer.
3. The competent officers of the Authority shall inspect the hotel and tourism facility to confirm its readiness for the intended purposes and its adequacy for the required classification requirements within 7 days from the date of the application and shall make notes in connection with such inspection.
4. The application together with the other documents attached thereto and the inspection form stating the results of the inspection of the Facility to the Director General. The Director General or its representative shall issue his resolution in consent to, or rejecting the application, provided that the reasons for the rejection shall be stated in the resolution.
5. If the application is accepted, the Owner of the Facility shall pay the applicable fee for issuing the Tourist Licence Certificate. The term of the licence shall be five or less renewable years.

#### **Article 4**

##### **Transfer or suspension of the Tourism Licence Certificate**

1. If the holder of the tourism licence wishes to transfer it to a third party, then the Owner of the Facility (the holder of the licence) shall in such event first obtain the prior consent of the Director General for any sale or transfer. The Director General or its representative shall issue his resolution in consent or rejecting the application, provided that the reasons for the rejection shall be stated in the resolution, within no later than 15 days from the date of the application.
2. If the Owner of the Facility resolves not to continue in the business, whether upon or prior to the expiry of the licence, the owner shall notify the Authority in writing at least two months prior to the date of its actual suspension of the operation of the facility and shall state the reasons for such suspension.

#### **Article 5**

##### **The death of the Owner of the Facility**

1. If the Owner of the Facility (the holder of the licence) dies, the heirs shall notify the Authority thereof within 30 days from the date of death.
2. The heirs shall elect one of the adult heirs to undertake the management of the facility and to represent the other heirs before the relevant authorities, subject to any resolution issued by the competent courts appointing a guardian of the minor heirs or a receiver for the hotel and tourism facility.

#### **Article 6**

##### **Agreements to manage the Hotel and tourism facility**

If the Owner of the Facility wishes to assign the management of the hotel and tourism facility licensed under the Regulation and this Statement of Instructions to any third party, whatsoever, or to any individuals, the owner shall, prior to the execution of any management agreement with any party whatsoever, first obtain the consent of the Authority as follows:

1. The Owner of the Facility shall apply to the Director General concerning the owner's intention to assign the management of the Hotel and tourism facility to the party intended to make an agreement therewith in such form prepared by the Authority for this purpose, together with a photocopy of the management agreement and any other documents or papers as may be demanded by the Authority at the time being.
2. The Director General or its representative shall issue his resolution in consent or rejecting the application, provided that the reasons for the rejection shall be stated in the resolution, within no later than 15 days from the date of the application.
3. Subject to the prior consent of the Director General or his representative, the Authority shall issue a no objection certificate in connection with the execution of the management agreement referred to the Authority, stating any terms or conditions imposed by the Authority on the management agreement and its parties, including the applicable term for the management of the hotel and tourism facility.
4. At all events, the licence certificate as provided by clause 3 above shall expire if the said management agreement is not executed within three (3) months from the date of issue of the licence certificate.

### **Article 7**

#### **Conditions and requirements for the operation of the hotel and tourism facility**

The Owner of the Facility shall comply with the following conditions and requirements:

- A. The buildings and facilities shall be governed by the Regulations and instructions issued by the Municipalities & Agriculture Department.
- B. The building and the equipment including the fire fighting equipment and the emergency exits shall be governed by the applicable directions and instructions of the Civil Defence.
- C. To provide a third party insurance policy to cover any damages that may be incurred by the visitors or guests of the hotel and tourism facility.
- D. Buildings and hotel and tourism facilities shall be governed by the applicable general health standards and environment protection;
- E. To provide a list of the names, qualifications and level of training of the personnel and managers of the hotel and tourism facility;
- F. The owner and managers of the hotel and tourism facility shall obtain a good conduct certificate.
- G. The Owner of the Facility shall be responsible for the behaviour of its officers and employees.
- H. To provide the promotional circulations, the proposed prices and samples of the printings to be issued by the hotel and tourism facilities to the Authority for information.

### **Article 8**

#### **Licences for providing alcoholic drinks**

1. No person who obtained a hotel and tourism facility licence may provide alcoholic drinks unless such person obtains:
  - A. a separate licence from the relevant parties;
  - B. a Tourist Licence Certificate for the hotel and tourism facility.
2. The Owner of the Facility shall comply with the provision of Article 8 of 1967 concerning alcoholic drinks, as amended.

### **Article 9**

#### **Complaints concerning alcoholic drinks**

If any complaint against a hotel and tourism facility holding a licence to provide alcoholic drinks is received by the Authority and if after the investigations made by the Director General or his representative confirms that the hotel and tourism facility committed the violation as stated in the complaint, in such event the Director General or his representative may take the appropriate procedures in accordance with the Regulations issued by the Board of Directors in this respect.

### **Article 10**

#### **Keeping order**

Those in charge of the management of any hotel and tourism facility may take the required procedures to maintain the comfort of the guests by preventing any person to misbehave or say or do annoying things or acts or in violation of the law.

## **Article 11**

### **Accommodation obligations**

1. The Owner of the Facility shall have the following obligations:
  - A. To receive without discrimination all the guests who can pay fees for the accommodation and other services provided by the Facility.
  - B. To provide the available places to such guests who can pay the fees.
2. A guest may not order a specific unit unless otherwise agreed in advance.

## **Article 12**

### **The right of the Owner of the Facility to reject to provide accommodation**

The Owner of the Facility may reject to provide accommodation or beverages:

- A. If there is no vacancy.
- B. If the required beverages are not available at the Facility.
- C. If it is obvious that the guest is unable or unwilling to pay the required costs.
- D. If the guest cannot or is unable to convince the Owner of the Facility that the guest can pay the bill on demand.
- E. If the guest's condition prevents the Owner of the Facility to receive such guest.
- F. If it is obvious that the presence of the guest may cause harm to the lodgers and other guests.
- G. If the guest is in the company of other unwelcome people.
- H. If the guest has suspected or hazardous luggage including unlicensed weapons of any kind whatsoever.
- I. If the guest has animals with him and the presence of such creatures in the facility may cause damage to the facility or its guests or is in breach of the provisions of its bylaw.

## **Article 13**

### **Guests**

1. Every guest, whether a UAE national or a foreigner, who wishes to stay at the hotel and tourism facility shall provide the following information and documents:
  - Full name;
  - The permanent place of domicile and the telephone numbers;
  - Gender and place and date of birth;
  - An official personal identification document.
2. Every guest shall fill the accommodation form prepared by the hotel and tourism facility for this purpose and sign the form in confirmation of the validity of the information in that form at the sole responsibility of the guest.
3. The Owner of the Facility shall keep for two years a register of the required information. Such register may be inspected by the authorized representative of the Authority or by any other licensed security man.

## Article 14

### Reservation at the hotel and tourism facility

1. If reservation applications are provided by tourism companies, the applications shall contain all the information in connection with the number of the guests and the required rooms and services.
2. A reservation shall not be considered confirmed for all guests without first obtaining a document in writing from the hotel and tourism facility.
3. Communications by fax or email in this respect shall be acceptable.
4. If the applicant for reservation wishes to cancel or amend the reservation, the applicant shall notify the facility of such cancellation or amendment at least 24 hours prior to the date on which the reservation in connection with reservations by individuals become effective. As for groups, a notice of cancellation or amendment shall be served at least 15 days prior to such cancellation or amendment, unless the parties agree otherwise.
5. If a local company makes reservations in a hotel and tourism facility for a group from a foreign tourism company, the local company may not substitute such group by another group of a company other than as stated in the notice.
6. If the reservations of any tourist group is cancelled without compliance with the term as set out in clause 2 of this Article, the applicant for reservation shall, unless the parties agree otherwise, notify the hotel and tourism facility of such cancellation and shall propose as follows:
  - Cancel the reservation and undertake to pay the damages arising from such cancellation;
  - Request the facility to permit the replacement of the concerned group by another group,
7. If the reservation is cancelled or amended following the dates as set out in clause 2 above, the applicant for reservation shall, unless the parties agree otherwise, pay to the facility as follows:
  - A. The costs of the services required for the accommodation for three nights if the reservation is made during the tourism season;
  - B. The costs of the services required for the accommodation for one night other than during the tourism season.
8. The hotel and tourism facility may reject the applications for reservation provided by the tourism companies which frequently cancel the applications for reservation provided by such companies without any serious reasons (false reservations) and shall notify the Authority of the names of such companies.
9. The applicant for reservation may not assign its reservation to any other person without the written consent of the hotel and tourism facility as set out in the records of the facility, which may be inspected.

## **Article 15**

### **The obligations of the Owner of the Facility**

1. The Owner of the Facility shall take all the required procedures to ensure the safety of the guests and that the food and beverage provided to the guests at the facility are fit for human consumption.
2. The Owner of the Facility that fails to comply with the provision of clause 1 of this Article 15 shall be considered in violation hereof. The Director General or his representative may take the appropriate steps against such owner. The Owner of the Facility shall indemnify the guest for any damage incurred by the latter as a result of taking any bad food or drink.

## **Article 16**

### **Liability of the Owner of the Facility for the belongings of the guests**

1. The owner of the hotel and tourism facility shall provide a safe place to keep the deposits to enable the guests to keep their valuables in such place. The Owner of the Facility shall be considered responsible for such belongings if evidence to actual receipt by such owner of any such belongings is provided.
2. The Owner of the Facility shall lay a strict internal security system for its personnel and shall take severe measures if any of its employees commits any error or negligence that may result in the loss of any of the belongings or luggage of a guest.
3. The Owner of the Facility shall issue clear instructions to the guests concerning the method of handling their belongings and luggage and the limits of liability of the hotel and tourism facility to such guests.

## **Article 17**

### **Illness of the guests**

1. Those in charge of the management of the hotel and tourism facility shall contract with a medical centre or any physician to be called in case of emergency so as to arrive at the hotel and tourism facility as soon as possible.
2. The Owner of the Facility may reject to accommodate or provide food or beverage to any guest if such guest looks ill with any of the contagious diseases, as defined by the Ministry of Health.
3. The Owner of the Facility shall be deemed to have committed an offense if the owner lets a room, a suite or an apartment to a guest after such room, suite or apartment has been occupied by an ill guest with a contagious disease, and that the room, suite or apartment has not been disinfected under the supervision of a representative of the Ministry of Health.
4. A guest shall be deemed to have violated the law if such guest exposes the guests of the hotel and tourism facility to the risk of being infected by such contagious disease.

## **Article 18**

### **Handicapped guests**

The hotel and tourism facility shall provide all the necessary facilities to the handicapped guests.

### **Article 19**

#### **Conduct and behaviour at the hotel and tourism facility**

The Owner of the Facility shall procure to:

- A. Prevent the thieves, addicts and prostitutes from entering the hotel and tourism facility, with the owner's awareness thereof.
- B. Not to permit to use the facility or any of its units as a house of prostitution or to receive convicted people known by such owner in the hotel and tourism facility.
- C. To take the required care and precautions not to allow any disturbances inside the hotel and tourism facility.

### **Article 20**

#### **Right of lien to the facility**

1. The hotel and tourism facility may withhold all the belongings of any guest as security for payment of the amounts payable by such guest to the facility.
2. If any guest fails to pay the amounts payable by such guest, the hotel and tourism facility may sell such withheld belongings directly after taking legal procedures in this respect before the competent authorities.

### **Article 21**

Facilities existing prior to the issuance of the Regulation and this Statement shall, within 6 months from the date of being notified thereof in writing by the Authority adjust their positions in accordance with the provisions of the Regulation and this Statement of Instructions.

### **Article 22**

This Resolution shall come in force as of the date of being signed.

**Issued by us in Abu Dhabi on 6 February 2005**

**(Signed & stamped)**

**Sultan Bin Tahnoun Al Nhayan**

**Chairman, Abu Dhabi Tourism Authority**