



دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

Annex 1

Abu Dhabi Hotel Apartment Classification Manual



Minimum Mandatory Criteria

The minimum mandatory criteria have been enhanced to ensure that today's traveller is guaranteed the standards that are directly associated with the respective hotel rating. Minimum Mandatory Criteria provide the foundation of the system and aims to ensure that the minimum expectations of the guests of the respective category are fulfilled.

Rating Criteria

Hotels that meet the minimum mandatory criteria will be further assessed to determine their quality rating. These rating criteria focus on cleanliness, quality of service as well as the quality of the hotel's infrastructure, rooms and facilities. These define the guests' quality perception of the hotel and its amenities.

Based on the assessment visits carried out by the Department of Culture and Tourism – Abu Dhabi (DCT Abu Dhabi), hotels can score a maximum of 900 points. Table 1 summarises the maximum number of points in each category, whereas Table 2 clarifies the minimum number of points hotels need to score for each star rating.

Table 1 Distribution of Rating Scores among the key focus areas:

Division	Rating Criteria	%
Exterior	45	5
Guest Bedrooms	295	33
Guest Bathrooms	155	17
Kitchen	110	12
Public Areas	225	25
Restaurants	70	8
Total	900	100%

Table 2 Minimum Scores for Each Rating

Rating	Rating Requirement	Standard %
Standard	450	50
Superior	600	67
Deluxe	750	83
Total	900	100%

From Table 2 it can be seen that some requirements have been tightened. Rating requirements at each rating have slightly increased to ensure a higher level of service quality and to match best practices at the regional and international level.

Hotel Apartment Designator:

Definition

An apartment hotel provides apartments with the full hotel experience providing the space, privacy and facilities of an apartment with the services and standards of a hotel. Hotel apartments can offer the following unit types:

1. Studio Apartments: A single room with a combined living/sleeping space, plus a bathroom and a kitchenette.
2. One-Bedroom Apartments: An apartment including separate living/dining areas and one separate bedroom for sleeping, plus one or more bathrooms and a separate kitchen.
3. Two-Bedroom Apartments: An apartment including separate living/dining areas and two separate bedrooms for sleeping, plus one or more bathrooms and a separate kitchen.
4. Multi-Room Apartments: An apartment with multiple rooms, including separate living/dining areas and bedrooms, plus one or more bathrooms and a separate kitchen.

Commitment to Guests

At an apartment hotel, guests may expect:

- a) Additional space and privacy by the provision of spacious units.
- b) The comprehensive range of facilities and services of the respective hotel category.
- c) Additional services and facilities to accommodate a longer stay.

1. Minimum Mandatory Criteria

The objective of the Minimum Mandatory Criteria is to:

1. Provide the foundation of the system and the five categories in it.
2. Ensure that the Minimum Expectations of the guests that they would have of the respective category are fulfilled.

1.1 General Standards

1. General	Criteria	Deluxe	Superior	Standard
General Standards and Procedures	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 in Arabic and English.		
	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 to operate essential supplies (excluding air conditioning)		
	1.1.4	Maintain accounting books, records and data related to the business for a minimum of five years.		
	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 that are advertised as being part of the hotel fall under the requirements of the standards referred to in this manual and compliance with these standards is the responsibility of the hotel.		
	1.1.7	Approved Environmental, Sustainability or EHS Policy in place.		
	1.1.8	Waste recycling targets set, performance monitoring and incentive system approved by relevant government entity and implemented internally.		

1.2 Building Safety, Security, and Access

1.2 Building	Criteria	Deluxe	Superior	Standard
1.2.1 Exterior	1.2.1.1	Hotel premises are controlled 24 hours a day by security camera(s), as per regulations of the Emirate of Abu Dhabi.		
	1.2.1.2	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. Maintenance and cleaning records to be kept.		
	1.2.1.3	Availability of lighting in all areas where the members of the public, employees and guests will frequent to ensure safety.		
	1.2.1.4	Buildings and fixtures are well maintained and are in a clean condition. Maintenance and cleaning records to be kept.		
1.2.2 Landscaping	1.2.2.1	If the outside areas that are part of the establishment plot of land can be landscaped, this should be suitable to the size and location of the establishment and done in an environmentally-friendly manner.		
	1.2.2.2	All gardens if any are to be well maintained. Maintenance records to be kept.		

1.2 Building	Criteria	Deluxe	Superior	Standard
	1.2.2.3	All measures should be taken to ensure that gardens, landscaped areas and public pathways are safe to the public. Indemnity boards are placed where guests can observe these easily. They should be readable at night.		
1.2.3 Signage	1.2.3.1	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.		
	1.2.3.2	Display the Classification Certificate in a prominent place in the reception area.		
	1.2.3.3	Display the Classification signboard in a prominent place outside the main entrance either on the left or right side.		
	1.2.3.4	General tariffs (rack rates) must be available in Arabic and English in the lobby or reception area.		
	1.2.3.5	Signage on or near doors of guest apartments indicating the apartment number.		
	1.2.3.6	On each floor signs indicating the direction of specific apartment numbers are required in the corridors and in the lobby area of the hotel if direction is not obvious.		
	1.2.3.7	If currency exchange is offered, foreign currency exchange rates must be publicly displayed in a display device on or near the reception counter and regularly updated in English.		
1.2.4 Guest Security & Access	1.2.4.1	Guests are escorted to apartments at check-in and hotel facilities and also room facilities explained.	Guests are escorted to apartments at check-in upon request.	-
	1.2.4.2	People of Determination (guests with special needs) will be escorted to apartment; hotel as well as apartment facilities explained.		
	1.2.4.3	A safety deposit box/ facility is available at the reception of the establishment to allow for the keeping of guest valuables.		
	1.2.4.4	A safety deposit box is available in all apartments.	A safety deposit box is available in all apartments.	-
	1.2.4.5	A security guard/guards is available 24 hours per day.		
1.2.5 Safety & Comfort in Public Areas	1.2.5.1	Corridors and stairs are free from obstacles/hazards and meet the need of the end user.		
	1.2.5.2	Adequate levels of lighting for safety and comfort in all public areas, including stairways and landings.		
	1.2.5.3	Air conditioning maintains temperature of 18 - 23c, throughout the year in all public areas and back of house areas.		
	1.2.5.4	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 staircase.		
	1.2.5.5	The entrance and lobby have emergency lighting.		
	1.2.5.6	All corridors should be well lit, clean and well maintained. Maintenance and cleaning records should be kept.		
	1.2.5.7	Width of corridors cannot be less than 1.8m.		

1.2 Building	Criteria	Deluxe	Superior	Standard
1.2.6 Maintenance	1.2.6.1	Interior fixtures and buildings are well maintained and are in a clean condition. Cleaning and maintenance records should be kept.		
	1.2.6.2	Electrical equipment must be safely maintained and in working condition. Records should be kept showing preventative maintenance plans and repair records.		
	1.2.6.3	Maintenance service available 24 hours per day.	Maintenance service available 16 hours per day.	
1.2.7 Garbage	1.2.7.1	Garbage collection and recycling processes are in place according to the requirements of the official governmental entity.		
	1.2.7.2	All apartments are provided with suitable garbage disposal arrangements: all garbage cans are emptied by housekeeping staff on a daily basis; or central covered garbage bins are available on each floor to guests to dispose of garbage from apartments, and central bins are emptied regularly.		
	1.2.7.3	Arrangements for garbage collection are specified to guests in writing.		

1.3 Apartments¹

1.3 Apartment	Criteria	Deluxe	Superior	Standard
1.3.1 General Safety & Security	1.3.1.1	Emergency and fire evacuation plan and emergency telephone numbers are posted in each apartment in Arabic and English.		
1.3.2 Unit Layout	1.3.2.1	Each unit consists of at least one living area and one bedroom separated by a door. The kitchen may be integrated with the living room or be a separate room. Each bedroom is to fulfil the requirements of a normal hotel guest room.		
1.3.3 Apartment Sizes	1.3.3.1	Studio (living, sleeping & kitchenette area only): 20m ² net. First bedroom: 16 m ² net Second bedroom: 16 m ² net (Bedroom (s) only).	Studio (living, sleeping & kitchenette area only): 17m ² net. First bedroom: 15 m ² net Second bedroom: 15 m ² net (Bedroom (s) only)	
1.3.4 Bathroom Sizes	1.3.4.1	Minimum size 5m ²	Minimum size 4m ²	
1.3.5 Kitchen Sizes	1.3.5.1	Kitchen (not kitchenette): 6m ²		
1.3.6 Non Smoking Apartments	1.3.6.1	A minimum of 10% of all apartments are designated to be non-smoking apartments. All non-smoking apartments are to be located in designated floors/areas. Smoking is not allowed in the corridor of the designated area(s).		

¹ All infrastructure enhancements, such as room, bathroom and bed sizes, apply to hotels constructed after 1 September 2019.

1.3 Apartment	Criteria	Deluxe	Superior	Standard
1.3.7 Apartments for People of Determination²	1.3.7.1 ³	<p>A minimum of 1% of all rooms (with a minimum of one) is suitable for People of Determination (special needs guests) by providing the following facilities:</p> <ol style="list-style-type: none"> 1. Wider doors to enable easy access, at least 0.815m (recommended 1m); 2. Apartment door has a second lower peep-hole for a guest in a wheelchair; 3. Wider bathroom doors, at least 0.815 (recommended 1 m); 4. Guest bathrooms must have grab bars; 5. Bathroom provides a space in diameter 1.52m to turn a wheelchair 360 degrees; 6. Pull cord alarm system is available in guest bathroom; 7. Wheelchair accessible showers: bathroom floor is non-slippery and suitable for wheelchairs (non-static); 8. Lowered switches throughout the guest room and bathroom; maximum height of 1.22m; 9. Access to the bed from both sides; 10. Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for People of Determination (guests with special needs). Clear floor space of minimum length of 1.22m and minimum width of 760mm shall be provided; 11. Wardrobes or cabinets provided to have two levels for guests in wheelchair to use the cupboards; maximum height of 1.22m; 12. Telephones in the apartments are available with large buttons and a flashing light when the phone rings; 13. A portable 'vibrating alarm' available on request for guests who may have difficulty in responding to an audible fire alarm; 14. Doorbell with visual signal, in the form of flashing lights; 15. An adjoining room with inter-leading door for a caregiver⁴; 16. A Quran, room service menu, and other key hotel information are available on request in braille. 		
1.3.8 Housekeeping⁵	1.3.8.1	All apartments are cleaned daily.		
	1.3.8.2	All beds are made daily.		
	1.3.8.3 ⁶	Bed linen changed daily.	Bed linen changed every other day and upon check out of a guest.	
	1.3.8.4	Establishments are required to show hard evidence (annual plans, implementation checklists etc.) that an annual deep cleaning schedule exists and the establishment adheres to the schedule. This should also include regular cleaning of mattresses.		
	1.3.8.5	Mattresses should be dated and turned at least every 3 months.		
	1.3.8.6	Exterior or sealed Window cleaning at least every quarter (i.e. 13 weeks) in a cyclical manner prioritising high traffic areas with records kept.		

² Measurements and facilities should follow the Abu Dhabi Building Code.

³ Existing hotels that do not comply will be given until 1 September 2019 to make the required adjustments.

⁴ Applies only to hotels built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

⁵ Housekeeping criteria in place, unless guests request a less frequent housekeeping schedule. The contract between long-term guests and the establishment shall define the schedule and frequency of housekeeping.

⁶ Hotels which operate sustainability policies or 'guest cards' where guests can specify how frequently they want linen to be changed can deviate from requirement 1.3.7.3. Evidence of such practices to be recorded and presented.

1.3 Apartment	Criteria	Deluxe	Superior	Standard
1.3.9 Housekeeping Making of Beds	1.3.9.1	Two clean pillows per person with a clean pillowcase and a pillow protector.	Two clean pillows per person with clean pillowcases.	One clean pillow per person with a clean pillowcase.
	1.3.9.2	One clean top and one clean bottom sheet.		
	1.3.9.3	At least one clean blanket or one clean duvet with cover per bed. A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacing.		
	1.3.9.4	Spare pillow available in-room, hygienically covered to prevent dust collection.	Spare pillows and blankets available on request.	
	1.3.9.5	Bed and base sets that are durable, hygienic, with thick mattresses of high quality.		
1.3.9 Beds	1.3.9.1 ⁷	Minimum bed sizes: Single Beds: 90 x 200 cm Double Beds: 160 x 190 cm	Minimum bed sizes: Single beds: 90 x 190 cm Double beds: 135 x 190 cm	
	1.3.9.2	All beds have access from both sides.		
	1.3.9.3	All mattresses are clean, well maintained and are fitted with mattress protectors or under-blankets. Cleaning records should be kept.		
	1.3.9.4	Cots (baby beds) available on request in a good, clean condition. Cots are stored hygienically.		
1.3.10 Furnishings	1.3.10.1	Each unit is furnished so that all occupants of the units can sit comfortably. One or two chairs/armchairs/couch provided based on number of occupants. Coffee and corner tables support this seating arrangement.		
	1.3.10.2	A bedside table is provided for each person (or one between two beds). The bedside table should match the size of the room and be in good condition.		
	1.3.10.3	Desk with chair in good condition and suitable for the user.		
	1.3.10.4	Desk lamp is provided in working order and suitable for the user.		
1.3.11 Dining	1.3.11.1	The unit is equipped with a dinner table suitable to the number of occupants of the unit.		
1.3.12 Windows & Curtains	1.3.12.1	Windows of apartments and other public areas of the establishment should be lockable.		
	1.3.12.2	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows allowing for a complete 'black out' of the apartment.	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows.	
	1.3.12.3 ⁸	All windows in apartments must be double-glazed and made of safety / laminated glass, as are any glass doors.		
1.3.13 Doors	1.3.13.1	Apartment door has a primary lock and a secondary lock and door chain.		
	1.3.13.2	Apartment door has a peep-hole.		

⁷ Applies to all new hotels from 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

⁸ Applies to all buildings constructed after 1 November 2007. Safety glass for all new hotels from 1 September 2019.

1.3 Apartment	Criteria	Deluxe	Superior	Standard
	1.3.13.3	Doors to connecting apartments are equipped with a deadbolt lock and a soundproof double door system. Each apartment can only open one door.		
	1.3.13.4	Apartments should be able to be locked from inside without the use of a key.		
	1.3.13.5	Electronic key card door system.		
1.3.14 Lighting	1.3.14.1	General room lighting controlled by switch near the main door of the apartment.		
	1.3.14.2	A bedside or headboard reading light for (and controllable by) each person.		
	1.3.14.3	All light bulbs should be functioning and, unless decorative, have a shade or cover. Energy saving lights are mandatory, with the exception of areas that require specialised lighting.		
	1.3.14.4	Each bedroom has emergency lighting.		
1.3.15 Flooring	1.3.15.1	Fully fitted carpet or acceptable alternative flooring (wood/ parquet/ marble/ ceramic tile) is provided and should be in good state of repair and clean.		
1.3.16 Wardrobe	1.3.16.1	Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with 4 wooden coat hangers, 2 padded hangers, and 4 wooden trouser clips.	Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with four hangers or hooks provided per person. The wardrobe depth has to be at least 60 cm.	
	1.3.16.2	Built-in-drawers, chest of drawers or shelf space is provided with an interior surface that can be wiped clean. A minimum of two drawers or two shelves per bed in the room suitable for the number of persons occupying the apartment.		
1.3.17 Mirror	1.3.17.1	One full-length mirror (1.6m long) in each room. This can be part of the bedroom wardrobe.		
1.3.18 Telephones and Directory	1.3.18.1	Telephone rates are available in guest rooms, in Arabic and English.		
	1.3.18.2	All in-room phones display the hotel telephone number and the bedroom extension or number.		
	1.3.18.3	Guest Services directory available in all guest rooms, in print or displayed on-screen, in English and Arabic that 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. An internal extension, number and the number of a credible information source where reliable information can be obtained. c) List of services and facilities available in the establishment as well as the prices and availability of these services and facilities.		
	1.3.18.4	One telephone handset in the bedroom; two handsets for 1-bedroom and larger apartments. One set on the nightstand and one speaker enabled handset on the desk or other suitable location in the rooms. If portable, only one phone is required.	One telephone handset in the apartment.	
1.3.19 Television	1.3.19.1	Flat screen colour television with remote control of at least 32 inch.		

1.3 Apartment	Criteria	Deluxe	Superior	Standard
	1.3.19.2	Digital/satellite/ cable reception with a minimum of four paid international channels and all local and regional free to air channels and radio.		Local and regional free to air channels and radio channels.
	1.3.19.3	The scheduling of channels on each television is as per the circular of DCT Abu Dhabi.		
1.3.20 Qibla Direction Indicator	1.3.20.1	Each apartment must have a Qibla indicator showing direction of Mecca that can be easily seen by the user.		
1.3.21 Quran and Prayer Mat	1.3.21.1	Quran and Prayer mat are available on request.		
1.3.22 Accessories	1.3.22.1 ⁹	Two dual (two point) additional sockets next to the desk and two next to the bed (one on each side) for use of electrical / electronic equipment with international plugs available on request. ¹⁰		Two dual (two point) power sockets available, conveniently located for use of electrical/electronic equipment with international plugs available on request.
	1.3.22.2	Ashtrays, if smoking is permitted.		
	1.3.22.3	Washable, wastepaper basket made of non-flammable material.		
	1.3.22.4	A luggage rack or designated space for at least one suitcase.		
	1.3.22.5	Ironing board and iron available in the apartment. Both should be clean and in working condition.		Ironing board and iron available upon request. Both should be clean and in working condition.
	1.3.22.6	One bottle of drinking water per guest (min 300ml) with one drinking tumbler per guest hygienically presented and replenished daily or whenever the apartment is cleaned upon guests' preference.		-
	1.3.22.7	Writing materials and paper are available in each apartment.		-
1.3.23 Washing Machine and Dryer	1.3.23.1	Automatic washing machine with built in dryer, or separate dryer available.	Automatic Washing Machine and drying rack.	Automatic, or Twin Tub washing machine and drying rack.
1.3.24 Fridge	1.3.24.1	Under unit refrigerator, larger than a minibar fridge, minimum size; width 61cm, height 86cm, 166 L		Under unit refrigerator, larger than a minibar fridge, minimum size; width 43 cm, height 48cm, 51L
1.3.25 Kitchen Equipment & Utensils	1.3.25.1	<p><i>The kitchen is equipped with the following:</i></p> <ul style="list-style-type: none"> a) Running water. b) Dish drying rack in a good state of repair. c) Dish sponge or brush, clean and in a good state of repair. d) Induction Electric cooker (minimum 2 burners). e) Fire extinguisher suitable for kitchen fires (non-water extinguisher). f) Fire Blanket. 		

⁹ Existing hotels are expected to have adapted their rooms before 1 September 2019.

¹⁰ If the plugs in the rooms are international, hotels do not need to provide additional adapters upon request.

1.3 Apartment	Criteria	Deluxe	Superior	Standard
		g) Adequate-sized hygienic work surface or countertop made with a non-porous material that should be clean and in a good state of repair. h) Adequate storage space for crockery, cutlery and other kitchen equipment, in a good state of repair and that can be wiped clean. i) Dishtowels provided, clean and in a good state of repair. j) Covered garbage bin with a garbage bag liner. k) Sufficient workspace available.		
	1.3.25.2	The kitchen is equipped with the following cooking equipment and utensils: a) Written lists for guests itemising all of the kitchen equipment, utensils, crockery and cutlery provided by the hotel apartment. b) Assortment of pots, pans and baking dishes (saucepans of varying sizes, frying pan, casserole dish and oven roasting pan) that are clean, in a good state of repair and of a quality that meets the end users' requirement. c) Assortment of cooking utensils (including can opener, corkscrew/bottle opener, colander / sieve, cutting board, grater, kitchen scissors, ladle, measuring cups and spoons, mixing bowl, mixing spoon, oven mitt, sharp knives for cutting meat, vegetables, slotted draining spoon and whisk). d) Coffee and tea making equipment.		
	1.3.25.3	All crockery & cutlery must be of a sufficient quantity to meet the requirements of the maximum number of guests that can be accommodated in the apartment. All items should be clean in a good state of repair, fit with the décor of the apartment and be suitable for the end users' needs: a) Plates (large & small). b) Bowls (assorted sizes). c) Drinking tumbler, glasses or mugs. d) Table knives. e) Dessert Spoons and Tea Spoons. f) Forks of different sizes. g) Table Cloth or one place mat per person.		
1.3.26 Air Conditioning	1.3.26.1	Adequate, controllable air conditioning is provided throughout each apartment, at no extra cost to the guest.		
	1.3.26.2	Air conditioning system maintains comfortable temperature throughout the year (18-23 degrees Centigrade).		
	1.3.26.3	Records are required to be kept to show maintenance and cleaning of air-conditioning units.		
1.3.27 Water & Electricity	1.3.27.1	Included in rate for apartment, not a separate or additional cost.		

1.4 Guest Bathrooms¹¹

1.4 Guest Bathroom	Criteria	Deluxe	Superior	Standard
1.4.1 House-keeping	1.4.1.1	All bathrooms are cleaned daily.		
	1.4.1.2 ¹²	Bath linen changed every day.		Bath linen changed every other day.
1.4.2 En-suite Bathrooms	1.4.2.1	Master Bedrooms must have an en-suite bathroom.	-	

¹¹ All changes to sizes or bathroom fixtures are applicable to new hotels only, built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

¹² It is allowed for hotels to work with 'guest cards' that the guest can use that he / she does not want the linen changed. When such practice is established, the hotel may deviate from requirement 4.1.2

1.4 Guest Bathroom	Criteria	Deluxe	Superior	Standard
1.4.3 Fixtures & Accessories	1.4.3.1	All bathrooms are equipped with sealed non-porous surfaces to floors and walls.		
	1.4.3.2	All bathrooms have a washbasin with hot and cold indicating taps/mixers and running water.		
	1.4.3.3	Cold (25-28 C) and hot (52 C) running water throughout the year.	Hot (52 C) running water throughout the year.	
	1.4.3.4	All rooms have shower and bathtub with cold and hot water taps/mixers.	Bathtub OR a walk in shower unit with cold and hot water taps/mixers.	
	1.4.3.5	20% of rooms have a separate walk-in shower with cold and hot water taps/mixers.	-	-
	1.4.3.6	25% of apartments have a bidet and a soap holder near the bidet.	Toilet hose with running water near to the toilet or a bidet.	
	1.4.3.7	Toilet with seat and lid. Toilet paper roll holder and toilet paper and one spare roll of toilet paper in the bathroom.		
	1.4.3.8	Per person staying in the apartment: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel (if bidet is available) e) 1 Bath Mat	Per person staying in the apartment: a) 1 Hand Towel b) 1 Bath Towel	
	1.4.3.9	A towel ring or hanging rack for towels.		
	1.4.3.10 ¹³	Body Lotion Conditioner Cosmetic kit Dental kit* Mouth Wash* Nail care kit * Sanitary Bags Sewing kit* Soap Shampoo Shaving kit * Shoe Polish Kit * Shower Cap Shower Gel	Body Lotion* Conditioner* Cosmetic kit Dental kit* Nail care kit * Sanitary Bags* Sewing kit* Soap Shampoo Shoe Polish Kit* Shower Cap* Shower Gel	Individually wrapped soap for each guest Shampoo
	1.4.3.11	A light with shade or cover with waterproof housing.		
	1.4.3.12	Insulated electric razor outlet (waterproof) within easy reach of the mirror.		
	1.4.3.13	Mirror above or adjacent to washbasin.		
	1.4.3.14	Shower curtain, screen or doors.		
	1.4.3.15	Hook available on door or wall.		

¹³ Amenities may be offered or through dispensers as part of the hotel's environmental policy. The quality of the dispensers should however be reflective of the hotel's rating. Soap bars should be fresh and individually wrapped. Amenities indicated with * may be available on demand; this should then be clearly communicated to the guests.

1.4 Guest Bathroom	Criteria	Deluxe	Superior	Standard
	1.4.3.16	Running water is available at all times with adequate pressure (3 Bar) for bathing and washing.		
	1.4.3.17	If there are any windows in the bathroom, they should be covered with opaque curtains or blinds.		
	1.4.3.181 .4.3.19	Adequate ventilation through extractor fan built-in ventilation.		
	1.4.3.191 .4.3.20	Waste bin made of non-flammable material.		
	1.4.3.201 .4.3.21	Direct dial telephone in the bathroom connected to the operator.		
	1.4.3.211 .4.3.22	Hair dryer is available in (bath) room of at least 1200 Watt.		Hair dryer available on request of at least 1200 Watt.
	1.4.3.22	Scale available in bathroom or on request.		
	1.4.3.23	Expandable washing line (drip dry) in the bathtub or walk in shower area.	-	-

1.5 Public Areas

1.5 Public Areas	Criteria	Deluxe	Superior	Standard
1.5.1 Entrances	1.5.1.1	The hotel has its own entrance, separate from a restaurant or another establishment.		
	1.5.1.2	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.		
	1.5.1.3	The hotel's entrances facilitate access for disabled guests, in accordance with the official government entity.		
	1.5.1.4	Separate service or delivery entrance.		
	1.5.1.5	A driveway near to the entrance wide enough for two cars able to pass by next to each other.	-	-
1.5.2 Front Desk / Reception Area	1.5.2.1	Clearly designated reception area with a nearby seating area.		
	1.5.2.2	The reception's staff is available 24 hours.		
	1.5.2.3	In-house telephone available in a designated area of the reception/lobby area. Minimum of 2-telephone handsets.		-
	1.5.2.4	Fully stocked First Aid kit available behind the reception area and potentially more as designated by the Civil Defence.		
	1.5.2.5	Registration Cards should be available and completed by all guests on check-in.		
	1.5.2.6	A Property Management System in place, suitable to the size of the property.		

1.5 Public Areas	Criteria	Deluxe	Superior	Standard
	1.5.2.7	Staff that can speak Arabic and English is available at the front desk at all times.	Staff that can speak Arabic and English is available on each shift.	
	1.5.2.8	Appropriate background music played in the lobby/reception area.		
	1.5.2.9	Concierge Service 18 hours per day. On absence covered by night manager.	-	-
1.5.3 Seating Area Lobby Lounge	1.5.3.1	A sitting area is available throughout the day.		
	1.5.3.2	Air conditioning set at the ambient temperature 18c-23c.		
	1.5.3.3	Lights are functioning to allow guest to see comfortably.		
	1.5.3.4	Signage available showing hours of hotel services and events.		
1.5.4 Elevators, Lifts, Corridors	1.5.4.1	All elevators must meet the requirements of the relevant government entity.		
	1.5.4.2	Clearly marked floor numbers in all elevators.		
	1.5.4.3	The number of elevators has been planned based on a traffic study that indicates acceptable waiting times for guests when the hotel is fully occupied. At least 1 elevator in establishments that are higher than 2 floors (G+1).		
	1.5.4.4	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. The hotels facilities (e.g. Restaurants, Health Club) are indicated in the elevator.		
	1.5.4.5 ¹⁴	Elevators must allow access for disabled visitors.		
	1.5.4.6	Elevators are clean and in a good state of repair. Cleaning records should be kept.		
	1.5.4.7	Elevators must have ventilation system that is in working order.		
	1.5.4.8	All elevators should have no smoking signs inside and no smoking signs displayed outside the elevator on all floors. Ashtrays should be available outside all elevator doors.		
	1.5.4.9	The hotel has separate service elevators. Hotels without service elevators minimise combined traffic especially during peak hours.		
1.5.5 Public Toilets	1.5.5.1	<p>If the dining room, restaurant and reception are on the same floor:</p> <p>a) At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls.</p> <p>b) At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls.</p>		

¹⁴ Required for all hotels built after November 2007.

1.5 Public Areas	Criteria	Deluxe	Superior	Standard
	1.5.5.2	If the dining room, restaurant and reception are on different floors: a) At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls. b) At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls. c) At least one public toilet (near the dining) area for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls. d) At least one public toilet (near the dining area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls.		
	1.5.5.3	All public toilets are well maintained, clean, and frequently checked. Cleaning records must be kept.		
	1.5.5.4	At least one toilet stall must be accessible for people of determination at each cluster of public toilets. The size of the accessible toilet and all Measurements should meet with standards based on the Abu Dhabi Building Code. ¹⁵		
	1.5.5.5	All public toilets must have an ashtray placed outside the entrance.		
1.5.6 Public Toilets Fixtures & Accessories	1.5.6.1	Washbasin with mirror in separate space from toilet stall providing hot and cold water.		
	1.5.6.2	Toilet hose washer or Bidet.		
	1.5.6.3	Toilet with seat and lid.		
	1.5.6.4	Liquid Soap in a dispenser.		
	1.5.6.5	Mirror, above or adjacent to wash basin.		
	1.5.6.6	Toilet paper toilet roll holder, Toilet paper, and a spare roll of toilet paper per toilet booth.		
	1.5.6.7	Individual Hand Towels, paper towels or hot air hand dryer.	Paper towels or hot air hand dryer.	
	1.5.6.8	A light with shade or cover (Waterproof Housing).		
	1.5.6.9	Waste paper basket (of non-flammable material).		
	1.5.6.10	Running water is available at all times with water pressure of at least 3 Bar.		
	1.5.6.11	Windows are covered with opaque film curtains or blinds (if windows exist).		
	1.5.6.12	Adequate ventilation in the form of an extractor fan, or built-in ventilation.		
	1.5.6.13	An internal lock on each stall or door.		
	1.5.6.14	A bin for the disposal of sanitary items.		
	1.5.6.15	Air freshener dispenser		
		1.5.6.16	Children's changing facilities in public toilets. These can be placed in the accessible toilet stall.	-
	1.5.7.1	A prayer room is available on site upon request, suitable to the size and rating of the hotel.		

¹⁵ Applies to hotels built after 1 September 2019 and when existing hotels revamp their public toilets.

1.5 Public Areas	Criteria	Deluxe	Superior	Standard
1.5.7 Prayer Rooms ¹⁶	1.5.7.2	Availability of women prayer room upon request.		

1.6 Services and Amenities

1.6 Services and Amenities	Criteria	Deluxe	Superior	Standard
1.6.1 Room Service	1.6.1.1	Room Service available 24 hours. Menu and telephone service offered in Arabic and English. Availability of dishes over the 24-hour period is indicated.	Room Service offered 16 hours. Menu and telephone service offered in Arabic and English.	-
1.6.2 Grocery Shopping	1.6.2.1	Grocery shopping service ¹⁷ available.	-	-
1.6.3 Porter Service	1.6.3.1	24-hour room porter service by designated porter staff.	16-hour room porter service. Reception staff to offer assistance if there is no porter.	Reception staff to offer assistance.
1.6.4 Wake Up Calls	1.6.4.1	Wake up call service available 24 hours including a reminder.		
1.6.5 Luggage Service	1.6.5.1	Luggage Room available in the lobby/entrance area upon request.		
1.6.6 Wheelchair	1.6.6.1	Wheelchair available on request.		
1.6.7 Internet Access	1.6.7.1	Wi-Fi Internet is available throughout the hotel, also at all outdoor areas of the hotel used by guests. If priced, full charges should be clearly communicated to guests at the time of booking and/or before using the service.		Wi-Fi Internet available in at least the lobby area. If priced, full charges should be clearly communicated to guests at the time of booking and/or before using the service.
1.6.8 Website	1.6.8.1	Hotel's website should offer a link to the www.visitabudhabi.ae website.		
1.6.9 Laundry Service	1.6.9.1	Laundry and dry cleaning services are available.		Laundry and dry clean service offered off-site on guest request.
	1.6.9.2	Same day service (9:00-18:00) and express service (3 hours) (Excluding dry cleaning, 24 hours).	Same day (9:00-18:00) or overnight service. (Excluding dry cleaning, 24 hours).	Laundry returned within 24 hours.

¹⁶ Required for all hotels built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

¹⁷ Grocery Shopping Service refers to the service by which the guest, within a time frame before arrival, can choose from a predefined list what items should be stocked in the kitchen upon arrival.

1.6 Services and Amenities	Criteria	Deluxe	Superior	Standard
1.6.10 Valet Parking	1.6.10.1	Available 24 hours per day.	Available 16 hours per day.	Available 12 hours per day.
1.6.11 Parking	1.6.11.1 ¹⁸	Parking facilities are provided as per the approval of the Department of Transport.		
1.6.12 Medical Services	1.6.12.1	A doctor and emergency medical services are available on call, or medical referral services are available, 24 hours a day.		
1.6.13 Cell Phone Reception	1.6.13.1	Constant cell phone reception with latest technology available in all guest areas of the hotel, if required through a mobile reception booster.		
1.6.14 Swimming Pool¹⁹	1.6.14.1	<p>A swimming pool on site that complies with the following conditions:</p> <ul style="list-style-type: none"> a) Depth markers indicating the depth. b) Lifeguards on duty during opening hours after hours a pool alarm is in place. More lifeguards are required when pool size or layout limits full visibility of one lifeguard.²⁰ c) Life guards are fully certified and equipped d) Non-slip tiles in and around the pools. e) Stairs with balustrades f) Signage with opening and lifeguard hours and indemnity signage g) Temperature thermometer with actual temperature visible to guests h) Changing room facilities with showers 	If a pool exists, compliance is applicable as for Deluxe apartment buildings.	

¹⁸ Required for all hotels built after November 2007.

¹⁹ Hotels must comply with the Abu Dhabi International Building Code over and above these mandatory requirements.

²⁰ The hotel must be able to show the inspectors the analysis conducted to ensure that there are sufficient lifeguards on duty during opening hours to oversee the entire pool area.

1.6 Services and Amenities	Criteria	Deluxe	Superior	Standard
		<ul style="list-style-type: none"> i) Sufficient seating around the pool with shaded areas. j) Towel service offered. 		
1.6.15 Health Club	1.6.15.1	A Health Club / Gym on site with a qualified instructor available 10 hours per day, and a sauna and a steam room.	-	
1.6.16 Spa	1.6.16.1	<p>If spa facility is available on site, the following requirements have to be met:</p> <ul style="list-style-type: none"> a) Variety of professionally administered spa services, including the full range of facial, and body treatments and massage, using upmarket spa brands and providing at least two full time certified therapists. Other conditions are: b) Changing room facilities with showers. c) Resting Area with provision of magazines and drinks. d) Jacuzzi or Whirlpool (on site) available for hotel guests. e) Sauna and / or Steam room with cold dipping pool or cold shower unit (on site). Separate for men and women. 	-	

1.6 Services and Amenities	Criteria	Deluxe	Superior	Standard
1.6.17	1.6.17.1	All services and facilities offered by the hotel and their hours of availability are clearly outlined in a manual in English and Arabic that is available in each guest room and may be offered on the interactive TV if clearly indicated.		
1.6.18 Business centre/ convention hall/etc.	1.6.18.1	If business centre or convention hall is available, please refer to the criteria regarding "Convention Centre Venues", "Convention Facilities", and "Business Lounge", as indicated in the "Convention Hotel Designator" section of this manual.		

1.7 Food & Beverage

1.7 Food & Beverage	Criteria	Deluxe	Superior	Standard
1.7.1 On-Site Restaurants	1.7.1.1	At least one full service restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities in the hotel property.		Breakfast dining room.
	1.7.1.2	Dining outlets must have 40% of the seating area designated as the non-smoking section, along with appropriate signage to identify these sections.		
1.7.2 Breakfast	1.7.2.1	Breakfast buffet or equivalent in the dining room. Breakfast served up to 10:30 am.	Continental breakfast served in the dining room or guest rooms until 10:30 am.	
1.7.3 F&B Mandatory Standards	1.7.3.1	An Arabic speaking member of staff is available to assist Arabic speaking guests.		
	1.7.3.2	2 local dishes should be available on the menu.		

1.8 Staff Development

1.8 Staff Development	Criteria	Deluxe	Superior	Standard
1.8.1 Staff Training & Development	1.8.1.1	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented.		
	1.8.1.2	The hotel has a staff development policy and can supply evidence that this policy is being implemented and monitored. The policy and gathered evidence should describe: 1.The staff development targets 2.The activities employed to achieve those targets 3.The budget allocated to these targets 4. All staff must have a letter of appointment and work proceeds with an induction course.		
	1.8.1.3	The hotel can display evidence of an introduction / orientation training of all new staff that includes a Health and Safety training as specified by the Civil Defense.		
1.8.2 Staff Appearance	1.8.2.1	All staff uniforms must be clean, fitting and in good condition.		
	1.8.2.2	All staff members must have nametags or identifiers that display the hotel brand name.		

1.8 Staff Development	Criteria	Deluxe	Superior	Standard
	1.8.2.3	All staff members must have a clean, hygienic and presentable appearance.		
1.8.3 Staff Facilities	1.8.3.1 ²¹	An onsite dining area is available for the use by staff. The dining area must be well maintained, and well cleaned daily. Cleaning and maintenance records should be kept.		
	1.8.3.2	An onsite area for staff to relax and sleep when they work in split shifts unless staff accommodation is provided within 20 km of the hotel.		
1.8.4 Staff Satisfaction	1.8.4.1	The hotel should measure its staff satisfaction at least annually . Records of this practice should be available.		
1.8.5 Staff Handbook	1.8.5.1	<p>The hotel has a staff handbook that describes, within the context of the national labour law:</p> <ol style="list-style-type: none"> 1. All policies and procedures of the company. 2. All rights and responsibilities of staff. 3. All applicable health and safety requirements. <p>All new staff is expected to sign that they have read, understand, and commit to the staff handbook within 7 days of commencing their employment.</p>		

1.9 Guest Satisfaction Monitoring

1.9. Guest Satisfaction Monitoring	Criteria	Deluxe	Superior	Standard
1.9.1 Surveys	1.9.1.1	The hotel conducts surveys to monitor the satisfaction of its guests continuously. Records of this practice should be available.		
1.9.2 Service Audit	1.9.2.1	The hotel conducts a yearly service audit by means of a mystery shopping assessment, social media review, or panel interviews with guests. Records of this practice should be available and are kept for at least 3 years.		
1.9.3 Guest Engagement & Complaint Resolution	1.9.3.1	The hotel has a policy in place regarding the receiving, documenting, and resolving of complaints received through the hotel system, in person, or on social media. Evidence of this is available.		
1.9.4 Reservation Process	1.9.4.1	A reservation inquiry facility (email or contact number) in place with maximum response time of 24 hours.		
	1.9.4.2	Rate structure and availability clearly communicated to guests, with details on any extra charges, fees, or taxes.		
	1.9.4.3	Terms and conditions regarding refunds, cancellation, deposits, and service charges clearly communicated to guests prior to booking.		

²¹ Required for all hotels built after November 2007.

2. Rating Criteria

2.1 Exterior

2.1.1 Appearance of Building

Appearance of Building (Roadside Appeal)	Rating (20)
2.1.1.1 <ul style="list-style-type: none"> The building should not show signs of weathering. Fresh, well-maintained paintwork; an overall clean and “new” look. Any outbuildings or annexes to be in the same design concept/theme as the main hotel establishment design. Excellent external lighting. Very good, clear signage. Exterior window frame must suit the concept/theme of the hotel and be in excellent condition. 	Fulfil all Requirements 20
2.1.1.2 <ul style="list-style-type: none"> Very good, quality maintenance of exterior surfaces, though some natural weathering may be present. All areas of paintwork to be in sound condition, though some ageing (for example, wearing of steps) may be apparent. Some additional external features to enhance appearance. Exterior window frame in very good condition. 	Meets Requirements 15
2.1.1.3 <ul style="list-style-type: none"> Paintwork, pointing, drains in average state of repair, though not necessarily recent. Fabrics all in sound condition. Exterior window frame in good condition. No obvious structural defects or damage. 	Meets Most Requirements 10
2.1.1.4 <ul style="list-style-type: none"> Exterior generally in acceptable condition, though some areas of paint may be ageing and rather weathered. Small defects, damage and cracks to exterior. No evidence of recent freshening up. Ageing signage. 	Meets Some Requirements 5
2.1.1.5 <ul style="list-style-type: none"> Generally neglected appearance. Obvious structural defects or damage (for example, crumbling brickwork, cracked stone). Poor Materials, flaking paint, rotting exposed wood. Illegible signs. 	Meets Few Requirements 0

2.1.2 Outdoor Areas and Landscaping (including outdoor leisure areas)

Outdoor Areas and Landscaping	Rating (25)
<p>2.1.2.1</p> <ul style="list-style-type: none"> • All driveways and entrances to the property are in an excellent condition. • Spacious entrance with doors in excellent condition. • All (potted) shrubs, plants and trees must be in excellent condition. • All walkways and pathways should be clean, well maintained and in excellent state of repair. • External lighting of excellent quality and be sufficient to meet the safety requirements of the public. • Out-door leisure areas are all very well constructed, maintained, clean, and tidy. 	<p>Fulfils all Requirements 25</p>
<p>2.1.2.2</p> <ul style="list-style-type: none"> • Driveway and entrance to property are of a good standard, clean and well maintained. • Entrance is wide with doors in very good condition. • All pathways are clean and in a good state of repair. • No clutter around service areas. • Lighting of very good quality and sufficient to ensure the safety of public. • Some greenery in the form of shrubs/ trees/ plants. • Out-door leisure areas are all well-constructed, maintained, clean, and tidy. 	<p>Meets Requirements 20</p>
<p>2.1.2.3</p> <ul style="list-style-type: none"> • Drive way and entrances clean and well maintained. • All pathways are clean and in a good state of repair. • Wide entrance. • Good quality lighting to meet the safety of public. • Greenery at the entrances not well maintained. • Out-door leisure areas are not very well constructed, maintained, clean or tidy. 	<p>Meets Most Requirements 15</p>
<p>2.1.2.4</p> <ul style="list-style-type: none"> • In some areas, pathways, driveways and entrances are in an inadequate state of repair. • Entrances not spacious, but adequate for the user. • Sufficient lighting to meet the safety of public is present only in some areas. • No greenery at the entrance. • Out-door leisure areas are not at all well-constructed, maintained, clean, or tidy. 	<p>Meets Some Requirements 10</p>
<p>2.1.2.5</p> <ul style="list-style-type: none"> • Entrance inadequate for the user. • Insufficient lighting to ensure safety for public. • Pathway and driveway are in a poor state of repair. • Lack of any greenery. • Serious lack of maintenance or cleaning in outdoor leisure area. 	<p>Meets Few Requirements 0</p>

2.2 Guest Bedrooms

2.2.1 Housekeeping of Guest Bedrooms

Housekeeping of Guest Bedrooms	Rating (30)
2.2.1.1 <ul style="list-style-type: none">No evidence of dust or smears marks or stains throughout.Bed linen free from all stains or tears.Gleaming surfaces, no smears or marks.	Fulfil all Requirements 30
2.2.1.2 <ul style="list-style-type: none">Satisfactory standard of cleanliness.Attention to detail is not flawless.	Meets Requirements 25
2.2.1.3 <ul style="list-style-type: none">Level of cleanliness is average.Attention to detail has clear blemishes.	Meets Most Requirements 20
2.2.1.4 <ul style="list-style-type: none">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.	Meets Some Requirements 15
2.2.1.5 <ul style="list-style-type: none">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

2.2.2 Decor, Walls, and Ceiling of Guest Bedrooms

Decor, Walls, and Ceiling of Guest Bedrooms	Rating (25)
<p>2.2.2.1</p> <ul style="list-style-type: none"> • Outstanding quality wall/ceiling coverings with no marks, strains or blemishes. • Attention to detail. • Interior decoration items of outstanding quality. • No mismatched seams, bubbling, peeling corners, stains, patches on wall covering. 	<p>Fulfills all Requirements 25</p>
<p>2.2.2.2</p> <ul style="list-style-type: none"> • Wall/ceiling covering of a satisfactory standard, but may not reach quite the highest standard. • Interior decoration items of very good quality. • Some slight signs of wear and tear on an overall good standard. • Marks and scratches evident in certain areas. 	<p>Meets Requirements 20</p>
<p>2.2.2.3</p> <ul style="list-style-type: none"> • Standard is acceptable but has clear blemishes. • Interior decoration items of good quality. • Wear and tear is noticeable. • Seams and finishing have easily detectable flaws. 	<p>Meets Most Requirements 15</p>
<p>2.2.2.4</p> <ul style="list-style-type: none"> • Décor appears worn and in need of refreshment and/or repair. • Poor application of wallpaper, paint i.e. clear evidence of paint smudges, blisters, incorrect seams. • Clear signs of wear and tear on walls and room finish. 	<p>Meets Some Requirements 10</p>
<p>2.2.2.5</p> <ul style="list-style-type: none"> • Low-grade materials, poorly executed. Interior decoration items of poor quality. • Unacceptable wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes). 	<p>Meets Few Requirements 0</p>

2.2.3 Flooring of Guest Bedrooms

Flooring of Guest Bedrooms	Rating (25)
<p>2.2.3.1</p> <ul style="list-style-type: none"> 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. 	<p>Fulfills all Requirements 25</p>
<p>2.2.3.2</p> <ul style="list-style-type: none"> 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. 	<p>Meets Requirements 20</p>
<p>2.2.3.3</p> <ul style="list-style-type: none"> Average quality carpet showing flattening in areas of most traffic, but all in sound condition May be some small discoloration in places. Alternatively, lower quality, more functional new carpet. Polished wood, ceramic tile or marble a little scratched in places. 	<p>Meets Most Requirements 15</p>
<p>2.2.3.4</p> <ul style="list-style-type: none"> 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. 	<p>Meets Some Requirements 10</p>
<p>2.2.3.5</p> <ul style="list-style-type: none"> 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. 	<p>Meets Few Requirements 0</p>

2.2.4 Curtains of Guest Bedrooms

Curtains of Guest Bedrooms	Rating (25)
<p>2.2.4.1</p> <ul style="list-style-type: none"> • Full height, light blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and high-quality accessories. • Three sets of curtains required for this level rating: A decorative opaque set that 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. 	<p>Fulfills all Requirements 25</p>
<p>2.2.4.2</p> <ul style="list-style-type: none"> • 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. • 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. 	<p>Meets Requirements 20</p>
<p>2.2.4.3</p> <ul style="list-style-type: none"> • Curtains/blinds/window covering may be some years old, but not damaged, torn or stained. • May only use one set of curtains but must have a black out layer. 	<p>Meets Most Requirements 15</p>
<p>2.2.4.4</p> <ul style="list-style-type: none"> • Thin, short or skimpy curtains. • Some signs of wear and tear and fading in curtains • May be difficult to operate, not functional • Only one set of curtains. 	<p>Meets Some Requirements 10</p>
<p>2.2.4.5</p> <ul style="list-style-type: none"> • Visible wear and tear (stains or tears) in curtains. • Not in good working order. 	<p>Meets Few Requirements 0</p>

2.2.5 Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs

Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs	Rating (25)
<p>2.2.5.1</p> <ul style="list-style-type: none"> • Superb quality and condition. • Furniture of good, solid construction • Professional finish & detailing (inlay and feathering) with little or no signs of ageing, wear and tear. • Large and spacious wardrobe. 	Fulfil all Requirements 25
<p>2.2.5.2</p> <ul style="list-style-type: none"> • Satisfactory quality of materials; • May show some signs of use. • Some furniture, even when brand new, will only be “good quality.” It is more functional than luxurious. • Size and scale of the furniture appropriate to the scale of the room. • Quality wooden hangers x 4 per person. 	Meets Requirements 20
<p>2.2.5.3</p> <ul style="list-style-type: none"> • Furniture may have been excellent or very good, but through age and use shows signs of some wear and tear. • Alternatively, could also be a newer dresser of average quality material and construction. • No appreciable damage. • Size and scale of the furniture not appropriate to the scale of the room. • Strong Plastic hangers x 4 per person. 	Meets Most Requirements 15
<p>2.2.5.4</p> <ul style="list-style-type: none"> • Furniture of only acceptable quality and/or in used condition. • Damage or scratches are apparent, but all Items capable of use. • Surfaces not well maintained. Scratches or marks. • Size and scale of the furniture not appropriate to the scale of the room. • Strong Plastic hangers x 4 per person. 	Meets Some Requirements 10
<p>2.2.5.5</p> <ul style="list-style-type: none"> • Low quality materials, poor construction. • Visible signs of damage, marks or scratches. • Poor quality, worn-out furniture. • Plastic or wire hangers x 4 per person. 	Meets Few Requirements 0

2.2.6 Guestroom Soft Furniture, Cushions, Mirrors, and Artwork

Guestroom Soft Furniture, Cushions, Mirrors, and Artwork	Rating (25)
<p>2.2.6.1</p> <ul style="list-style-type: none"> • Superb quality furniture in first-rate condition. • Furniture of sound construction, attractive professional finish & detailing (e.g. inlay, feathering) with little or no signs of ageing or wear and tear. • Comfortable easy seating with upholstery in excellent condition. • Materials are of an outstanding quality, in good condition and give an impression of luxury. • High-quality furniture items available in the room. • High quality pictures, photos, plates, artwork and mirrors, though some styles may require a “minimalist” approach. All work should have a “professional” appearance. • Full-length mirror in good condition and suitable to the size of the room. • Some excellent antique furniture may show signs of “distress” which does not detract from its excellence depending on the degree of deterioration. 	<p>Fulfils all Requirements 25</p>
<p>2.2.6.2</p> <ul style="list-style-type: none"> • High quality of materials may show some signs of use. • Quality, comfortable seating with upholstery in very good condition. • Some furniture, even when brand new, will only be “very good.” • Pictures and artwork are in very good condition. • Full-length mirror in good condition and suitable to the design concept of the room. • Soft furnishing to match the size of the room. 	<p>Meets Requirements 20</p>
<p>2.2.6.3</p> <ul style="list-style-type: none"> • Furniture that may have been excellent or very good, but through age and use shows signs of some wear and tear. • Medium quality ranges of materials and construction. • All furniture in a sound and useable condition (no broken legs). • Minor damage to surfaces or upholstery. • Minor stains or fraying. All furniture of a broadly similar standard. • Some pictures or photographs in good-quality frames. • Vanity unit/dressing table mirror in good condition and suitable to the size of the room. 	<p>Meets Most Requirements 15</p>
<p>2.2.6.4</p> <ul style="list-style-type: none"> • Furniture of only acceptable quality and in well-used condition. • Surfaces not well maintained. • Some stains, marks on soft furnishings. • Vanity unit/dressing table mirror not suitable for the size of the room. 	<p>Meets Some Requirements 10</p>
<p>2.2.6.5</p> <ul style="list-style-type: none"> • Furniture of only acceptable quality and in well-used condition. • Items are damaged. • Surfaces are damaged, or severely stained or marked. • Soft furnishings are damaged or severely worn. • Vanity unit/dressing table mirror not suitable for purpose. 	<p>Meets Few Requirements 0</p>

2.2.7 Beds & Bedding

Beds & Bedding – Focus on Headboards, Mattresses and Box springs, Sheets, Linens, Pillows, Blankets, Duvets, and Bed Covers.	Rating (40)
<p>2.2.7.1</p> <ul style="list-style-type: none"> • Special tailored bed base and mattress. Bed sizes frequently larger than standard size. • Sound and firm mattresses and spring bases with good bounce. • High-quality Percale linen/sheets, crisply laundered and matching. • Two thick pillows, with feather or hollow, present on the bed for each room occupant, plus a Continental pillow. Alternative pillow types available on request. • Duvets in excellent condition with no signs of wear and tear. • Excellent quality headboards offering a degree of comfort and free from stains. 	Fulfils all Requirements 40
<p>2.2.7.2</p> <ul style="list-style-type: none"> • Bed and mattresses suitable to the size of the room; may be of older style, but in very good condition. • Very good, firm mattress and sound base with no lumps or sags. • Two thick pillows, with feather or hollow fill, present on the bed for each room occupant. Alternative pillow types available on request. • All bed linen/sheets and bedding of a high quality, though may not be in brand new condition. • Blankets/duvets in very good condition, with no signs of wear and tear. 	Meets Requirements 30
<p>2.2.7.3</p> <ul style="list-style-type: none"> • Base and mattresses set all in sound condition. May show some signs of wear. • Sheets well ironed, but not necessarily best quality linen. • Uncoordinated bed covers or bedspreads of medium quality, but free from stains, holes, wear. • Pillows of average thickness and comfort filled with feathers or polyester. • Headboards may be a simple wooden board attached to the wall. 	Meets Most Requirements 20
<p>2.2.7.4</p> <ul style="list-style-type: none"> • Bed and mattresses set below average quality and may have some signs of wear and tear. • Mattresses that are well used, thin, sagging or shallow base. • Tendency of mattress and bed to move or creak. • Sheets of cheaper polyester mixture, thinning, faded. • Thin pillows, filled with polyester. Headboards, if any, have stains or marks. 	Meets Some Requirements 10
<p>2.2.7.5</p> <ul style="list-style-type: none"> • Bed sizes frequently smaller than standard size. • Legs loose, caster(s) missing, stains, marks and/or holes. • Creaking frame, sagging supports. Mattress with little or no resistance or bounce. • Low-quality sheets with fraying edges, holes, faded and not matching. • Thin pillows frequently old and with stains and filled with polyester. • Headboards, if any, have stains or marks. 	Meets Few Requirements 0

2.2.8 Ventilation & Temperature

Ventilation & Temperature - Cooling System effectiveness, controllability, comfort / - Windows condition, insulation, and Sound Proofing	Rating (25)
<p>2.2.8.1</p> <ul style="list-style-type: none"> • Personal controllable thermostat. • Excellent circulation of air. Air has no adverse smells. • Appropriate to size and location of room. • Rooms pre-cooled on arrival. • Apparatus in excellent condition. • Windows have double-glazing, insulation, draught proofing and soundproofing. • Cooling units have noise levels suitable for the guest comfort. • Fresh air supply treated to ensure humidity control. • Automatic cooling system linked to master door key system that automatically sets the temperature to 18-23 °C. 	Fulfil all Requirements 25
<p>2.2.8.2</p> <ul style="list-style-type: none"> • Personal control by guest at all times. • Room pre-cooled for arrival. • Very good circulation of air. • Windows are well-insulated, and well draught proofed and sound proofed. • Cooling units have noise levels suitable for the guest comfort. • Fresh air supply treated to ensure humidity control. 	Meets Requirements 20
<p>2.2.8.3</p> <ul style="list-style-type: none"> • Effective cooling in room at all reasonable times, preferably with more control than simply on/off switch. • Not necessarily most up-to- date cooling system. • Good circulation of air. • Windows have minimal draughts and allow minimum levels of sound to penetrate. • Cooling units have noise levels fairly suitable for the guest comfort. 	Meets Most Requirements 15
<p>2.2.8.4</p> <ul style="list-style-type: none"> • Freestanding cooling unit to maintain reasonable temperature in room. • No pre-cooling, no timing. • Appliances ageing. • No fresh air provided and no humidity control. • Cooling units are noisy and have high sound pressure levels. • Acceptable circulation of air. • Draughts and outside noise from windows. 	Meets Some Requirements 10
<p>2.2.8.5</p> <ul style="list-style-type: none"> • Inadequate source of cooling, unresponsive, not subject to thermostatic regulation. • Old, low quality appliances. Air has no adverse smells. • Cold air only available close to cooling unit – not in far corners of room. • No pre-cooling. • No fresh air provided and no humidity control. • Cooling units are noisy and have high sound pressure levels. • Cooling system switched on during customer stay in the establishment. • Unacceptable circulation of air, windows broken, draughty; or allow a lot of outside noise to penetrate. 	Meets Few Requirements 0

2.2.9 Lighting in Guest Bedrooms

Lighting - Light fittings quality, convenience, control - Lighting effectiveness, controllability, quality, appearance, condition	Rating (25)
<p>2.2.9.1</p> <ul style="list-style-type: none"> • Overall excellent standard of illumination in room. • Lights, neither dim nor glaring, controllable with dimmer system. • Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading. • Windows allow sufficient natural light in all areas of the room. • All lights and shades of high quality of manufacture and in excellent order. • No loose connections, burnt shades or flimsy bases. 	Fulfil all Requirements 25
<p>2.2.9.2</p> <ul style="list-style-type: none"> • Lights may not be dimmable but by turning different lights on and off, different atmospheres can be created. • Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading. • Good level of natural light but not necessarily reaching all areas of the room. • Good quality light fittings and lamps. • Minor maintenance issues; e.g. one light bulb blown. 	Meets Requirements 20
<p>2.2.9.3</p> <ul style="list-style-type: none"> • Sufficient and appropriate illumination, however control is limited. • Single centre light, bedside lights or bed head light. • Acceptable level of natural light. • Quality of light fittings and lamps is acceptable, though maintenance issues are apparent. 	Meets Most Requirements 15
<p>2.2.9.4</p> <ul style="list-style-type: none"> • Illumination is too dim or too bright and cannot be controlled by the guest. • Restricted natural light; most of the room needs artificial lighting. • Light fixtures and shades are of noticeable low quality, or are clearly ageing, beginning to look scruffy. • Significant maintenance issues with lights that don't work or look severely damaged. 	Meets Some Requirements 10
<p>2.2.9.5</p> <ul style="list-style-type: none"> • Spartan fluorescent tube for bed head light. • Very low quality fittings and appliances. • Light in inappropriate places. • Poor natural light. • Hidden controls. Shades burnt, stained, scruffy. 	Meets Few Requirements 0

2.2.10 Spaciousness of Guest Bedrooms

Spaciousness of guest bedrooms - Comfort in Room	Rating (25)
2.2.10.1 <ul style="list-style-type: none"> • A spacious, well-planned room, with furniture in suitable and convenient places. • Ease of access to all cupboards, wardrobes and drawers • A seating area with sufficient space to ensure guests' comfort. • Adequate space to put luggage, so that it does not clutter the room and obstruct access. • Overall excellent impression and layout. 	Fulfils all Requirements 25
2.2.10.2 <ul style="list-style-type: none"> • A spacious room with access to all facilities. • No areas of restricted access or obstruction. • No dual use of surfaces, e.g. desktop/ tea tray, bedside/dressing table. • Overall very good impression and layout. 	Meets Requirements 20
2.2.10.3 <ul style="list-style-type: none"> • Room large enough to contain all necessary furniture and to allow access to all facilities. Some areas are slightly restricted such as narrow access along both sides of a double bed. • Overall acceptable layout and impression. 	Meets Most Requirements 15
2.2.10.4 <ul style="list-style-type: none"> • Room has a cluttered feel; inefficient use of space. • Overly large furniture for floor space. Need to move some things to get at others. • Awkward opening of drawers and doors. • Inadequate space for luggage – gets in the way. • Overall insufficient impression and layout. 	Meets Some Requirements 10
2.2.10.5 <ul style="list-style-type: none"> • Furniture too large for room. • Access to most facilities restricted or awkward. • Overall poor impression and layout 	Meets Few Requirements 0

2.2.11 Soundproofing of Guest Bedrooms

Soundproofing of Guest Rooms	Rating (25)
2.2.11.1 <ul style="list-style-type: none">Excellent soundproofing with loud noises from outside the guest room barely heard.	Fulfils all Requirements 25
2.2.11.2 <ul style="list-style-type: none">Very good soundproofing with loud noises from outside the guest room heard faintly.	Meets Requirements 20
2.2.11.3 <ul style="list-style-type: none">Soundproofing is fair with loud speech from outside the guest room heard.	Meets Most Requirements 15
2.2.11.4 <ul style="list-style-type: none">Soundproofing is poor with loud speech from outside the guest room understood.	Meets Some Requirements 10
2.2.11.5 <ul style="list-style-type: none">Soundproofing is very poor with normal speech from outside the guest room understood.	Meets Few Requirements 0

2.3 Rating Criteria Guest Bathrooms

2.3.1 Housekeeping of Bathrooms

Housekeeping of Bathrooms - Daily and Periodical Cleaning	Rating (30)
2.3.1.1 <ul style="list-style-type: none"> • Superb attention to cleanliness. • No sign of mildew/mould. • All surfaces gleaming. • Clean, fresh smell. • Grouting is clean and in good condition. • Mirrors, showerheads, and taps are polished and watermarks removed. 	Fulfils all Requirements 30
2.3.1.2 <ul style="list-style-type: none"> • Generally, very good standard but oversights can be detected. • Clean and fresh smell. • Grouting shows minor signs of discoloration. • Mirrors, showerheads, and taps are polished and watermarks may show minor watermarks. 	Meets Requirements 25
2.3.1.3 <ul style="list-style-type: none"> • Surfaces are generally clean and there are no adverse smells. • Dust can be detected at some surfaces. • Slight discoloration of enamel/grout. • Clear watermarks or minor corrosion on showerheads and taps. 	Meets Most Requirements 20
2.3.1.4 <ul style="list-style-type: none"> • Lacking attention to detail – dust high and low and in inaccessible places. • Surfaces and enamel dull. • Flooring discoloured or stained. • Corrosion on metal fixtures. 	Meets Some Requirements 15
2.3.1.5 <ul style="list-style-type: none"> • Very low standard of housekeeping – dust on all surfaces. • Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. • Flooring around WC stained, smelly. • Significant corrosion on metal fixtures. 	Meets Few Requirements 0

2.3.2 Ventilation of Bathrooms

Ventilation of Bathrooms	Rating (25)
2.3.2.1 <ul style="list-style-type: none"> • Excellent circulation of air. • Excellent functioning exhaust fan that meets ASHRAE minimum exhaust requirements for toilets in Hotels. Hardly any fogging in the bathroom. • Apparatus in excellent condition. • Air quality very good, no bad smells. • No noise from ventilation system. 	Fulfils all Requirements 25
2.3.2.2 <ul style="list-style-type: none"> • Very good circulation of air. • Effective functioning exhaust fan. Fogging is cleared within minutes. • Air quality very good, no adverse smells. • Ventilation system can hardly be heard. 	Meets Requirements 20
2.3.2.3 <ul style="list-style-type: none"> • Fair circulation of air but fogging occurs easily. • Only moderately functioning exhaust fan. • Air Quality good, no adverse smells. • Ventilation system can be heard. 	Meets Most Requirements 15
2.3.2.4 <ul style="list-style-type: none"> • Acceptable circulation of air. • Good source of cooling, but no exhaust fan present. • Poor air quality, some bad smells. • Ventilation system disrupts due to the noise. 	Meets Some Requirements 10
2.3.2.5 <ul style="list-style-type: none"> • 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. • Ventilation system is very noisy. 	Meets Few Requirements 0

2.3.3 Guest Bathrooms Walls, Flooring and Ceiling

Guest Bathrooms Walls, Flooring, and Ceiling - Materials & Workmanship	Rating (25)
<p>2.3.3.1</p> <ul style="list-style-type: none"> • Excellent quality finishes of wall coverings from excellent materials. • Tiles or marble well fitted. • Grouting in excellent condition. • Ceilings finish in excellent condition, and painted in a water resistant paint where appropriate. • Excellent quality Floor covering well fitted, free from stains or water damage. 	<p>Fulfils all Requirements 25</p>
<p>2.3.3.2</p> <ul style="list-style-type: none"> • 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. • Good quality floor covering or tiles or marble. 	<p>Meets Requirements 20</p>
<p>2.3.3.3</p> <ul style="list-style-type: none"> • Standard quality bathroom flooring or standard-grade tiles. • Workmanship not consistently well performed. • Not necessarily recently decorated though in acceptable condition. • Signs of wear. 	<p>Meets Most Requirements 15</p>
<p>2.3.3.4</p> <ul style="list-style-type: none"> • Lower quality materials, ageing, evidence of poor standard and amateurish installation. • Very plain with no attempt at adornment. Grouting discoloured. • Flooring of lower quality showing wear, some stains and marks. 	<p>Meets Some Requirements 10</p>
<p>2.3.3.5</p> <ul style="list-style-type: none"> • Cheap, very low quality finish, unprofessionally applied. • Cracked tiles or other broken fixtures. • Sealant or grouting clearly mouldy. • Paintwork chipped, flaking. 	<p>Meets Few Requirements 0</p>

2.3.4 Bathroom Fixtures

Bathroom Fixtures - Shower Mixers & Accessories, Bathtub and Shower screen or curtain, Washbasin, Toilet and Bidet: Quality, Appearance, and Condition.	Rating (25)
<p>2.3.4.1</p> <ul style="list-style-type: none"> • Excellent quality, solid, well-made bathroom fixtures, in excellent order and suitable to the size of the bathroom. • High quality finishing throughout. • Mixers, shower and bathroom accessories of excellent quality. • Decorative or enamel bath that fits in with the size of the bathroom and meets the need of the user. • Shower screen is suitable to the size of the bathroom - no shower curtains. 	Fulfils all Requirements 25
<p>2.3.4.2</p> <ul style="list-style-type: none"> • Very good bathroom fixtures. • All porcelain in good order – no cracks, dull finishes or stains. • Finishing may show minor inconsistencies. • Mixers, shower and bathroom accessories of very high quality. • Shower screen or good quality curtain is suitable to the size of the bathroom. 	Meets Requirements 20
<p>2.3.4.3</p> <ul style="list-style-type: none"> • Average range of bathroom fixtures. • Sturdy steel or acrylic bath. • May be showing wear, but is in sound and clean condition. • Mixers, shower and bathroom accessories of acceptable quality. • Shower fitting in the bath tub 	Meets Most Requirements 15
<p>2.3.4.4</p> <ul style="list-style-type: none"> • Ageing fixtures – dull finish to porcelain, chrome wearing off. • Rough, amateurish grouting/sealant • Awkward access, movement required in the bathroom. 	Meets Some Requirements 10
<p>2.3.4.5</p> <ul style="list-style-type: none"> • Fixtures chipped, stained or dull. Low-quality plastic fixtures. • Stained grouting/sealant and low-quality, thin shower curtain. • Cracked washbasin or toilet. • Mixers, shower and bathroom accessories of unacceptable quality or bad condition. 	Meets Few Requirements 0

2.3.5 Bathroom Linens

Bathroom Linens	Rating (25)
2.3.5.1 <ul style="list-style-type: none"> • Excellent quality bath towel, hand towel, face towel²². Double loop. 90-100% cotton. • • Bathrobes and bathmat are thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap. 	Fulfil all Requirements 25
2.3.5.2 <ul style="list-style-type: none"> • Good quality bath towel, hand towel, face towel. Double loop. Not quite such heavy quality. (70-89% cotton) 	Meets Requirements 20
2.3.5.3 <ul style="list-style-type: none"> • Average quality bath towels and bathmat. 	Meets Most Requirements 15
2.3.5.4 <ul style="list-style-type: none"> • Moderate quality towels, showing age. • Towels are rather thin; fraying edges, small size. Faded. 	Meets Some Requirements 10
2.3.5.5 <ul style="list-style-type: none"> • Very thin, small, scratchy, old, fraying, some holes, stained, faded. • Low absorbency. 	Meets Few Requirements 0

²² With inspection, provision will be made for normal shrinking of towels during the laundry process.

2.3.6 Bathroom Amenities

The range of amenities a hotel is expected to present to its guests is outlined in Minimum Mandatory Criteria. The quality rating criteria in the table below outlines the quality of the amenities presented by volume, brand, and presentation.

Bathroom Amenities	Rating (25)
2.3.6.1 <ul style="list-style-type: none"> • Top Quality Amenities by a leading international brand recognised for its quality and prestige in excellent high quality packaging. • Volume of liquids is at least 50ml. per bottle. • Soap bar at least 50 grams and 25 grams for hand washing. This soap may not be required if liquid hand soap is provided. • Items presented have a non-disposable feel to them. 	Fulfils all Requirements 25
2.3.6.2 <ul style="list-style-type: none"> • High Quality Amenities by a good international brand or the hotel brand in high quality packaging. • Volume of liquids presented more than 35ml. per bottle. • Soap bar more than 25 grams. 	Meets Requirements 20
2.3.6.3 <ul style="list-style-type: none"> • Standard Quality Amenities • Volume of liquids presented less than 35ml. per bottle. • Soap bar less than 25 grams. 	Meets Most Requirements 15
2.3.6.4 <ul style="list-style-type: none"> • Poor Quality Amenities • Amenities have a definite disposable feel or feel inconvenient to use. • Volume of liquids presented less than 35ml. per bottle. • Soap bar less than 25 grams. 	Meets Some Requirements 10
2.3.6.5 <ul style="list-style-type: none"> • Very poor quality amenities with worn printing, presenting poor value for the guest. 	Meets Few Requirements 0

2.4 Guest Apartment Kitchens/Kitchenettes

2.4.1 Housekeeping

Guest Apartment Kitchens – Housekeeping	Rating (30)
2.4.1.1 <ul style="list-style-type: none"> • Fastidious attention to hygiene. • All surfaces gleaming. • Clean, fresh smell. 	Fulfils all Requirements 30
2.4.1.2 <ul style="list-style-type: none"> • Generally very good standard, but perhaps one or two slight lapses. • Clean fresh smell. 	Meets Requirements 25
2.4.1.3 <ul style="list-style-type: none"> • No evidence of food/crumbs/dust/grime. • Surfaces all clean. • Floor cleaned and free from dust, crumbs, and food spills. • Slight discoloration of flooring. • Average standard. 	Meets Most Requirements 20
2.4.1.4 <ul style="list-style-type: none"> • Generally clean, but lacking attention to detail – dust high and low and in inaccessible places, evidence of dried food/stains on surfaces or fixtures. • Surfaces and enamel dull. • Flooring discoloured or stained. 	Meets Some Requirements 15
2.4.1.5 <ul style="list-style-type: none"> • Unacceptable standard of housekeeping – dust/dried food/crumbs on all surfaces. • Long-term encrusted grime in inaccessible places, dirt/hairs/ crumbs/food on floor in corners. • Flooring stained. 	Meets Few Requirements 0

2.4.2 Guest Kitchen/Kitchenette– Ventilation System

Guest Kitchen/Kitchenette– Ventilation System	Rating (25)
2.4.2.1 <ul style="list-style-type: none"> • Excellent circulation of air. • Responsive controls. • Appropriate to size and location of room. • Excellent functioning exhaust fan. • A working extractor hood above the cooker/hot plate. • Apparatus in excellent condition. 	Fulfils all Requirements 25
2.4.2.2 <ul style="list-style-type: none"> • Very good circulation of air. • Responsive controls. • Effective functioning exhaust fan. • A working extractor hood above the cooker/hot plate. • Apparatus in good condition. 	Meets Requirements 20
2.4.2.3 <ul style="list-style-type: none"> • Good circulation of air. • Unresponsive controls. • Exhaust fan functions, but may be noisy and only average effectiveness. • Apparatus may be old, however, in good condition. 	Meets Most Requirements 15
2.4.2.4 <ul style="list-style-type: none"> • Acceptable circulation of air. • Good source of cooling, but no exhaust fan present. • Apparatus in poor condition. 	Meets Some Requirements 10
2.4.2.5 <ul style="list-style-type: none"> • Inadequate source of circulation, unresponsive controls. • No exhaust fan. • Apparatus in bad state of repair. 	Meets Few Requirements 0

2.4.3 Guest Kitchen/Kitchenette– Finishing

Guest Kitchen/Kitchenette– Finishing	Rating (25)
<p>2.4.3.1</p> <ul style="list-style-type: none"> • Excellent quality finish and condition. • No marks, stains, damage. • No peeling wallpaper or flaking paint. • Flooring well fitted, free from stain or damage. • Tiling is even, professionally-laid, grouting in excellent order. 	<p>Fulfils all Requirements 25</p>
<p>2.4.3.2</p> <ul style="list-style-type: none"> • Very good quality finish, but not always recent – some signs of wear but all in sound condition. • Flooring well fitted, free from stain or damage. • Conversely, may be recently decorated but not with the highest quality materials, though a competent professional job. • High quality floor covering and wall covering. 	<p>Meets Requirements 20</p>
<p>2.4.3.3</p> <ul style="list-style-type: none"> • Not necessarily recently decorated, though in average condition. • Some signs of wear. • Standard quality flooring – vinyl, carpet with possible high nylon content or standard-grade tiles. • No stains or marks. 	<p>Meets Most Requirements 15</p>
<p>2.4.3.4</p> <ul style="list-style-type: none"> • Acceptable, but lower quality materials; aging; evidence of poor standard and amateurish work. • Grouting discoloured. • Tired, dated items. • Flooring of lower quality showing wear, some stains and marks or cracks. 	<p>Meets Some Requirements 10</p>
<p>2.4.3.5</p> <ul style="list-style-type: none"> • Damp/condensation marks/stains. • Cheap, very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped, flaking. • Flooring discoloured, stained, broken or cracked tiles. 	<p>Meets Few Requirements 0</p>

2.4.4 Guest Kitchen/Kitchenette– Fixtures, Fittings & Appliances

Guest Kitchen/Kitchenette– Fixtures, Fittings & Appliances	Rating (30)
<p>2.4.4.1</p> <ul style="list-style-type: none"> • Excellent quality fixtures and appliances, in excellent order and matching the size of the kitchen. • High quality hinges and drawer runner properly installed. • High quality finishes, for example high quality cabinetry made from wood or another high quality material, in excellent condition. • Good sized sink. • Refrigerator, ovens, stovetop, dishwasher and freezer built in or properly integrated within the kitchen units. • Easily used responsive controls. • Spacious quality storage space to store crockery, cutlery , dry food goods and cleaning items. 	<p>Fulfils all Requirements 30</p>
<p>2.4.4.2</p> <ul style="list-style-type: none"> • Generally, very good quality fixtures and appliances, all in working order, but not necessarily the latest models. • Good-sized sink. • No dull finishes or stains on appliances. • Sufficient quality storage space to store crockery, cutlery , dry food goods and cleaning items. 	<p>Meets Requirements 25</p>
<p>2.4.4.3</p> <ul style="list-style-type: none"> • Average range of kitchen fixtures and appliances. • May be showing some wear, but in sound, clean condition. • No awkward access to appliances. • Hot water at all reasonable times. • Adequate cabinetry and storage space, but not highest quality materials. • Sufficient storage space to store crockery, cutlery ,dry food goods and cleaning items. 	<p>Meets Most Requirements 20</p>
<p>2.4.4.4</p> <ul style="list-style-type: none"> • Acceptable, but ageing fixtures and appliances – dull finishes, small stains/ marks, controls not always responsive. • Intermittent hot water or at restricted hours. • Fittings not matching the size of the kitchen. • Rough, amateurish workmanship. • Possibly restricted space and inconvenient layout. • Little cabinetry and storage space, may not be in best condition. • Basic storage space to store crockery, cutlery, dry food goods and cleaning items. 	<p>Meets Some Requirements 15</p>
<p>2.4.4.5</p> <ul style="list-style-type: none"> • Unacceptable, cheap fixtures and appliances, some may be broken. • Very small sink. • Stained countertops. • Insufficient storage space for crockery, cutlery, dry food goods and cleaning items. 	<p>Meets Few Requirements 0</p>

2.5 Public Areas

2.5.1 Housekeeping of Public Areas

Housekeeping of Public Areas	Rating (30)
<p>2.5.1.1</p> <ul style="list-style-type: none"> • Excellent standard of cleanliness. All carpets and/or other flooring in public areas well vacuumed, swept, polished, or otherwise well maintained. • All surfaces, high and low, dust-free, no cobwebs. • Table surfaces well-polished, no smears. • Ashtrays, both standing and on tables, are clean and in a good state of repair. • No fingerprints on doorplates, light switches. Both of them are clean. • Fresh flowers, well-arranged. • Newspapers, magazines, books are tidy and up-to-date. • Windows to be spotless and without marks. 	<p>Fulfils all Requirements 30</p>
<p>2.5.1.2</p> <ul style="list-style-type: none"> • Generally, very good level of vacuuming, sweeping, polishing, and dusting. • Ashtrays, both standing and on tables, are clean and in a good state of repair. • No fingerprint on doorplates and light switches. • Everything tidy and well arranged. • Fresh flowers, well arranged. 	<p>Meets Requirements 25</p>
<p>2.5.1.3</p> <ul style="list-style-type: none"> • Average level of cleanliness. • Seating areas may have a “lived-in” feel – e.g. books, magazines, strewn on tables. • Occasional Smears and dirt on surfaces. • Ashtrays, both standing and on tables, are clean and in a good state of repair. • Occasional dying/dried out houseplant. 	<p>Meets Most Requirements 20</p>
<p>2.5.1.4</p> <ul style="list-style-type: none"> • Clean, but with some dust on high and low surfaces. • Clutter. Books and magazines out of date, in untidy piles. • Dying/dried out houseplants. • Smears on surfaces. • Ashtrays, both standing and on tables, not always clean or in a good state of repair. 	<p>Meets Some Requirements 15</p>
<p>2.5.1.5</p> <ul style="list-style-type: none"> • Generally neglected housekeeping – carpet badly vacuumed or floor badly mopped. • All surfaces dusty. • Cobwebs, dead insects. • Wilting flowers or plants. • Ashtrays not emptied. Poor state of repair. • Newspapers, books on floor. • Dirty glasses/cups on tables (evident for a prolonged time). 	<p>Meets Few Requirements 0</p>

2.5.2 Public Areas – Decor, Walls, Ceilings and Curtains

Public Areas – Decor, Walls, Ceilings and Curtains	Rating (25)
2.5.2.1 <ul style="list-style-type: none"> • Excellent quality wall/ceilings coverings in excellent condition. • Interior decoration items of superior quality. • No evidence of ageing, wear and tear. • High quality professional finish to woodwork or other surfaces. 	Fulfils all Requirements 25
2.5.2.2 <ul style="list-style-type: none"> • Use of very good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard. • Interior decoration items of very good quality. • No scratches, chips, stains or scuffs. 	Meets Requirements 20
2.5.2.3 <ul style="list-style-type: none"> • Fair quality of decor, some ageing but no major wear and tear. • Use of wall hangings, pictures. • Evidence of competent workmanship. 	Meets Most Requirements 15
2.5.2.4 <ul style="list-style-type: none"> • Moderate quality, showing signs of ageing. • Some slight damage, wear and tear. • Amateurish application of wallpaper/ wall covering or paint. • Tired looking. 	Meets Some Requirements 10
2.5.2.5 <ul style="list-style-type: none"> • Very old, faded, damaged wall coverings/paint surfaces. • Evidence of damp/water penetration. Peeling paper, grubby marks. • Evidence of neglect. • Unsightly paintwork or exposed wiring. 	Meets Few Requirements 0

2.5.3 Public Areas – Furnishings & Fittings

Public Areas – Furnishings & Fittings	Rating (25)
2.5.3.1 <ul style="list-style-type: none"> • Excellent degree of comfort and luxury. • Antique, reproduction or high quality modern furniture in excellent condition. • Well-arranged and coordinated extras – scatter cushions. • High-quality decorative, occasional pieces in room(s), suite(s) and corridor. 	Fulfils all Requirements 25
2.5.3.2 <ul style="list-style-type: none"> • 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 20
2.5.3.3 <ul style="list-style-type: none"> • 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 15
2.5.3.4 <ul style="list-style-type: none"> • Ageing seating. • May show marks, sparse arrangement. • Seating of low quality and not comfortable. • Inferior quality of furnishings & fittings. 	Meets Some Requirements 10
2.5.3.5 <ul style="list-style-type: none"> • Inferior quality, uncomfortable, or ageing furniture. • May show some damage – scratched, loose arms/legs. • Dated, faded furnishings. • Stained or dirty upholstery. 	Meets Few Requirements 0

2.5.4 Public Areas – Flooring

Public Areas – Flooring	Rating (25)
<p>2.5.4.1</p> <ul style="list-style-type: none"> • 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. 	<p>Fulfils all Requirements 25</p>
<p>2.5.4.2</p> <ul style="list-style-type: none"> • 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. 	<p>Meets Requirements 20</p>
<p>2.5.4.3</p> <ul style="list-style-type: none"> • 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. 	<p>Meets Most Requirements 15</p>
<p>2.5.4.4</p> <ul style="list-style-type: none"> • 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. 	<p>Meets Some Requirements 10</p>
<p>2.5.4.5</p> <ul style="list-style-type: none"> • Very old, thin, low 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. 	<p>Meets Few Requirements 0</p>

2.5.5 Public Areas – Ventilation & Temperature

Public Areas – Ventilation & Temperature	Rating (30)
2.5.5.1 <ul style="list-style-type: none"> • Thermostatically controlled source for cooling of air in all public areas. • Consistent air flow; no hot, draughty, or chilly corners. • All appliances in excellent condition. • Excellent air quality, no bad smells; even in smoking areas. 	Fulfils all Requirements 30
2.5.5.2 <ul style="list-style-type: none"> • Thermostatically controlled system that maintains a comfortable temperature in most areas. • May not be the most up-to- date system, but effective. • Good air quality, no bad smells. 	Meets Requirements 25
2.5.5.3 <ul style="list-style-type: none"> • May be a mixture of different cooling systems, some fixed, and others supplementary and/ or moveable. • Maintains good background temperature and can be boosted to more comfortable level when required. • All appliances in working order, though not necessarily new. • Average air quality, some bad smells. 	Meets Most Requirements 20
2.5.5.4 <ul style="list-style-type: none"> • Some areas hotter/colder than others. Ageing, dated appliances. • Uncontrolled cooling – far too hot or cold. • Poor air quality, with bad smells. 	Meets Some Requirements 15
2.5.5.5 <ul style="list-style-type: none"> • Certain areas are not temperature controlled. • No way of achieving a comfortable ambient temperature. • Very poor air quality, with bad smells. 	Meets Few Requirements 0

2.5.6 Public Areas – Lighting

Public Areas – Lighting	Rating (30)
<p>2.5.6.1</p> <ul style="list-style-type: none"> • Overall high standard of lighting, giving sufficient light for all practical purposes, but also designed for good effect – showing off features of rooms/corridors. Good quality fittings, recessed spot lamps. • No burnt or stained shades. • No harsh fluorescent tubes. 	<p>Fulfils all Requirements 30</p>
<p>2.5.6.2</p> <ul style="list-style-type: none"> • Good quality fittings with more than adequate spread of illumination for practical use, though limited sophisticated use of lighting “effects.” • Occasional lamps, reading lights, perhaps picture lights. 	<p>Meets Requirements 25</p>
<p>2.5.6.3</p> <ul style="list-style-type: none"> • More than minimal lighting but no sophisticated use of lighting. • Medium quality fittings in sound condition. • No burnt shades, ageing lamps. 	<p>Meets Most Requirements 20</p>
<p>2.5.6.4</p> <ul style="list-style-type: none"> • Enough light for practical use, but nothing more. • No occasional lamps, fittings dated, ageing, discoloured. • Stark, harsh lighting. • No naked bulbs or fluorescent tubes. 	<p>Meets Some Requirements 15</p>
<p>2.5.6.5</p> <ul style="list-style-type: none"> • Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. • Dim, gloomy effect with dark areas where it is impossible to read. • Glaring, irritating, harsh fluorescent lights with no diffuser. • Naked bulbs or fluorescent tubes. 	<p>Meets Few Requirements 0</p>

2.5.7 Housekeeping of Public Toilets

Housekeeping of Public Toilets Standard of Cleanliness, Maintenance & Attention to Detail	Rating (30)
2.5.7.1 <ul style="list-style-type: none"> • Superb attention to cleanliness. • All surfaces gleaming free from dirt • Clean, fresh smell. • Clean in the corners, skirting boards, bottom of doors and behind doors. 	Fulfils all Requirements 30
2.5.7.2 <ul style="list-style-type: none"> • Generally, very good standard, but perhaps one or two slight lapses. • All surfaces gleaming free from dirt. • Fresh smelling. 	Meets Requirements 25
2.5.7.3 <ul style="list-style-type: none"> • No evidence of dust/hairs/grime. • Surfaces generally clean. • Floor cleaned and free from dust. • Slight discoloration of enamel/grout. • Smell is acceptable. 	Meets Most Requirements 20
2.5.7.4 <ul style="list-style-type: none"> • 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 15
2.5.7.5 <ul style="list-style-type: none"> • Minimum standard of housekeeping – dust, dirt on many surfaces. • Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. • Old soap marks. • Flooring around WC stained, dirty and smelly. 	Meets Few Requirements 0

2.5.8 Public Toilets – Fixtures & Accessories

Public Toilets - Fixtures & Accessories Washbasin/ sink, Toilet, Faucets and controls of all fixtures, Accessories	Rating (30)
<p>2.5.8.1</p> <ul style="list-style-type: none"> • Good quality, solid, well-made fittings in excellent order and matching the size of the toilet. Quality finishing throughout. • Washbasin with easy access and matching the size of the toilet. • Responsive controls easy to use. • Availability of hooks in excellent condition. • Premium accessories such as face towels, blown air hand driers, disposal bins and a separate bin for used towels. 	<p>Fulfils all Requirements 30</p>
<p>2.5.8.2</p> <ul style="list-style-type: none"> • Generally, very good quality fittings throughout, but not necessarily new. • All porcelain washbasins in good order – no cracks, dull finish or stain. • Availability of hooks in very good condition. • Good water pressure. • A few accessories such as face towels. 	<p>Meets Requirements 25</p>
<p>2.5.8.3</p> <ul style="list-style-type: none"> • Average range of bathroom fittings. • Fittings show clear evidence of use. 	<p>Meets Most Requirements 20</p>
<p>2.5.8.4</p> <ul style="list-style-type: none"> • Ageing fittings – dull finish to porcelain, chrome wearing off. • Fittings not in line with the size of the toilet. • Rough, amateurish grouting/sealant. 	<p>Meets Some Requirements 15</p>
<p>2.5.8.5</p> <ul style="list-style-type: none"> • Washbasin enamel chipped, stained, dull. • Stained or mouldy grouting/ sealant. • Cracks in toilet or seating unstable. • Ill fitted, low-quality plastic toilet and cover. 	<p>Meets Few Requirements 0</p>

2.6 Food & Beverage Outlets

2.6.1 Housekeeping of Food & Beverage Outlets

Housekeeping of Food & Beverage Outlets	Rating (30)
2.6.1.1 <ul style="list-style-type: none"> • Excellent standard of cleanliness in all areas – no evidence of previous meal. • Efficient vacuuming or clean flooring • Tables always set up to high standard, awaiting next service. • All items used in the restaurant, crockery, glassware, silverware are clean and in a good state of repair • Evidence of good housekeeping 	Fulfils all Requirements 30
2.6.1.2 <ul style="list-style-type: none"> • Generally high standard of cleanliness – no dust • May be some clutter (for example, pile of menus, wine lists, dirty dishes). • Tables not always fully set up between meals. • Evidence of housekeeping 	Meets Requirements 25
2.6.1.3 <ul style="list-style-type: none"> • Tidy and clean in time for beginning of meal service. • Generally good standards of dusting, tidiness. • Flooring clean, however, some evidence of substandard housekeeping 	Meets Most Requirements 20
2.6.1.4 <ul style="list-style-type: none"> • Area appears untidy. • Bottles, glasses, menus on surfaces. • Generally clean, but may be some dust on high or low surfaces. • Some tables remain unset during meal service, or are set up for a different meal. • Plants and flowers neglected. • Evidence of substandard housekeeping. 	Meets Some Requirements 15
2.6.1.5 <ul style="list-style-type: none"> • Dusty, crumbs on carpet; surfaces smeared, ring marked; dead/dying flowers or plants. • Untidy piles of menus scattered around. • Marks/stains on tablecloths, dirty ashtrays, cutlery/dishes/glassware show spots or grime. • Clear evidence of substandard housekeeping. 	Meets Few Requirements 0

2.6.2 Restaurants – Décor and Furniture

Quality and appearance of dining room furniture and linens	Rating (20)
2.6.2.1 <ul style="list-style-type: none"> • Quality tables, chairs, soft furnishings. • Dining room chairs and tables of sound construction, professional finish with little or no signs of ageing, wear and tear. • Linen/table clothes/table decorations and cloth napkins luxurious and clean, with no stains or signs of wear and tear. 	Fulfils all Requirements 20
2.6.2.2 <ul style="list-style-type: none"> • Quality tables, chairs, soft furnishings. • May show very minor signs of use. • Some furniture, even when brand new, may not be “very good quality.” • May not have clean and well-arranged table decorations or table linen. 	Meets Requirements 15
2.6.2.3 <ul style="list-style-type: none"> • 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
2.6.2.4 <ul style="list-style-type: none"> • 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. 	Meets Some Requirements 5
2.6.2.5 <ul style="list-style-type: none"> • 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) • Paper napkins or tissue boxes on the tables. • No linen table cloths and may not have linen napkins. 	Meets Few Requirements 0

2.6.3 Restaurants - Spaciousness, Atmosphere, Ambiance – Overall Impression

Overall impression of comfort, size, décor, quality, condition; ease of access to dining tables and chairs; Comfort – smells, sounds.	Rating (20)
<p>2.6.3.1</p> <ul style="list-style-type: none"> • Excellent and harmonious combination of lighting and atmosphere. • Spacious room and good layout of tables. • Sufficient space between tables for servers and customer to pass comfortably. • No intrusive noise/smells. • Themes or interior decoration features may add to the ambiance. • Comfortable ambient temperature. 	Fulfils all Requirements 20
<p>2.6.3.2</p> <ul style="list-style-type: none"> • Good standard and comfortable. • A little noise from entertainment venue near or in the restaurant. • Comfortable ambient temperature and good quality lighting. • Sufficient space between tables for servers and customer to pass comfortably. • Tables close together, however still sufficient space to allow private conversation and staff and customers to pass without inconvenience. 	Meets Requirements 15
<p>2.6.3.3</p> <ul style="list-style-type: none"> • Some activity and noise from other areas. • Comfortable ambient temperature and lighting (though no special effects). • Tables too close together, not sufficient space to allow private conversation or to allow staff and customers to pass without inconvenience. 	Meets Most Requirements 10
<p>2.6.3.4</p> <ul style="list-style-type: none"> • Crowded tables, awkward access for customers and servers. • Difficult to have private conversation. • Intrusive noise, stuffy, smoky. • Some tables set up for other services are not making the restaurant look untidy. • Supplies (boxes of cereals, sauce portions) stacked in room and visible to customers. • Stale food smells. • Comfortable ambient temperature and lighting (though no special effects). 	Meets Some Requirements 5
<p>2.6.3.5</p> <ul style="list-style-type: none"> • Very crowded, cramped, uncomfortable for servers and customers. • Loud noise. • Stale food Smells. • Poor temperature control. 	Meets Few Requirements 0