وزارة السياحة

قرار رقم (٣) لسنة ٢٠٢٤
بشأن تصنيف الفنادق والشقق الفندقية

وزير السياحة:

بعد الاطلاع على المرسوم بقانون رقم (١٥) لسنة ١٩٨٦ بشأن تنظيم السياحة، وتعديلاته،

وعلى القانون رقم (٦٢) لسنة ٢٠٠٦ بإنشاء وتنظيم هيئة البحرين للسياحة والمعارض، وتعديلاته،

وعلى القرار رقم (١) لسنة ٢٠١٤ بشأن تصنيف وتنظيم تراخيص المرافق السياحية المخصصة لخدمات المأكولات والمشروبات بالفنادق،

وعلى القرار رقم (٤) لسنة ٢٠١٥ بشأن تصنيف الفنادق والشقق الفندقية وخدمات تقديم المأكولات والمشروبات بالفنادق،

وبناءً على عرض الرئيس التنفيذي لهيئة البحرين للسياحة والمعارض،

قُرِّر الآتي:

المادة الأولى

يكون تصنيف الفنادق والشقق الفندقية التي تعتبر منشآت سياحية وفقاً لأحكام دليل المواصفات والاشتراطات المرافق لهذا القرار.

المادة الثانية

تتولى هيئة البحرين للسياحة والمعارض الترخيص للفنادق والشقق الفندقية وتصنيفها وفقاً لأحكام الدليل المرافق لهذا القرار، ولها في سبيل ذلك معاينة الفنادق والشقق الفندقية، على أن تكون المعاينة كل أربع سنوات للتأكد من سلامة المبنى من الناحية الإنشائية، وإجراء المتابعة الدورية لأعمال الصيانة والمنقولات لغرض إعادة التصنيف.

ويجوز للهيئة عند إجراء المعاينة المرتبطة بالتصنيف، أن تستعين بإحدى مؤسسات القطاع الخاص المتخصصة في هذا المجال.

المادة الثالثة

على الفنادق والشقق الفندقية المرخص لها عند العمل بأحكام هذا القرار تعديل أوضاعها بما يتفق وأحكام هذا القرار، وذلك خلال سنة من تاريخ العمل به.

وفي حال عدم قيام الفنادق أو الشقق الفندقية بتوفيق أوضاعها أو في حال عدم تحقيقها لمعايير الفئة المصنفة عليها خلال المدة المشار إليها في الفقرة السابقة، جاز للهيئة وقف العمل بالترخيص السياحي لمدة لا تتجاوز ثلاثة أشهر.

وفي حال عدم التزام الفنادق أو الشقق الفندقية بتعديل أوضاعها خلال فترة وقف العمل بالترخيص السياحي، جاز للهيئة تخفيض تصنيف الفندق أو الشقة الفندقية إلى الفئة الأدنى، وذلك كله دون الإخلال بحق الهيئة في اتخاذ الإجراءات القانونية المنصوص عليها في المادة (١١) مكرراً من المرسوم بقانون رقم (١٥) لسنة ١٩٨٦ بشأن تنظيم السياحة.

المادة الرابعة

مع عدم الإخلال بالمسئولية الجنائية أو المدنية، للهيئة عند مخالفة أحكام هذا القرار تطبيق الجزاءات الإدارية المنصوص عليها في المادة (٤) من المرسوم بقانون رقم (١٥) لسنة ١٩٨٦ بشأن تنظيم السياحة.

المادة الخامسة

يُلغى القرار رقم (٤) لسنة ٢٠١٥ بشأن تصنيف الفنادق والشقق الفندقية وخدمات تقديم المأكولات والمشروبات بالفنادق.

المادة السادسة

على الرئيس التنفيذي لهيئة البحرين للسياحة والمعارض تنفيذ أحكام هذا القرار، ويُعمل به من اليوم التالي لتاريخ نشره في الجريدة الرسمية.

وزير السياحة

فاطمة بنت جعفر الصيرفي

صدر بتاريخ: ٢٦ رجب ١٤٤٥هـ

الموافق: ٧ فبراير ٢٠٢٤م

First: Types of licenses for authorized outlets according to hotel classification

Hotel apartments of all categories	At least one main restaurant “All day dining-Main Restaurant” is mandatory. Four-star category allows only one Café, optional. Five-star category allows one Cafe at least, mandatory.
One-, two- and three-star hotels	At least one main restaurant “All day dining- Main Restaurant” is mandatory. One Café only, optional.
Four-star hotels	At least one main restaurant “All day dining- Main Restaurant” is mandatory. At least one Café is mandatory. At least one Speciality restaurant for tourist services is mandatory. One Lounge or more, optional. One Lounge Club or more, optional.
Five-star hotels	At least one main restaurant “All day dining” is mandatory. At least one Café is mandatory. At least one Speciality restaurant for tourist services is mandatory. One Lounge or more, optional. One Lounge Club or more, optional.

Second: Food and beverage services in hotels and hotel apartments

Authorized facilities and their operating times	
The facilities designated for providing food and beverage services at the headquarters of authorized hotels and hotel apartments are limited to the facilities listed as follows:	
Restaurants dedicated for tourist services	The hotel's main restaurant "All day dining-Main Restaurant" is not allowed to operate from three in the morning until six in the morning. "Specialty Restaurant" is not allowed to operate from three in the morning until six in the morning. "Fine Dining" restaurant, which is not allowed to operate from three in the morning until six in the morning
Café	Café service can provide Take Away service, provided that its requirements are met. It is not allowed to work from three in the morning until six in the morning.
Lounge	A lounge that is allowed to work from seven in the morning until three in the morning.
Lounge Club	It is permitted to work from nine in the evening until three in the morning.
The nature of these facilities and their services shall be in accordance with what is stated in the attached classification.	

Third: Entertainment Activities

It is permitted to recruit and work artists, artistic bands and music players in hotels as follows:	
Hotel apartments of all categories	It is not permitted to recruit or work artists, artistic bands, and music players.
One-, two- and three-star hotels	It is not permitted to recruit or work artists, artistic bands, and music players.
Four-star hotels	It is allowed to bring artistic bands and music players into the (Lounge Club) It is allowed to bring artistic bands and music players into the (Lounge). It is permitted to bring in artistic bands that practice singing and playing, and music players only in (Speciality Restaurant) It is allowed to bring artistic bands that practice singing and playing only in the main restaurant (All Day Dining).
Five-star hotels	It is allowed to bring artistic bands and music players into the (Lounge Club) It is allowed to bring artistic bands and music players into the (Lounge). It is permitted to bring in artistic bands that practice singing and playing, and music players only in (Speciality Restaurant) It is allowed to bring artistic bands that practice singing and playing only in the main restaurant (All Day Dining).
In all cases, the work of artists, artistic bands, and music players in hotels shall not exceed the time specified for this by the relevant administration, and they must commit to stopping entertainment activities at the time specified for that.	

Fourth: General requirements

• The attached standards and requirements determine the nature of work of each type of authorized outlet.
• It is necessary to obtain the approvals of the relevant government authorities, depending on the circumstances, when licensing the outlet or renewing its license.
• Each facility must list the hotel service charge and the special service charge on the list.
• It is strictly prohibited to serve or sell alcoholic beverages to anyone under 21 years of age in all tourist establishments.
• It is permitted to charge an entry fee for outlets (Cover Fee) after obtaining permission from the relevant administration and filling out the form prepared for that purpose and in accordance with the requirements determined by the relevant administration.
• It is not permissible to hold special events or rent the outlets in any way without prior permission from the relevant department of the Bahrain Tourism and Exhibition Authority.
• The license applicant is obligated to submit the design of the outlet and the nature of its work when requesting the license and may not change its nature or design without notifying the relevant department.
• The licensee is obligated to obtain prior permission from the relevant department of the Bahrain Tourism and Exhibition Authority for the work of artists, artistic bands, and music operators in the outlets as described above.
• The licensee is obligated to install soundproofing in the outlets in a way that does not disturb public peace and does not cause inconvenience to the residents of the hotel or its surrounding areas.

Fifth: Hotel Classification Manual

Introduction

The Hotel classification system identifies five different star categories which are further specified in 11 designators for the hotel categories. Table 1 outlines the different categories, license types, and classifications in the new Hotel accommodation system.

Table 1 Hotel designators and classifications

Category	Designators	Classifications
Hotels	Airport Hotel	1-5*
	Apartment Hotel	1-5*
	Beach Hotel	1-5*
	Boutique Hotel	4-5*
	Business Hotel	1-5*
	City Hotel	1-5*
	Convention Hotel	1-5*
	Family Hotel	1-5*
	Floating Hotel	4-5*
	Golf Hotel	4-5*
	Mixed Use	3-5*
	Resort Hotel	3-5*
	Shopping Hotel	3-5*

Hotels accommodate the of Bahrain's visitors and can therefore be said to have the most significant role to play in shaping a positive tourism experience. Hotels are not just places to sleep; they typically provide a wide range of services, facilities, and activities to feed, pamper, entertain, and excite our visitors. It is therefore no wonder that the hotel classification requirements in this manual are the most extensive in giving guidance to hoteliers to deliver the best possible experience to our visitors.

Hotel System Focus Areas

The hotel system has eight focus areas which impact the guest experience. Table 2 lists these areas and provides a description of what they represent.

Table 2 Focus Areas of Hotel Standards

Focus Area	Description
1) General Requirements	Administrative, legal, and other requirements
2) Public Areas	Requirements focussing on the hotel's public areas, building, safety and security and access control.
3) Guest Rooms	Requirements focussing on the individual guest rooms.
4) Guest Bathrooms	Requirements focussing on the individual guest bathrooms.
5) Guest Services	Requirements focussing on services offered to hotel guests.
6) Food & Beverage	Requirements focussing on the provision of Food & Beverages
7) Staffing	Requirements focussing on staffing policies and practices
8) Service Quality	Requirements focussing on the management and monitoring of service quality.

Hotel System Elements

To ensure that all areas of the hotel operation that influence the guest experience are well covered, the system covers a total of six elements that are defined in table 3.

Table 3 System Elements and their definitions

System Elements	Definition
1. Minimum Mandatory Criteria	*Criteria that reflect minimum expectations of the traveller and need to be **completely fulfilled** for each respective category*
2. Rating Criteria	*Criteria that reflect the quality of the hotel's infrastructure. Rating requirements focus on the quality of materials used, state of maintenance, presentation, and cleanliness. Hotels need to achieve a **minimum final score** for each respective classification category.*
3. Scoring Criteria	*Criteria that are not a traveller's minimum expectation but do create substantial value in the guest experience. Also here, hotels need to achieve a **minimum final score** for each respective classification category.*
4. Product Designators	*A term indicating the specific target group or hotel features that attracts a certain target group. The designator gives assurance that the specific services and facilities required by such target group are provided for. Product designator requirements comprise of **Minimum Criteria** that must be achieved; however, the application for a product designator is **voluntary**.*

The system criteria have been reviewed and enhanced by adding criteria that contemporary hotel guests expect, deleting out-dated criteria, restructuring criteria that were identified to be in the incorrect place in the system, and rewording criteria that may have presented a bias.

Minimum Mandatory Criteria

The minimum mandatory criteria reflect today's traveller minimum expectations of a hotel in the respective category. Minimum Mandatory Criteria provide the foundation of the system and the five categories in it and aims to ensure that the minimum Expectations of the guests of the respective category are fulfilled. The minimum mandatory criteria are detailed in chapter 1.

Rating Criteria

Rating criteria refer to those criteria that are responsible for the quality perception of the guest of the hotel's infrastructure, accessories or amenities and focus on cleanliness, state of maintenance, and the quality of materials used in the hotel's infrastructure. The rating scores have a strong focus on Guest Bedrooms (40%) and Public Areas (30%) and further focus on Guest Bathrooms (20%) and Food & Beverage Areas (20%). Table 4 presents the required minimum scores that need to be achieved for each classification category.

Table 4 Minimum Rating Requirements for each Hotel Classification

Rating	Rating Requirement (Max 400)	Standard on Total Points %	Minimum score for any Individual Standard
1 Star	240	60%	40%
2 Star	260	65%	40%
3 Star	300	75%	60%
4 Star	340	85%	60%
5 Star	360	90%	80%

From table 4 it can be seen that a one-star hotel will have to score 60% of the total points, thus 210 points, and cannot score below 40% on any one standard. A five-star hotel will need to achieve a total score of 90% of the total points and cannot score below 80% on any one standard. The detailed rating criteria are detailed in chapter 2.

Scoring Criteria

Scoring criteria refer to facilities or services that present a value but are not necessarily vital to a minimum expectation of a guest when considering the respective star rating. The scoring criteria thus represent an element of the system of objective tangible facilities and services that add value to the guest, but do not comprise a must. Criteria are presented that contemporary research shows are valued by today's hotel guest with a rating structure that is based on the perceived value of those requirements. The scoring criteria are presented in chapter 3. The minimum scores for each classification category are presented in table 5.

Table 5 Minimum Scoring Requirements Hotels

Rating	Required %	Total Score
1 star	40%	90
2 star	50%	113
3 star	60%	135
4 star	70%	158
5 star	80%	180
Total	**100%**	**225**

From table 5 it can be seen that the minimum percentage score for the scoring requirements ranges from 40 to 80 percent of the available points. This means that, for instance, a three-star hotel needs to achieve 135 points on the scoring criteria which is 60% of the total points that can be achieved.

Hotel Designators

In addition to the 1–5-star rating, the hotel system makes provision for hotels to position themselves by obtaining a 'designator'. This allows travellers to easily identify the 'type' of hotel that they are looking for over and above comfort and service level. A total of 10 designators apply that are applicable to different hotel classification as indicated in table 1.

Designators are awarded after the hotel has met the requirements of the respective designators. Certain designators may create exemptions from Minimum Mandatory Criteria. An example is the designator of airport hotels that exempts the hotel with complying with minimum room sizes if it is situated right at the airport.

The Hotel Classification Process

This section outlines the processes involved in applying for and renewing the hotel classification. First an outline is presented in the entire system after which the typical processes are outlined.

The classification process is designed to be both efficient and effective. Figure 1 outlines how the different elements of the system are approached from a process perspective:

Figure 1 The classification process



In figure 1, the following processes are outlined:

1) A hotel will first need to comply with the *Minimum Mandatory Criteria* for its category. These criteria reflect the minimum expectations that a guest would have of the rating applied for and must be fulfilled.
2) Second, it needs to obtain a minimum score for its respective category on the *Rating Criteria*. These criteria represent subjective tangible criteria that represent the respective category, and also have a minimum score that needs to be obtained on each individual criteria depending on the classification category being pursued.
3) Third, a minimum score needs to be attained on the *Scoring Criteria*. The scoring criteria represent objective tangible criteria that add value to the guest but do not necessarily reflect a minimum expectation.
4) The Hotel Classification is determined by the first three steps of the process and is awarded based on the complete fulfilment of the Minimum Mandatory Criteria and the attainment of the minimum scores for the Rating and the Scoring Criteria, though simultaneously, one or more *Hotel Designators* may be applied for. The awarding of a designator requires minimum criteria to be fulfilled that differ per classification.

Implementation & Industry Support

The enhanced criteria have been drafted with the existing hotel infrastructure in mind. The intention is to avoid scenarios whereby an existing hotel would have to incur significant costs to maintain its hotel classification. Therefore, most criteria are expected to impose only minor expenses, or may apply only to newly built hotels. The conditions surrounding such requirements are indicated in the criteria chapters by means of footnotes. Changes to processes may be occur from time to time and will be communicated by the Bahrain Tourism and Exhibitions Authority in writing.

a) Online System

The classification system is integrated in a comprehensive Online System that maintains all available data on Bahrain's hotels. It facilitates the identification of improvement areas for hotels and maintains a history on communications and actions involving a hotel including its inspection cycle.

b) Self-Assessment

To enhance the participation and feedback from the hotel industry, hotels can be registered in the system for *Self-Assessment* preceding the formal assessment. With this facility, the Department expects to create a positive dialogue with the hotel industry with mutual benefit.

c) Complaints and Appeals

Each hotelier has a right to appeal or complain about a standard, process, its interpretation, or execution. The Department has procedures in order to handle all customers' complaints in a professional and timely manner. The following principles govern this process:

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

Classification and Inspections

The classification process will be implemented periodically every four years by prior notification of the Bahrain Tourism and Exhibitions Authority, followed by inspection visits to make sure all deficiencies are addressed.

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

Initial Inspections

When a new hotel applies for any type of short stay accommodation license, an inspection will be held to verify, rate, and score the infrastructure of the accommodation prior to it being allowed to operate.

Soft Opening

Upon completion of the construction work and acquiring Civil defense Certificate, an inspector will perform an inspection of the building in order to issue a temporary operating license to allow for a 'soft opening'

The above temporary operating license is conditional based on the below stipulations:

1- **Duration:** The duration of the temporary license is for a period not exceeding 3 months. No renewal or extension beyond the 3 months period except with genuine justification that the concerned department of Bahrain Tourism and Exhibition Authority sees appropriate.
2- **Monthly Reports:** The License holder shall send monthly reports on the progress of his readiness to achieve full operation.
3- **Compliance:** The License holder shall always be obliged to all the obligations and requirements mentioned in the Tourism Laws, regulations, and circulars.

The concerned department at Bahrain Tourism and Exhibitions Authority may suspend the temporary license in case of non-compliance with the above stipulations.

Periodic Inspections

After an initial license and classification has been awarded, the Bahrain Tourism and Exhibitions Authority will conduct annual or bi-annual inspections to ensure that standards continue to be met. Periodic Inspections can be in a form of comprehensive list as in the classification manual or in form of short list of basic elements specificed by the department.

Inspections after a complaint has been received by the Department.

Should the Department receive a complaint about an establishment, it has a responsibility to investigate the complaint, and this may include an inspection visit of the establishment

Spot check inspections carried out ad hoc by the Department.

Department inspectors may conduct spot checks on an ad hoc basis in order to ensure that establishments are complying with the required standards of both their license and the respective classification. This may be in the form of announced, unannounced

Building status

The Department conducts a comprehensive inspection of the building status every 4 years to evaluate the upkeep of the building and periodic renovation. This inpsection includes the general maintaince, walls , facades, painting..etc.

Violations

It may occur that during a classification inspection, inspectors identify serious violations that may:

1. Jeopardise the safety of guests;
2. Are unhygienic to the extent of creating a health hazard;
3. Jeopardise the reputation or the good order in the Kingdom;
4. Comprise an illegal activity; or
5. Not fulfilling the requirements of any other government authority, specially these related to Health and Safety like Public Health requirements and Civil Defence requirements.

Inspectors, by nature of their job, are bound to report any of these matters, and may decide to close part of the hotel, or the entire hotel.

Exemptions on Minimum Mandatory Criteria

Despite elaborate research and test runs that lie at the basis of the classification system, it may be that existing hotels cannot comply with a requirement in their respective category. In such case the hotel may apply for exemption of the respective requirement. This exemption request needs to specify:

1. Why the hotel cannot comply with the specific requirement.
2. How it seeks to overcome the lack of compliance in terms of the guest experience.

The department will review each request based on:

a. The reasoning provided by the hotel;
b. The impact on the guest experience; and / or
c. The further compliance with Minimum Mandatory Criteria, and the respective scores on the Rating Criteria and Scoring Criteria.

1. Hotel Minimum Mandatory Criteria

The objective of the Minimum Mandatory Criteria is to:

1. Provide the foundation of the system and the five classification categories.
2. Ensure that the Minimum Expectations Guests are fulfilled at all times.

1.1 General Standards

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.1.1 General Requirements	1.1.1.1	Hotel staff are available to guests 24 hours a day, 7 days a week				
	1.1.1.2	Maintain accounting books, records and data related to the business for a minimum of five years.				
	1.1.1.3	Display the name of the establishment on all records, invoices, correspondence, and brochures of the establishment, in Arabic and English.				
	1.1.1.4	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.				
	1.1.1.5	5- and 4-star hotel must have a website with latest and up-to-date information and a booking service		-		
	1.1.1.6	The hotel should have general maintenance and preventive maintenance of the hotel record every four years with evidence being provided.				

1.2 Public Areas

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.2.1 Exterior	*1.2.1.1*	Hotel entrances are controlled 24 hours a day by security camera(s), as per regulations of the Kingdom "Ministry of Interior". Camera records to be kept for a minimum of 4 months.				
	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.				
	1.2.1.3	Sufficient lighting in all areas where the members of the public, employees and guests will frequent to ensure safety.				
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 done in a manner that is suitable for the environment and location of the establishment.				
	1.2.2.2	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 signboards in public areas are in Arabic and English; signboards are signs promoting the property name and should be readable at night.				
	1.2.3.2	The Classification Certificate is clearly displayed in the reception area[1]				
	1.2.3.3	The Classification signboard is clearly displayed outside the main entrance [2]				
	1.2.3.4	Signage on or near doors of guest rooms indicating the room number.				

[1] Criteria 1.2.3.2 & 1.2.3.3 Only applies to existing hotels, for new hotels only after first reclassification visit.
[2] Criteria 1.2.3.2 & 1.2.3.3 Only applies to existing hotels, for new hotels only after first reclassification visit.

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.2.3.5	On each floor signs indicating the direction of specific room numbers are required in the corridors. Signage in the lobby area of the hotel is required if direction is not obvious.				
1.2.4 Guest Security & Access	1.2.4.1	A safety deposit facility is available at the reception of the establishment to allow for the keeping of guest valuables.		-		
	1.2.4.2	A security guard/guards is available upon Ministry of Interior requirements				
1.2.5 Safety & Comfort in Public Areas	1.2.5.1	Corridors and stairs, including emergency routes are in a good state of repair and are free from obstacles/hazards.				
	1.2.5.2	Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings				
	1.2.5.3	Air conditioning maintains comfortable temperature, 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	All corridors should be well lit, clean well maintained				
	1.2.5.6	Width of corridors to allow for guests to pass comfortably and can accommodate luggage trolleys to pass by easily.				
1.2.6 Maintenance	1.2.6.1	Interior fixtures and buildings are well maintained and are in a clean and hygienic condition.				
	1.2.6.2	Electrical equipment must be safely maintained and in good working condition. Records should be kept showing preventative maintenance plans and repair records.				
	1.2.6.3	Maintenance service is available 24 hours per day.		Maintenance service is available 18 hours per day.		
1.2.7 Entrances	1.2.7.1	The Hotel has its own entrance, separate from a restaurant or another establishment[3].				
	1.2.7.2	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 Public Health Directorate at Ministry of Health.				
	1.2.7.3	The Hotel's entrances facilitate access for disabled Guests, in accordance with the official government entity.				
	1.2.7.4	Separate service or delivery entrance.			-	-
	1.2.7.5[4]	A shaded driveway near to the entrance wide enough for two cars able to pass by next to each other.		-	-	-
1.2.8 Reception Area	1.2.8.1	There is a clearly designated reception area with a nearby seating area.				
	1.2.8.2	The reception staff is available 24 hours.				
	1.2.8.3	Fully stocked First Aid kit available behind the reception area and potentially more as designated by the Civil Defence.				
	1.2.8.4	A Property Management System in place, suitable to the size of the property				
	1.2.8.5	Staff that can speak Arabic and English is		Staff that can speak Arabic and English is available to be called to assist on each shift.		

[3] Hotels with the Designator 'Mixed Use' may be exempted.

[4] Existing or new hotels may be exempted if the location does not allow for this standard.

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		available at the front desk at all times.				
	1.2.8.6	Appropriate background music played in the lobby/reception area.				
	1.2.8.7	Concierge / Guest Relations Service 24 hours per day. The concierge has all relevant and most recent tourism information and aware with all tourism information. Concierge must be aware of all tourism activities. A high level of training is expected with training records of concierge staff available as evidence.		-	-	-
1.2.9 Seating Area Lobby Lounge	1.2.9.1	A sitting area is provided with sufficient comfortable seating, available throughout the day				
	1.2.9.2	Air conditioning provides an ambient temperature of 18c-23c.				
	1.2.9.3	Sufficient lighting to allow guest to see comfortably				
1.2.10 Elevators	1.2.10.1	All elevators must meet the requirements of the government entity "Civil Defence"				
	1.2.10.2	Clearly marked floor numbers in all elevators.				
	1.2.10.3	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.				
	1.2.10.4	Elevators must allow access for disabled visitors.				
	1.2.10.5	Elevators must have a ventilation system that is in working order.				
	1.2.10.6	The hotel has separate service elevators based on services provided "traffic study must be conducted". Existing hotels without service elevators minimise combined traffic especially during peak hours.				
1.2.11 Public Toilets	1.2.11.1	At least one public toilet near the reception area and similar near F&B outlets, clean and in good condition, reflecting hotel's respective star rating: a) At least one toilet stall must be accessible for disabled guests at each cluster of public toilets				
	1.2.11.2	Each Washbasin is equipped with: a) Mirror. b) Hot and cold water. c) Liquid Soap in a dispenser				
	1.2.11.3	Individual Hand Towels are available near each washbasin.		Paper towels or hot air dryer is available near each washbasin.		
	1.2.11.4	Wastepaper basket with lid (of non-flammable material)				
	1.2.11.5	Adequate ventilation in the form of an extractor fan, or built-in ventilation.				
	1.2.11.6	An internal lock on each stall or door				
	1.2.11.7	Air freshener				

1.3 Guest Rooms

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.3.1 General Safety & Security	1.3.1.1	Emergency and fire evacuation plan and emergency telephone numbers are posted in each room in Arabic and English				
	1.3.1.2	A safety deposit box is available in all guest rooms.			-	-
1.3.2 Room Sizes (incl. bathroom)	1.3.2.1[5]	Standard 30m² Suites 50m²	Standard 26m² Suites 45m²	Standard 22m² Suites 35m²	Standard 20m² -	
1.3.3 Suites	1.3.3.1	At least 5 % of all rooms are suites.	At least 2 % of all rooms are suites.	-	-	
1.3.4 Non-Smoking Rooms	1.3.4.1	A minimum of 50% of all rooms is designated to be Non-smoking rooms. All non-smoking rooms are to be located in designated floors/areas. Smoking is not allowed in the corridor or lift of the designated area(s), and this is indicated and enforced clearly.				
1.3.5 Rooms for Disabled Guests	1.3.5.1	A minimum of one percent of all rooms (with a minimum of one) is suitable for special needs guests by providing the following facilities: 1. Wider doors to enable easy access, at least 0,815m (recommended 0,9m). 2. Guest room door has a second peephole for a guest in a wheelchair. 3. Wider bathroom doors, at least 0,815m (recommended 0,9 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 special needs guest. 11. Telephones in the rooms are available with large buttons and a flashing light when the phone rings. 12. A portable 'vibrating alarm' available on request for guests who may have difficulty in responding to an audible fire alarm. 13. Doorbell with visual signal, in the form of flashing lights. 14. An adjourning room with inter-leading door for a caregiver.				
1.3.6 Housekeeping	1.3.6.1	All bedrooms are cleaned daily.				
	1.3.6.2	All beds are made daily.				
	1.3.6.3[6]	Bed linen changed daily.		Bed linen changed every other day and upon check out of a guest.		
	1.3.6.4	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.				

[5] Exemption from this criterion may be given depending on reasoning of hotel if justifiable, refer to exemption part of this manual on pg. 10.

[6] It is allowed for hotels to work with 'guest cards' that the guest can use to have the linen changed. When such practice is established, the hotel may deviate from requirement 1.3.7.3

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.3.6.5	Mattresses should be dated and turned at least every 3 months.				
	1.3.6.6	Exterior or sealed window cleaning at least every 12 weeks in a cyclical manner prioritising high traffic areas with records kept.		Exterior or sealed Window cleaning at least every 16 weeks in a cyclical manner prioritising high traffic areas with records kept.		
1.3.7 Housekeeping Making of Beds	1.3.7.1	Two clean pillows per person with a clean pillowcase and a pillow protector.		Two clean pillows per person with clean pillowcases.		
	1.3.7.2	One clean top and one clean bottom sheet.				
	1.3.7.3	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.				
	1.3.7.4	Spare pillows and blankets available on request.				
	1.3.7.5	Bed and base sets that are durable, hygienic, and comfortable with thick matrasses of high quality.				
1.3.8 Beds	1.3.8.1	Bed sizes minimum: Single Beds: 100 x 200 cm Double Beds: 180 x 200 cm		Bed sizes minimum: Single beds: 90 x 190 cm Double beds: 160 x 190 cm		
	1.3.8.2	All beds have access from both sides.				
	1.3.8.3	All mattresses are clean, well maintained and are fitted with mattress protectors or under-blankets.				
	1.3.8.4	Cots (baby beds) available on request in a good, clean condition. Cots are stored hygienically.				
1.3.9 Furnishings	1.3.9.1	A bedside table is provided for each person (or one between two beds). The bedside table should match the design of the room and be in good condition		-		
	1.3.9.2	Desk with chair in good condition and suitable for the user.				
	1.3.9.3	Desk lamp is provided in working order and suitable for the user.				
1.3.10 Seating	1.3.10.1	One comfortable seating space per guest in the room. This can be an armchair, couch, or chaise longue		One comfortable seating space in the room.		-
1.3.11 Windows & Curtains	1.3.11.1	Windows of guest rooms and other public areas of the establishment should be lockable.				
	1.3.11.2	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 room.			Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows.	
	1.3.11.3	All windows in guest rooms must be double-glazed and made of safety / laminated glass, as are any glass doors.[7]				

[7] Older buildings may apply for exemption, see exemptions on page 10.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.3.12 Doors	1.3.12.1	Entry door has a primary lock and a secondary lock and door chain that can be opened with an electronic key card.				
	1.3.12.2	Entry door has a peephole.				
	1.3.12.3	Doors to connecting rooms are equipped with a deadbolt lock and a soundproof double door system. Each room can only open one door.				
	1.3.12.4	Guest rooms should be able to be locked from inside without the use of a key.				
1.3.13 Lighting	1.3.13.1	General room lighting controlled by switch near the main door of the guest room				
	1.3.13.2	A bedside or headboard reading light for (and controllable by) each person.				
	1.3.13.3	All light bulbs should be LED, energy saving, functioning and, unless decorative, have a shade or cover.				
1.3.14 Flooring	1.3.14.1	Fully fitted carpet or acceptable alternative flooring (wood/ parquet/ marble/ ceramic tile) is provided and should be in good state of repair and clean.				
1.3.15 Wardrobe	1.3.15.1	Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with enough wooden coat hangers, padded hangers, and wooden trouser clips sufficient to the occupants of the room. Additional hangers upon request		Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room hangers or hooks per room with additional hangers upon request.		
	1.3.15.2	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 hotel room.				
1.3.16 Mirror	1.3.16.1	One full-length mirror (minimum 1.6m long) in each room. This can be part of the bedroom wardrobe.				
1.3.17 Telephones and Directory	1.3.17.1	Direct dial telephones offered in all guest rooms				
	1.3.17.2	All in-room phones display the hotel telephone number and the bedroom extension or number.				
	1.3.17.3	Guest Services directory available in all guest rooms digitally whether via TV or QR Code or Hotel App 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. Both an internal extension, number and the number of a credible information source where reliable information can be obtained.		-		

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		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 Television	1.3.18.1	Smart flat screen colour television with remote control of at least 40 inches.		Flat screen colour television with remote control of at least 32 inches.		
	1.3.18.2	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 Qibla Direction Indicator	1.3.19.1	Each room must have a Qibla indicator on the ceiling or other visible place showing direction of Mecca that can be easily seen by the guest.				
1.3.20 Quran and Prayer Mat	1.3.20.1	Quran and Prayer mat are available on request.				
1.3.21 Accessories	1.3.20.1	Two free power sockets and two USB points next to the desk and next to the bed for use of electrical / electronic equipment with international plugs available on request.		Two free power sockets conveniently located for use of electrical/electronic equipment with international plugs available on request.		
	1.3.21.2	An ashtray if smoking is permitted. Matches available on request.				
	1.3.21.3	Washable, wastepaper basket made of non-flammable material.				
	1.3.21.4	A luggage rack or designated space for at least one suitcase.				
	1.3.21.5	Ironing board and iron available upon request. Both should be clean and in good condition.				
	1.3.21.6	One glass bottle of drinking water per guest (min 300ml) with one drinking tumbler per guest hygienically presented and replenished daily.			-	-
	1.3.21.7	Each room has coffee and tea-making facilities that are replenished daily.		-		
	1.3.21.8	Writing materials and paper are available in each room upon request.		-		

1.4 Guest Bathrooms

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.4.1 Housekeeping	1.4.1.1	All bathrooms are cleaned daily.				
	1.4.1.2[8]	Bath linen changed every day.		Bath linen changed every other day.		
1.4.2 Fixtures & Accessories	1.4.2.1	All bathrooms are equipped with sealed non- porous surfaces to floors and walls.				
	1.4.2.2	All bathrooms have a washbasin with hot and cold indicating taps and running water.				
	1.4.2.3	All rooms have a walk-in shower suitable to rating of property.		All rooms have a shower.		
	1.4.2.4	Shower has screen or (sliding) door(s)				
	1.4.2.5	Cold and hot running water provided.				
	1.4.2.6	Toilet hose with running water near to the toilet				
	1.4.2.7	Toilet with seat and lid. Toilet paper roll holder and toilet paper and one spare roll of toilet paper in the bathroom.				
	1.4.2.8	Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bathmat per room			Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel	
	1.4.2.9	A towel ring or hanging rack for towels.				
	1.4.2.10[9]	*Liquids 30ml* *Soap 30 gr* Body Lotion Conditioner Cosmetic kit Dental kit* Nail care kit* Sanitary Bags Sewing kit* Soap Shampoo Shaving kit* Shoe Polish Kit Shower Cap Shower Gel	*Liquids 25ml* *Soap 25 gr* Body Lotion Conditioner Cosmetic kit Dental kit* Nail care kit * Sanitary Bags Sewing kit* Soap Shampoo Shaving kit * Shoe Polish Kit Shower Cap Shower Gel	*Liquids 20ml* *Soap 20 gr* Body Lotion* Conditioner* Dental kit* Nail care kit * Sanitary Bags* Sewing kit* Soap Shampoo Shoe Polish Kit Shower Cap* Shower Gel	*Liquids 20ml* *Soap 20 gr* Soap Shampoo Shower Gel	*Liquids 20ml* *Soap 20 gr* Soap Shampoo
	1.4.2.11	A light with shade or cover with waterproof housing.				
	1.4.2.12	Insulated electric razor outlet (waterproof) within easy reach of the mirror.[10]				
	1.4.2.13	Mirror with light above or adjacent to washbasin.				
	1.4.2.14	Hook available on door or wall				
	1.4.2.15	Running water is available at all times with adequate pressure (3 Bar) for bathing and washing.				

[8] It is allowed for hotels to work with a system whereby by hanging towels the guest indicates to want to re-use them. When such practice is established with visible communication, the hotel may deviate from requirement 1.4.1.2

[9] Hotels are encouraged to offer amenities through dispensers and to avoid single use plastics 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. For 4- & 5-star hotels, amenities must be branded.

[10] Older buildings may apply for exemption if unable, see exemptions on page 10.

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.4.2 Fixtures & Accessories	1.4.2.16	If there are any windows in the bathroom, they should be covered so as to not appear transparent.				
	1.4.2.17	Adequate ventilation through extractor fan built-in ventilation.				
	1.4.2.18	Waste bin with lid made of non-flammable material.				
	1.4.2.19	Hair dryer is available in (bath) room of at least 1200 Watt.		Hair dryer available on request of at least 1200 Watt.		
	1.4.2.20	Scale available in bathroom or on request.			-	-

1.5 Services and Amenities

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.5.1 Porter Service	1.5.1.1	24-hour room porter service by designated porter staff.		16-hour room porter service. Reception staff to help if there is no porter.	8-hour room porter service. Reception staff to help if there is no porter.	
1.5.2 Wake Up Calls	1.5.2.1	Wakeup call service available 24 hours including a reminder.				
1.5.3 Luggage Service	1.5.3.1	Luggage Room available in the lobby/entrance area.				
1.5.4 Wheelchair	1.5.4.1	Wheelchair available on request				
1.5.5 Internet Access	1.5.5.1	High Speed Wi-Fi Internet is available throughout the hotel and all outdoor areas of the hotel used by guests. Internet is free of charge for guests.				
1.5.6 Laundry Service	1.5.6.1	Laundry and dry-cleaning services are available. No single use plastic laundry bags allowed.				
	1.5.6.2	Same day service and 3-hour express service (dry cleaning, 24 hours).	Same day or overnight service. (dry cleaning, 24 hours).	Laundry returned within 24 hours.		
1.5.7 Valet Parking	1.5.7.1	Available 24 hours per day.	Available 16 hours per day.	-		
1.5.8 Parking	1.5.8.1	Parking facilities are provided as per the approval of the Ministry of Municipality.				
1.5.9 Medical Services	1.5.9.1	A doctor and emergency medical services are available on call, or medical referral services are available, 24 hours a day.				
1.5.10 Cell Phone Reception	1.5.10.1	Good cell phone reception with latest technology available in all guest areas of the hotel, if required through a mobile reception booster.			-	-
1.5.11 Swimming Pool	1.5.11.1	A swimming pool on site that complies with the following conditions: a) Lifeguards on duty during opening hours after hours a		If a pool exists, compliance is applicable as for 4- and 5-star hotels.		

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		pool alarm is in place. More lifeguards are required when pool size or layout limits full visibility of one lifeguard.[11] b) Stairs with balustrades c) Signage with opening and lifeguard hours and indemnity signage d) Temperature thermometer with actual temperature visible to guests				
1.5.12 Health Club	1.5.12.1	A Health Club / Gym on site		-	-	-
1.5.13 Spa	1.5.13.1	Spa facility on site that offers a variety of professionally administered spa services.	-	-	-	-

[11] 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 Food & Beverage

1.6 Food & Beverage	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.6.1 On-Site Restaurants	1.6.1.1	One full-service restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities in the hotel property.[12]			Breakfast dining room.	
1.6.2 Breakfast	1.6.2.1	Breakfast buffet or equivalent in the dining room. Breakfast served up to at least 10:30 am.			Continental breakfast served in the dining room at least till 10:30 am.	
	1.6.2.2	Local authentic dishes served at breakfast.		-	-	-
1.6.3 Room Service	1.6.3.1	Room Service available 24 hours. Menu and telephone service offered in Arabic and English. Availability of dishes over the 24-hour period is indicated.		-	-	-
1.6.4 Mini Bar	1.6.4.1	Mini bar in all rooms. If stocked, with an itemized price list of all mini-bar items.		-	-	-
1.6.5 F&B Mandatory Standards	1.6.5.1	The F&B outlets of the hotel must comply with the F&B Mandatory standards for its respective category as published in BTEA F&B Mandatory Standards Guide. Please refer to chapter 4 of this manual.				
1.6.6 Shisha	1.6.5.2	Shisha is not allowed in the main restaurant, unless provided in outdoor space				

1.7 Staff Development

1.7 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.7.1 Staff Training & Development	1.7.1.1	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented.				
	1.7.1.2	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.				
	1.7.1.3	The hotel can display evidence of an introduction / orientation training of all new staff that includes: 1. A Health and Safety training 2. Testing of English / Arabic language capability				
1.7.2	1.7.2.1	All staff uniforms must be fitting, in good condition				
	1.7.2.2	All staff members must have nametags.				

[12] For specific requirements, please refer to the BTEA F&B Mandatory Standards Guide.

1.7 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
Staff Appearance	1.7.2.3	All staff members must have a clean, hygienic and presentable appearance.				
1.7.3 Staff Satisfaction	1.7.3.1	The hotel should measure its staff satisfaction at least annually and use this information to improve working conditions (e.g. staff motivation program). Records of this practice should be available.				
1.7.4 Staff Handbook	1.7.4.1	The hotel has a staff handbook that describes, within the context of the national labour law: 1. All policies and procedures of the company. 2. All rights and responsibilities of staff. 3. All applicable health and safety requirements. 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.				

1.8 Guest Satisfaction Monitoring

1.8 Guest Satisfaction Monitoring	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.8.1 Guest Engagement	1.8.1.1	The hotel actively engages with guests on at least 3 social media platforms (e.g., Facebook, Twitter, TripAdvisor.com, Bookings.com, Agoda.com, etc.)				
1.8.2 Complaint Resolution	1.8.2.1	The hotel has a system in place regarding the receiving, documenting, and resolving of complaints. Evidence of this is available.				

2. Rating Criteria

Rating criteria are intended to ensure that standards of facilities and amenities are representative of the respective hotel rating. Rating criteria thus focus on:

1. The quality of facilities and amenities.
2. The condition of facilities and amenities.
3. The cleanliness of facilities and amenities; and
4. The functionality of facilities and amenities.

Rating criteria are subjective and can thus only be assessed through a rating score whereby the inspector assesses the above four items, typically on a scale of 1-10. The weight of areas of the hotel operation is linked to the importance that the guest places on that area. Therefore, one will find many more areas, and thus points, allocated to guest rooms opposed to, for instance, certain public areas. The following table outlines the focus areas and point allocation.

Criteria #	Area	Points
2.2	**Public Areas**	**120**
2.2.1	Appearance of Building	10
2.2.2	Outdoor Areas and Landscaping	10
2.2.3	Housekeeping of Public Areas	10
2.2.4	Public Areas Décor, Walls, Ceilings & Curtains	10
2.2.5	Public Areas Furnishings & Fixtures	20
2.2.6	Public Areas Flooring	20
2.2.7	Public Areas Ventilation & Temperature	20
2.2.8	Public Areas Lighting	10
2.2.9	Public Toilets	10
2.3	**Guest Services**	**50**
2.3.1	Leisure and Wellness Facilities	15
2.3.2	Recreational Facilities	15
2.3.3	Marketing and Guest Experience	20
2.4	**Guest Bedrooms**	**120**
2.4.1	Housekeeping of Guest Bedrooms	10
2.4.2	Décor, Walls, Ceiling of Guest Bedrooms	10
2.4.3	Flooring of Guest Bedrooms	10
2.4.4	Curtains of Guest Bedrooms	10
2.4.5	Guestroom Furniture: Dresser, Wardrobe, Tables, desks and chairs	10
2.4.6	Guestroom Soft Furniture, Cushions, Mirrors, and Artwork	10
2.4.7	Guestroom Beds & Bedding	20
2.4.8	Guestroom Ventilation & Temperature	10
2.4.9	Guestroom Lighting	10
2.4.10	Spaciousness of Guest Bedrooms	10
2.4.11	Soundproofing of Guest Bedrooms	10
2.5	**Guest Bathrooms**	**60**
2.5.1	Housekeeping of Guest Bathrooms	10
2.5.2	Ventilation of Bathrooms	10
2.5.3	Guest Bathrooms Walls, Flooring, and Ceiling	10
2.5.4	Guest Bathroom Fixtures	10
2.5.5	Guest Bathroom Linens	10
2.5.6	Guest Bathroom Amenities	10
2.6	**Food & Beverage Outlets**	**50**
2.6.1	Spaciousness and Ambiance of F&B Outlets	10
2.6.2	Furniture and linen of F&B Outlets	20
2.6.3	Housekeeping of Food & Beverage Areas	20
	Total	**400**

2.2 Public Areas

2.2.1 Appearance of Building

Appearance of Building (Roadside Appeal)	Rating (10)
2.2.1.1 ❑ 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 that creates an enchanting appeal at nighttime. ❑ Very good, clear signage, well-maintained with functioning lighting and clean presentation ❑ Architectural features of the building are unique and suitable to the overall design of the building	Excellent 10
2.2.1.2 ❑ Good quality maintenance of exterior surfaces, though some natural weathering may be present. ❑ Good and clear signage. ❑ External lighting is functioning and creates an ambiance. ❑ All areas of paintwork are in sound condition with only minor flaws.	Good **8**
2.2.1.3 ❑ External appearance shows ageing (for example, wearing of steps). ❑ Signage is clear. ❑ No obvious structural defects or damage.	Sufficient 6
2.2.1.4 ❑ Areas of paint may be ageing and weathered. ❑ Visible defects, damage and cracks to exterior. ❑ No evidence of recent freshening up. Ageing signage.	Insufficient 4
2.2.1.5 ❑ Generally neglected appearance. ❑ Obvious structural defects or damage (for example, crumbling brickwork, cracked stone). ❑ Poor Materials, flaking paint, rotting exposed wood. ❑ Illegible signs.	Very Poor 0

2.2.2 Outdoor Areas and Landscaping (including outdoor leisure areas)

Outdoor Areas and Landscaping	Rating (10)
2.2.2.1 ❑ All driveways and entrances to the property are in an excellent condition and reflect the overall design of the property. ❑ Attractive design features at the entrance ❑ All (potted) shrubs, plants and trees are in excellent condition. ❑ All walkways and pathways are clean, well maintained and in excellent state of repair. ❑ External lighting reflects the overall design of the property and be sufficient to meet the safety requirements of the public. ❑ Out-door leisure areas are all very well constructed, maintained, clean, and tidy.	Excellent 10
2.2.2.2 ❑ Driveway and entrance to property are of a good standard, clean and well maintained. ❑ All pathways are clean and in a good state of repair. ❑ Good-quality ambient lighting and sufficient to meet the safety of public. ❑ Effort made to have some greenery in the form of shrubs/ trees/ plants though not perfect. ❑ Out-door leisure areas are overall well-constructed, maintained, clean, and tidy.	Good 8
2.2.2.3 ❑ Driveway and entrances are generally clean and maintained however with visible flaws. ❑ All pathways are clean and in an acceptable state of repair. ❑ Entrance is welcoming but basic. ❑ Sufficient lighting to meet the safety of public. ❑ Limited greenery at the entrances ❑ Out-door leisure areas are not very well constructed, maintained, clean or tidy.	Sufficient 6
2.2.2.4 ❑ In some areas, pathways, driveways, and entrances are in an inadequate state of repair. ❑ Entrances are not welcoming, but adequate for the user. ❑ Sufficient lighting to meet the safety of public is present only in some areas. ❑ No greenery at the entrance or in poor state. ❑ Out-door leisure areas are not at all well-constructed, maintained, clean, or tidy.	Insufficient 4
2.2.2.5 ❑ Entrance inadequate for the user ❑ Insufficient lighting to ensure safety for public. ❑ Pathway and driveway are in a poor state of repair. ❑ Serious lack of maintenance or cleaning in outdoor leisure area.	Very Poor 0

2.2.3 Housekeeping of Public Areas

Housekeeping of Public Areas	Rating (10)
2.2.3.1 ❑ 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. ❑ Fresh flowers, well-arranged, in a design that matches the concept/theme of the Hotel Establishment ❑ Newspapers, magazines, books are tidy and up-to-date. ❑ Windows to be spotless and without marks.	Excellent 10
2.2.3.2 ❑ Generally good level of vacuuming, sweeping, polishing, and dusting. ❑ Table surfaces are clean and polished. ❑ Windows are clean and clear of spots. ❑ Minor deviations can be noticed (e.g. some dust on frames), however not to the extent that guests would notice.	Good 8
2.2.3.3 ❑ Sufficient level of cleanliness however, with visible flaws that guests could notice. ❑ Seating areas may have a "lived-in" feel – e.g. books, magazines, strewn on tables. ❑ Occasional Smears and dirt on surfaces ❑ Occasional dying/dried out houseplant.	Sufficient 6
2.2.3.4 ❑ One or more areas are visibly dirty through lack of housekeeping. ❑ Clutter. Books and magazines out of date, in untidy piles. ❑ Dying/dried out houseplants. ❑ Visible smears on surfaces. ❑ Ashtrays, both standing and on tables, not clean or in a poor state of repair.	Insufficient 4
2.2.3.5 ❑ Generally neglected housekeeping unhygienic impressions. ❑ Most 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)	Very Poor 0

2.2.4 Public Areas – Decor, Walls, Ceilings and Curtains

Public Areas – Decor, Walls, Ceilings and Curtains	Rating (10)
2.2.4.1 ❑ Excellent quality wall/ceilings coverings in excellent condition. ❑ Evidence of coordinated design. Interesting architectural features ❑ No evidence of ageing, wear and tear. ❑ High quality professional finish to woodwork or other surfaces.	Excellent 10
2.2.4.2 ❑ Use of good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard. ❑ Attempt at coordinated design with additional attractive features (for example, photographs, prints). ❑ No scratches, chips, stains, or scuffs	Good **8**
2.2.4.3 ❑ Fair style and quality of decor, some ageing and some wear and tear. ❑ Use of wall hangings, pictures ❑ Evidence of competent workmanship	Sufficient 6
2.2.4.4 ❑ Moderate quality, showing signs of ageing. ❑ Some slight damage, wear and tear. ❑ Dated style. ❑ Amateurish application of wallpaper/ wall covering or paint. ❑ Show no evidence of “design” input or co-ordination. ❑ Tired looking	Insufficient 4
2.2.4.5 ❑ 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.	Very Poor 0

2.2.5 Public Areas – Furnishings & Fittings

Public Areas – Furnishings & Fittings	Rating (20)
2.2.5.1 ❑ Excellent degree of comfort and luxury. ❑ Antique, reproduction or high-quality modern furniture in excellent condition. ❑ Attractive, coordinated extras – scatter cushions. ❑ Decorative, occasional pieces in room(s), suite(s) and corridor. ❑ Excellent level of cleanliness, with no stains or scratches	Excellent 20
2.2.5.2 ❑ Good quality furniture, well maintained, with no visible wear and tear. ❑ Coordinated and accessible seating ❑ Furniture is clean with no obvious stains or scratches	Good 16
2.2.5.3 ❑ Fair quality of manufacture but showing wear and tear. ❑ May be rather dated, but still clean and in an acceptable state of repair. ❑ New furniture of average quality. ❑ Comfortable, but with no great degree of luxury. ❑ Minor stains and scratches on multiple items.	Sufficient 12
2.2.5.4 ❑ Furniture is old and worn or stained. ❑ Sparse arrangement, not particularly comfortable or attractive. ❑ Inferior quality furniture.	Insufficient 8
2.2.5.5 ❑ Furniture is old and worn to the point of being unhygienic. ❑ Damaged to the point of being dysfunctional. ❑ Dirty upholstery.	Very Poor 0

2.2.6 Public Areas – Flooring

Public Areas – Flooring	Rating (20)
2.2.6.1 ❑ Excellent quality carpet/flooring with good underlay. Alternatively, well maintained polished marble or wood flooring with high quality rugs/mats. ❑ Clearly professionally fitted throughout. ❑ Immaculate condition throughout. ❑ No wear in areas of heavy traffic (e.g., entrance to staff areas/kitchen/reception/main staircase).	Excellent 20
2.2.6.2 ❑ Good quality carpet/flooring, with quality underlay and no notable damage ❑ Well-maintained polished marble, ceramic tiles or wood surfaces, smaller rugs/mats in good condition. ❑ Professionally fitted with no visible blemishes. ❑ No marks, burns, or stains, or discoloration detectable. ❑ Minor wear in areas of heavy traffic only.	Good 16
2.2.6.3 ❑ Average quality carpet but well fitted. Not necessarily new, but in good condition. Adequately maintained marble, wood, or ceramic flooring, with signs of wear. ❑ Professionally fitted, though some issues can be observed. ❑ Minor marks, burns, or stains, or discoloration detectable. ❑ Minor wear and tear in multiple places.	Sufficient 8
2.2.6.4 ❑ Showing age and wear and tear, but no holes or bald patches. Cracked or broken marble, wood, or ceramic flooring. ❑ Unprofessionally fitted. ❑ Marks, burns, or stains, or discoloration detectable. ❑ Clear wear and tear.	Insufficient 4
2.2.6.5 ❑ Very old, thin, cheap quality with bald patches, marks, or stains. Cracked or broken marble, wood, or ceramic flooring ❑ Badly fitted - loose, or with large gaps. ❑ Clearly worn out.	Very Poor 0

2.2.7 Public Areas – Ventilation & Temperature

Public Areas – Ventilation & Temperature	Rating (20)
2.2.7.1 ❑ Thermostatically controlled source for cooling of air in all public areas. ❑ Consistent airflow with no hot, draughty, or chilly corners. ❑ All appliances in excellent condition. ❑ Excellent air quality, no bad smells; even in smoking areas.	Excellent 20
2.2.7.2 ❑ Thermostatically controlled system that maintains a comfortable temperature in most areas with only areas of low traffic showing minor deviations in temperature. ❑ Consistent airflow with hardly any hot, draughty, or chilly corners. ❑ Good air quality, no bad smells.	Good 16
2.2.7.3 ❑ Thermostatically controlled with all high traffic areas maintained in terms of temperature. ❑ May not be the most up-to- date system, but effective though differences in temperature can be noticed. ❑ Sufficient air quality, minor smells noticeable in certain areas.	Sufficient 12
2.2.7.4 ❑ Some areas hotter/colder than others. Ageing dated appliances. ❑ Uncontrolled cooling –too hot or cold. ❑ Moderate air quality; bad smells noticeable.	Insufficient 8
2.2.7.5 ❑ Certain areas are not temperature controlled. ❑ No way of achieving a comfortable ambient temperature. ❑ Very poor air quality, with clear bad smells	Very Poor 0

2.2.8 Public Areas – Lighting

Public Areas – Lighting	Rating (10)
2.2.8.1 ❑ Excellent standard of lighting, giving sufficient light for all practical purposes, but also designed for good effect – showing off features of rooms/corridors. ❑ Excellent quality fittings throughout. ❑ All lights functioning and adjustable	Excellent 10
2.2.8.2 ❑ Good quality lighting with more than adequate spread of illumination for practical use, though limited sophisticated use of lighting effects. ❑ Good quality fittings. ❑ Minor inconsistencies.	Good 8
2.2.8.3 ❑ More than minimal lighting but no sophisticated use of lighting. ❑ Medium quality fittings in sound condition. ❑ Some observable inconsistencies with regards to lights not working.	Sufficient 6
2.2.8.4 ❑ Enough light for practical use, but nothing more ❑ Stark, unattractive, harsh lighting ❑ No occasional lamps, fittings dated, ageing, discoloured. ❑ A significant number of lights is not working.	Insufficient 4
2.2.8.5 ❑ 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 or naked bulbs or fluorescent tubes. ❑ Large number of lights not working.	Very Poor 0

2.2.9 Public Toilets

Public Toilets *Quality and Condition of fittings and accessories.* *Standard of Cleanliness*	Rating (10)
2.2.9.1 ❑ Excellent quality, solid, well-made fittings in excellent condition with quality finishing throughout. ❑ Premium accessories such as face towels and quality soap / lotion and a separate bin for used towels. ❑ Superb attention to cleanliness, all surfaces gleaming free from dirt ❑ Clean, fresh smell.	Excellent 10
2.2.9.2 ❑ Good quality fittings throughout, but not necessarily new, or minor issues with finishing. ❑ Good accessories such as face towels. ❑ Generally, very good standard of cleanliness, with no visible or obvious lapses. ❑ Fresh smelling.	Good **8**
2.2.9.3 ❑ Average range of bathroom fittings or fittings show clear evidence of use. ❑ Soap, paper towels or hand dryers all stocked and working properly but no luxury feel. ❑ Surfaces generally clean though there are some minor lapses in cleaning. ❑ Smell is acceptable.	Sufficient 6
2.2.9.4 ❑ Cheap ranges of bathroom fittings, or ageing fittings – dull finish to porcelain, chrome wearing off. ❑ Soap or towels have run out or poorly presented. ❑ Cleanliness clearly lacks attention to detail – dust high and low and in inaccessible places, surfaces and enamel dull, or flooring discoloured or stained. ❑ Unpleasant smell is detectable. ❑ Some items are empty or not functioning.	Insufficient 4
2.2.9.5 ❑ Poor quality fittings or clearly lacking maintenance: washbasin enamel chipped, stained, dull. Cracks in toilet or seating unstable. ❑ No Soap or towels. ❑ Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. ❑ Unacceptable smell. ❑ Most items are not functioning.	Very Poor 0

2.3 Guest Services

2.3.1 Leisure and Wellness Facilities

Leisure and Wellness Facilities	Rating (15)
2.3.1.1 ❑ Availability of other and extra wellness programs (e.g., yoga classes, meditation sessions) beside range of at least three different wellness facilities (e.g., spa, sauna, steam rooms) that are in excellent standards. ❑ Availability of child recreational facilities beside family-friendly facilities. examples include child-friendly amenities, like babysitting services other than kids' clubs.	Excellent 15
2.3.1.2 ❑ Availability of two different wellness facilities (e.g., spa, sauna, steam rooms) in good standards. ❑ The overall cleanliness of the gym area, including the sanitation of equipment after use. ❑ Availability of family-friendly facilities.	Good 12
2.3.1.3 ❑ At least one wellness facility is available (e.g., spa, sauna, steam rooms) ❑ Fresh odours or smells ❑ Hygiene standards and cleanliness maintained	Sufficient 9
2.3.1.4 ❑ At least one wellness facility is available (e.g., spa, sauna, steam rooms) with level of cleanliness that is insufficient. ❑ Insufficient cleanliness and no smell	Insufficient 6
2.3.1.5 ❑ Poor cleanliness and unpleasant smell ❑ Evidence of lack of hygiene	Very Poor 0

2.3.2 Recreational Facilities

Recreational Facilities	Rating (15)
2.3.2.1 ❑ Quality and diversity of at least two recreational offerings such as tennis courts, squash, golf or mini-golf courses, or game rooms. ❑ Three seasonal activity offerings, such as bicycle rentals for exploring the local area or beach access -If property is beach attached or near other beaches-, or Movie theatres or outdoor cinemas for film screenings. ❑ All activities are easily accessible, and facilities are clean, fitted excellently with good quality materials	Excellent 15
2.3.2.2 ❑ At least one recreational offering such as tennis courts, squash, golf or mini-golf courses, or game rooms in good condition. ❑ At least two seasonal activity offerings, such as bicycle rentals for exploring the local area or beach access -If property is beach attached or near other beaches-, or Movie theatres or outdoor cinemas for film screenings. ❑ All activities are easily accessible, and facilities are clean and fitted well	Good 12
2.3.2.3 ❑ At least one recreational offerings such as tennis courts, squash, golf or mini-golf courses, or game rooms. ❑ At least one seasonal activity offerings, such as bicycle rentals for exploring the local area or beach access -If property is beach attached or near other beaches-, or Movie theatres or outdoor cinemas for film screenings.	Sufficient 9
2.3.2.4 ❑ At least one recreational offering such as tennis courts, Squash, golf or mini-golf courses, or game rooms, OR ❑ At least one seasonal activity offerings, such as bicycle rentals for exploring the local area or beach access -If property is beach attached or near other beaches-, or Movie theatres or outdoor cinemas for film screenings.	Insufficient 6
2.3.2.5 ❑ No evidence of any recreational offerings nor Seasonal activity offerings.	Very Poor 0

2.3.3 Marketing and Guest Experience

Marketing and Guest Experience	Rating (20)
2.3.3.1 ❑ Accuracy and transparency of marketing materials, specially at recognized reservation platforms. ❑ Evidence of partnerships with at least 10 licensed tour guides by the Bahrain Tourism and Exhibitions Authority for guest experiences. ❑ Evidence of partnerships with at least 5 tour operators for guest experiences. ❑ Customization of guest experiences based on preferences or special occasions (e.g.: celebrating national day or national day of the tourist). ❑ Integration of local culture into the guest experience (e.g., artwork, cuisine). ❑ Evidence of unique on-site experiences offered (e.g., cooking classes, cultural or artistic programs).	Excellent 20
2.3.3.2 ❑ Accuracy of marketing materials, specially at recognized reservation platforms. ❑ Evidence of partnerships with at least 7 licensed tour guides by the Bahrain Tourism and Exhibitions Authority for guest experiences. ❑ Evidence of partnerships with at least 4 tour operators for guest experiences. ❑ Evidence of customization of guest experiences based on preferences or special occasions.	Good 16
2.3.3.3 ❑ Accuracy of marketing materials, specially at recognized reservation platforms. ❑ Evidence of partnerships with at least 4 licensed tour guides by the Bahrain Tourism and Exhibitions Authority for guest experiences. ❑ Evidence of partnerships with at least 3 tour operators for guest experiences. ❑ Evidence of customization of guest experiences based on preferences or special occasions	Sufficient 12
2.3.3.4 ❑ Accuracy of marketing materials, specially at recognized reservation platforms. ❑ Evidence of partnerships with at least 2 licensed tour guides by the Bahrain Tourism and Exhibitions Authority for guest experiences. ❑ Evidence of partnerships with at least 2 tour operators for guest experiences. ❑ Evidence of customization of guest experiences based on preferences or special occasions	Insufficient 8
2.3.3.5	Very Poor 0

❑ Accuracy of marketing materials, specially at recognized reservation platforms. ❑ Evidence of partnerships with at least 1 licensed tour guides by the Bahrain Tourism and Exhibitions Authority for guest experiences. ❑ Evidence of partnerships with at least 1 tour operators for guest experiences. ❑ Evidence of customization of guest experiences based on preferences or special occasions (e.g.: celebrating national day or national day of the tourist).

2.4 Guest Bedrooms

2.4.1 Housekeeping of Guest Bedrooms

Housekeeping of Guest Bedrooms	Rating (10)
2.4.1.1 ❑ No evidence of dust or smears marks or stains throughout. ❑ Gleaming surfaces, no smears, dust, or marks.	Excellent 10
2.4.1.2 ❑ Good standard of cleanliness with minimal inconsistencies.	Good 8
2.4.1.3 ❑ Level of cleanliness is sufficient, but attention to detail has clear blemishes (e.g. dust under the bed), light smears on mirror, etc.	Sufficient 6
2.4.1.4 ❑ Surfaces are smeary and dusty. ❑ Evidence of crumbs and dust under beds and in corners. ❑ Threads, pieces of paper, debris in corners and under furniture	Insufficient 4
2.4.1.5 ❑ Very heavy dust on surfaces ❑ Dust, dirt, old newspapers, clothes and other debris in drawers/wardrobe/closet. ❑ Bits of paper, threads and other items, grit, on carpet/floor.	Very Poor 0

2.4.2 Decor, Walls, and Ceiling of Guest Bedrooms

Decor[13], Walls, and Ceiling of Guest Bedrooms	Rating (10)
2.4.2.1 ❑ Outstanding quality wall/ceiling coverings with no marks, scratches, strains or blemishes. ❑ Attention to detail, thoughtful coordination of patterns, colours & textures. ❑ No mismatched seams, bubbling, peeling corners, stains, patches on wall covering.	Excellent 10
2.4.2.2 ❑ Wall/ceiling covering is of good quality with minimal visible scratches, marks or blemishes. ❑ Thoughtful coordination of patterns, colours & textures	Good 8
2.4.2.3 ❑ Standard has clear blemishes. ❑ Basic and standard quality of wall and ceiling covering ❑ Seams and finishing have some detectable flaws.	Sufficient 6
2.4.2.4 ❑ Decor is 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.	Insufficient 4
2.4.2.5 ❑ Low-grade materials poorly executed. Extremely poor workmanship. ❑ Unacceptable wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes).	Very Poor 0

[13] Decor refers to the interior decoration, ornamentation and beautification. Personal preference and taste are excluded from the rating.

2.4.3 Flooring of Guest Bedrooms

Flooring of Guest Bedrooms	Rating (10)
2.4.3.1 ❑ Well fitted carpets, professionally laid and in pristine condition. ❑ Excellent thick pile and underlay. ❑ Alternatively, polished wood, ceramic tile or marble with excellent quality smaller mats or rugs. ❑ No stains, burns or marks whatsoever.	Excellent 10
2.4.3.2 ❑ Good quality carpet, beginning to show some flattening, or carpet may have higher percentage of nylon if in new condition. ❑ Polished wood, ceramic tile or marble needs buffing; smaller but high-quality rugs. ❑ Minor and barely noticeable blemishes.	Good 8
2.4.3.3 ❑ Flooring is showing flattening, or wear in areas of most traffic, but generally still all in sufficient condition. ❑ Small discoloration or stains in places, however the feel is still that of a hygienic flooring.	Sufficient 6
2.4.3.4 ❑ Carpets that show considerable use; flattened pile, spots, bleaching by window (sunlight), thinning. ❑ Unprofessional fitting – ripples, rough ill-fitting edges, thin or no underlay. ❑ Carpets have a few holes, tears, loose threads or other defects that render the carpet unsound.	Insufficient 4
2.4.3.5 ❑ Distinct signs of wearing – visible canvas, patches, stains, discoloration, obvious seams. ❑ Amateurish fitting – gaping joints, gaps between the carpet and wall. ❑ Low quality, damaged, stained flooring.	Very Poor 0

2.4.4 Curtains of Guest Bedrooms

Curtains of Guest Bedrooms	Rating (10)
2.4.4.1 ❑ Full height, light blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and appropriate 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. ❑ Curtains are very smooth to operate.	Excellent 10
2.4.4.2 ❑ Curtains/blinds/window covering are clean and in good condition, and effective in blocking light. ❑ Quality and appearance are of a good-standard and well-presented	Good 8
2.4.4.3 ❑ Curtains/blinds/window covering is some years old, but not damaged, torn or stained. ❑ Curtains are not running in their rails smoothly. ❑ No complete black out but still darkening the room significantly. ❑ Some light shines through at the edges of the curtain.	Sufficient 6
2.4.4.4 ❑ Thin, short or skimpy curtains. ❑ Signs of wear and tear and fading in curtains ❑ May be difficult to operate, not functional. ❑ Curtains are not darkening the room sufficiently.	Insufficient 4
2.4.4.5 ❑ Apparent stains or tears in curtains. ❑ No black out functionality.	Very Poor 0

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

Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs	Rating (10)
2.4.5.1 ❑ All Guestroom furniture is of superb quality and condition with little or no signs of ageing, wear, and tear. ❑ Spacious wardrobe of excellent quality, also inside.	Excellent 10
2.4.5.2 ❑ Guestroom furniture is of good quality with minimal signs of use. ❑ Good quality wardrobe with no obvious blemishes.	Good 8
2.4.5.3 ❑ Furniture shows signs of some wear and tear. ❑ Average quality material and construction. ❑ Wardrobe is of sufficient quality but may be limited in space.	Sufficient 6
2.4.5.4. ❑ Clear damage or scratches are apparent on furniture. ❑ Surfaces not well maintained. Scratches or marks. ❑ Wardrobe does not open and close well or is cracked.	Insufficient 4
2.4.5.5 ❑ Furniture is clearly of poor quality or broken. ❑ Wardrobe is very poor or broken.	Very Poor 0

2.4.6 Soft Furniture, Cushions, Mirrors, and Artwork

Soft Furniture, Cushions, Mirrors, and Artwork	Rating (10)
2.4.6.1 ❑ Soft furniture is of sound construction with little or no signs of ageing[14] or wear and tear. ❑ Materials are of an outstanding quality, in good condition and give an impression of luxury. ❑ High quality pictures, photos, plates, artwork and mirrors, though some styles may require a "minimalist" approach.	Excellent 10
2.4.6.2 ❑ High quality of materials may show some signs of use. Alternatively, some furniture, even when brand new, will only be "good." ❑ Attractive, comfortable seating with upholstery in very good condition. ❑ Good quality pictures, photos, plates, artwork and mirrors,	Good 8
2.4.6.3 ❑ Furniture shows signs of wear and tear. ❑ Minor damage, stains, or fraying to surfaces or upholstery, all furniture is however in useable condition (no broken legs).	Sufficient 6
2.4.6.4 ❑ Furniture is worn, heavily stained, or not in a useable condition. ❑ Surfaces not well maintained or clear stains, marks on soft furnishings.	Insufficient 4
2.4.6.5 ❑ Furniture gives an unhygienic impression.	Very Poor 0

[14] Some antique furniture may show signs of "distress" which does not detract from its excellence depending on the degree of deterioration.

2.4.7 Guestroom Beds & Bedding

Beds & Bedding – Focus on Headboards, Mattresses and Box springs, Sheets, Linens, Pillows, Blankets, Duvets, and Bed Covers.	Rating (20)
2.4.7.1 ❑ Sound and firm mattresses of the highest quality. ❑ High quality Percale linen/sheets crisply laundered. ❑ Duvets and pillows in excellent condition with no signs of wear and tear. ❑ Excellent quality headboards offering a degree of comfort and free from stains.	Excellent 20
2.4.7.2 ❑ Good firm mattress and sound base with no lumps or sags. ❑ All bed linen/sheets and bedding of good quality though it may not be new. ❑ Blankets/duvets and pillows in good condition, with no signs of wear and tear. ❑ Good quality headboards with no obvious blemishes or errors in finishing.	Good 16
2.4.7.3 ❑ Base and mattress may show some signs of wear. ❑ Sheets well ironed, but not necessarily best quality linen or it is clearly visible that the linen is old. The linen is however free from stains, holes, and wear. ❑ Blankets /duvets and pillows of sufficient quality and comfort. ❑ Headboards may be a simple wooden board attached to the wall.	Sufficient 12
2.4.7.4 ❑ Bed and mattress set of insufficient quality. ❑ Clear signs of wear and tear; mattresses are thin, sagging or have a shallow base. Mattress and bed move or creak. ❑ Sheets thinning, faded, have holes, marks, or are slightly torn. ❑ Thin duvets or pillows or filled with polyester. ❑ No headboards, or stains or clear marks on the headboards.	Insufficient 8
2.4.7.5 ❑ Beds or mattresses are broken or clearly stained. ❑ Cheap sheets with fraying edges, holes, faded. ❑ Thin duvets or pillows frequently old and with stains and filled with polyester. ❑ No headboards or have clear stains or marks.	Very Poor 0

2.4.8 Guestroom Ventilation & Temperature

Ventilation & Temperature	Rating (10)
2.4.8.1 ❑ 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. ❑ Cooling units have low noise levels suitable for the guest comfort	Excellent 10
2.4.8.2 ❑ Personal controllable thermostat. ❑ Good circulation of air, though certain areas in the room may be slightly cooler or warmer. ❑ Air has no adverse smells. ❑ Appropriate to size and location of room. ❑ Apparatus in good condition though may be older and thus somewhat higher noise levels. ❑ Windows have double-glazing insulation.	Good 8
2.4.8.3 ❑ Personal controllable thermostat. ❑ Good circulation of air, though certain areas in the room is cooler or has a minor draft. ❑ Air has no adverse smells. ❑ Windows have single glazing, but of sufficient quality to minimise differences in temperature close to the window. ❑ Cooling units have slight noise levels.	Sufficient 6
2.4.8.4 ❑ Freestanding cooling unit to maintain reasonable temperature in room. ❑ Appliances are noisy. ❑ Acceptable circulation of air. ❑ Smells in air conditioning system. ❑ Draughts from windows.	Insufficient 4
2.4.8.5 ❑ Inadequate source of cooling, unresponsive, not subject to thermostatic regulation. ❑ Air has bad smells. ❑ Cold air only available close to cooling unit – not in far corners of room. ❑ Cooling units are very noisy. ❑ Unacceptable circulation of air, windows broken.	Very Poor 0

2.4.9 Guestroom Lighting

Lighting in Guest Bedrooms	Rating (10)
2.4.9.1 ❑ 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. ❑ All lights and shades of high quality of manufacture and in excellent order.	Excellent 10
2.4.9.2 ❑ Lighting options are available and dimmable lighting is installed. ❑ Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading. ❑ Good quality light fittings and lamps	Good 8
2.4.9.3 ❑ Sufficient illumination, however, control is limited. ❑ Single centre light, bedside lights or bed head lights. ❑ Quality of light fittings and lamps is acceptable though minor maintenance issues, e.g. one light bulb blown.	Sufficient 6
2.4.9.4 ❑ Illumination is too dim or too bright and cannot be controlled by the guest. ❑ Light fixtures and shades are of noticeable low quality or are scruffy. ❑ Significant maintenance issues with lights that don't work or look severely damaged.	Insufficient 4
2.4.9.5 ❑ Illumination is very poor either through a lack of lighting sources, or overly powerful lights. ❑ Very low-quality fittings and appliances. ❑ Shades burnt, stained, scruffy.	Very Poor 0

2.4.10 Spaciousness of Guest Bedrooms

Spaciousness of guest bedrooms - Comfort in Room	Rating (10)
2.4.10.1 ❑ A spacious, well-planned room, with appropriate furniture in suitable places. ❑ Ease of access to all cupboards, wardrobes, and drawers ❑ No dual use of surfaces, e.g. desktop/ tea tray, bedside/dressing table. ❑ A seating area with sufficient space to ensure guests' comfort. ❑ Adequate space to put luggage, so that it does obstruct access. ❑ Overall balanced impression and layout.	Excellent 10
2.4.10.2 ❑ Room provides good access to all facilities. ❑ No areas of restricted access or obstruction. ❑ Overall good impression and layout	Good 8
2.4.10.3 ❑ 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.	Sufficient 6
2.4.10.4 ❑ Room is cluttered, 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.	Insufficient 4
2.4.10.5 ❑ Furniture too large for room. ❑ Access to most facilities restricted or awkward. ❑ Overall, very poor impression and layout	Very Poor 0

2.4.11 Soundproofing of Guest Bedrooms

Soundproofing of Guest Rooms	Rating (10)
2.4.11.1 ❑ Excellent soundproofing with loud noises from outside the guest room barely heard. ❑ Sound Transmission Class (STC) of Guestrooms is rated 60 or higher[15].	Excellent 10
2.4.11.2 ❑ Very good soundproofing with loud noises from outside the guest room heard faintly. ❑ Sound Transmission Class (STC) of Guestrooms is rated 45 or higher.	Good 8
2.4.11.3 ❑ Soundproofing is fair with loud speech from outside the guest room heard. ❑ Sound Transmission Class (STC) of Guestrooms is rated 35 or higher.	Sufficient 6
2.4.11.4 ❑ Soundproofing is poor with loud speech from outside the guest room understood. ❑ Sound Transmission Class (STC) of Guestrooms is rated 30 or higher.	Insufficient 4
2.4.11.5 ❑ Soundproofing is very poor with normal speech from outside the guest room understood. ❑ Sound Transmission Class (STC) of Guestrooms is rated below 30.	Very Poor 0

[15] Hotels constructed after implementation of the system are expected to have documentation of a 16 frequencies STC test executed by a reputable sound insulation company. In the case an existing hotel disagrees with the assessment of the Department inspectors; the same documentation will be considered binding on the decision.

2.5 Rating Criteria Guest Bathrooms

2.5.1 Housekeeping of Bathrooms

Housekeeping of Bathrooms - Daily and Periodical Cleaning	Rating (10)
2.5.1.1 ❑ 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 clear from watermarks.	Excellent 10
2.5.1.2 ❑ 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 but show minor watermarks.	Good 8
2.5.1.3 ❑ 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.	Sufficient 6
2.5.1.4 ❑ Lacking attention to detail – dust high and low and in inaccessible places. ❑ Surfaces and enamel dull. ❑ Enamel/grout is discoloured or stained. ❑ Corrosion on metal fixtures.	Insufficient 4
2.5.1.5 ❑ Very low standard of housekeeping – dust on all surfaces. ❑ Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. ❑ Enamel / grout is very discoloured or severely stained. ❑ Significant corrosion on metal fixtures.	Very Poor 0

2.5.2 Ventilation of Bathrooms

Ventilation of Bathrooms	Rating (10)
2.5.2.1 ❑ Excellent circulation of air; hardly any fogging in the bathroom. ❑ Air quality very good, no bad smells. ❑ No noise from ventilation system ❑ Ventilation rosters are immaculately clean.	Excellent 10
2.5.2.2 ❑ Very good circulation of air; fogging is cleared within minutes. ❑ Air quality very good, no adverse smells ❑ Ventilation system can be heard but is not loud. ❑ Slight dust on ventilation rosters.	Good 8
2.5.2.3 ❑ Fair circulation of air but fogging occurs easily. ❑ Air Quality good, no adverse smells ❑ Ventilation system can be heard clearly. ❑ Ventilation rosters slightly discoloured but definitely not filthy.	Sufficient 6
2.5.2.4 ❑ Limited circulation of air; fogging occurs easily and remains. ❑ Poor air quality, some bad smells ❑ Ventilation system disrupts due to the noise. ❑ Ventilation rosters are visibly dirty.	Insufficient 4
2.5.2.5 ❑ No circulation noticeable / system broken. ❑ Poor Air Quality, many adverse smells ❑ Ventilation system is very noisy. ❑ Ventilation rosters are very dirty.	Very Poor 0

2.5.3 Guest Bathrooms Walls, Flooring and Ceiling

Guest Bathrooms Walls, Flooring, and Ceiling - Materials & Workmanship	Rating (10)
2.5.3.1 ❑ Excellent quality finishes of wall coverings from excellent materials. ❑ Tiles or marble fitted without a blemish - clearly excellent workmanship. ❑ Grouting in excellent condition.	Excellent 10
2.5.3.2 ❑ Good quality finish, but with minor flaws, or with signs of wear. ❑ Floor covering or tiles or marble well fitted with minimal minor flaws. ❑ Grouting in good order with minor blemish.	Good 8
2.5.3.3 ❑ Standard quality bathroom flooring or standard-grade tiles. ❑ Workmanship not consistently well performed; however the result is hygienic. ❑ Grouting is dated, but still acceptable.	Sufficient 6
2.5.3.4 ❑ Lower quality materials, ageing. ❑ Evidence of poor standard and amateurish installation. ❑ Grouting needs to be redone as moist and dirt is piling up.	Insufficient 4
2.5.3.5 ❑ Cracked tiles or other broken fixtures. Paintwork chipped, flaking. ❑ Workmanship very poor. ❑ Sealant or grouting clearly mouldy.	Very Poor 0

2.5.4 Guest Bathroom Fixtures

Bathroom Fixtures - Shower Mixers & Accessories, Bathtub and Shower screen or curtain, Washbasin, Toilet and Bidet: Quality, Appearance, and Condition.	Rating (10)
2.5.4.1 ❑ Excellent quality, solid, well-made bathroom fixtures, in excellent condition. ❑ All porcelain in excellent condition. ❑ Shower screen is of excellent quality and fitting - no shower curtains.	Excellent 10
2.5.4.2 ❑ Decent quality bathroom fixtures in good condition. ❑ All porcelain in good order – no cracks, dull finishes or stains. ❑ Shower screen of good quality or good quality curtain.	Good 8
2.5.4.3 ❑ Average range of bathroom fixtures or older quality fixtures that show their age. ❑ Porcelain showing wear, but still fully functional and hygienic. ❑ Shower screen shows age or is of moderate quality.	Sufficient 6
2.5.4.4 ❑ Fixtures with chrome wearing off, or cheap plastic fixtures. ❑ Dull finish to porcelain or minor cracks. ❑ Shower screen of plastic, or poorly functioning or shower curtains showing age	Insufficient 4
2.5.4.5 ❑ Fixtures very worn or broken. ❑ Cracked washbasin or toilet. ❑ Shower screen clearly broken, or shower curtains worn out.	Very Poor 0

2.5.5 Bathroom Linens

Bathroom Linens	Rating (10)
2.5.5.1 ❑ Excellent quality Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm[16]. Double loop suggested weight 450g - 550g. ❑ Bathrobes and bathmat are thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap.	Excellent 10
2.5.5.2 ❑ Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm. Double loop suggested weight 450g - 550g. Not quite such heavy quality. (70-89% cotton) of slightly older, however still providing good comfort.	Good 8
2.5.5.3 ❑ Average quality bath towels and bathmat, however functional and clean.	Sufficient 6
2.5.5.4 ❑ Moderate quality towels, showing age. ❑ Towels are rather thin, fraying edges, small size. Faded.	Insufficient 4
2.5.5.5 ❑ Very thin, small, scratchy, old, fraying, some holes, stained, faded. ❑ Low absorbency.	Very Poor 0

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

2.5.6 Bathroom Amenities

The range and minimum volumes of amenities a hotel is expected to present to its guests is outlined in Minimum Mandatory Criterion 1.4.2.10. The quality rating criteria in the table below outline the quality of these amenities.

Bathroom Amenities	Rating (10)
2.5.6.1 ❑ Top quality Amenities by a leading international brand recognized for its quality and prestige in excellent high-quality packaging or hotel branded. ❑ Soap bar at least 35 grams for bath / shower and 25 grams for hand washing. This soap may not be required if liquid hand soap is provided. ❑ Items presented have a luxurious feel to them.	Excellent 10
2.5.6.2 ❑ Good quality amenities in high quality packaging.	Good 8
2.5.6.3 ❑ Average Quality Amenities ❑ Items have average printing quality or average packaging.	Sufficient 6
2.5.6.4 ❑ Amenities have a disposable feel or are clearly inconvenient to use.	Insufficient 4
2.5.6.5 ❑ Very poor-quality amenities with worn printing, presenting poor value for the guest.	Very Poor 0

2.6 Food & Beverage Outlets

2.6.1 Spaciousness and Ambiance of Food & Beverage Outlets

Spaciousness and Ambiance of Food & Beverage Outlets	Rating (10)
2.6.1.1 ❑ Spacious room and good layout of tables. More than sufficient space between tables for servers and customer to pass comfortably. ❑ Ambiance through decor and lighting is excellent, tables and chairs used are perfectly consistent throughout the outlet or fitting with an overall theme.	Excellent 10
2.6.1.2 ❑ Tables provide sufficient space to allow private conversation and staff and customers to pass without awkwardness or inconvenience. ❑ The ambiance through décor and lighting is good and consistent throughout the outlet.	Good 8
2.6.1.3 ❑ Tables quite close together but still sufficient space to pass. ❑ Ambiance through decor and lighting is acceptable but not inviting.	Sufficient 6
2.6.1.4 ❑ Crowded tables, awkward access for customers and servers; difficult to have private conversation. ❑ Complete lack ambiance through lack of decor, theme, or inappropriate lighting.	Insufficient 4
2.6.1.5 ❑ Space does not resemble a functioning restaurant.	Very Poor 0

2.6.2 Furniture and Linen of Food & Beverage Outlets

Décor	Rating (20)
2.6.2.1 ❑ Tables and chairs in the restaurant are of excellent quality and in very good condition. ❑ Linen or other table covering is of excellent quality. ❑ Buffets, bars, and other fixtures are of an excellent design and build and are all in excellent condition.	Excellent 20
2.6.2.2 ❑ Furniture in the restaurant is of good quality with minor flaws. ❑ Linen is of good quality - no use of paper placemats or serviettes. ❑ Buffets, bars, and other fixtures are well designed and build and in good condition.	Good 16
2.6.2.3 ❑ Furniture in the restaurant is of acceptable quality but clearly older, or of lesser quality. ❑ Linen is of acceptable quality, or paper placemats and serviettes are used. ❑ Buffets, bars, and other fixtures are in acceptable condition but clearly worn.	Sufficient 12
2.6.2.4 ❑ Furniture in the restaurant is of insufficient quality; it is seriously worn, or of insufficient quality. ❑ Linen is worn, or very basic paper placemats and serviettes are used. ❑ Buffets, bars, and other fixtures are very worn, or simply poorly built.	Insufficient 4
2.6.2.5 ❑ Furniture in the restaurant is of very poor quality; it is worn, broken, or of clearly inferior quality (e.g. plastic chairs). ❑ Linen is of very poor quality or is simply not provided. ❑ Buffets, bars, and other fixtures are broken or in a very poor state.	Very Poor 0

2.6.3 Housekeeping of Food & Beverage Areas

Housekeeping of Food & Beverage Areas	Rating (20)
2.6.3.1 ❑ Floors are immaculately clean. ❑ Tables and table coverings are without a blemish. ❑ Tables always set up to high standard, awaiting next service. ❑ All items used in the restaurant, crockery, glassware, silverware are spotlessly clean.	Excellent 20
2.6.3.2 ❑ Floors are clean with minor blemishes. ❑ Tables are cleared but may not be directly reset. ❑ All items used in the restaurant, crockery, glassware, silverware are clean with minimally obvious traces of wear.	Good 16
2.6.3.3 ❑ Floors are generally clean, but crumbs, dust or smears can be detected. ❑ Tables are not directly reset; the restaurant looks acceptable but not inviting. ❑ All items used in the restaurant, crockery, glassware, silverware are clean but show traces of wear.	Sufficient 12
2.6.3.4 ❑ Floors are dirty; it is clear that cleaning is not consistently done. ❑ Tables are not cleared after departure of a guest - end of service looks messy. ❑ Tables are not directly reset and in between service layout looks messy and dirty. ❑ Not all items used in the restaurant, crockery, glassware, silverware are clean or show unacceptable traces of wear.	Insufficient 4
2.6.3.5 ❑ Floors dirty to the point of being sticky and give a very unhygienic impression. ❑ Restaurant gives a very messy and unhygienic impression. ❑ Items used in the restaurant, crockery, glassware, silverware are very dirty.	Very Poor 0

3. Scoring Criteria

A total of 18 areas are presented in which hotels can obtain points when specific services and facilities are offered. The number of points available is outlined in the table below.

Criteria #	Description	Points
3.1	**Public Areas**	**15**
3.1.1	Music in Public Areas	5
3.1.2	Prayer Room	5
3.1.3	Guest Compliments	5
3.2	**Guest Rooms**	**45**
3.2.1	WIFI	15
3.2.2	In Room Entertainment	20
3.2.3	In Room Accessories & Services	10
3.3	**Guest Bathrooms**	**20**
3.3.1	Bathroom Facilities	20
3.4	**Guest Services**	**135**
3.4.1	Children Services	5
3.4.2	Tourism Information	15
3.4.3	Guest Transport Services	5
3.4.4	Front Desk Services	10
3.4.5	Universal Accessibility	10
3.4.6	Environmental Practices Certification	10
3.4.7	Health Club	25
3.4.8	Swimming Pool	20
3.4.9	Spa Facilities	25
3.4.10	Business Centre Facilities	10
3.5	**Staff**	**10**
3.5.1	General Staff Training	5
3.5.2	Bahraini Talent Development	5
	Total Points	**225**

The minimum scoring is as follows per classification category:

Rating	Required %	Total Score
1 star	40%	90
2 star	50%	113
3 star	60%	135
4 star	70%	158
5 star	80%	180
Total	**100%**	**225**

This means that, for instance, a three-star hotel needs to obtain 135 out of a total of 225 points to receive a three-star rating, representing 60% of the total points available.

Each facility or service is expected to be of the general standard of the respective rating category (1-5 stars) for scoring points to be allocated.

3.1 Scoring Criteria for Public Areas

3.1.1 Music in Public Areas

3.1.1	Music in Public Areas	Score (5)
3.1.1.1	Background music played in all public indoor areas	3
3.1.1.2	Background music played in all public outdoor areas (entrance, leisure areas, etc.)	2

3.1.2 Prayer Room

3.2.2	Prayer Room	Score (5)
3.1.2.1	A prayer room is available on site suitable to the size and rating of the hotel.	3
3.1.2.2	Ablution facilities are available near the prayer room	2

3.1.3 Guest compliments

3.1.3.1	*Complimentary drink*	Score (5)
3.1.3.1	*Complimentary* drink provided upon arrival.	5

3.2 Scoring Criteria for Guest Rooms

3.2.1 WIFI

3.2.1	WIFI	Score (15)
3.2.1.1	Log in system for at least 2 devices; OR Convenient[17] log in system for at least 4 devices per guest	2; OR 5
3.2.1.2	Internet speed for individual guest is at least 5 Mbps at all times. Internet speed for individual guest is at least 10 Mbps at all times. Internet speed for individual guest is at least 15 Mbps at all times	5; OR 10; OR 15

[17] "Convenient" refers to a system that requires guests to login only once for the duration of their stay and not to have to re-log in with every Internet session.

3.2.2 In- room Technology

3.2.2	In Room Entertainment	Score (20)
3.2.2.1	Flat screen size in all rooms => 42 inch Flat screen Size in all rooms => 47 inch Flat screen Size in all rooms => 50 inch	2; OR 4; OR 5
3.2.2.2	Casting to stream media to the TV in all rooms.	5
3.2.2.3	Bouquet with least 10 paid channels	2
3.2.2.4	Bluetooth speaker / audio for smart phones and tablets in all rooms	2
3.2.2.5	Hotel and tourism information is provided digitally through virtual assistant, hotel app, or smart TV.	2
3.2.2.6	Virtual Assistant or Hotel App allows for to control the room environment (temperature, lights, curtains)	2
3.2.2.7	Virtual Assistant or Hotel App allows for service requests such as housekeeping services, or rooms service (temperature, lights, curtains)	2
3.2.2.8	Automatic night lighting in bedroom and/or bathroom (turns on automatically when the guest steps out of bed	1
3.2.2.9	All room lights controllable from the bedside (also fulfilled through 3.3.2.6)	1
3.2.2.10	All down lights in room are dimmable	1
3.2.2.11	Automated 'do not disturb' and 'please make up room' system (also fulfilled through 3.3.2.6)	2

3.2.3 Room Services and Accessories

Traveller research shows that guests specially appreciate personal touches; the most important contemporary one is the ability to make fresh coffee in the room.

3.2.3	Room Accessories & Services	Score (10)
3.2.3.1	Fresh coffee through French press and fresh ground coffee in the room Coffee machine for fresh coffee through Pod system / Bean to cup or through butler	2; OR 4
3.2.3.2	Complimentary food in the room on arrival (e.g. professionally presented fruit platters, dates, cookies), OR Complimentary food in the room refreshed daily (e.g. professionally presented fruit platters, dates, cookies).	3; OR 5
3.2.3.4	Shoe Polish Service. (Left outside door overnight and cleaned by the night porter or call Housekeeping if service is required immediately).	1
3.2.3.5	Sewing Service. Missing shirt buttons washed in hotel laundry should be replaced automatically. Requests can only include minor alterations and button replacement.	1
3.2.3.6	Pressing / Ironing of clothes can be done within 60 minutes.	2
3.2.3.7	Pillow Menu with at least 4 options of pillows for the guest.	1
3.2.3.8	Two decorative pillows per bed.	1

3.3 Guest Bathroom Scoring Criteria

3.3.1 Bathroom Facilities

3.3.1	Bathroom Facilities (requirements for all rooms unless specified)	Score (20)
3.3.1.1	Speaker in bathrooms to allow guests to listen to music[18].	1
3.3.1.2	Television in bathroom in at least 10% of rooms Television in bathroom in all rooms	1; OR 2
3.3.1.3	Magnified shaving mirror	1
3.3.1.4	Mirror lights (lights dedicated to enhancing the guest's view of the mirror)	1
3.3.1.5	Double sink in at least 50% of rooms.	2
3.3.1.6	Defogging Mirror	2
3.3.1.7	Rain shower (flow rate max 15l per minute for environmental considerations)	2
3.3.1.8	Bathrobe and slippers in each room	2
3.3.1.9	Separate bath and walk-in shower in all rooms	5
3.3.1.10	Bidet and a soap holder near the bidet.	2

3.4 Guest Services

3.4.1 Services for Children

3.4.1	Services for Children	Score (5)
3.4.1.1	Baby Sitting Service with female babysitters on demand with First Aid Certificates. Each Guest should sign an indemnity document.	1
3.4.1.2	In House Childcare for Children with female staff open at least 8 hours per day for children 3-12.	2
3.4.1.3	Shaded Playground suitable for the size and classification of the property	1
3.4.1.4	Children's changing facilities in public toilets (male and female)	1

3.4.2 Tourism Information, Destination Marketing and Promotion of Local Heritage

3.4.2	Tourism Information, Destination Marketing and Promotion of Local Heritage	Score (15)
3.4.2.1	Tourist information available on Hotel App or digital screen in central area; or Concierge / guest relations desk in designated area available 8 hours per day Concierge / guest relations desk in designated area available 16 hours per day	1; OR 3; OR 4
3.4.2.2	Concierge is updated with the latest tourism information	10
3.4.2.3	Screens (electronic or printed) in elevators or other high traffic areas displaying tourism information and events of the Kingdom.	2
3.4.2.4	Email signatures of all hotel staff communicating through email carries destination events messages supplied by the authority.	1
3.4.2.5	Hotel transport has relevant tourist information on board	1
3.4.2.6	The hotel's interior design and artwork clearly reflects the local heritage of Bahraini culture.	2

3.4.3 Guest Transport Services

3.4.3	Guest Transport Services	Score (5)
3.4.3.1	Car rental service on site	1
3.4.3.2	Hotel Transport facilities are available for airport pick up etc.	2
3.4.3.3	Hotel Limousine Service Hotel Limousine Service with Luxury Vehicles	1; OR 2

[18] Also fulfilled through portable Bluetooth speaker in guest room.

3.4.4 Front Desk Services

3.4.4	Front Desk Services	Score (10)
3.4.4.1	Foreign currency exchange or ATM that accepts the majority of international cards	2
3.4.4.2	Hot or Cold Towels offered on arrival to all guests	2
3.4.4.3	Gift shop / bookstore (on-site) offering various Cultural Curio items, Holiday memorabilia, maps, jewellery, sundries such as water, snacks, cigarettes, sunscreen, and basic amenities. – this must be a full store with staff that is open at least 12 hours per day.	1
3.4.4.4	Hairdresser on site open at least 12 hours per day suitable to the classification of the hotel.	1
3.4.4.5	Express or Online Check in / Check out service within 5 minutes. Express service may be in-room, at executive lounge, or at a dedicated desk.	2
3.4.4.6	Executive lounge and floor with full services (reception, business centre, etc.), including receptionists, waiters, snack and beverage menus and light background entertainment. Lounge is open 18 Hours per day.	2

3.4.5 Universal Accessibility

3.4.5	Universal Accessibility Criteria	Score (10)
3.4.5.1	At least one staff member trained to assist handicapped guests (evidence is available).	1
3.4.5.2	At least one staff member trained to communicate in sign language (evidence is available).	1
3.4.5.3	Parking bays designated for disabled people, provided as close as possible to the main entrance and clearly signposted from the car park entrance that can be identified by the international symbol of accessibility on the floor and on a standing sign. The size is 2,50m minimum in width and 6,10m in length. It has an adjacent access aisle that extends the full length of the parking space it serves of 1,53 meter minimum in width. Accessible parking space surface slopes does not exceed 2% slope in any direction. Total parking spaces / minimum number of accessible parking: 1-25: 1 / 26-50: 2 / 51-75: 3 / 76-100: 4 / 101-150: 5 / 151-200: 6	2
3.4.5.4	A person in wheelchair can access the hotel easily from the main entrance and all public facilities in the hotel are accessible for guests in wheelchairs.	2
3.4.5.5	Service counter for guest in wheelchairs is available.	1
3.4.5.6	Elevator call buttons raised or flush, are at least 19mm in dimension and installed at a maximum height of 1,52m if an approach from side is possible otherwise 1,22m. Emergency telephones in lifts shall be easy to use by all persons.	2
3.4.5.7	The washbasin counter surface in public toilets dedicated for handicapped guests shall be no higher than 0,86m above the floor and has to provide a knee clearance of at least 0,68m from the bottom of the sink till the floor. A mirror is positioned at a height of 0,60m of 1,60m above floor.)	1

3.4.6 Environmental Practices Certification

3.4.6	Environmental Practices Certification	Score (10)
3.4.6.1	The hotel has an entry-level certification with an internationally recognised sustainability certification organisation[19]. The hotel has a Golden or 5 Star certification with an internationally recognised sustainability certification organisation or, if no such status exists, scores over 90% of the available standards / points.	5; OR 10

3.4.7 Health Club

The quality of gym area and the equipment used should reflect the rating of the hotel for points to be allocated.

3.5.7	Health Club	Score (25)
3.4.7.1	Gym of at least 40sqm with a minimum of 3 weight machines and 3 cardio machines, with changing rooms with lockers, open 18 hours a day; OR Gym of at least 60sqm with a minimum of 6 weight machines, 6 cardio machines, and Free Weights, with changing rooms with lockers, open 18 hours a day.	8; OR 14
3.4.7.2	Dedicated water service through carafes of cool water or glass water bottles.	2
3.4.7.3	Towels provided in the gym	1
3.4.7.4	Qualified instructor available 10 hours per day Gym staffed throughout opening hours by certified staff	2; OR 3

3.4.8 Swimming Pool

Pool facilities must fully comply with the relevant safety measures as stipulated in Mandatory Minimum criterion 6.14.1. These standards may be enhanced from time to time.

3.4.8	Exercise Facilities - Swimming Pool	Score (20)
3.4.8.1	Swimming pool size at least 30 square meters; OR Swimming pool size at least 60 square meters; OR Swimming pool size exceeds 80square meters.	3; OR 5; OR 6
3.4.8.2	Changing room facilities with showers	5
3.4.8.3	Controlled water temperature at 28-32°C.	5
3.4.8.4	Sufficient seating around the pool with shaded areas.	10
3.4.8.5	Towel service offered.	4

[19] Recognized organisations are Green Key, Green Key Global, Green Globe, Global Tourism Active, Audubon International, Earth check, Travelife. If another body is suggested by a hotel, this will be reviewed, and added to the list if it is found to comply with international best practices. A minimum requirement is an annual audit on sustainability practices by an independent party.

3.4.9 Spa Services

The quality of the spa area and the equipment and amenities should reflect the rating of the hotel for points to be allocated.

3.4.9	Spa Facilities	Score (25)
3.4.9.1	Full-service Spa providing the full range of facial, and body treatments and massage, using upmarket spa brands and providing at least two full time certified therapists.	12
3.4.9.2	Changing room facilities with showers	3
3.4.9.3	Resting Area with provision of magazines and drinks	3
3.4.9.4	Jacuzzi or Whirlpool (on site) available for hotel guests	4
3.4.9.5	Sauna and / or Steam room with cold dipping pool or cold shower unit (on site) available for hotel guests. Separate for men and women	3

3.4.10 Business Facilities & Services

The quality of the business facilities area and the equipment and amenities should reflect the rating of the hotel for points to be allocated.

3.4.10	Business Facilities & Services	Score (10)
3.4.10.1	Property has a purpose-built business Centre on site that is suitable to the establishments' clientele.	5
3.4.10.2	Designated staff is available in the business centre at least 8 hours per day; OR Designated staff is available in the business centre at least 16 hours per day.	2; OR 3
3.4.10.3	Colour Printer / Photocopy Machine / Scanner -up to 10 copies free of charge; above no more than 3x cost	1
3.4.10.5	At least 1 computer per 75 rooms with USB sockets and connected to a printer and the internet.	1

3.5 Staffing

3.5.1 Staff Training

Only formal training is considered, opposed to 'on the job' training. Proof for the training activities needs to be available at the HR department, through invoices, training manuals, participation lists, etc.

3.5.1	General Staff Training	Score (5)
3.5.1.1	Training activity of dedicated training per staff per year exceeds 20 hours. Training activity of dedicated training per staff per year exceeds 30 hours. Training activity of dedicated training per staff per year exceeds 60 hours. Training activity of dedicated training per staff per year exceeds 90 hours.	2; OR 3; OR 4; OR 5

3.5.2 Development of Bahraini Talent

3.5.2	Bahraini Talent Development	Score (5)
3.5.2.1	At least 20% of Bahraini staff is enrolled or has completed training towards Hospitality Certification. At least 30% of Bahraini staff is enrolled or has completed training towards Hospitality Certification. At least 40% of Bahraini staff is enrolled or has completed training towards Hospitality Certification. At least 50% of Bahraini staff is enrolled or has completed training towards Hospitality Certification.	2; OR 3; OR 4; OR 5

4. F&B Mandatory Standards Guide

Categories and Definition

The table below will define the categories type for the food and beverage outlets.

Category Type	Definition
1. Main Restaurant	*The main restaurant of a hotel with fixed prices for buffet breakfast, lunch and dinner. Offering a wide range of cold cuts, appetizers, bread section, hot dishes, live cooking, pastries, etc. It also provides an a la carte menu during off buffet period for in-house and outside guest.*
2. Speciality Restaurant	*Restaurant specializes in a particular multicultural cuisine. It can provide one or more cuisine under one roof and authentically operated.*
3. Fine Dining - Restaurant	*It provides a high-end structured dining experience. It is an upscale restaurant that provides a high quality of food and beverage products served with appropriate branding concept in a tasteful environment.*
4. Lounge	*A place such as a restaurant or café where food and beverages are sold and seating is provided with live entertainment, a DJ, or music at sound levels that comply with Bahrain Tourism and Exhibition Authority's regulations.*
5. Lounge Club	*A restaurant or café with a lounge or floor for entertainment activities, while adhering to sound levels that comply with the Bahrain Tourism and Exhibition Authority's regulations for this category.*
6. Café	*An informal restaurant offering a range of hot meals and made-to-order sandwiches and they primarily serve and derive the majority of their revenue from hot drinks. They often have an intimate and relaxed atmosphere.*
7. Shisha Criteria	*A space within an outlet indoor or outdoor providing Shisha facilities and services. It can be a service part of the above categories or a separate outlet or facility of the hotel.*

4.1 MAIN RESTAURANT

Definition	**The main restaurant of a hotel with fixed prices for buffet breakfast, lunch and dinner. Offering a wide range of cold cuts, appetizers, bread section, hot dishes, live cooking, pastries, etc. It also provides an a la carte menu during off buffet period for in-house and outside guests.**

1. GENERAL SERVICE STANDARDS	
1.1. The Menu	1.1.1. Menu is visibly clean and in good condition 1.1.2. Fonts are clear and easy to read 1.1.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking 1.1.4. Menu is available in English with appropriate and accurate Arabic translation and charged per person 1.1.5. Special items (vegetarian / nuts / spiciness) are clearly indicated "common food allergies to be mentioned"
1.2. Table Set-Up	1.2.1. Table set-up includes main fork and knife 1.2.2. Cutlery and chinaware used are matching in pattern 1.2.3. Dining utensils are clean, in good condition and free of damage and wear 1.2.4. Table linen and napkins are well-pressed and spotless 1.2.5. Ashtrays are placed on smoking tables (if applicable)
1.3. Child Policy	1.3.1. Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition 1.3.2. Children's menu is available upon guest request
1.4. Handling Guest Complaints	1.4.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures 1.4.2. A record for complaints and service recovery process as well as guest contact details is maintained
1.5. Employee	1.5.1. Employee uniform is clean, fitting and well-pressed 1.5.2. All operational staff members must have name tags 1.5.3. Structured induction program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction program is implemented 1.5.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented 1.5.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted 1.5.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours. 1.5.7. Outlet manager must be qualified as per job specification and approved by Tourism Sector

2. FOOD AND BEVERAGE STANDARDS	
2.1. Food Offerings	2.1.1. International selection of dishes is available till closing 2.1.2. Breads and pastries (e.g. muffins, Danish pastries, croissants) are available (Buffet Breakfast) 2.1.3. 4 types of cereals are available (Buffet Breakfast) 2.1.4. 'Live' egg station is available (Buffet Breakfast)
2.2. Beverage Offerings	2.2.1 Fruit juices are available 2.2.2 Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers and as per Ministry of Health guidelines 2.2.3 Freshly made coffee is available 2.2.4 Coffee (e.g. espresso, cappuccino, latte, etc.) are available 2.2.5 Tea (e.g. Black Tea, Green Tea, etc.) are available 2.2.6 Bottled drinking and mineral water are available 2.2.7 Carbonated / non-carbonated soft drinks/sodas and energy drinks are available 2.2.8 Non-alcoholic cocktails (e.g. smoothies, milkshakes, etc.) are available
2.3. Buffet Counters	2.3.1 Cakes/pastries, cold meats/seafood, cut/sliced fruits, dairy and salads are kept in refrigerated buffet displays (where applicable) 2.3.2 Hot food is kept warm (no less than 60 Degree C) "Plates displayed in plate warmer" 2.3.3 Food items are labeled in English and Arabic 2.3.4 Appropriate serving-ware is available by each dish displayed at the buffet 2.3.5 Buffet counters are visibly clean and free of any debris 2.3.6. A Chef is present behind each 'Live' Station (if applicable)
3. DESIGN & FUNCTIONALITY	
3.1. Entrance & Signage	3.1.1. Signage is clean and clearly visible 3.1.2. Outlet name and Classification must be in Arabic and English 3.1.3. Glass panels are clean and free of any smudges (if applicable) 3.1.4. Host podium at the entrance is clean, neat and well-organized 3.1.5. Reading materials (newspapers / magazines) are placed at the entrance 3.1.6. Clean and crease-free menus are available at the entrance 3.1.7. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets
3.2. Handicapped Access	3.2.1 Outlet is accessible and wheelchair friendly
3.3. Interior	3.3.1. Floors are clean and free of any debris 3.3.2. Walls are clean and clear of any visible stains 3.3.3. Light fixtures are well maintained and in working order 3.3.4. Mirrors (if any) are clean and clear of any visible stains 3.3.5. Side stations (if any) are clean and tidy 3.3.6. Tables, chairs and any furniture are steady with no obvious scratches and are in

	good condition 3.3.7. Upholstery (if any) is clean and free of wear 3.3.8. Room temperature is comfortable at a range of 18 to 23 Degree Celsius 3.3.9. Distance between dining/coffee tables are no less than 1.3 meters to ensure comfort for guests and ease of service 3.3.10. Adequate lighting that allows guest to comfortably read. 3.3.11. Dance floor is not permitted 3.3.12. If music is played in the outlet, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only"

3.4. Restrooms	3.4.1. Restrooms are easily accessible 3.4.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc. 3.4.3. Adequate supplies of toiletries are available in the restrooms 3.4.4. Toilets, urinals and sinks are clean and in good working order 3.4.5. Clean, cloth and/or paper hand towels are available 3.4.6. Hand-driers are available 3.4.7. Toilets are adequately ventilated 3.4.8. Toilets are equipped with air-fresheners
3.5. Technology	3.5.1. A POS system that is linked to the Hotel's PMS is used 3.5.2. Kitchens and service areas are equipped with POS printers for orders processing and controls
3.6. Back-of-House	3.6.1. Size of kitchen and storage makes up no less than 30% of outlet space and as per MINISTRY OF HEALTH guidelines 3.6.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines 3.6.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)

4.1 SPECIALITY RESTAURANT

Definition	**Restaurant specializes in a multicultural cuisine. It can provide one or more cuisine under one roof and authentically operated.**

1. GENERAL SERVICE STANDARDS	
1.1. The Menu	1.1.1. Menu is visibly clean and in good condition 1.1.2. Fonts are clear and easy to read 1.1.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking 1.1.4. Menu is available in English with appropriate and accurate Arabic translation and charged per person 1.1.5. Original names of dishes in the specialty cuisine's local language are appropriately translated into English 1.1.6. Special items (vegetarian / nuts / spiciness) are clearly indicated
1.2. Table Set-Up	1.2.1. Appropriate cutleries are set on the table for the number of guest seated 1.2.2. Napkins are clean and neatly folded 1.2.3. Cutlery and chinaware used are matching in pattern and aligned with Restaurant concept / cuisine 1.2.4. Dining utensils are clean, in good condition and free of damage and wear 1.2.5. Table linen (if any) and napkins are well-pressed and spotless 1.2.6. Ashtrays are placed on smoking tables (if applicable)
1.3. Age Restrictions	1.3.1 Age restrictions are in accordance with rules and regulations
1.4. Child Policy	1.4.1. Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition (If restaurant theme or concept allows) 1.4.2. Children's menu is available upon guest request (If restaurant theme or concept allows)
1.5. Handling Guest Complaints	1.5.1. The Restaurant policy on Service Recovery is documented and available for staff reference in the Restaurant's standard operating procedures 1.5.2. A record for complaints and service recovery process as well as guest contact details is maintained

1.6. Employee	1.6.1. Employee uniform is clean, fitting and well-pressed 1.6.2. All operational staff members must have name tags 1.6.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented 1.6.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented" 1.6.5. Restaurant has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted 1.6.6. A Restaurant / Assistant Manager is contactable at all times, within the Restaurant premises, during the Restaurant's operation hours 1.6.7. Chef de Cuisine or the assistant is available 1.6.8. Restaurant manager must be qualified as per job specification and approved by Tourism Sector

2. FOOD & BEVERAGE STANDARDS	
2.1. Beverage Offerings	2.1.1 Fruit juices are available 2.1.2 Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers or as per MINISTRY OF HEALTH guidelines 2.1.3 Fruit juices are not made from concentrate 2.1.4 Freshly made coffee is available 2.1.5 Coffee (e.g. espresso, cappuccino, latte, etc.) are available 2.1.6 Tea (e.g. Black Tea, Green Tea, etc.) are available 2.1.7 Bottled drinking and mineral water is available 2.1.8 Carbonated / non-carbonated soft drinks/sodas and energy drinks are available 2.1.9 Non-alcoholic cocktails (e.g. smoothies, milkshakes, etc.) are available
2.2. Buffet Counters (where applicable)	2.2.1 Cakes/pastries, cold meats/seafood, cut/sliced fruits, dairy and salads are kept in refrigerated buffet displays (where applicable) 2.2.2 Hot food is kept warm (no less than 60 Degree C) 2.2.3 Food items are labeled in English and Arabic 2.2.4 Appropriate serving-ware is available by each dish displayed at the buffet 2.2.5 Buffet counters are visibly clean and free of any debris 2.2.6 A Chef is present behind each 'Live' Station (if applicable)

3. DESIGN & FUNCTIONALITY	
3.1. Entrance & Signage	3.1.1. Signage is clean and clearly visible 3.1.2. Restaurant name and Classification must be in Arabic and English 3.1.3. Glass panels are clean and free of any smudges (if applicable) 3.1.4. Host podium at the entrance is clean, neat and well-organized 3.1.5. Clean and crease-free menus are available at the entrance 3.1.6. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage Restaurants

3.2. Handicapped Access	3.2.1 Restaurant is accessible and wheelchair friendly
3.3. Restaurant Interior	3.3.1. Décor is in line with overall restaurant theme / concept 3.3.2. Floors are clean and free of any debris 3.3.3. Walls are clean and clear of any visible stains 3.3.4. Light fixtures are well maintained and in working order 3.3.5. Mirrors (if any) are clean and clear of any visible stains 3.3.6. Side stations (if any) are clean and tidy 3.3.7. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition 3.3.8. Distance between tables are no less than 1.5 meters 3.3.9. Upholstery (if any) is clean and free of wear 3.3.10. Room temperature is comfortable at a range of 18 to 23 Degree Celsius 3.3.11 If music is played in the Restaurant, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only" 3.3.12 Entertainment is available as per Tourism regulation 3.3.13 **Dance floor is not permitted** 3.3.14 **Bar counter is not permitted**
3.4. Restrooms	3.4.1. Restrooms are easily accessible 3.4.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc. 3.4.3. Adequate supplies of toiletries are available in the restrooms 3.4.4. Toilets, urinals and sinks are clean and in good working order 3.4.5. Clean, cloth and/or paper hand towels are available 3.4.6. Hand-driers are available 3.4.7. Toilets are adequately ventilated 3.4.8 Toilets are equipped with air-fresheners
3.5. Back-of-House	3.5.1. Size of kitchen and storage makes up no less than 30% of Restaurant space and as per Ministry of Health guidelines 3.5.2. Storage areas are clean, hygienic and neatly arranged and as per Ministry of Health guidelines All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)
3.6. Technology	3.6.1. A POS system is used and must be integrated with the Bahrain Tourism and Exhibition Authority dashboard. 3.6.2. Kitchens and bars are equipped with POS printers for orders processing and controls

4.3 FINE DINING RESTAURANT

Definition	**It provides a formal, structured dining experience at the high end of the market. It is an upscale restaurant that provides a very high quality of food and beverage products served at a very high standard of service with appropriate and branded tabletop appointments in a tasteful environment**

1. GENERAL SERVICE STANDARDS		
1.1 The Menu	1.1.1	Menu is visibly clean with no signs of wear and tear
	1.1.2	Fonts are clear and easy to read
	1.1.3	Menu contains a brief description of each dish and includes its accompaniments and method of cooking
	1.1.4	Offers appropriate menus for lunch (if any) and dinner
	1.1.5	Offers set meals featuring chef specials / signature dishes
	1.1.6	Menu is available in English with appropriate and accurate Arabic translation and charged per person
	1.1.7	Original names of dishes in the specialty cuisine's local language are appropriately translated into English
	1.1.8	Special items (vegetarian / nuts / spiciness) are clearly indicated
	1.1.9	Beverage menu must be printed on superior quality material that complements the Restaurant's design
1.2 Table Set-Up	1.2.1	Cutlery are set up on the table and neatly aligned for the number of guest seated
	1.2.2	Superior quality chinaware and cutlery are used
	1.2.3	Dining utensils are spotlessly clean and free of damage and wear
	1.2.4	Table linen (if any) and cloth napkins are well-pressed and spotless
	1.2.5	Ashtrays are placed on smoking tables (if applicable)
1.3 Age Restrictions	1.3.1	Age restrictions are in accordance with rules and regulations
1.4 Child Policy	1.4.1	Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition (if applicable) (If restaurant theme or concept allows)
1.5 Handling Guest Complaints	1.5.1	The Restaurant policy on Service Recovery is documented and available for staff reference in the Restaurant's standard operating procedures
	1.5.2	A record for complaints and service recovery process as well as guest contact details is maintained
1.6 Employee	1.6.1	Employee uniform is clean, fitting and well-pressed
	1.6.2	All operational staff members must have name tags
	1.6.3	Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented
	1.6.4	Ongoing training is scheduled for all staff. There must be evidence that this training program is implemented
	1.6.5	Restaurant has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted
	1.6.6	A Restaurant / Assistant Manager is contactable at all times, within the Restaurant premises, during the Restaurant's operation hours
	1.6.7	Chef de Cuisine or the assistant is available

	1.6.8	Restaurant manager must be qualified as per job specification and approved by Tourism Sector

2. FOOD & BEVERAGE STANDARDS		
2.1. Food Offerings	2.1.1 2.1.2 2.1.3 2.1.4	Ingredients used reflect a variety of local, regional and/or international seasonal, specialty and/or organic food items Evidence of attention to detail in food presentation All food *mis en place* and finishing must be done within the Restaurant's kitchen Bread / pastry items must be finished within the Restaurant's kitchen
2.2. Beverage Offerings	2.2.1 2.2.2 2.2.3 2.2.4 2.2.5 2.2.6 2.2.7 2.2.8	Fruit juices are available Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers and as per MINISTRY OF HEALTH guidelines Fruit juices are not made from concentrate Freshly made coffee (with a decaffeinated option) is available Coffee (e.g. espresso, cappuccino, latte, etc.) are available Tea (e.g. Black Tea, Green Tea, etc.) are available Bottled drinking, mineral water and sparkling water is available Carbonated / non-carbonated soft drinks/sodas and energy drinks are available
3. DESIGN & FUNCTIONALITY		
3.1. Entrance & Signage	3.1.1. 3.1.2. 3.1.3. 3.1.4. 3.1.5. 3.1.6.	Signage is clean and clearly visible Restaurant name must be in Arabic and English Glass panels are clean and free of any smudges (if applicable) Host podium at the entrance is clean, neat and well-organized Clean and crease-free menus are available at the entrance Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage Restaurants
3.2. Handicapped Access	3.2.1.	Restaurant is accessible and wheelchair friendly
3.3. Restaurant Interior	3.3.1. 3.3.2. 3.3.3. 3.3.4. 3.3.5. 3.3.6. 3.3.7. 3.3.8 3.3.9 3.3.10 **3.3.11** **3.3.12**	Floors are clean and free of any debris Walls are clean and clear of any visible stains Light fixtures are well maintained and in working order Mirrors (if any) are clean and clear of any visible stains Side stations (if any) are clean and tidy Tables, chairs and any furniture are steady with no obvious scratches and are in good condition Upholstery is clean and free of wear If music is played in the Restaurant, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only" Room temperature is comfortable at a range of 18 to 23 Degree Celsius Distance between dining tables is no less than 2 meters to ensure comfort for guests and ease of service **Dance floor is not permitted** **Bar Counter is not permitted**
3.4. Restrooms	3.4.1. 3.4.2.	Restrooms are easily accessible Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.

	3.4.3. Adequate supplies of toiletries are available in the restrooms 3.4.4. Toilets, urinals and sinks are clean and in good working order 3.4.5. Clean, cloth and paper hand towels are available 3.4.6. Hand-driers are available 3.4.7. Toilets are adequately ventilated 3.4.8. Toilets are equipped with air-fresheners
3.5. Back-of-House	3.5.1. Size of kitchen and storage makes up no less than 30% of Restaurant space and as per Ministry of Health guidelines 3.5.2. Storage areas are clean, hygienic and neatly arranged and as per Ministry of Health guidelines 3.5.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)
3.6. Technology	3.6.1. A POS system is used and must be integrated with the Bahrain Tourism and Exhibition Authority dashboard. 3.6.2. Kitchens and bars are equipped with POS printers for orders processing and controls

4.4 LOUNGE

Definition	**A place such as a restaurant or café where food and beverages are sold and seating is provided with live entertainment, a DJ, or music at sound levels that comply with Bahrain Tourism and Exhibition Authority's regulations.**

1. GENERAL SERVICE STANDARDS		
1.1. The Menu	1.1.1	Menu is visibly clean and in good condition
	1.1.2	Fonts are clear and easy to read
	1.1.3	Menu contains a brief description of each dish and includes its accompaniments and method of cooking
	1.1.4	Menu is available in English with appropriate and accurate Arabic translation and charged per person
	1.1.5	Special items (vegetarian / nuts / spiciness) are clearly indicated
1.2. Table Set-Up	1.2.1	Cutleries are available on designated dining tables
	1.2.2	Cutlery and chinaware used are matching in pattern
	1.2.3	Dining utensils are clean, in good condition and free of damage and wear
	1.2.4	Ashtrays are placed on smoking tables (if applicable)
1.3. Age Restriction	1.3.1	Age restrictions are in accordance with rules and regulations
1.4. Handling Guest Complaints	1.4.1	The Restaurant policy on Service Recovery is documented and available for staff reference in the Restaurant's standard operating procedures
	1.4.2	A record for complaints and service recovery process as well as guest contact details is maintained
1.5. Employee	1.5.1	Employee uniform is clean, fitting and well-pressed
	1.5.2	All operational staff members must have name tags
	1.5.3	Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented
	1.5.4	Annual training is scheduled for all staff. There must be evidence that this training program is implemented
	1.5.5	Restaurant has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted
	1.5.6	A Restaurant / Assistant Manager is contactable at all times, within operation hours
	1.5.7	Restaurant manager must be qualified as per job specification and approved by Tourism Sector
2. FOOD & BEVERAGE STANDARDS		

2.1. Beverage Offerings	2.1.1 Fruit juices are available 2.1.2 Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers or as per MINISTRY OF HEALTH guidelines 2.1.3 Fruit juices are not made from concentrate 2.1.4 Freshly made coffee is available 2.1.5 Coffee (e.g. espresso, cappuccino, latte, etc.) are available 2.1.6 Tea (e.g. Black Tea, Green Tea, etc.) are available 2.1.7 Bottled drinking and mineral water is available 2.1.8 Carbonated / non-carbonated soft drinks/sodas and energy drinks are available
3. DESIGN & FUNCTIONALITY	
3.1. Entrance & Signage	3.1.1. Signage is clean and clearly visible 3.1.2. Restaurant name must be in Arabic and English 3.1.3. Glass panels are clean and free of any smudges (if applicable) 3.1.4. Host podium (if applicable) at the entrance is clean, neat and well-organized 3.1.5. Clean and crease-free menus are available at the entrance 3.1.6. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage Restaurants
3.2. Handicapped Access	3.2.1 Restaurant is accessible and wheelchair friendly
3.3. Lounge Interior	3.3.1 Floors are clean and free of any debris 3.3.2 Walls are clean and clear of any visible stains 3.3.3 Light fixtures are well maintained and in working order 3.3.4 Mirrors (if any) are clean and clear of any visible stains 3.3.5 Side stations (if any) are clean and tidy 3.3.6 Tables, chairs and any furniture are steady with no obvious scratches and are in good condition 3.3.7 Upholstery (if any) is clean and free of wear 3.3.8 Room temperature is comfortable at a range of 18 to 23 Degree Celsius 3.3.9 Standard distance between dining/coffee tables is no less than 1.3 to ensure comfort for guests and ease of service 3.3.10 Standard distance between cocktail tables is no less than 0.6 meters 3.3.11 Entertainment is available as per Tourism regulation 3.3.12 Music played in the lounge, it is at a volume that comply with Bahrain Tourism and Exhibition Authority's regulations. **3.3.13 Dance floor is not permitted**
3.4. Restrooms	3.4.1 Restrooms are easily accessible 3.4.2 Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc. 3.4.3 Adequate supplies of toiletries are available in the restrooms 3.4.4 Toilets, urinals and sinks are clean and in good working order 3.4.5 Clean, cloth and/or paper hand towels are available 3.4.6 Hand-driers are available 3.4.7 Toilets are adequately ventilated 3.4.8 Toilets are equipped with air-fresheners

3.5. Back-of-House	3.5.1. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines 3.5.2. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)
3.6. Bar Counter	3.6.1. Bar counter is clean, dry and free of any debris 3.6.2. Displayed beverage is neatly arranged and dust-free 3.6.3. An under counter glass washer is available 3.6.4. All dispensing units are placed under the bar counter, and not exposed 3.6.5. An ice machine is available within the Restaurant area 3.6.6. Bar blenders are available based on menu offerings 3.6.7. A hand wash sink with hand sanitizer is available
3.7. Technology	3.7.1. A POS system is used and must be integrated with the Bahrain Tourism and Exhibition Authority dashboard. 3.7.2. Kitchens and bars are equipped with POS printers for orders processing and controls

4.5 LOUNGE CLUB

Definition	**A restaurant or café with a lounge or floor for entertainment activities, while adhering to sound levels that comply with the Bahrain Tourism and Exhibition Authority's regulations for this category.**

1. GENERAL SERVICE STANDARDS	
1.1. The Menu	1.1.1. Menu is visibly clean and in good condition 1.1.2. Fonts are clear and easy to read 1.1.3. Dishes in menu contain a brief explanation of the dish itself and includes method of cooking and dish accompaniments 1.1.4. Snack menu is available in English with appropriate and accurate Arabic translation and charged per person 1.1.5. Special items (vegetarian / nuts / spiciness) are clearly indicated
1.2. Table Set-Up	1.2.1. Ashtrays are placed on smoking tables (if applicable)
1.3. Age Restrictions	1.3.1. Age restrictions (21 years old and above)
1.4. Handling Guest Complaints	1.4.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures 1.4.2. A record for complaints and service recovery process as well as guest contact details is maintained
1.5. Employee	1.5.1. Employee uniform is clean, fitting and well-pressed 1.5.2. All operational staff members must have name tags 1.5.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction program is implemented 1.5.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented 1.5.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted 1.5.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours 1.5.7. Outlet manager must be qualified as per job specification and approved by Tourism Sector
2. FOOD & BEVERAGE STANDARDS	

2.1. Beverage Offerings	2.1.1 Fruit juices are available 2.1.2 Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers and as per MINISTRY OF HEALTH guidelines 2.1.3 Fruit juices are not made from concentrate 2.1.4 Freshly made coffee is available (if requested) 2.1.5 Coffee (e.g. espresso, cappuccino, latte, etc.) are available (if requested) 2.1.6 Tea (e.g. Black Tea, Green Tea, etc.) are available (if requested) 2.1.7 Bottled drinking and mineral water is available 2.1.8 Carbonated / non-carbonated soft drinks/sodas and energy drinks are available 2.1.9 Non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available
3. DESIGN & FUNCTIONALITY	
3.1. Entrance & Signage	3.1.1. Signage is clean and clearly visible 3.1.2. Outlet name and classification must be in Arabic and English 3.1.3. Age limit is clearly displayed outside of the outlet 3.1.4. Host podium (if applicable) at the entrance is clean, neat and well-organized 3.1.5. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets 3.1.6. Outlet capacity must be mentioned at the entrance and as per Civil Defense regulations
3.2. Interior	3.2.1. Floors are clean and free of any debris 3.2.2. Walls are clean and clear of any visible stains 3.2.3. Light fixtures are well maintained and in working order 3.2.4. Mirrors (if any) are clean and clear of any visible stains 3.2.5. Side stations (if any) are clean and tidy 3.2.6. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition 3.2.7. Upholstery (if any) is clean and free of wear 3.2.8. Indoor room temperature is comfortable at a range of 18 to 23 Degree Celsius (outdoor temperature will be based on ambient temperature) 3.2.9. Standard distance between tables is no less than 1.3 meters 3.2.10. Standard distance between cocktail tables is no less than 0.6 meters

	3.2.11. Entertainment is available in the form of DJ, 'Live' music, band performances, CD music system 3.2.12. Music sound should be kept within the outlet to avoid disturbance
3.3. Restrooms	3.3.1. Restrooms are easily accessible 3.3.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc. 3.3.3. Adequate supplies of toiletries are available in the restrooms 3.3.4. Toilets, urinals and sinks are clean and in good working order 3.3.5. Clean, cloth and/or paper hand towels are available 3.3.6. Hand-driers are available 3.3.7. Toilets are adequately ventilated 3.3.8. Toilets are equipped with air-fresheners
3.4. Back-of-House	3.4.1. Size of kitchen (if applicable) and storage makes up no less than 20% of outlet space and as per MINISTRY OF HEALTH guidelines 3.4.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines 3.4.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)"
3.5. Counter	3.5.1. Counter is clean, dry and free of any debris 3.5.2. Displayed beverage is neatly arranged and dust-free 3.5.3. An under counter glass washer is available 3.5.4. An ice machine is available within the outlet area 3.5.5. Blenders are available based on menu offerings 3.5.6. A hand wash sink with hand sanitizer is available
3.6. Technology	3.6.1. A POS system that is linked to the Hotel's PMS is used 3.6.2. Kitchens and service areas are equipped with POS printers for orders processing and controls

4.6 CAFÉ

Definition	**An informal restaurant offering a range of hot meals and made-to-order sandwiches and they primarily serve and derive the majority of their revenue from hot drinks.**

1. GENERAL SERVICE STANDARDS	
1.1 The Menu	1.1.1 Menu is visibly clean and in good condition 1.1.2 Fonts are clear and easy to read 1.1.3 Menu contains a simple and brief description of each food and beverage item offered 1.1.4 Price of each food and beverage item offered is clearly indicated and charged per person 1.1.5 Menu is available in English with appropriate and accurate Arabic translation 1.1.6 Special items (vegetarian / nuts / spiciness) are clearly indicated
1.2. Table Set-Up	1.2.1 Cutlery and chinaware used are matching in pattern (if applicable) 1.2.2 Dining utensils are clean, in good condition and free of damage and wear (if applicable) 1.2.3 Ashtrays are placed on smoking tables (if applicable)
1.3. Child Policy	1.3.1 Child seats / baby chairs are available upon guest request 1.3.2 Children's menu is available upon guest request
1.4. Handling Guest Complaints	1.4.1 The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures 1.4.2 A record for complaints and service recovery process as well as guest contact details is maintained"
1.5. Employee	1.5.1 Employee uniform is clean, fitting and well-pressed 1.5.2 All operational staff members must have name tags 1.5.3 Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented 1.5.4 Annual training is scheduled for all staff. There must be evidence that this training program is implemented 1.5.5 Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted 1.5.6 A Supervisor/Senior Staff is contactable at all times, within the hotel premises, during the outlet's operation hours 1.5.7 Outlet manager must be qualified as per job specification and approved by Tourism Sector

2. FOOD & BEVERAGE STANDARDS	
2.1 Food Offerings	2.1.1 Offers a limited menu that may consist of a selection of sandwiches, cakes, pastries or equivalent

2.2 Beverage Offerings	2.2.1 Fruit juices are available 2.2.2 Fruit juices are not made from concentrate 2.2.3 Freshly made coffee is available 2.2.4 Coffee (e.g. espresso, cappuccino, latte, etc.) are available 2.2.5 Tea (Black Tea, Green Tea, etc.) are available 2.2.6 Bottled drinking and mineral water is available 2.2.7 Carbonated / non-carbonated soft drinks/sodas and energy drinks are available 2.2.8 Non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available
2.3 Food Display Counter	2.3.1 Food display counter is clean, dry and free of any debris 2.3.2 Food display counters serving ready-to-eat foods are appropriately refrigerated 2.3.3 Ready-to-eat foods are appropriately segregated according to their respective food groups 2.3.4 Ready-to-eat foods and raw foods are appropriately separated 2.3.5 Food items displayed are labeled in English and Arabic 2.3.6 Displayed merchandise is neatly arranged and dust-free (if applicable) 2.3.7 Hot beverage-making facilities are available 2.3.8 Ice storage facility is available 2.3.9 Hand sanitizer is available 2.3.10 A hand wash sink for staff is accessible in close proximity (not further than 3 meters) of the outlet

3. DESIGN & FUNCTIONALITY	
3.1 Entrance & Signage	3.1.1 Signage is clean and clearly visible 3.1.2 Outlet name and Classification must be in Arabic and English 3.1.3 Glass panels are clean and free of any smudges (if applicable) 3.1.4 Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets
3.2 Handicapped Access	3.2.1 Outlet is accessible and wheelchair friendly
3.3 Interior	3.3.1 Floors are clean and free of any debris 3.3.2 Walls are clean and clear of any visible stains 3.3.3 Mirrors (if any) are clean and clear of any visible stains 3.3.4 Side stations (if any) are clean and tidy 3.3.5 Tables, chairs and any furniture are steady with no obvious scratches and are in good condition 3.3.6 Upholstery (if any) is clean and free of wear 3.3.7 If music is played in the outlet, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only" 3.3.8 Indoor room temperature is comfortable at a range of 18 to 23 Degree Celsius 3.3.9 Distance between dining/coffee tables is no less than 1.3 meters to ensure comfort for guests and ease of service 3.3.10 Adequate lighting that allows guest to comfortably read. 3.3.11 Dance floor is not permitted
3.4 Restrooms	3.4.1 Restrooms are easily accessible 3.4.2 Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc. 3.4.3 Adequate supplies of toiletries are available in the restrooms 3.4.4 Toilets, urinals and sinks are clean and in good working order 3.4.5 Clean, cloth and/or paper hand towels are available 3.4.6 Hand-driers are available 3.4.7 Toilets are adequately ventilated 3.4.8 Toilets are equipped with air-fresheners
3.5 Back-of-House	3.5.1. Size of kitchen (if applicable) and storage as per MINISTRY OF HEALTH guidelines 3.5.2 Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines 3.5.3 All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)
3.5 Technology	3.6.1 A POS system that is linked to the Hotel's PMS is used 3.6.2 Counters are equipped with POS printers for orders processing and controls

4.7 SHISHA

1. General Requirement	
1.1 Shisha Criteria	1.1.1. Bahrain Tourism and Exhibition Authority's approval to obtain license 1.1.2. Civil Defense approval for safety measure 1.1.3. Ministry of Health approval 1.1.4. Restricted age 18 years and above
1.2. Interior design	1.2.1. Smoking area must be isolated from shisha preparation or food and beverage areas 1.2.2. Flooring made of material that is easy cleaned, maintained and fire resistant 1.2.3. Sufficient air condition used adequate for the size of the restaurant 1.2.4. Sufficient smoking duct and filtration in use to avoid smoke smell 1.2.5. Smoking smell must not penetrate to other outlets or location, strict control required 1.2.6. Restaurant décor, paint, walls, floor, ceiling must look fresh at all times
1.3. Shisha Preparation area	1.3.1. Away from food and beverage preparation area 1.3.2. Proper washing area sufficient for the operation 1.3.3. Preparation table must be made of material that resist fire such as stainless steel
1.4. Storage area	1.4.1. Separate storage area to store tobacco, charcoal and shisha material 1.4.2. Proper ventilation system 1.4.3. Tobacco must be stored in adequate temperature to avoid spoilage
1.5. Ventilation	1.5.1. Ventilation and air condition must be isolated from food and beverage and other areas 1.5.2. Ventilation must be operational at all time during operating hours 1.5.3. Fresh air circulation system is required
1.6. Fire and Safety	1.6.1. Enough fire extinguishers as per Civil Defense available and visible for use 1.6.2. First Aid box must be available
1.7. Shisha Handling	1.7.1. Shisha must not be served to person below 18 years of age 1.7.2. Tobacco used must be approved by Ministry of Health
1.8. Employee handling Shisha	1.8.1. Employee handing charcoal must not handle food and beverage 1.8.2. Employee must wear different uniform than other employees handling food and beverage

5. Hotel Designators

This chapter presents the criteria on 13 product designators:

Designators	Classifications
Airport Hotel	1-5*
Apartment Hotel	1-5*
Beach Hotel	1-5*
Boutique Hotel	4-5*
Business Hotel	1-5*
City Hotel	1-5*
Convention Hotel	1-5*
Family Hotel	1-5*
Floating Hotel	4-5*
Golf Hotel	3-5*
Mixed Use	3-5*
Resort Hotel	3-5*
Shopping Hotel	3-5*

Each designator is presented as per the following structure:

Definition
A brief summary of what the designator represents.

Commitment to the guest
What promises will be communicated by the Bahrain Tourism and Exhibitions Authority to visitors of the Kingdom of Bahrain.

Minimum Criteria for Designator
What criteria have to be fulfilled for each respective classification to obtain the designator.

Permitted Exemptions for Designator
Any possible exemptions to the Minimum Mandatory criteria of the hotel classification system when a hotel is awarded this designator are presented here.

5.1 Airport Hotel

Definition

An Airport hotel is located at the airport or within a 5 km radius of the airport and provides unique services to make air travel more convenient.

Commitment to Guests

When booking an airport hotel, guests may expect:

a) An easy and quick transfer from the flight to the hotel.
b) Express check-in and check-out services at the hotel.
c) Availability of 24-hour housekeeping, food and beverage, and other leisure services.
d) The availability of flight information in the hotel as well as the option to check in at the hotel.

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.1.1 General					
5.1.1.1 Location	The hotel is situated at the airport or within a 5 km radius of the airport. For hotels situated at the airport, discretion may be used for smaller room sizes to accommodate unique hotel concepts.				
5.1.2. Guest Room					
5.1.2.1 Soundproofing	Sound Transmission Class (STC) of Guestrooms is rated 60 or higher for airplane noise and 24-hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 50 or higher for airplane noise and 24-hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 45 or higher for airplane noise and 24-hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 40 or higher for airplane noise and 24-hour guest traffic.	
5.1.2.2 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.				
5.1.2.3 Housekeeping	Housekeeping services are available 24 hours.			-	-
5.1.2.4 Laundry Service	3 Hours express service available 24 hours.			-	-
5.1.2.5 Luggage Weighing Equipment	Luggage weighing equipment provided in the room.			Luggage weighing equipment provided on request.	
5.1.3 Guest Services and Amenities					
5.1.3.1 Transport	If not situated at the airport, there is transport provided as per a schedule that is available at the reception, in the room, and on the hotel's website. The schedule indicates: a) Timings for pick up and drop off both to and from the airport; b) Description of the vehicles used; and c) Designated pick up and drop off areas.				
5.1.3.2 Welcome	Hot or cold towels and welcome drink available on arrival	-	-	-	
5.1.3.3 Check-in and Check-out times	Check-in and check-out times can be adjusted to offer to facilitate stopover travellers.				
5.1.3.4 Check In process	Check in within 5 minutes from arrival.			Check in within 10 minutes from arrival.	
5.1.3.5	Porter service available 24 hours.				

Porter Service				
5.1.3.6 Provision of Flight Departure Times	Screen with live departure times clearly visible in the lobby. Same screen available on the television in the room.		Screen with live departure times clearly visible in the lobby.	
5.1.3.7 Flight Check in Facilities	The hotel provides check in facilities, either through and printing dedicated terminals, or through sufficient computers facilities and printers available so that guests can check in and print their boarding cards.			
5.1.3.8 Health Club	Fully Equipped Gym opened 24 Hours. May be unstaffed from 11:00 PM – 06:00 AM.		-	-
5.1.4 Food & Beverages				
5.1.4.1 Beverages and Snacks	Coffee Shop providing beverages and snacks open 24 hours.	Beverages and snacks sold 24 hours on the property.		
5.1.4.2 Restaurant	Restaurant open 24 hours per day	Restaurant open 18 hours per day.	-	-

Permitted Exclusions of Designator

Hotels situated at the airport terminal may be exempted of the following Minimum Mandatory criteria:

1.3.2 Room Size, given unique hospitality concepts.
1.3.16.1 Wardrobe or closet may be smaller with only two coat hangers per occupant in the room.

5.2 Apartment Hotel

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. Alcohol and entertainment is prohibited on the hotel premises.

Commitment to Guests

At an apartment hotel, guests may expect:

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

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.2.1 Guest Units					
5.2.1.1 Unit Layout	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.				
5.2.1.2 Minimum Living Room Size	At least 30m²	At least 20m²	At least 17m²		
5.2.1.3 Minimum Bedroom Size	At least 20m²	At least 16m²	At least 15 m²		
5.2.1.4 Minimum kitchen size	At least 6m², providing sufficient workspace to cook for all occupants of the unit				
5.2.1.5 Furnishings	Each unit is furnished so that all occupants of the units can sit comfortably on a coach or armchair. Coffee and corner tables support this seating arrangement.				
5.2.1.6 Seating	The unit is equipped with a dinner table suitable to the number of occupants of the unit.				
5.2.1.7 Iron and ironing board	Iron and ironing board available in the unit.			Iron and ironing board available on request.	
5.2.1.8 Washing Machine and Dryer	Automatic washing machine with built in dryer in kitchen, or separate dryer available.		Automatic Washing Machine and drying rack.	Automatic, or Twin Tub washing machine and drying rack.	
5.2.1.9 Fridge	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		
5.2.1.10 Kitchen Equipment	*The kitchen is equipped with the following:* 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. 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.				
5.2.1.11 Cooking Equipment and Utensils	The kitchen is equipped with the following cooking equipment and utensils: a) Written lists for guests itemizing all 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. e) Condiment set (salt/pepper and sugar bowl with sugar in individual packages).				
5.2.1.12 Crockery and Cutlery	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 Teaspoons. f) Forks of different sizes. g) Tablecloth or one place mat per person.				
5.2.2 Services & Amenities					
5.2.2.1 Services and Amenities	Grocery shopping service[20] available.	-	-	-	-

Permitted Exclusions of Designator with reference to Minimum Mandatory Criteria

The 'Apartment' designator is permitted the following exclusions:

1. 1.3.3: Bathroom Sizes applies only in the form of criterion 6.11.4 of the designator.
2. Normal cleaning services as per 1.3.7.1, 1.3.7.2, 1.3.7.3, 1.4.1.1, and 1.4.1.2 prevail, unless the guest indicates to not desire such due to privacy.
3. 1.3.7.5 regarding Turn Down service does not apply.
4. 1.3.10.2 and 1.3.10.3 regarding a Desk and Desk Lamp do not apply to each guest room, but to each unit (apartment).
5. 1.3.11.1 applies only in the form of criterion 6.11.3.6 of the Designator.
6. 1.3.13.1 and 3.1.3.2 apply only to the entry door to the apartment and not to interleading doors.

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

5.3 Beach Hotel

Definition

A beach hotel is situated at a beach and provides beach related leisure facilities and services.

Commitment to Guests

When booking a beach hotel, guests may expect:

a) Direct access to a well-kept beach.

b) A range of leisure facilities and services on the beach and in the hotel enhance the beach experience.

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.3.1 General					
5.3.1.1 Location	The hotel is located at the beachfront providing guests direct access to the beach without having to leave the hotel premises.				
5.3.1.2 Beach Presentation	Beach to be cleaned and raked by sunrise.			Beach to be cleaned by sunrise.	
5.3.2 Guest Room					
5.3.3.1 Clothes Line	All rooms are provided with a retractable clothesline above the bath or in the shower area, or an alternative arrangement to dry swimwear.				
5.3.3 Guest Services and Amenities					
5.3.3.1 Transport to Beach	If the walking distance from the hotel to the beach is more than 800 meters, the hotel is required to provide transport that may be in golf cart like vehicles.			-	-
5.3.3.2 Retail of Beach Amenities	A retail outlet selling beach amenities such as swimming goggles, snorkels, sunscreen, sunhats, etc.			-	
5.3.3.3 Beach Activities	A minimum of three supervised beach/ water-based activities available such as fishing, banana boat, water skiing, snorkeling, and beach volleyball.			A minimum of one supervised beach / water-based activity available.	
5.3.3.4 Leisure Desk	A dedicated area is provided to inform guests on beach activities and take bookings for beach activities. This may be incorporated with the guest relation or concierge desk.			Information and bookings may be done through reception.	
5.3.3.5 Privacy	The hotel ensures that guests can enjoy privacy and that the flow of beach guests does not offend other guests to the hotel.				
5.3.3.6 Beach Furniture	Beach areas well furnished with sun beds with removable cushions, and umbrellas, to accommodate at least 80% of rooms available from 8:00 – 18:00 daily.			-	-
5.3.3.7 Beach Towels	Beach towels are available for all hotel guests from 8:00 to 18:00 daily.			-	-
5.3.3.8 Showers	Showers are provided for at the beach areas.				
5.3.4 Food & Beverages					
5.3.4.1 Beach Bar & Restaurant[21]	The beach area provides a beach bar and restaurant	The beach area provides a beach bar and restaurant, open for at least 8 hours per day.		The beach area provides a beach bar or coffee shop where drinks and small	

[21] If local regulations prohibit a restaurant on or close to the beach, the hotel should provide evidence thereof and indicate how it provides an alternative facility to its guests within the realm of legal possibilities.

	open for at least 10 hours per day.			meals are served, open at least 8 hours per day.	
5.3.4.2 F&B Service on the Beach	F&B Service is provided to hotel guests on the beach.		-	-	-
5.3.4.3 Complimentary items	Complimentary bottled water (no single use plastics) and cold towels provided to hotel guests at the beach area.	Complimentary bottled water (no single use plastics) is provided at the beach area to hotel guests.			
5.3.5 Staff					
5.3.5.1 Staff Uniforms	Staff in the leisure and beach areas are not overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.				

Permitted Exclusions of Designator

The 'Beach' designator does not exclude the hotel from any Minimum Mandatory Criteria.

5.4 Boutique Hotel

Definition

A small stylish hotel, typically one situated in a fashionable urban location and has a distinct character, intentional design and decor, and personalized service with a maximum of 100 rooms that provides a unique guest experience.

Commitment to Guests

At a boutique hotel, guests may expect:

a) A unique and luxurious design.
b) Highly personalised services throughout.
c) An intimate and private environment.

Minimum Criteria for Designator

Criteria	5 Star	4 Star
5.4.1 General		
5.4.1.1 Design & Decor	Unique and luxurious, providing an environment that is different from contemporary 5 star hotels.	Unique and luxurious, providing an environment that is different from contemporary 4 star hotels.
5.4.1.2 Privacy	All areas of the hotel provide privacy and a home-like feel.	
5.4.2 Guest Room		
5.4.2.1 Guest Room Decor	Guest rooms provide a unique and luxurious decor that is followed through into all details.	
5.4.2.2 Bed	All beds provided are of the highest quality.	
5.4.3 Guest Bathroom		
5.4.3.1 Bath and Shower	All guest bathrooms provide a bath of at least 80cm width and a walk-in shower of at least 100cm x 100cm in a unique and luxurious design.	
5.4.3.2 Bathroom Amenities	Full score of at least 20 points on amenities hotel Rating criterion.	Score of at least 15 points on amenities hotel Rating criterion
5.4.4 Guest Services & Amenities		
5.4.4.1 Transport	Transport by own limousines.	
5.4.4.2 Personalised Guest Services	Guest services are personalised to the guest with one direct dial number for all services from the room and a one stop shop guest service counter at the front desk providing all possible services required for the rating category. Guest is addressed by name most of the time.	
5.4.4.3 Ironing and Shoe Polish Service	Immediate service with the respective item returned within 30 minutes.	Immediate service with the respective item returned within 60 minutes.
5.4.5 Food & Beverages		
5.4.5.1 Restaurant	Fine dining restaurant with ability for tailoring menus.	
5.4.5.2 All day dining	One restaurant / cafe for all day dining.	
5.4.5.3 Themed Restaurant	At least one themed restaurant.	-
5.4.5.4 Lounge	A lounge is not required but allowed with allowance for live bands.	
5.4.5.5 Room Service	Room Service provided 24 hours	
5.4.5.6 Private Dining	Possibility for private dining.	-
5.4.6 Staff		
5.4.6.1	Staff – Guest Ratio of at least 1:1	

Staff – Guest Ratio	

5.5 Business Hotel

Definition

A Business Hotel provides unique services and facilities for today's business traveller.

Commitment to Guests

At a Business hotel, Guests may expect:

1. Express Front Desk, Housekeeping, and Food and Beverage Services.
2. Sufficient working space in the rooms, a business centre, and a business lounge.
3. High speed free Wi-Fi for all hotel guests.

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.5.1 Guest Room					
5.5.1.1 Working Space	1m²of clear working space available in the room.			0,5 m² of clear working space available in the room.	
5.5.1.1 Desk light	Separate lighting for the work desk.				
5.5.2 Guest Services and Amenities					
5.5.2.1 Check In Time	Express check in with no more than an average of 3 minutes waiting time and 3 minutes in-process time.		No more than an average of 5 minutes waiting time and 5 minutes in-process time.	-	-
5.5.2.2 Business Centre	The hotel scores full points on scoring criteria 3.6.13.				
5.5.2.3 Business Lounge	A dedicated lounge with comfortable and functional furniture, computer equipment, and food and beverage services for meetings, working and socialising.			-	-
5.5.2.4 Free High Speed WIFI	The hotel provides Wi-Fi with a minimum speed of 2 Mbps for each guest in all areas of the hotel.				
5.5.2.5 Meeting Rooms	The hotel provides at least 2 meeting rooms of 20m² seating a minimum of 8 people each.				
5.5.2.6 Daily Newspaper	Digital newspaper available in room	Digital newspaper available on request	Daily newspapers available in the breakfast area and lobby.		
5.5.2.7 Express Laundry Valet, and Pressing	Express laundry and pressing service (3 hours) available 24 hours.		Express laundry and pressing service (3 hours) available from 8:00 -17:00.		
5.5.3 Food & Beverage					
5.5.3.1 Early Breakfast	An early breakfast from 06.00, with a "grab and go", option.				
5.5.3.2 All day dining	An all-day dining restaurant with a selection of 'quick' dishes for guests that have limited time at their disposal. Alternatively, a buffet would provide a 'quick' dining option.				

5.6 City Hotel

Definition

A City Hotel is located in a city centre with good transport facilitation and city information.

Commitment to Guests

At a City hotel, Guests may expect:

a) A location in the city centre
b) An efficient and reliable transport, valet and parking system for accessibility.
c) Detailed information of the city centre as well as complimentary ***city maps.***

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.6.1 General					
5.6.1.1 Location	The hotel is located in the Capital Manama or in areas within the greater Manama area such as Juffair, Hoora, Seef and the Waterfront area.				
5.6.2 Guest Service and Amenities					
5.6.2.1 Transport	The hotel has the following systems in place to facilitate accessibility: 1. Valet parking for all guests; and 2. Direct availability of taxis is organised by the hotel.				
5.6.2.2 City Information	The hotel has detailed information available about the city and a city map is freely available at reception.				

5.7 Convention Hotel

Definition

A convention hotel is equipped to hold conventions on site, providing unique facilities and services to host, accommodate, and provide services to convention visitors. Alternatively, the hotel is connected to a convention centre.

Commitment to Guests

At a Convention hotel, Guests may expect:

a) A one-stop shop centralised reservation department to facilitate the organisation of a conference, or event.
b) A wide selection of professional conference facilities ranging from 10 to 1000 delegates, with breakaway rooms and state of the art conference equipment and wireless Internet.
c) Dedicated facilities and services for delegates arriving and departing on flights.

Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
5.7.1 General					
5.7.1.1 Location	The hotel is situated in an area that is conducive to being able to accommodate the maximum of their delegate capacity, providing sufficient parking space and accessibility for buses.				
5.7.2 Public Areas					
5.7.2.1 Convention Centre Accessibility	The hotel features a dedicated convention area that provides: a) A separate driveway for guests arriving by car or bus. b) Dedicated parking for at least 10 buses (may be off site). c) A separate reception area that allows for the welcoming of large groups (up to 500 delegates minimum). d) The convention centre is accessible through the hotel for delegates that stay in the hotel.				
5.7.2.2 Convention Centre Venues	The hotel or its adjourning convention centre provides the following venues, all soundproofed and equipped with air conditioning and lighting suitable for their purpose and number of delegates: a) A conference room with at least 1000sqm of floor space. b) A second conference room with at least 500 sqm of floor space. c) At least 5 'break-out' rooms with at least 30sqm of floor space each. d) A conference organising office of at least 20sqm with dedicated facilities				
5.7.2.3 Access Security[22]	The convention centre can provide the highest levels of access security.	The convention centre can provide high levels of access security.	-	-	-
5.7.2.4 Convention Centre Facilities	The convention area provides the following equipment and facilities: a) Telephone and Video conferencing equipment b) Equipment for presenters (e.g. felt pens, laser lights etc) c) Lectern / Speaker's Desk d) Stage e) Audio and PA equipment suitable to the venue. f) Wireless Headsets and microphones.				

[22] A letter of compliance from the CID is required to this extend to confirm the access security level of the convention centre.

	g) Projectors and screens suitable to the venue. h) Flip charts and portable projectors. i) Laptops and PCs for presentations. j) Writing board e.g. a white board k) Universal adaptors, and extension cables l) Secretarial Services: typing, binding, laminating, copying, etc. m) High volume Colour copying and printing equipment. n) Wireless Internet.		
5.7.3 Guest Rooms			
5.7.3.1 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.		
5.7.4 Guest Services and Amenities			
5.7.4.1 Arrival	The respective arrival areas are equipped and staffed to deal with high volume groups arriving simultaneously.		
5.7.5 Food & Beverage			
5.7.5.1 Restaurants	Restaurants and kitchens are equipped to serve large numbers of guests simultaneously.		
5.7.6 Staffing			
5.7.6.1 Convention Centre Staff	Dedicated convention centre staff including staff specialised in events management, ICT, and dealing with VIP guests.	-	-
5.7.6.2 Security Staff	Security staff is trained and equipped to secure high profile events and deal with large numbers of people.		

5.8 Family Hotel

Definition

A Family Hotel is specifically directed at family groups travelling together on holiday. The hotel may be based on a myriad of designs but with one common purpose: family accommodation and entertainment.

Commitment to Guests

At a Family Hotel, Guests may expect:

a) A safe and relaxed environment with little rigidity in rules and requirements for children.
b) Facilities and services designed for family entertainment.
c) Professional childcare and children's activities.

Minimum Criteria for Designator

Criteria	5*	4*	3*
5.8.1 General			
5.8.1.1 Location	The hotel is situated in an area that is conducive and aimed at purely the family market.		
5.8.1.2 Alcohol policy	The hotel does not serve alcohol or has a clear policy to ensure that children and families are not disturbed by the consumption of alcohol or related entertainment.		
5.8.2 Public Areas			
5.8.2.1 Access Security	The hotel provides high levels of access security so that children cannot wonder outside through staff at exits. Hotel floors are only accessible for hotel guests.		
5.8.3 Guest room			
5.8.3.1 Family Rooms	At least 30% of rooms are suitable for families, sleeping 3 or 4, either through larger sizes, or by interleading options.		
5.8.3.2 Curtains	All rooms have the possibility for a complete black out of the room to allow for small children to have a nap in the day.		
5.8.3.3 Television	At least five designated children's channels are available in the room.		
5.8.4 Guest Bathroom			
5.8.4.1 Bath	All family rooms have a bath.		
5.8.4.2 Baby Bath	Baby baths are available on request.		
5.8.4.3 Bathroom Amenities	Child friendly shampoo and bath soap is available on request. This is clearly communicated to the guest.		
5.8.5 Guest Services and Amenities			
5.8.5.1 Baby Sitting	Female baby-sitting service (in room) is available.		
5.8.5.2 Welcome gift	The hotel supplies a welcome gift for all children in the form of a colouring in book or a toy.		
5.8.5.3 Room Drop / Turn Down	Daily unique room drop for kids.	-	-
5.8.5.4 Security Staff	Security staff is trained and equipped to ensure the safety of families and are dressed and act in their positions rather as Public Relations Personnel than security personnel.		
5.8.5.5 Children s' Club	A day Kiddies Club that offers a full day entertainment and Edutainment program. Open a minimum of 8 hours.		
5.8.5.6	A dedicated children's pool is available.		

Swimming Pools		
5.8.5.7 Pool Toys	A wide range of children's pool toys is available at the pool.	
5.8.5.8 Pharmacist & Doctor	A doctor and pharmacist are on call 24 hours.	
5.8.5.9 Hotel Shop	A Pharmacy type shop on the complex that will typically supply articles required by younger Guests such as milk, milk bottles, "beach" wear, health snacks, over-the-counter medications, prescribed medicines, pre-pared bottled baby food, disposable nappies, sun screen creams and powders etc.	-
5.8.6 Food & Beverages		
5.8.6.1 Children's Menu	The hotel has a dedicated children's menu with at least 10 options for children, including healthy options.	-
5.8.6.2 Children's Meal Entertainment	During mealtimes, staff is available to assist with children's eating as well as entertainment as parents finish their meal.	-
5.8.7 Staff		
5.8.7.1 Care & Baby-Sitting Staff	All staff that cares for or provides entertainment for children are First Aid trained specifically for children.	
5.8.7.2 Language	The four most prevalent languages related to the target groups of the hotel are spoken by staff that looks after children.	

5.9 Floating Hotel

Definition

A floating hotel is located at the seashore with appropriate entrance and exit access. It provides a unique guest experience and privacy for guests throughout their stay with a maximum of 30 guest rooms to ensure personalised service levels.

Commitment to Guests

At a boat hotel, guests may expect:

a) A safe and clean environment
b) Highly personalised services throughout.
c) An intimate and private environment.

Minimum Criteria for Designator

Criteria	5 Star	4 Star
5.9.1 General		
5.9.1.1 Design & Decor	Unique and luxurious, providing an environment that is different from contemporary hotels in its rating category.	
5.9.1.2 Privacy	All areas of the hotel provide privacy and a home-like feel.	
5.9.1.3 Rooms	A floating hotel has a maximum of 30 guest rooms.	
5.9.2 Guest Room		
5.9.3.1 Guest Room Decor	Guest rooms provide a unique and luxurious decor that is followed through into all details.	
5.9.3.2 Bed	All beds provided are king size: 200cm x 200cm of the highest quality.	
5.9.3 Guest Bathroom		
5.9.3.1 Bath and Shower	All guest bathrooms provide an adequate size bath and shower from a guest needs perspective.	
5.9.3.2 Bathroom Amenities	Full score of at least 20 points on amenities hotel Rating criterion.	Score of at least 15 points on amenities hotel Rating criterion
5.9.4 Guest Services & Amenities		
5.9.4.1 Sea Taxis	Sea taxis available on demand if the floating hotel is anchored away from shore.	
5.9.4.2 Transport	Transport by own limousines.	
5.9.4.3 Personalised Guest Services	Guest services are personalised to the guest with one direct dial number for all services from the room and a one stop shop guest service counter at the front desk providing all possible services required for the rating category. Guest is addressed by name most of the time.	
5.9.4.4 Ironing and Shoe Polish Service	Immediate service with the respective item returned within 30 minutes.	Immediate service with the respective item returned within 60 minutes.
5.9.5 Food & Beverages		
5.9.5.1 All day dining	One restaurant for all day dining.	
5.9.5.2 Themed Restaurant	At least one themed restaurant.	-
5.9.5.3 Lounge	A lounge is not required but allowed with allowance for live bands.	
5.9.5.4 Room Service	Room Service provided 24 hours	
5.9.5.5 Private Dining	Possibility for private dining.	-
5.9.6 Staff		
5.9.6.1 Staff – Guest Ratio	Staff – Guest Ratio of at least 1:1	

5.10 Golf Hotel

Definition

A golf hotel is situated on or right next (maximum 500 meters) to an 18-hole golf course and provides extended services for golfers.

Commitment to Guests

At a golf hotel, guests may expect:

a) Easy, unrestricted, and preferred access to golf course infrastructure.
b) Full pro-shop services available in the hotel.
c) Golf retail and rental services, storage for golf clubs and other services that assists guests in playing golf.

Criteria	5 Star	4 Star
5.10.1 General		
5.10.1.1 Location	The hotel is situated on, or right next to (maximum 500 meters) an 18-hole golf course with direct access from guests to the golf course.	
5.10.1.2 Privacy	All hotel guests have free access to the Golf Club facilities.	
5.10.2 Guest Room		
5.10.2.1 Guest Directory	The guest directory clearly outlines all golf services and facilities available for guests including phone numbers to make bookings.	
5.10.3 Guest Services & Amenities		
5.10.3.1 Club House	The Golf Club provides a club house which is easily accessible for hotel guests and provides at least one restaurant, a pro-shop, and changing room facilities with showers.	
5.10.3.2 Golf Booking Service	Guests are able to book a round of golf, including the rental of carts and equipment, from the hotel and have preferred tee off times from outside guests.	
5.10.3.3 Golf Equipment Cleaning and Storage	Golf clubs and shoes can be cleaned and stored upon request.	
5.10.3.4 Golf retail	There is a dedicated golf retail outlet in the hotel with a good selection of golf wear, shoes, clubs, balls, and other equipment.	
5.10.3.5 Golf Rental	Guests are able to rent clubs, shoes, and golf carts.	
5.10.3.6 Golf Practice Areas	Guests have access to a driving range and practice areas within the vicinity or the adjacent (maximum 500 meters) golf club.	
5.10.3.7 Golf Pro	Guests can book lessons / coaching with a Golf Pro directly from the hotel and can be accommodated with such requests within hours.	
5.10.4 Food & Beverages		
5.10.4.1 Early Breakfast	Guests are able to book an early breakfast or breakfast pack to accommodate early tee off times.	
5.10.4.2 Halfway House	The Halfway house of the course is open in line with the course opening hours and presents a standard in line with the hotel's rating.	

5.11 Mixed Use Hotel

Definition

A mixed-use hotel is positioned in an enclosed structure which offers non-hotel facilities or services, such as offices, retail, or entertainment. The hotel must be completely isolated, closed off from the other functions of the facility to ensure the safety and privacy of hotel guests. This designator applies to 3, 4 and 5 stars hotels.

Commitment to Guests

As there may be several advantages to the development of mixed-use buildings with a hotel facility, it is important that guests are guaranteed the services and privacy that they would experience in a normal hotel without interacting with other use.

Minimum Criteria for Designator

Area	5 Star	4 Star	3 Star
5.11.1 General			
5.11.1.1 Entrances	The hotel must have its own separate entrance, which comply with minimum criteria.		
5.11.2 Public areas			
5.11.2.1 Elevators	Guest and Service elevators are designated and marked only for the guest and service use of the hotel and should not interfere with the other mixed-use facilities.		
5.11.2.2 Arrival and Parking	The hotel provides a clearly marked separate entrance with its own (valet) parking for hotel guests. Hotel parking should be marked separate from other mixed use and for the use of hotel guest only at all times.		
5.11.2.3 Access Security	Guest rooms are situated in designated areas that can be accessed by guests only through an electronic key.		
5.11.3 Guest room			
5.11.3.1 Privacy	Hotel guest is guaranteed privacy at all times.		
5.11.4 Guest Services and Amenities			
5.11.4.1 Use of Services	Though services may be made available for guests from outside, in-house guests must always be given preferential access to and use of hotel services.		
5.11.5 Food & Beverage			
5.11.5.1 All day dining	All day dining restaurant should be designated for hotel guest especially during breakfast timing unless hotel occupancy is low. Other timing hotel guest must be given priority for reservation.		
5.11.5.2 Deliveries	Loading and offloading of Food, goods, garbage, etc. should be away from hotel entrance and should not be seen by hotel guest.		
5.11.6 Staff			
5.11.6.1 Uniforms	Hotel staff can easily be recognised and differentiated from other staff in the building through uniforms and nametags.		
5.11.6.2 Security Staff	Security staff is trained and equipped to ensure that hotel guests' safety and privacy is assured at all times.		

5.12 Resort Hotel

Definition

A resort hotel provides a relaxing destination experience to its guests through its large grounds and wide range of amenities, services and entertainment offered.

Commitment to Guests

At a resort hotel, guests may expect:

a) A destination experience focussed on relaxation.
b) A wide range of leisure and entertainment facilities and services for all.
c) A spacious and safe environment.

Minimum Criteria for Designator

Criteria	5 Star	4 Star	3 Star
5.12.1 General			
5.12.1.1 Hotel Grounds	The hotel is situated in fully enclose gardens, open to Sea or a natural desert environment for the exclusive use of guests of the resort.		
5.12.1.2 Security	The entire hotel grounds are monitored by security 24 hours per day.		
5.12.2 Guest Rooms			
5.12.2.1 Minimum Room Size	Single 37m² Double 39m² Suite 52m²	Single 32m² Double 34m² Suite 47m²	Single 26m² Double 28m² Suite 36m²
5.12.3 Guest Bathrooms			
5.12.3.1 Retractable clothesline	All bathrooms are provided with a retractable clothesline above the bath or in the shower area, or an alternative arrangement to dry swimwear.		
5.12.4 Guest Services and Amenities			
5.12.4.1 Booking of Leisure Activities	A guest can easily book leisure activities through, for instance, a leisure desk.		Bookings may be done through reception.
5.12.4.2 Pool Size	Pool sizes add up to at least 1,5m² per guest unit with a minimum size of 150 m².		Pool sizes add up to at least 1,3m² per guest unit with a minimum size of 150 m².
5.12.4.3 Pool & Beach Showers	Showers are provided for at all pool and beach areas and provide sufficient privacy.		
5.12.4.4 Pool & Beach furniture	Pool and beach areas are well furnished with sun beds with removable cushions, tables, and umbrellas, to accommodate at least 80% of rooms.		
5.12.4.5 Pool & Beach Towels	At least two beach towels per guest provided in beach/pool areas.	At least one beach towel per guest provided in beach/pool areas.	
5.12.4.6 Transport in the Resort	If distances on the property exceed 500 meters, transport is provided.		
5.12.5 Food & Beverage			
5.12.5.1 Pool / Beach Restaurants	The pool / beach areas provide a bar and restaurant open for at least 8 hours per day.		The pool / beach areas provide a bar and restaurant open for at least 6 hours per day.

Criteria	5 Star	4 Star	3 Star
5.12.5.2 F&B Service	Food and Beverage Service is provided to all sun beds. There should be a quick and easy method to call for service.		-
5.12.6 Staff			
5.12.6 Staff Dress code	Staff in the leisure and beach areas are not overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.		

5.13 Shopping Hotel

Definition

A shopping hotel is situated within or attached to an extensive shopping centre, mall, or souk of at least 10,000 square feet allowing the guest safe and easy access to a rich shopping experience.

Commitment to Guests

At a shopping hotel, guests may expect:

a) A unique shopping experience within easy walking distance of the accommodation.
b) Information on unique shops and products in the vicinity is easily available.
c) A wide range of services to enhance and support the shopping experience.

Minimum Criteria for Designator

Criteria	5 Star	4 Star	3 Star
5.13.1 General			
5.13.1.1 Hotel Grounds	The hotel is connected to or situated within an extensive shopping centre, mall or Souk with direct access from the hotel to the centre.		
5.13.1.2 Security	The hotel entrance is monitored by security 24 hours per day.		
5.13.2 Guest Rooms			
5.13.2.1 Shopping Information	Information on stores and products is available in the room either through catalogues or in digital format. The guest services directory has a dedicated section on available stores, opening hours and location of the different shops in the mall.		
5.13.2.2 Personal Shopping & Delivery	The hotel provides a personal shopping service and shopping delivery service.		Shopping delivery service for all shops in the mall.
5.13.3 Guest Services and Amenities			
5.13.3.1 Shopping Advice	Dedicated Concierge to provide shopping information.	Front Desk / Guest Relations is well trained in providing shopping information to guests.	
5.13.3.2 Wrapping and Shipment	The front desk / guest relations provides a wrapping and shipping service for guests to safely ship back purchased goods.		