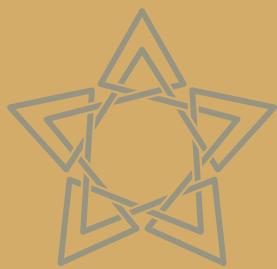




دائرة الثقافة والسياحة  
DEPARTMENT OF CULTURE  
AND TOURISM

# Abu Dhabi Hotel Classification Manual



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## INTRODUCTION

In November 2007 Abu Dhabi launched a modern hotel classification system that was recognised by the international travel trade as a leading system, incorporating standards that have enhanced levels in the Abu Dhabi hotel industry. A recent revision was called for to ensure that the system and its criteria continue to represent the ambitions of Abu Dhabi as a modern and leading tourism destination, catering to the expectations of visitors and enhancing their experience. The system in front of you incorporates contemporary standards and provides hoteliers with clear guidelines to enhance their service delivery to visitors of the Emirate.

The following introduction provides a general overview of the new hotel classification manual, highlighting its objective and key enhanced features. It then outlines the procedures with regards to the implementation of the system.

Chapter 2 to 6 present the actual criteria of each element of the enhanced system.

## ABU DHABI TOURISM

The Department of Culture and Tourism – Abu Dhabi's (DCT Abu Dhabi) aspires to increase the total number of visitors annually to the emirate and ensure tourism accounts for a greater percentage of non-oil GDP by 2021, where the sector is an important component of reaching Abu Dhabi's economic diversification goals.

To achieve this goal, DCT Abu Dhabi is actively working to build the emirate's leisure and business tourism resources alongside its image as a destination that caters to visitors with state-of-the-art offerings, from culture and entertainment activities to business facilities and convention centres.

The Tourism Sector is mandated with supporting the evolution of Abu Dhabi into a world-class destination, in line with our commitment to conserving, promoting and shaping Abu Dhabi's heritage, culture and tourism assets. DCT Abu Dhabi also aims to ensure the emirate gradually becomes a destination for niche markets such as cruise and medical tourism, building on Abu Dhabi's growing assets in both areas.

We fulfill our mandate through continued investment in Abu Dhabi's diverse array of leisure, entertainment and cultural attractions, as well as a comprehensive programme of profile-raising events organised in partnership with a network of sponsors and industry stakeholders. We also work closely with the emirate's tourism industry partners to provide crucial, industry-related guidance, helping to ensure that service providers exceed global standards of excellence.

## PURPOSE OF THE HOTEL CLASSIFICATION SYSTEM

The classification system provides guidance for guests to make an informed decision about the choice of accommodation on leisure or business trips. A well-prepared and implemented classification system will uniquely identify the differences between the hotel levels based on infrastructure and/or service and set proper expectations.

A robust and transparent classification system based on international standards provides clarity for international tourists and guests visiting the destination for the first time who may have no previous experience about Hotel Establishments in the area. Travel agencies and operators also depend on the hotel classification while setting their packages or guiding individual customers.

Standards are often set to encourage the private sector to make investments in improving and maintaining the quality of the local hotel infrastructure.

The enhancement of this crucial system will continue to establish a base line for the hospitality sector to achieve and ensure that the sector provides accommodation that has been measured against the highest industry standards.

## Development Phase

During the development phase of this manual, the key focus was to ensure that the enhanced system would facilitate the industry to continue to improve standards and guest satisfaction as per four driving principles:

<b>Transparency</b>	The system and its criteria are clear, unbiased and all relevant parties have been consulted in the development process of this manual.
<b>Quality Control</b>	The system provides a strong tool for quality control that applies to all hotel establishments in Abu Dhabi.
<b>Sustainability</b>	The system encourages sustainability practices in the areas of environmental sustainability, the promotion of cultural heritage, and accessible tourism for all visitors.
<b>Exclusivity</b>	The system celebrates and continues to stimulate the image of exclusivity of the Emirate by making provision for exclusive hotel concepts and excellent service delivery.

The main focal area in the system's enhancement has been service delivery. Research shows that service delivery is by far the most important factor for visitors, and that travellers are increasingly valuing quality of service, attentiveness of staff and uniqueness of their experience on leisure as well as on business trips.

## System Enhancements

The enhancements in the hotel classification system cover both the standards and requirements as well as the procedure for classification. The minimum standards required for licensing have been restructured to focus only on objective tangible criteria, whereas the subjective criteria that depend on the inspectors' judgement and assessment visits have been enhanced in the rating criteria, determining the star rating. As for the process, a higher focus has been placed on guest satisfaction, primarily by incorporating the Guest Experience Index in monitoring the performance of hotel establishments, and allowing for mystery shopper audits in cases of underperformance. Finally, optional hotel designators have been introduced, giving hotel establishments the opportunity to highlight their unique features and better match guest expectations.

This has resulted in a total of five system elements opposed to only two in the previous system:

Existing System	Enhanced System
1) Minimum Mandatory Criteria	1) Minimum Mandatory Criteria
2) Rating Criteria	2) Rating Criteria
	3) Guest Experience Index
	4) Mystery Shopping
	5) Product Designators

The system elements are defined as follows:

System Elements	Definition
Minimum Mandatory Criteria	Criteria that reflect minimum expectations of the traveller and need to be <b>completely fulfilled</b> for each respective category. These include physical infrastructure specifications as well as mandatory requirements to ensure a minimum standard of service and compliance with the standards set by DCT Abu Dhabi and other Abu Dhabi Government entities.
Rating Criteria	Criteria that reflect the quality of the hotel's facilities and services. Rating requirements focus on the quality of materials used, state of maintenance, presentation, and cleanliness. Hotels need to achieve a <b>minimum final score</b> for each respective classification category.
Guest Experience Index	The average weighted online review score from over 100 online review platforms weighted per platform and per reviewer. Platforms that do not verify reviews are weighted lower. Also the individual reviewer is weighted higher the more establishments he/she contributes to the platform. The Guest Experience index will <b>only apply after a hotel classification has been awarded</b> . Hotels then need to achieve a <b>minimum final score</b> for each respective classification category and will be subject to a mystery shopping assessment when the minimum score is not achieved.
Mystery Shopping	An unannounced assessment by an independent hospitality expert focussed on an area within the guest experience that scores below standard, identified through the Guest Experience Index. <b>Hotels are only subjected to a mystery shopping assessment when the Guest Experience Index has been below the set threshold for 3 months in a row.</b>
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 <b>Minimum Criteria</b> that must be achieved; however the application for a product designator is <b>voluntary</b> .

## System focus areas

Determining the star rating of a hotel depends on a number of focus areas as highlighted in the table below. These cover requirements that are essential to the guest experience, focusing on the infrastructure of the hotel, guest rooms and bathrooms, public areas, facilities and services, as well as staffing requirements. To ensure the highest levels of service, a new category has been added to focus on managing and monitoring service quality at individual hotel establishments.

Focus Area	Description
1) General Requirements	Administrative, legal or other requirements
2) Buildings, Safety & Security, and Access	Requirements that apply to the hotel building, its 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) Public Areas	Requirements focussing on the hotel's public areas.
6) Guest Services	Requirements focussing on services offered to hotel guests.
7) Food & Beverage	Requirements focussing on the provision of Food & Beverages.
8) Staffing	Requirements focussing on staffing policies and practices.
9) Service Quality	Requirements focussing on the management and monitoring of service quality.

## MINIMUM MANDATORY CRITERIA

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

## RATING CRITERIA

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

Based on DCT's assessment visit, hotels can score a maximum of 900 points. Table 1 summarises the maximum number of points in each category, whereas Table 2 defines and clarifies the minimum number of points hotels need to score for each star rating. Each additional star indicates higher quality facilities, bigger variety of service offering, and more elaborate attentiveness and hospitality of service staff.

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

Division	Rating Criteria	%
Exterior	55	6
Guest Bedrooms	325	36
Guest Bathrooms	190	21
Public Areas	240	27
Restaurants	90	10
Total	<b>900</b>	<b>100%</b>

Table 2 Minimum Scores for Hotel Star Ratings

Rating	Rating Requirement	Standard %	Description
<b>1 Star</b>	450	50%	<ul style="list-style-type: none"> <li>Budget-oriented, providing basic levels of comfort and basic services.</li> </ul>
<b>2 Star</b>	540	60%	<ul style="list-style-type: none"> <li>Affordable establishments providing an enhanced level of comfort and quality of service.</li> </ul>
<b>3 Star</b>	630	70%	<ul style="list-style-type: none"> <li>Sufficient level of comfort, typically targeted at modern/business-oriented budget travellers. Good levels of service expected as well as facilities and amenities at basic but good quality.</li> </ul>
<b>4 Star</b>	720	80%	<ul style="list-style-type: none"> <li>Refined, very good infrastructure and upscale physical attributes, with a high quality of service and attention to detail.</li> </ul>
<b>5 Star</b>	810	90%	<ul style="list-style-type: none"> <li>Luxurious standards and designs, very high levels of comfort. Characteristics include spaciousness, extensive offering of amenities, impeccable standard of excellence in service provision and in quality of facilities and infrastructure, as well as large variety in offering within outlets, such as F&amp;B and spas/health clubs.</li> </ul>
<b>Total</b>	<b>900</b>	<b>100%</b>	

From Table 1 it can be seen that 'Guest Services' is no longer a focus area under the rating criteria; these have been moved to the minimum mandatory criteria to ensure the highest level of service quality is offered to guests at each star rating. Consequently, the scores on the remaining focus areas have increased. From Table 2 it can be seen that the minimum scores required for each star rating have increased, especially for 1- and 2-star hotels. Rating requirements at each star rating has been increased to ensure a higher level of service quality and to match best practices at the regional and international levels.

## GUEST EXPERIENCE INDEX

Service delivery standards comprise of the most influential determinants of guest satisfaction. Historically it has been difficult, if not impossible to measure these objectively. By partnering with one of the World's leading companies in Guest Sentiment analysis, DCT Abu Dhabi uses a measuring tool that generates a weighted average score from a vast volume of guest reviews taken from over 100 online platforms. This score is balanced by weighing factors that account more value to verified feedback platforms (e.g. Hotels.com) over non-verified feedback platforms (e.g. TripAdvisor.com). In addition, also the reviewer track record is used in this balance whereby reviewers with a multitude of reviews in their name are given more weight than reviewers with only a few reviews written under their account. The minimum scores required at each star rating are outlined in chapter 3 of this manual.

## MYSTERY SHOPPER ASSESSMENT

The mystery shopper assessment is thus only applicable for hotels that have scored below the designated GEI threshold for their respective rating for a period exceeding three months. The further process is outlined in chapter 4 of this manual.

## PRODUCT DESIGNATORS

To obtain a license, establishments are classified as either hotels, hotel apartments, or resorts. Hotel establishments can obtain a star rating (1-5), whereas hotel apartments are categorised into Deluxe, Superior and Standard apartments. To qualify for a resort license, 3-5 star hotels need to satisfy a number of additional mandatory criteria over and above the ones set for all hotel establishments.

In addition to the star rating, the system makes provision for hotels to position themselves by obtaining a voluntary 'designator'. These are intended to allow travellers to easily identify the 'type' of hotel that they are looking for over and above comfort and service level. They are classifications of hotels that are suitable for the hotel market in Abu Dhabi, giving hotels the opportunity to target specific segments of travellers by aligning guest expectations with their unique service offerings.

A total of 6 optional designators apply to different hotel establishments as indicated in table 3.

Table 3: Designator Options and Conditions

Optional Designator	Applicable to
1. Airport Hotel	1-5 star
2. Boutique Hotel	1-5 star
3. Convention Hotel	1-5 star
4. Family Hotel	3-5 star
5. Luxury Hotel	5 star
6. Sustainable Hotel	1-5 star

Designators are awarded after the hotel has met the requirements of the respective designators. Certain designators may create exemption 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 directly at the airport.

## The Classification Process

The classification process is designed to be both efficient and effective.

- 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 reflect the respective category, as assessed by DCT Abu Dhabi inspectors during their assessment visit. They include aspects such as the spaciousness of public areas and F&B outlets, the quality of lighting, décor and overall infrastructure of the hotel, or the quality of bedding and amenities used in guest rooms. There is a degree of flexibility among these criteria.
- 3) After the hotel classification has been awarded, DCT Abu Dhabi monitors the **Guest Experience Index (GEI)** on a monthly basis.
- 4) If the GEI drops below the minimum threshold for 3 months in a row, DCT Abu Dhabi deploys a **Mystery Shopper** to validate the negative feedback by investigating the area of underperformance. If the guest feedback through the GEI is validated, the hotelier is invited for a meeting to commit to rectifying the issue within a set time frame. If the issue is not resolved within the set time frame, the hotel classification is lowered as per the GEI.
- 5) The Hotel Classification is determined by the first two steps of the process and is awarded based on the complete fulfilment of the Minimum Mandatory Criteria and the attainment of the relevant minimum score for the Rating Criteria. 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. Obtaining one or more hotel designators is voluntary.

## Implementation & Features of the New System

The enhanced criteria have been drafted with a number of objectives in mind. Most importantly, this manual aims to support existing hotels as well as encourage new investments in Abu Dhabi's hotel sector. Numerous consultations have been carried out with investors and hoteliers to avoid scenarios that would negatively impact the operations of existing hotels by forcing them to incur significant costs to maintain their hotel classification, for instance. All enhanced requirements ensure the quality of service matches regional and international best practice. In some cases, where additional expenses result from the enhanced criteria, existing hotels are given a long enough grace period to comply. As a general rule, existing hotels are given a year-long grace period to comply with most of the changes, and until their upcoming renovation cycle to comply with any physical changes to allow enough time for planning and factoring in the costs. The conditions surrounding such requirements are indicated in the criteria chapters by means of footnotes.

Any updates or changes to the requirements or processes as identified in this manual will be communicated by DCT Abu Dhabi to the hoteliers in writing.

### a) E-System

The classification system is integrated in a comprehensive E-System that maintains all available data on Abu Dhabi'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, hotel General Managers can be registered in the system for **Self-Assessment** preceding the formal assessment. With this facility, DCT Abu Dhabi expects to create a positive dialogue with the hotel industry with mutual benefit. Over the long-run, hotels will be able to conduct Self-Inspections, where hotel representatives will be conducting the regular assessments on their own establishments and submitting the results and the final scores on the system. DCT Abu Dhabi inspector visits will be less frequent, the more consistent the rating of the establishment over time.

### c) Complaints and Appeals

Each hotelier has a right to appeal or complain about a process or execution thereof. DCT Abu Dhabi has procedures in order to handle all hotel complaints in a professional and timely manner. The following principles govern this process:

- All complaints from hotel establishments 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 establishment will be kept informed of the status and the outcome of the complaint.

# 1. MINIMUM MANDATORY CRITERIA

The objective of the Minimum Mandatory Criteria is to:

1. Provide the foundation of the system.
2. Ensure that the Minimum Expectations of the guests of the respective category are fulfilled.

## 1.1 General Standards

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
General Standards and Procedures	1.1.1	Emergency and fire evacuation signage and emergency telephone numbers are posted in all food and beverage outlets, staff facilities and back of house in Arabic and English.				
	1.1.2	Hotel staff are available to guests 24 hours a day, 7 days a week.				
	1.1.3	Power generator available that can sufficiently generate power for the whole establishment to operate essential supplies (excluding air conditioning).				
	1.1.4	Maintain accounting books, records and data related to the business for a minimum of five years.				
	1.1.5	Display the name of the establishment on all records, invoices, correspondence and brochures of the establishment, in Arabic and English.				
	1.1.6	All areas of the hotel, including any rented shops/outlets or other commercial areas that are advertised as being part of the hotel fall under the requirements of the standards referred to in this manual and compliance with these standards is the responsibility of the hotel.				
	1.1.7	Approved Environmental, Sustainability or EHS Policy in place.				
	1.1.8	Waste recycling targets set, performance monitoring and incentive system approved by relevant government entity and implemented internally.				

## 1.2 Building Safety, Security, and Access

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.2.1 Exterior	1.2.1.1	Hotel premises are controlled 24 hours a day by security camera(s), as per regulations of the Emirate of Abu Dhabi.				
	1.2.1.2	The exterior of the property is well maintained in a sound and clean condition and does not pose a health and safety hazard to the public or property's employees. Maintenance and cleaning records to be kept.				
	1.2.1.3	Availability of lighting in all areas where the members of the public, employees and guests will frequent to ensure safety.				
	1.2.1.4	Buildings and fixtures are well maintained and are in a clean condition. Maintenance and cleaning records to be kept.				
1.2.2 Landscaping	1.2.2.1	If the outside areas that are part of the establishment plot of land can be landscaped, this should be suitable to the size and location of the establishment and done in an environmentally-friendly manner.				

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.2.2.2	All gardens if any are to be well maintained. Maintenance records to be kept.				
	1.2.2.3	All measures should be taken to ensure that gardens, landscaped areas and public pathways are safe to the public. Indemnity boards are placed where guests can observe these easily. They should be readable at night.				
1.2.3 Signage	1.2.3.1	Main sign-boards in public areas are in Arabic and English; sign boards are signs promoting the property name and should be readable at night.				
	1.2.3.2	Display the Classification Certificate in a prominent place in the reception area.				
	1.2.3.3	Display the Classification signboard in a prominent place outside the main entrance either on the left or right side.				
	1.2.3.4	General tariffs (rack rates) must be available in Arabic and English in the lobby or reception area.				
	1.2.3.5	Signage on or near doors of guest rooms indicating the room number.				
	1.2.3.6	On each floor signs indicating the direction of specific room numbers are required in the corridors and in the lobby area of the hotel if direction is not obvious.				
	1.2.3.7	If currency exchange is offered, foreign currency exchange rates must be publicly displayed in a display device on or near the reception counter and regularly updated in English.				
1.2.4 Guest Security & Access	1.2.4.1	Guests are escorted to rooms at check-in and hotel facilities and also room facilities explained.	Guests are escorted to rooms at check-in upon request.	-	-	
	1.2.4.2	Guests with special needs will be escorted to rooms; hotel as well as room facilities explained.				
	1.2.4.3	A safety deposit box/facility is available at the reception of the establishment to allow for the keeping of guest valuables.				
	1.2.4.4	A safety deposit box is available in all guest rooms.				
	1.2.4.5	A security guard/guards is available 24 hours per day.				
1.2.5 Safety & Comfort in Public Areas	1.2.5.1	Corridors and stairs are free from obstacles/hazards and meet the need of the end use.				
	1.2.5.2	Adequate levels of lighting for safety and comfort in all public areas, including stairways and landings.				
	1.2.5.3	Air conditioning maintains temperature of 18 - 23c, throughout the year in all public areas and back of house areas.				

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.2.5.4	All emergency stairs are required to have a permanently fixed handrail and be in a good state of repair, along with floor signage displayed on each floor inside the staircase.				
	1.2.5.5	The entrance and lobby have emergency lighting.				
	1.2.5.6	All corridors should be well lit, clean and well maintained. Maintenance and cleaning records should be kept.				
	1.2.5.7	Width of corridors cannot be less than 1.8m.				
1.2.6 Maintenance	1.2.6.1	Interior fixtures and buildings are well maintained and are in a clean condition. Cleaning and maintenance records should be kept. This includes all water systems of hotels facilities.				
	1.2.6.2	Air conditioning systems and electrical equipment must be safely maintained and in working condition. Records should be kept showing preventative maintenance plans and repair records.				
	1.2.6.3	Maintenance service available 24 hours per day.	Maintenance service available 16 hours per day.			
1.2.7 Garbage	1.2.7.1	Garbage collection and recycling processes are in place according to the requirements of the official governmental entity.				

### 1.3 Guest Rooms<sup>1</sup>

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.				
1.3.2 Room Sizes	1.3.2.1 <sup>2</sup>	Minimum room sizes: Single 30m <sup>2</sup> Double 32m <sup>2</sup> Suites 48 m <sup>2</sup>	Minimum room sizes: Single 22m <sup>2</sup> Double 24m <sup>2</sup> Suites 36m <sup>2</sup>	Minimum room sizes: Single 16m <sup>2</sup> Double 18m <sup>2</sup> Suites 27m <sup>2</sup>	Minimum room sizes: Single 13m <sup>2</sup> Double 15m <sup>2</sup>	Minimum room sizes: Single 13m <sup>2</sup> Double 15m <sup>2</sup>
1.3.3 Bathroom Sizes	1.3.3.1	Minimum size 4.5m <sup>2</sup>	Minimum size 3.5m <sup>2</sup>	Minimum size 3.5m <sup>2</sup>	Minimum size 3.5m <sup>2</sup>	Minimum size 3m <sup>2</sup>

<sup>1</sup> All infrastructure enhancements, such as room, bathroom and bed sizes, apply to hotels approved for construction after 1 September 2019.

<sup>2</sup> Room sizes are measured in square meter (m<sup>2</sup>) and include bathroom and living room areas, but exclude outside areas such as balconies and patios.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.3.4 Suites & Interconnecting Rooms	1.3.4.1	At least 5 % of all rooms are suites.	At least 2 % of all rooms are suites.	-	-	-
	1.3.4.2	A minimum of 5 % of all rooms are interconnecting.			A minimum of 2 % of all rooms are inter-connecting	-
1.3.5 Non Smoking Rooms	1.3.5.1	A minimum of 30% of all rooms are designated to be non-smoking rooms. All non-smoking rooms are to be located in designated floors/areas. Smoking is not allowed in the corridor of the designated area(s).				
1.3.6 Rooms for People of Determination <sup>3</sup>	1.3.6.1 <sup>4</sup>	<p>A minimum of one percent of all rooms (with a minimum of one) is suitable for special needs guests by providing the following facilities:</p> <ol style="list-style-type: none"> <li>1. Wider doors to enable easy access, at least 0.815m (recommended 1m);</li> <li>2. Guest room door has a second lower peep-hole for a guest in a wheelchair;</li> <li>3. Wider bathroom doors, at least 0.815 (recommended 1 m);</li> <li>4. Guest bathrooms must have grab bars;</li> <li>5. Bathroom provides a space in diameter 1.52m to turn a wheelchair 360 degrees;</li> <li>6. Pull cord alarm system is available in guest bathroom;</li> <li>7. Wheelchair accessible showers: bathroom floor is non-slippery and suitable for wheelchairs (non-static);</li> <li>8. Lowered switches throughout the guest room and bathroom; maximum height of 1.22m;</li> <li>9. Access to the bed from both sides;</li> <li>10. Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for special needs guest. Clear floor space of minimum length of 1.22m and minimum width of 760mm shall be provided;</li> <li>11. Wardrobes or cabinets provided to have two levels for guests in wheelchair to use the cupboards; maximum height of 1.22m;</li> <li>12. Telephones in the rooms are available with large buttons and a flashing light when the phone rings;</li> <li>13. A portable 'vibrating alarm' available on request for guests who may have difficulty in responding to an audible fire alarm;</li> <li>14. Doorbell with visual signal, in the form of flashing lights;</li> <li>15. An adjourning room with inter-leading door for a caregiver<sup>5</sup>;</li> <li>16. A Quran, room service menu, and other key hotel information are available on request in braille.</li> </ol>				
1.3.7	1.3.7.1	All bedrooms are cleaned daily.				
	1.3.7.2	All beds are made daily.				

<sup>3</sup> Measurements and facilities should follow the Abu Dhabi Building Code.

<sup>4</sup> Existing hotels that do not comply will be given until 1 September 2019 to make the required adjustments.

<sup>5</sup> Applies only to hotels built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>Housekeeping</b> <sup>6</sup>	1.3.7.3 <sup>7</sup>	Bed linen changed daily.		Bed linen changed every other day and upon check out of a guest.		
	1.3.7.4		Establishments are required to show hard evidence (annual plans, implementation checklists etc.) that an annual deep cleaning schedule exists and the establishment adheres to the schedule. This should also include regular cleaning of mattresses.			
	1.3.7.5	Turn down service required. Records kept.	Turn down service available on request. Records kept.	-	-	-
	1.3.7.6	Mattresses should be dated and turned at least every 3 months.				
	1.3.7.7	Exterior or sealed Window cleaning at least every quarter (13 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.		
	1.3.8.1	Two clean pillows per person with a clean pillowcase and a pillow protector.		Two clean pillows per person with clean pillowcases.	One clean pillow per person with a clean pillowcase.	
	1.3.8.2	One clean top and one clean bottom sheet.				
<b>1.3.8 Housekeeping Making of Beds</b>	1.3.8.3	At least one clean blanket or one clean duvet with cover per bed. A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacing.				
	1.3.8.4	Spare pillow available in-room, hygienically covered to prevent dust collection.		Spare pillows and blankets available on request.		
	1.3.8.5	Bed and base sets that are durable, hygienic, with thick mattresses of high quality.				
	1.3.9.1 <sup>8</sup>	Minimum bed sizes: Single Beds: 90 x 200 cm Double Beds: 180 x 200 cm		Minimum bed sizes: Single beds: 90 x 190 cm Double beds: 160 x 190 cm		
	1.3.9.2	All beds have access from both sides.				
<b>1.3.9 Beds</b>	1.3.9.3	All mattresses are clean, well maintained and are fitted with mattress protectors or under-blankets. Cleaning records should be kept.				

<sup>6</sup> Long-term visitors can request a less frequent and more flexible housekeeping schedule. Evidence of a contract between the hotel and the guests stating such an agreement in place.

<sup>7</sup> Hotels which operate sustainability policies or 'guest cards' where guests can specify how frequently they want linen to be changed can deviate from requirement 1.3.7.3. Evidence of such practices to be recorded and presented.

<sup>8</sup> Applies only to all new hotels from 1 September 2019.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.3.9.4	Cots (baby beds) available on request in a good, clean condition. Cots are stored hygienically.				
1.3.10 Furnishings	1.3.10.1	A bedside table is provided for each person (or one between two beds). The bedside table should match the size of the room and be in good condition.				
	1.3.10.2	Desk with chair in good condition and suitable for the user.				
	1.3.10.3	Desk lamp is provided in working order and suitable for the user.				
1.3.11 Seating	1.3.11.1	Comfortable seating provided in rooms suitable to the size and to the number of occupants in the room.				
1.3.12 Windows & Curtains	1.3.12.1	Windows of guest rooms and other public areas of the establishment should be lockable.				
	1.3.12.2	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows allowing for a complete 'black out' of the room.		Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows.		
	1.3.12.3 <sup>9</sup>	All windows in guest rooms must be double-glazed and made of safety / laminated glass, as are any glass doors.				
1.3.13 Doors	1.3.13.1	Each door has a primary lock and a secondary lock and door chain.				
	1.3.13.2	Each door has a peep-hole.				
	1.3.13.3	Doors to connecting rooms are equipped with a deadbolt lock and a soundproof double door system. Each room can only open one door.				
	1.3.13.4	Guest rooms should be able to be locked from inside without the use of a key.				
	1.3.13.5	Electronic key card door system.				
1.3.14 Lighting	1.3.14.1	General room lighting controlled by switch near the main door of the guest room.				
	1.3.14.2	Electricity saving system that switches off electricity when a guest leaves the guest room, either through key card or in room sensors.	-			
	1.3.14.3	A bedside or headboard reading light for (and controllable by) each person.				
	1.3.14.4	All light bulbs should be functioning and, unless decorative, have a shade or cover. Energy saving lights are mandatory, with the exception of areas that require specialised lighting.				
	1.3.14.5	Each bedroom has emergency lighting.				

<sup>9</sup> Applies to all buildings constructed after 1 November 2007. Safety glass for all new hotels from 1 September 2019.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.3.15 Flooring</b>	1.3.15.1	Fully fitted carpet or acceptable alternative flooring (wood/ parquet/ marble/ ceramic tile) is provided and should be in good state of repair and clean.				
<b>1.3.16 Wardrobe</b>	1.3.16.1	Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with 4 wooden coat hangers, 2 padded hangers, and 4 wooden trouser clips.		Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with four hangers or hooks provided per person. The wardrobe depth has to be at least 60 cm.		
	1.3.16.2	Built-in-drawers, chest of drawers or shelf space is provided with an interior surface that can be wiped clean. A minimum of two drawers or two shelves per bed in the room suitable for the number of persons occupying the hotel room.				
<b>1.3.17 Mirror</b>	1.3.17.1	One full-length mirror (1.6m long) in each room. This can be part of the bedroom wardrobe.				
<b>1.3.18 Telephones and Directory</b>	1.3.18.1	Telephone rates are available in guest rooms, in Arabic and English.				
	1.3.18.2	All in-room phones display the hotel telephone number and the bedroom extension or number.				
	1.3.18.3	Guest Services directory available in all guest rooms, in print or displayed on-screen, in English and Arabic that must include: a) Welcome to the guest from the establishments management. b) Local city information and telephone numbers of where further information can be obtained. An internal extension, number and the number of a credible information source where reliable information can be obtained. c) List of services and facilities available in the establishment as well as the prices and availability of these services and facilities.				
	1.3.18.4	One telephone handset in the bedroom; two handsets for suites. One set on the nightstand and one speaker enabled handset on the desk or other suitable location in the rooms. If portable, only one phone is required.		One telephone handset in the bedroom.		
<b>1.3.19 Television</b>	1.3.19.1	Flat screen colour television with remote control of at least 32 inch.				
	1.3.19.2	Digital/satellite/ cable reception with a minimum of four paid international channels and all local and regional free to air channels and radio.		Local and regional free to air channels and radio channels.		
	1.3.19.3	The scheduling of channels on each television is as per the circular of DCT.				

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.3.20 Qibla Direction Indicator	1.3.20.1	Each room must have a Qibla indicator showing direction of Mecca that can be easily seen by the user.				
1.3.21 Quran and Prayer Mat	1.3.21.1	Quran and Prayer mat are available on request.				
1.3.22 Accessories	1.3.22.1 <sup>10</sup>	Two dual (two point) additional sockets next to the desk and two next to the bed (one on each side) for use of electrical / electronic equipment with international plugs available on request. <sup>11</sup>	Two dual (two point) power sockets available, conveniently located for use of electrical/electronic equipment with international plugs available on request.			
	1.3.22.2	Ashtrays, if smoking is permitted.				
	1.3.22.3	Washable, wastepaper basket made of non-flammable material.				
	1.3.22.4	A luggage rack or designated space for at least one suitcase.				
	1.3.22.5	Ironing board and iron available upon request. Both should be clean and in working condition.				
	1.3.22.6	One bottle of drinking water per guest (min 300ml) with one drinking tumbler per guest hygienically presented and replenished daily.		-	-	
	1.3.22.7	Each room has coffee and tea-making facilities that are replenished daily.		-	-	
	1.3.22.8	Writing materials and paper are available in each room.		-	-	
1.3.23 Balcony	1.3.23.1	If the room has a balcony, doors must be lockable from the room.				
	1.3.23.2	Balcony doors can be opened from outside when unlocked to allow guests back in without assistance.				
	1.3.23.3	Height of the rail must be according to the relevant government entity to ensure safety of guests.				

<sup>10</sup> Existing hotels are expected to have adapted their rooms before 1 September 2019.

<sup>11</sup> If the plugs in the rooms are international, hotels do not need to provide additional adapters upon request.

## 1.4 Guest Bathrooms<sup>12</sup>

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.4.1 House-keeping	1.4.1.1	All bathrooms are cleaned daily.				
	1.4.1.2 <sup>13</sup>	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	Cold (25-28 C) and hot (52 C) running water throughout the year.	Hot (52 C) running water throughout the year.			
	1.4.2.4	All rooms have shower and bathtub with cold and hot water taps/mixers.	Bathtub OR a walk in shower unit with cold and hot water taps/mixers.			
	1.4.2.5	All rooms have a separate walk-in shower with cold and hot water taps/mixers.	20% of rooms should have a separate walk-in shower instead of the bathtub.	-	-	-
	1.4.2.6	25% of rooms have a bidet and a soap holder near the bidet.	Toilet hose with running water near to the toilet or a bidet.			
	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 Bidet Towel (if bidet is available) e) 1 Bath Mat		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 <sup>14</sup>	Body Lotion Conditioner Cosmetic kit Dental kit*	Body Lotion Conditioner Cosmetic kit Dental kit*	Body Lotion* Conditioner* Cosmetic kit Dental kit*	Soap Shampoo Shower Gel	Soap Shampoo

<sup>12</sup> All changes to sizes or bathroom fixtures are applicable to new hotels only, built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

<sup>13</sup> It is allowed for hotels to work with 'guest cards' that the guest can use that he / she does not want the linen changed. When such practice is established, the hotel may deviate from requirement 4.1.2

<sup>14</sup> Amenities may be offered or through dispensers as part of the hotel's environmental policy. The quality of the dispensers should however be reflective of the hotel's rating. Soap bars should be fresh and individually wrapped. Amenities indicated with \* may be available on demand; this should then be clearly communicated to the guests.

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.4.2 Fixtures &amp; Accessories</b>		Mouth Wash* Nail care kit * Sanitary Bags Sewing kit* Soap Shampoo Shaving kit * Shoe Polish Kit * Shower Cap Shower Gel	Nail care kit * Sanitary Bags Sewing kit* Soap Shampoo Shaving kit * Shoe Polish Kit * Shower Cap Shower Gel	Nail care kit * Sanitary Bags* Sewing kit* Soap Shampoo Shoe Polish Kit* Shower Cap* Shower Gel		
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.				
1.4.2.13		Mirror above or adjacent to washbasin.				
1.4.2.14		Shower curtain, screen or doors.				
1.4.2.15		Hook available on door or wall.				
1.4.2.16		Running water is available at all times with adequate pressure (3 Bar) for bathing and washing.				
1.4.2.17		If there are any windows in the bathroom, they should be covered with opaque curtains or blinds.				
1.4.2.18		Expandable washing line (drip dry) in the bathtub or walk in shower area.		-	-	
1.4.2.19		Adequate ventilation through extractor fan built-in ventilation.				
1.4.2.20		Waste bin made of non-flammable material.				
1.4.2.21		Direct dial telephone in the bathroom connected to the operator.				
1.4.2.22		Hair dryer is available in (bath) room of at least 1200 Watt.		Hair dryer available on request of at least 1200 Watt.		
1.4.2.23		Scale available in bathroom or on request.		-	-	

## 1.5 Public Areas

1.5 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.5.1 Entrances</b>	1.5.1.1	The Hotel has its own entrance, separate from a restaurant or another establishment.				
	1.5.1.2	A separate entrance and exit to kitchens where food is delivered and a separate entrance and exit where waste is disposed of.				
	1.5.1.3	The Hotel's entrances facilitate access for disabled Guests <sup>15</sup> .				
	1.5.1.4	Separate service or delivery entrance.		-	-	
	1.5.1.5	A driveway near to the entrance wide enough for two cars able to pass by next to each other.		-	-	-
<b>1.5.2</b>	1.5.2.1	Clearly designated reception area with a nearby seating area.				
	1.5.2.2	The reception's staff is available 24 hours.				

<sup>15</sup> This should follow the specifications set in the Abu Dhabi Building Code.

1.5 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
Front Desk / Reception Area	1.5.2.3	In-house telephone available in a designated area of the reception/lobby area. Minimum of 2-telephone handsets.		-	-	
	1.5.2.4	Fully stocked First Aid kit available.				
	1.5.2.5	Registration Cards should be available and completed by all guests on check-in.				
	1.5.2.6	A Property Management System in place, suitable to the size of the property				
	1.5.2.7	Staff that can speak Arabic and English is available at the front desk at all times.	Staff that can speak Arabic and English is available on each shift.			
	1.5.2.8	Appropriate background music played in the lobby/reception area.				
	1.5.2.9	Concierge Service 18 hours per day. On absence covered by night manager.	-	-	-	
	1.5.3.1	A sitting area is available throughout the day.				
	1.5.3.2	Air conditioning set at the ambient temperature 18c-23c.				
1.5.3 Seating Area Lobby Lounge	1.5.3.3	Lights are functioning to allow guest to see comfortably.				
	1.5.3.4	Signage available showing hours of Hotel services and events.				
	1.5.3.5	Allocate a place in the lobby of the hotel where complimentary Arabic coffee and dates are offered.	Allocate a place in the lobby of the hotel where complimentary Arabic coffee and dates are offered during Ramadan and public holidays.			
	1.5.4.1	All elevators must meet the requirements of the relevant government entity.				
	1.5.4.2	Clearly marked floor numbers in all elevators.				
1.5.4 Elevators, Lifts, Corridors	1.5.4.3	The number of elevators has been planned based on a traffic study that indicates acceptable waiting times for guests when the hotel is fully occupied. At least 1 elevator in establishments that are higher than 2 floors (G+1).				
	1.5.4.4	All elevators are required to have an emergency call facility that is in working order. Either a speaker/ telephone handset linked directly to the operator or security office of the building. The hotels facilities (e.g. Restaurants, Health Club) are indicated in the elevator.				
	1.5.4.5 <sup>16</sup>	Elevators must allow access for disabled visitors.				
	1.5.4.6	Elevators are clean and in a good state of repair. Cleaning records should be kept.				
	1.5.4.7	Elevators must have ventilation system that is in working order.				
	1.5.4.8	All elevators should have no smoking signs inside and no smoking signs displayed outside the elevator on all floors. Ashtrays should be available outside all elevator doors.				

<sup>16</sup> Required for all hotels built after November 2007.

1.5 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.5.4.9	The hotel has separate service elevators. Hotels without service elevators minimise combined traffic especially during peak hours.				
1.5.5 Public Toilets	1.5.5.1	If the dining room, restaurant and reception are on the same floor: a) At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls. b) At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls.				
	1.5.5.2	If the dining room, restaurant and reception are on different floors: a) At least one public toilet (near the reception area) for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls. b) At least one public toilet (near the reception area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls. c) At least one public toilet (near the dining) area for gents, with at least two toilet stalls, one urinal, with toilet hoses, and two washbasins separate from the toilet stalls. d) At least one public toilet (near the dining area) for ladies, with at least two toilet stalls, with toilet hoses, and two washbasins separate from the toilet stalls.				
	1.5.5.3	All public toilets are well maintained, clean, and frequently checked. Cleaning records must be kept.				
	1.5.5.4 <sup>17</sup>	At least one toilet stall must be accessible for people of determination at each cluster of public toilets. The size of the accessible toilet and all Measurements should meet with standards based on the Abu Dhabi Building Code.				
	1.5.5.5	All public toilets must have an ashtray placed outside the entrance.				
1.5.6 Public Toilets Fixtures & Accessories	1.5.6.1	Washbasin with mirror in separate space from toilet stall providing hot and cold water.				
	1.5.6.2	Toilet hose washer or Bidet.				
	1.5.6.3	Toilet with seat and lid.				
	1.5.6.4	Liquid Soap in a dispenser.				
	1.5.6.5	Mirror, above or adjacent to wash basin.				
	1.5.6.6	Toilet paper toilet roll holder, Toilet paper, and a spare roll of toilet paper per toilet booth.				
	1.5.6.7	Individual Hand Towels, paper towels or hot air hand dryer.	Paper towels or hot air hand dryer.			
	1.5.6.8	A light with shade or cover (Waterproof Housing).				
	1.5.6.9	Waste paper basket (of non-flammable material).				

<sup>17</sup> Applies to hotels built after 1 September 2019 and when existing hotels revamp their public toilets.

1.5 Public Areas	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.5.6.10	Running water is available at all times with water pressure of at least 3 Bar.				
	1.5.6.11	Windows are covered with opaque film curtains or blinds (if windows exist).				
	1.5.6.12	Adequate ventilation in the form of an extractor fan, or built-in ventilation.				
	1.5.6.13	An internal lock on each stall or door.				
	1.5.6.14	A bin for the disposal of sanitary items.				
	1.5.6.15	Air freshener dispenser				
	1.5.6.16	Children's changing facilities in public toilets. These can be placed in the accessible toilet stall.		-		
1.5.7 Prayer Rooms <sup>18</sup>	1.5.7.1	A prayer room is available on site suitable to the size and rating of the hotel.				
	1.5.7.2	Purpose-built ablution facilities are available on the same floor as the prayer room.		-		
	1.5.7.3	Availability of women prayer room upon request.				

## 1.6 Services and Amenities

1.6 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.6.1 Room Service	1.6.1.1	Room Service available 24 hours. Menu and telephone service offered in Arabic and English. Availability of dishes over the 24-hour period is indicated.	Room Service offered 16 hours. Menu and telephone service offered in Arabic and English.	-	-	
1.6.2 Mini Bar	1.6.2.1	Mini-bar in all rooms with an itemised price list of all mini-bar items.	-	-	-	
1.6.3 Porter Service	1.6.3.1	24-hour room porter service by designated porter staff.	16-hour room porter service. Reception staff to offer assistance if there are no dedicated porter staff.	Reception staff to offer assistance.		
1.6.4 Wake Up Calls	1.6.4.1	Wake up call service available 24 hours including a reminder.				
1.6.5	1.6.5.1	Luggage Room available in the lobby/entrance area.				

<sup>18</sup> Required for all hotels built after 1 September 2019. Existing hotels will be expected to comply following their upcoming renovation cycle.

1.6 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
Luggage Service						
1.6.6 Wheelchair	1.6.6.1	Wheelchair available on request.				
1.6.7 Internet Access	1.6.7.1	Wi-Fi Internet is available throughout the hotel, also at all outdoor areas of the hotel used by guests. If priced, full charges should be clearly communicated to guests at the time of booking and/or before using the service.				
	1.6.7.2 <sup>19</sup>	Convenient log in system for at least 2 devices.	Convenient log in system.			
1.6.8 Website	1.6.8.1	Hotel's website should offer a link to the <a href="http://www.visitabudhabi.ae">www.visitabudhabi.ae</a> website.				
1.6.9 Laundry Service	1.6.9.1	Laundry and dry cleaning services are available on- or off-site.				
	1.6.9.2	Same day service (9:00-18:00) and express service (3 hours) (Excluding dry cleaning, 24 hours).	Same day (9:00-18:00) or overnight service. (Excluding dry cleaning, 24 hours).	Laundry returned within 24 hours.		
1.6.10 Valet Parking	1.6.10.1	Available 24 hours per day.	Available 16 hours per day.	Available 12 hours per day.	-	-
1.6.11 Parking	1.6.11.1 <sup>20</sup>	Parking facilities are provided suitable to the number of rooms in the establishment.				
1.6.12 Guest Transport Services	1.6.12.1	Offer or support with car rental services.	-	-	-	-
	1.6.12.2	Hotel transport facilities are available for airport pick up.	-	-	-	-
	1.6.12.3	Hotel limousine service available.	-	-	-	-
1.6.13 Medical Services	1.6.13.1	A doctor and emergency medical services are available on call, or medical referral services are available, 24 hours a day.				
1.6.14 Cell Phone Reception	1.6.14.1	Constant cell phone reception with latest technology available in all guest areas of the hotel, if required through a mobile reception booster.	-	-	-	

<sup>19</sup> "Convenient" refers to a system that requires guests to login only once for the duration of their stay.

<sup>20</sup> Required for all hotels built after November 2007.

1.6 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.6.15 Swimming Pool<sup>21</sup></b>	1.6.15.1	A swimming pool on site that complies with the following conditions: a) Depth markers indicating the depth. b) Lifeguards on duty during opening hours after hours a pool alarm is in place. More lifeguards are required when pool size or layout limits full visibility of one lifeguard. <sup>22</sup> c) Life guards are fully certified and equipped d) Non-slip tiles in and around the pools. e) Stairs with balustrades f) Signage with opening and lifeguard hours and indemnity signage g) Controlled water temperature (28-32) h) Temperature thermometer with actual temperature visible to guests i) Changing room facilities with showers j) Sufficient seating around the pool with shaded areas. k) Towel service offered.		If a pool exists, compliance is applicable as for 4 and 5 star hotels.		
<b>1.6.16 Health Club</b>	1.6.16.1	A Health Club / Gym on site with the following requirements: a) qualified instructor available 10 hours per day, b) sauna and a steam room, c) dedicated water service through carafes of cool water or bottles, d) towels provided in the gym.	-	-	-	-
<b>1.6.17 Spa</b>	1.6.17.1	Spa facility on site that offers a variety of professionally administered spa services, including the full range of facial, and body treatments	If spa is offered, it should follow the same standard as 5-star hotels.	-	-	-

<sup>21</sup> Hotels must comply with the Abu Dhabi International Building Code over and above these mandatory requirements.

<sup>22</sup> The hotel must be able to show the inspectors the analysis conducted to ensure that there are sufficient lifeguards on duty during opening hours to oversee the entire pool area.

1.6 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		<p>and massage, using upmarket spa brands and providing at least two full time certified therapists.</p> <p>Other conditions are:</p> <ul style="list-style-type: none"> <li>a) Changing room facilities with showers.</li> <li>b) Resting Area with provision of magazines and drinks.</li> <li>c) Jacuzzi or Whirlpool (on site) available for hotel guests.</li> <li>d) Sauna and / or Steam room with cold dipping pool or cold shower unit (on site). Separate for men and women.</li> </ul>				
<b>1.6.18</b>	1.6.18.1	All services and facilities offered by the hotel and their hours of availability are clearly outlined in a manual in English and Arabic that is available in each guest room and may be offered on the interactive TV if clearly indicated.				
<b>1.6.19 Business centre/convention hall/etc.</b>	1.6.19.1	If business centre or convention hall is available, please refer to the criteria regarding "Convention Centre Venues", "Convention Facilities", and "Business Lounge", as indicated in the "Convention Hotel Designator" section of this manual.				

## 1.7 Food & Beverage

1.7 Food & Beverage	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.7.1 On-Site Restaurants	1.7.1.1	At least one full service restaurant open to guests for breakfast, lunch and dinner, seven days a week, with kitchen facilities in the hotel property.				Breakfast dining room.
	1.7.1.2	One additional restaurant offering lunch and dinner.	-	-	-	-
	1.7.1.3	Dining outlets must have 40% of the seating area designated as the non-smoking section, along with appropriate signage to identify these sections.				
1.7.2 Breakfast	1.7.2.1	Breakfast buffet or equivalent in the dining room. Breakfast served up to 10:30 am.			Continental breakfast served in the dining room or guest rooms until 10:30 am.	
1.7.3 F&B Mandatory Standards	1.7.3.1	An Arabic speaking member of staff is available to assist Arabic speaking guests.		-	-	-
	1.7.3.2	2 local dishes should be available on the menu.		-		

## 1.8 Staff Development

1.8 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.8.1 Staff Training & Development	1.8.1.1	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented.				
	1.8.1.2	The hotel has a staff development policy and can supply evidence that this policy is being implemented and monitored. The policy and gathered evidence should describe: 1.The staff development targets 2.The activities employed to achieve those targets 3.The budget allocated to these targets 4. All staff must have a letter of appointment and work proceeds with an induction course.				
	1.8.1.3	The hotel can display evidence of an introduction / orientation training of all new staff that includes a Health and Safety training as specified by the Civil Defense.				
1.8.2 Staff Appearance	1.8.2.1	All staff uniforms must be clean, fitting and in good condition.				
	1.8.2.2	All staff members must have nametags or identifiers that display the hotel brand name.				
	1.8.2.3	All staff members must have a clean, hygienic and presentable appearance.				

1.8 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.8.3 Staff Facilities	1.8.3.1 <sup>23</sup>	An onsite dining area is available for the use by staff. The dining area must be well maintained, and well cleaned daily. Cleaning and maintenance records should be kept.				
	1.8.3.2	An onsite area for staff to relax and sleep when they work in split shifts unless staff accommodation is provided within 30 km of the hotel.				
1.8.4 Staff Satisfaction	1.8.4.1	The hotel should measure its staff satisfaction at least annually. Records of this practice should be available.				
1.8.5 Staff Handbook	1.8.5.1	<p>The hotel has a staff handbook that describes, within the context of the national labour law:</p> <ol style="list-style-type: none"> <li>1. All policies and procedures of the company.</li> <li>2. All rights and responsibilities of staff.</li> <li>3. All applicable health and safety requirements.</li> </ol> <p>All new staff is expected to sign that they have read, understand, and commit to the staff handbook within 7 days of commencing their employment.</p>				

## 1.9 Guest Service & Satisfaction

1.9. Guest Satisfaction Monitoring	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.9.1 Surveys	1.9.1.1	The hotel conducts surveys to monitor the satisfaction of its guests continuously. Records of this practice should be available.				
1.9.2 Service Audit	1.9.2.1	The hotel conducts a yearly service audit by means of a mystery shopping assessment, social media review, or panel interviews with guests. Records of this practice should be available and are kept for at least 3 years.				
1.9.3 Guest Engagement & Complaint Resolution	1.9.3.1	The hotel has a policy in place regarding the receiving, documenting, and resolving of complaints received through the hotel system, in person, or on social media. Evidence of this is available.				
1.9.4 Reservation Process	1.9.4.1	A reservation inquiry facility (email or contact number) in place with maximum response time of 24 hours.				
	1.9.4.2	Rate structure and availability clearly communicated to guests, with details on any extra charges, fees, or taxes.				
	1.9.4.3	Terms and conditions regarding refunds, cancellation, deposits, and service charges clearly communicated to guests prior to booking.				

<sup>23</sup> Required for all hotels built after November 2007.

## 2. Rating Criteria

### 2.1 Exterior

#### 2.1.1 Appearance of Building

Appearance of Building (Roadside Appeal)	Rating (25)
<p>2.1.1.1</p> <ul style="list-style-type: none"><li>The building should not show signs of weathering.</li><li>Fresh, well-maintained paintwork; an overall clean and “new” look.</li><li>Any outbuildings or annexes to be in the same design concept/theme as the main hotel establishment design.</li><li>Excellent external lighting.</li><li>Very good, clear signage.</li><li>Exterior window frame must suit the concept/theme of the hotel and be in excellent condition.</li></ul>	Fulfils all Requirements 25
<p>2.1.1.2</p> <ul style="list-style-type: none"><li>Very good, quality maintenance of exterior surfaces, though some natural weathering may be present.</li><li>All areas of paintwork to be in sound condition, though some ageing (for example, wearing of steps) may be apparent.</li><li>Some additional external features to enhance appearance.</li><li>Exterior window frame in very good condition.</li></ul>	Meets Requirements 20
<p>2.1.1.3</p> <ul style="list-style-type: none"><li>Paintwork, pointing, drains in average state of repair, though not necessarily recent.</li><li>Fabrics all in sound condition.</li><li>Exterior window frame in good condition.</li><li>No obvious structural defects or damage.</li></ul>	Meets Most Requirements 15
<p>2.1.1.4</p> <ul style="list-style-type: none"><li>Exterior generally in acceptable condition, though some areas of paint may be ageing and rather weathered.</li><li>Small defects, damage and cracks to exterior.</li><li>No evidence of recent freshening up. Ageing signage.</li></ul>	Meets Some Requirements 10
<p>2.1.1.5</p> <ul style="list-style-type: none"><li>Generally neglected appearance.</li><li>Obvious structural defects or damage (for example, crumbling brickwork, cracked stone).</li><li>Poor Materials, flaking paint, rotting exposed wood.</li><li>Illegible signs.</li></ul>	Meets Few Requirements 0

## 2.1.2 Outdoor Areas and Landscaping (including outdoor leisure areas)

Outdoor Areas and Landscaping	Rating (30)
2.1.2.1 <ul style="list-style-type: none"> <li>• All driveways and entrances to the property are in an excellent condition.</li> <li>• Spacious entrance with doors in excellent condition.</li> <li>• All (potted) shrubs, plants and trees must be in excellent condition.</li> <li>• All walkways and pathways should be clean, well maintained and in excellent state of repair.</li> <li>• External lighting of excellent quality and be sufficient to meet the safety requirements of the public.</li> <li>• Out-door leisure areas are all very well constructed, maintained, clean, and tidy.</li> </ul>	Fulfils all Requirements 30
2.1.2.2 <ul style="list-style-type: none"> <li>• Driveway and entrance to property are of a good standard, clean and well maintained.</li> <li>• Entrance is wide with doors in very good condition.</li> <li>• All pathways are clean and in a good state of repair.</li> <li>• No clutter around service areas.</li> <li>• Lighting of very good quality and sufficient to ensure the safety of public.</li> <li>• Some greenery in the form of shrubs/ trees/ plants.</li> <li>• Out-door leisure areas are all well-constructed, maintained, clean, and tidy.</li> </ul>	Meets Requirements 25
2.1.2.3 <ul style="list-style-type: none"> <li>• Drive way and entrances clean and well maintained.</li> <li>• All pathways are clean and in a good state of repair.</li> <li>• Wide entrance.</li> <li>• Good quality lighting to meet the safety of public.</li> <li>• Greenery at the entrances not well maintained.</li> <li>• Out-door leisure areas are not very well constructed, maintained, clean or tidy.</li> </ul>	Meets Most Requirements 20
2.1.2.4 <ul style="list-style-type: none"> <li>• In some areas, pathways, driveways and entrances are in an inadequate state of repair.</li> <li>• Entrances not spacious, but adequate for the user.</li> <li>• Sufficient lighting to meet the safety of public is present only in some areas.</li> <li>• No greenery at the entrance.</li> <li>• Out-door leisure areas are not at all well-constructed, maintained, clean, or tidy.</li> </ul>	Meets Some Requirements 15
2.1.2.5 <ul style="list-style-type: none"> <li>• Entrance inadequate for the user.</li> <li>• Insufficient lighting to ensure safety for public.</li> <li>• Pathway and driveway are in a poor state of repair.</li> <li>• Lack of any greenery.</li> <li>• Serious lack of maintenance or cleaning in outdoor leisure area.</li> </ul>	Meets Few Requirements 0

## 2.2 Guest Bedrooms

### 2.2.1 Housekeeping of Guest Bedrooms

Housekeeping of Guest Bedrooms	Rating (40)
2.2.1.1 <ul style="list-style-type: none"><li>• No evidence of dust or smears marks or stains throughout.</li><li>• Bed linen free from all stains or tears.</li><li>• Gleaming surfaces, no smears or marks.</li></ul>	Fulfils all Requirements 40
2.2.1.2 <ul style="list-style-type: none"><li>• Satisfactory standard of cleanliness.</li><li>• Attention to detail is not flawless.</li></ul>	Meets Requirements 30
2.2.1.3 <ul style="list-style-type: none"><li>• Level of cleanliness is average.</li><li>• Attention to detail has clear blemishes.</li></ul>	Meets Most Requirements 20
2.2.1.4 <ul style="list-style-type: none"><li>• Surfaces are smeary and dusty.</li><li>• Evidence of crumbs and dust under beds and in corners.</li><li>• Threads, pieces of paper, debris in corners and under furniture.</li></ul>	Meets Some Requirements 10
2.2.1.5 <ul style="list-style-type: none"><li>• Very heavy dust on surfaces.</li><li>• Dust, dirt, old newspapers, clothes and other debris in drawers/wardrobe/closet.</li><li>• Bits of paper, threads and other items, grit, on carpet/floor.</li><li>• Presence of unpleasant odours.</li></ul>	Meets Few Requirements 0

### 2.2.2 Decor, Walls, and Ceiling of Guest Bedrooms

Decor, Walls, and Ceiling of Guest Bedrooms	Rating (25)
2.2.2.1 <ul style="list-style-type: none"><li>• Outstanding quality wall/ceiling coverings with no marks, strains or blemishes.</li><li>• Attention to detail.</li><li>• Interior decoration items of outstanding quality.</li><li>• No mismatched seams, bubbling, peeling corners, stains, patches on wall covering.</li></ul>	Fulfils all Requirements 25
2.2.2.2 <ul style="list-style-type: none"><li>• Wall/ceiling covering of a satisfactory standard, but may not reach quite the highest standard.</li><li>• Interior decoration items of very good quality.</li><li>• Some slight signs of wear and tear on an overall good standard.</li></ul>	Meets Requirements 20

<ul style="list-style-type: none"> <li>Marks and scratches evident in certain areas.</li> </ul>	
<p>2.2.2.3</p> <ul style="list-style-type: none"> <li>Standard is acceptable but has clear blemishes.</li> <li>Interior decoration items of good quality.</li> <li>Wear and tear is noticeable.</li> <li>Seams and finishing have easily detectable flaws.</li> </ul>	Meets Most Requirements 15
<p>2.2.2.4</p> <ul style="list-style-type: none"> <li>Décor appears worn and in need of refreshment and/or repair.</li> <li>Poor application of wallpaper, paint i.e. clear evidence of paint smudges, blisters, incorrect seams.</li> <li>Clear signs of wear and tear on walls and room finish.</li> </ul>	Meets Some Requirements 10
<p>2.2.2.5</p> <ul style="list-style-type: none"> <li>Low-grade materials, poorly executed. Interior decoration items of poor quality.</li> <li>Unacceptable wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes).</li> </ul>	Meets Few Requirements 0

## 2.2.3 Flooring of Guest Bedrooms

Flooring of Guest Bedrooms	Rating (25)
2.2.3.1 <ul style="list-style-type: none"> <li>Well fitted carpets, professionally laid and in pristine condition.</li> <li>Excellent thick pile and underlay.</li> <li>Alternatively, polished wood, ceramic tile or marble with excellent quality smaller mats or rugs.</li> </ul>	Fulfils all Requirements 25
2.2.3.2 <ul style="list-style-type: none"> <li>Very good quality thick pile carpet, beginning to show some flattening.</li> <li>No stains, burns or marks.</li> <li>Carpet may have higher percentage of nylon, but in new condition.</li> <li>Polished wood, ceramic tile or marble needs buffing; smaller but high quality rugs.</li> </ul>	Meets Requirements 20
2.2.3.3 <ul style="list-style-type: none"> <li>Average quality carpet showing flattening in areas of most traffic, but all in sound condition</li> <li>May be some small discolouration in places.</li> <li>Alternatively, lower quality, more functional new carpet. Polished wood, ceramic tile or marble a little scratched in places.</li> </ul>	Meets Most Requirements 15
2.2.3.4 <ul style="list-style-type: none"> <li>Carpets that show considerable use; flattened pile, spots, bleaching by window (sunlight), some thinning.</li> <li>Unprofessional fitting – ripples, rough ill-fitting edges, thin or no underlay.</li> <li>May have a few holes, tears, loose threads or other defects that render the carpet unsound.</li> <li>Vinyl or other low quality flooring with carpet square on top.</li> </ul>	Meets Some Requirements 10
2.2.3.5 <ul style="list-style-type: none"> <li>Distinct signs of wearing – visible canvas, patches, stains, discolouration, obvious seams.</li> <li>Amateurish fitting – gaping joints, gaps between the carpet and wall.</li> <li>Several unmatched styles laid patchwork fashion, or newer carpets lay on top of damaged or worn-through older ones. Polished wood, ceramic tile or marble that is scratched and needs to be polished, repair or varnished, with ageing, worn, stained rugs.</li> <li>Low quality, damaged, stained flooring.</li> </ul>	Meets Few Requirements 0

## 2.2.4 Curtains of Guest Bedrooms

Curtains of Guest Bedrooms	Rating (30)
2.2.4.1 <ul style="list-style-type: none"> <li>Full height, light blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and high-quality accessories.</li> <li>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.</li> </ul>	Fulfils all Requirements 30
2.2.4.2 <ul style="list-style-type: none"> <li>Curtains/blinds/window covering are very clean and in very good condition, and effective in blocking light but their quality and appearance can be fairly ordinary.</li> <li>Curtains/blinds/window covers to be full and effective in keeping out light. Three sets of curtains required for this level rating: a thick black out curtain (can be attached to the decorative set) which covers windows and keeps out the light, a lighter (transparent/net) set of curtains which allows light to enter room, while offering some level of privacy and a decorative set.</li> </ul>	Meets Requirements 25
2.2.4.3 <ul style="list-style-type: none"> <li>Curtains/blinds/window covering may be some years old, but not damaged, torn or stained.</li> <li>May only use one set of curtains but must have a black out layer.</li> </ul>	Meets Most Requirements 20
2.2.4.4 <ul style="list-style-type: none"> <li>Thin, short or skimpy curtains.</li> <li>Some signs of wear and tear and fading in curtains</li> <li>May be difficult to operate, not functional</li> <li>Only one set of curtains.</li> </ul>	Meets Some Requirements 15
2.2.4.5 <ul style="list-style-type: none"> <li>Visible wear and tear (stains or tears) in curtains.</li> <li>Not in good working order.</li> </ul>	Meets Few Requirements 0

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

Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs	Rating (30)
2.2.5.1 <ul style="list-style-type: none"> <li>• Superb quality and condition.</li> <li>• Furniture of good, solid construction</li> <li>• Professional finish &amp; detailing (inlay and feathering) with little or no signs of ageing, wear and tear.</li> <li>• Large and spacious wardrobe.</li> </ul>	Fulfils all Requirements 30
2.2.5.2 <ul style="list-style-type: none"> <li>• Satisfactory quality of materials;</li> <li>• May show some signs of use.</li> <li>• Some furniture, even when brand new, will only be “good quality.” It is more functional than luxurious.</li> <li>• Size and scale of the furniture appropriate to the scale of the room.</li> <li>• Quality wooden hangers x 4 per person.</li> </ul>	Meets Requirements 25
2.2.5.3 <ul style="list-style-type: none"> <li>• Furniture may have been excellent or very good, but through age and use shows signs of some wear and tear.</li> <li>• Alternatively, could also be a newer dresser of average quality material and construction.</li> <li>• No appreciable damage.</li> <li>• Size and scale of the furniture not appropriate to the scale of the room.</li> <li>• Strong Plastic hangers x 4 per person.</li> </ul>	Meets Most Requirements 20
2.2.5.4 <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and/or in used condition.</li> <li>• Damage or scratches are apparent, but all items capable of use.</li> <li>• Surfaces not well maintained. Scratches or marks.</li> <li>• Size and scale of the furniture not appropriate to the scale of the room.</li> <li>• Strong Plastic hangers x 4 per person.</li> </ul>	Meets Some Requirements 15
2.2.5.5 <ul style="list-style-type: none"> <li>• Low quality materials, poor construction.</li> <li>• Visible signs of damage, marks or scratches.</li> <li>• Poor quality, worn-out furniture.</li> <li>• Plastic or wire hangers x 4 per person.</li> </ul>	Meets Few Requirements 0

## 2.2.6 Guestroom Soft Furniture, Cushions, Mirrors, and Artwork

Guestroom Soft Furniture, Cushions, Mirrors, and Artwork	Rating (30)
<p>2.2.6.1</p> <ul style="list-style-type: none"> <li>• Superb quality furniture in first-rate condition.</li> <li>• Furniture of sound construction, attractive professional finish &amp; detailing (e.g. inlay, feathering) with little or no signs of ageing or wear and tear.</li> <li>• Comfortable easy seating with upholstery in excellent condition.</li> <li>• Materials are of an outstanding quality, in good condition and give an impression of luxury.</li> <li>• High-quality furniture items available in the room.</li> <li>• High quality pictures, photos, plates, artwork and mirrors, though some styles may require a “minimalist” approach. All work should have a “professional” appearance.</li> <li>• Full-length mirror in good condition and suitable to the size of the room.</li> <li>• Some excellent antique furniture may show signs of “distress” which does not detract from its excellence depending on the degree of deterioration.</li> </ul>	Fulfils all Requirements 30
<p>2.2.6.2</p> <ul style="list-style-type: none"> <li>• High quality of materials may show some signs of use.</li> <li>• Quality, comfortable seating with upholstery in very good condition.</li> <li>• Some furniture, even when brand new, will only be “very good.”</li> <li>• Pictures and artwork are in very good condition.</li> <li>• Full-length mirror in good condition and suitable to the design concept of the room.</li> <li>• Soft furnishing to match the size of the room.</li> </ul>	Meets Requirements 25
<p>2.2.6.3</p> <ul style="list-style-type: none"> <li>• Furniture that may have been excellent or very good, but through age and use shows signs of some wear and tear.</li> <li>• Medium quality ranges of materials and construction.</li> <li>• All furniture in a sound and useable condition (no broken legs).</li> <li>• Minor damage to surfaces or upholstery.</li> <li>• Minor stains or fraying. All furniture of a broadly similar standard.</li> <li>• Some pictures or photographs in good-quality frames.</li> <li>• Vanity unit/dressing table mirror in good condition and suitable to the size of the room.</li> </ul>	Meets Most Requirements 20
<p>2.2.6.4</p> <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and in well-used condition.</li> <li>• Surfaces not well maintained.</li> <li>• Some stains, marks on soft furnishings.</li> <li>• Vanity unit/dressing table mirror not suitable for the size of the room.</li> </ul>	Meets Some Requirements 15
<p>2.2.6.5</p> <ul style="list-style-type: none"> <li>• Furniture of only acceptable quality and in well-used condition.</li> <li>• Items are damaged.</li> <li>• Surfaces are damaged, or severely stained or marked.</li> <li>• Soft furnishings are damaged or severely worn.</li> <li>• Vanity unit/dressing table mirror not suitable for purpose.</li> </ul>	Meets Few Requirements 0

## 2.2.7 Beds & Bedding

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

## 2.2.8 Ventilation & Temperature

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

## 2.2.9 Lighting in Guest Bedrooms

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

## 2.2.10 Spaciousness of Guest Bedrooms

Spaciousness of guest bedrooms - Comfort in Room	Rating (30)
2.2.10.1 <ul style="list-style-type: none"> <li>• A spacious, well-planned room, with furniture in suitable and convenient places.</li> <li>• Ease of access to all cupboards, wardrobes and drawers</li> <li>• A seating area with sufficient space to ensure guests' comfort.</li> <li>• Adequate space to put luggage, so that it does not clutter the room and obstruct access.</li> <li>• Overall excellent impression and layout.</li> </ul>	Fulfils all Requirements 30
2.2.10.2 <ul style="list-style-type: none"> <li>• A spacious room with access to all facilities.</li> <li>• No areas of restricted access or obstruction.</li> <li>• No dual use of surfaces, e.g. desktop/ tea tray, bedside/dressing table.</li> <li>• Overall very good impression and layout.</li> </ul>	Meets Requirements 25
2.2.10.3 <ul style="list-style-type: none"> <li>• 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.</li> <li>• Overall acceptable layout and impression.</li> </ul>	Meets Most Requirements 20
2.2.10.4 <ul style="list-style-type: none"> <li>• Room has a cluttered feel; inefficient use of space.</li> <li>• Overly large furniture for floor space. Need to move some things to get at others.</li> <li>• Awkward opening of drawers and doors.</li> <li>• Inadequate space for luggage – gets in the way.</li> <li>• Overall insufficient impression and layout.</li> </ul>	Meets Some Requirements 15
2.2.10.5 <ul style="list-style-type: none"> <li>• Furniture too large for room.</li> <li>• Access to most facilities restricted or awkward.</li> <li>• Overall poor impression and layout</li> </ul>	Meets Few Requirements 0

## 2.2.11 Soundproofing of Guest Bedrooms

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

## 2.3 Rating Criteria Guest Bathrooms

### 2.3.1 Housekeeping of Bathrooms

Housekeeping of Bathrooms - Daily and Periodical Cleaning	Rating (40)
2.3.1.1 <ul style="list-style-type: none"><li>• Superb attention to cleanliness.</li><li>• No sign of mildew/mould.</li><li>• All surfaces gleaming.</li><li>• Clean, fresh smell.</li><li>• Grouting is clean and in good condition.</li><li>• Mirrors, showerheads, and taps are polished and watermarks removed.</li></ul>	Fulfils all Requirements 40
2.3.1.2 <ul style="list-style-type: none"><li>• Generally, very good standard but oversights can be detected.</li><li>• Clean and fresh smell.</li><li>• Grouting shows minor signs of discolouration.</li><li>• Mirrors, showerheads, and taps are polished and watermarks may show minor watermarks.</li></ul>	Meets Requirements 30
2.3.1.3 <ul style="list-style-type: none"><li>• Surfaces are generally clean and there are no adverse smells.</li><li>• Dust can be detected at some surfaces.</li><li>• Slight discolouration of enamel/grout.</li><li>• Clear watermarks or minor corrosion on showerheads and taps.</li></ul>	Meets Most Requirements 20
2.3.1.4 <ul style="list-style-type: none"><li>• Lacking attention to detail – dust high and low and in inaccessible places.</li><li>• Surfaces and enamel dull.</li><li>• Flooring discoloured or stained.</li><li>• Corrosion on metal fixtures.</li></ul>	Meets Some Requirements 10
2.3.1.5 <ul style="list-style-type: none"><li>• Very low standard of housekeeping – dust on all surfaces.</li><li>• Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners.</li><li>• Flooring around WC stained, smelly.</li><li>• Significant corrosion on metal fixtures.</li></ul>	Meets Few Requirements 0

## 2.3.2 Ventilation of Bathrooms

Ventilation of Bathrooms	Rating (30)
2.3.2.1 <ul style="list-style-type: none"> <li>Excellent circulation of air.</li> <li>Excellent functioning exhaust fan that meets ASHRAE minimum exhaust requirements for toilets in Hotels. Hardly any fogging in the bathroom.</li> <li>Apparatus in excellent condition.</li> <li>Air quality very good, no bad smells.</li> <li>No noise from ventilation system.</li> </ul>	Fulfils all Requirements 30
2.3.2.2 <ul style="list-style-type: none"> <li>Very good circulation of air.</li> <li>Effective functioning exhaust fan. Fogging is cleared within minutes.</li> <li>Air quality very good, no adverse smells.</li> <li>Ventilation system can hardly be heard.</li> </ul>	Meets Requirements 25
2.3.2.3 <ul style="list-style-type: none"> <li>Fair circulation of air but fogging occurs easily.</li> <li>Only moderately functioning exhaust fan.</li> <li>Air Quality good, no adverse smells.</li> <li>Ventilation system can be heard.</li> </ul>	Meets Most Requirements 20
2.3.2.4 <ul style="list-style-type: none"> <li>Acceptable circulation of air.</li> <li>Good source of cooling, but no exhaust fan present.</li> <li>Poor air quality, some bad smells.</li> <li>Ventilation system disrupts due to the noise.</li> </ul>	Meets Some Requirements 15
2.3.2.5 <ul style="list-style-type: none"> <li>Inadequate source of cooling, unresponsive.</li> <li>Cold air only available close to cooling unit – not in far corners of room.</li> <li>No exhaust fan.</li> <li>Poor Air Quality, many adverse smells.</li> <li>Ventilation system is very noisy.</li> </ul>	Meets Few Requirements 0

### 2.3.3 Guest Bathrooms Walls, Flooring and Ceiling

Guest Bathrooms Walls, Flooring, and Ceiling - Materials & Workmanship	Rating (30)
2.3.3.1 <ul style="list-style-type: none"> <li>Excellent quality finishes of wall coverings from excellent materials.</li> <li>Tiles or marble well fitted.</li> <li>Grouting in excellent condition.</li> <li>Ceilings finish in excellent condition, and painted in a water resistant paint where appropriate.</li> <li>Excellent quality Floor covering well fitted, free from stains or water damage.</li> </ul>	Fulfils all Requirements 30
2.3.3.2 <ul style="list-style-type: none"> <li>Tiling is even, professionally laid, grouting in excellent order.</li> <li>Very good quality finish, but not always recent – some signs of wear but all in sound condition.</li> <li>Conversely, may be recently decorated but not with the highest quality materials, though a competent professional job.</li> <li>Good quality floor covering or tiles or marble.</li> </ul>	Meets Requirements 25
2.3.3.3 <ul style="list-style-type: none"> <li>Standard quality bathroom flooring or standard-grade tiles.</li> <li>Workmanship not consistently well performed.</li> <li>Not necessarily recently decorated though in acceptable condition.</li> <li>Signs of wear.</li> </ul>	Meets Most Requirements 20
2.3.3.4 <ul style="list-style-type: none"> <li>Lower quality materials, ageing, evidence of poor standard and amateurish installation.</li> <li>Very plain with no attempt at adornment. Grouting discoloured.</li> <li>Flooring of lower quality showing wear, some stains and marks.</li> </ul>	Meets Some Requirements 15
2.3.3.5 <ul style="list-style-type: none"> <li>Cheap, very low quality finish, unprofessionally applied.</li> <li>Cracked tiles or other broken fixtures.</li> <li>Sealant or grouting clearly mouldy.</li> <li>Paintwork chipped, flaking.</li> </ul>	Meets Few Requirements 0

## 2.3.4 Bathroom Fixtures

Bathroom Fixtures - Shower Mixers & Accessories, Bathtub and Shower screen or curtain, Washbasin, Toilet and Bidet: Quality, Appearance, and Condition.	Rating (30)
2.3.4.1 <ul style="list-style-type: none"> <li>Excellent quality, solid, well-made bathroom fixtures, in excellent order and suitable to the size of the bathroom.</li> <li>High quality finishing throughout.</li> <li>Mixers, shower and bathroom accessories of excellent quality.</li> <li>Decorative or enamel bath that fits in with the size of the bathroom and meets the need of the user.</li> <li>Shower screen is suitable to the size of the bathroom - no shower curtains.</li> </ul>	Fulfils all Requirements 30
2.3.4.2 <ul style="list-style-type: none"> <li>Very good bathroom fixtures.</li> <li>All porcelain in good order – no cracks, dull finishes or stains.</li> <li>Finishing may show minor inconsistencies.</li> <li>Mixers, shower and bathroom accessories of very high quality.</li> <li>Shower screen or good quality curtain is suitable to the size of the bathroom.</li> </ul>	Meets Requirements 25
2.3.4.3 <ul style="list-style-type: none"> <li>Average range of bathroom fixtures.</li> <li>Sturdy steel or acrylic bath.</li> <li>May be showing wear, but is in sound and clean condition.</li> <li>Mixers, shower and bathroom accessories of acceptable quality.</li> <li>Shower fitting in the bath tub</li> </ul>	Meets Most Requirements 20
2.3.4.4 <ul style="list-style-type: none"> <li>Ageing fixtures – dull finish to porcelain, chrome wearing off.</li> <li>Rough, amateurish grouting/sealant</li> <li>Awkward access, movement required in the bathroom.</li> </ul>	Meets Some Requirements 15
2.3.4.5 <ul style="list-style-type: none"> <li>Fixtures chipped, stained or dull. Low-quality plastic fixtures.</li> <li>Stained grouting/sealant and low-quality, thin shower curtain.</li> <li>Cracked washbasin or toilet.</li> <li>Mixers, shower and bathroom accessories of unacceptable quality or bad condition.</li> </ul>	Meets Few Requirements 0

## 2.3.5 Bathroom Linens

Bathroom Linens	Rating (30)
2.3.5.1 <ul style="list-style-type: none"> <li>Excellent quality bath towel, hand towel, face towel<sup>24</sup>. Double loop. 90-100% cotton.</li> <li>Bathrobes and bathmat are thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap.</li> </ul>	Fulfils all Requirements 30
2.3.5.2 <ul style="list-style-type: none"> <li>Good quality bath towel, hand towel, face towel. Double loop. Not quite such heavy quality. (70-89% cotton)</li> </ul>	Meets Requirements 25
2.3.5.3 <ul style="list-style-type: none"> <li>Average quality bath towels and bathmat.</li> </ul>	Meets Most Requirements 20
2.3.5.4 <ul style="list-style-type: none"> <li>Moderate quality towels, showing age.</li> <li>Towels are rather thin; fraying edges, small size. Faded.</li> </ul>	Meets Some Requirements 15
2.3.5.5 <ul style="list-style-type: none"> <li>Very thin, small, scratchy, old, fraying, some holes, stained, faded.</li> <li>Low absorbency.</li> </ul>	Meets Few Requirements 0

<sup>24</sup> With inspection, provision will be made for normal shrinking of towels during the laundry process.

## 2.3.6 Bathroom Amenities

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

Bathroom Amenities	Rating (30)
2.3.6.1 <ul style="list-style-type: none"><li>• Top Quality Amenities by a leading international brand recognised for its quality and prestige in excellent high quality packaging.</li><li>• Volume of liquids is at least 50ml. per bottle.</li><li>• Soap bar at least 50 grams and 25 grams for hand washing. This soap may not be required if liquid hand soap is provided.</li><li>• Items presented have a non-disposable feel to them.</li></ul>	Fulfils all Requirements 30
2.3.6.2 <ul style="list-style-type: none"><li>• High Quality Amenities by a good international brand or the hotel brand in high quality packaging.</li><li>• Volume of liquids presented more than 35ml. per bottle.</li><li>• Soap bar more than 25 grams.</li></ul>	Meets Requirements 25
2.3.6.3 <ul style="list-style-type: none"><li>• Standard Quality Amenities</li><li>• Volume of liquids presented less than 35ml. per bottle.</li><li>• Soap bar less than 25 grams.</li></ul>	Meets Most Requirements 20
2.3.6.4 <ul style="list-style-type: none"><li>• Poor Quality Amenities</li><li>• Amenities have a definite disposable feel or feel inconvenient to use.</li><li>• Volume of liquids presented less than 35ml. per bottle.</li><li>• Soap bar less than 25 grams.</li></ul>	Meets Some Requirements 15
2.3.6.5 <ul style="list-style-type: none"><li>• Very poor quality amenities with worn printing, presenting poor value for the guest.</li></ul>	Meets Few Requirements 0

## 2.4 Public Areas

### 2.4.1 Housekeeping of Public Areas

Housekeeping of Public Areas	Rating (30)
<p>2.4.1.1</p> <ul style="list-style-type: none"> <li>Excellent standard of cleanliness. All carpets and/or other flooring in public areas well vacuumed, swept, polished, or otherwise well maintained.</li> <li>All surfaces, high and low, dust-free, no cobwebs.</li> <li>Table surfaces well-polished, no smears.</li> <li>Ashtrays, both standing and on tables, are clean and in a good state of repair.</li> <li>No fingerprints on doorplates, light switches. Both of them are clean.</li> <li>Fresh flowers, well-arranged.</li> <li>Newspapers, magazines, books are tidy and up-to-date.</li> <li>Windows to be spotless and without marks.</li> </ul>	Fulfils all Requirements 30
<p>2.4.1.2</p> <ul style="list-style-type: none"> <li>Generally, very good level of vacuuming, sweeping, polishing, and dusting.</li> <li>Ashtrays, both standing and on tables, are clean and in a good state of repair.</li> <li>No fingerprint on doorplates and light switches.</li> <li>Everything tidy and well arranged.</li> <li>Fresh flowers, well arranged.</li> </ul>	Meets Requirements 25
<p>2.4.1.3</p> <ul style="list-style-type: none"> <li>Average level of cleanliness.</li> <li>Seating areas may have a “lived-in” feel – e.g. books, magazines, strewn on tables.</li> <li>Occasional Smears and dirt on surfaces.</li> <li>Ashtrays, both standing and on tables, are clean and in a good state of repair.</li> <li>Occasional dying/dried out houseplant.</li> </ul>	Meets Most Requirements 20
<p>2.4.1.4</p> <ul style="list-style-type: none"> <li>Clean, but with some dust on high and low surfaces.</li> <li>Clutter. Books and magazines out of date, in untidy piles.</li> <li>Dying/dried out houseplants.</li> <li>Smears on surfaces.</li> <li>Ashtrays, both standing and on tables, not always clean or in a good state of repair.</li> </ul>	Meets Some Requirements 15
<p>2.4.1.5</p> <ul style="list-style-type: none"> <li>Generally neglected housekeeping – carpet badly vacuumed or floor badly mopped.</li> <li>All surfaces dusty.</li> <li>Cobwebs, dead insects.</li> <li>Wilting flowers or plants.</li> <li>Ashtrays not emptied. Poor state of repair.</li> <li>Newspapers, books on floor.</li> <li>Dirty glasses/cups on tables (evident for a prolonged time).</li> </ul>	Meets Few Requirements 0

## 2.4.2 Public Areas – Decor, Walls, Ceilings and Curtains

Public Areas – Decor, Walls, Ceilings and Curtains	Rating (30)
2.4.2.1 <ul style="list-style-type: none"> <li>Excellent quality wall/ceilings coverings in excellent condition.</li> <li>Interior decoration items of superior quality.</li> <li>No evidence of ageing, wear and tear.</li> <li>High quality professional finish to woodwork or other surfaces.</li> </ul>	Fulfils all Requirements 30
2.4.2.2 <ul style="list-style-type: none"> <li>Use of very good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard.</li> <li>Interior decoration items of very good quality.</li> <li>No scratches, chips, stains or scuffs.</li> </ul>	Meets Requirements 25
2.4.2.3 <ul style="list-style-type: none"> <li>Fair quality of decor, some ageing but no major wear and tear.</li> <li>Use of wall hangings, pictures.</li> <li>Evidence of competent workmanship.</li> </ul>	Meets Most Requirements 20
2.4.2.4 <ul style="list-style-type: none"> <li>Moderate quality, showing signs of ageing.</li> <li>Some slight damage, wear and tear.</li> <li>Amateurish application of wallpaper/ wall covering or paint.</li> <li>Tired looking.</li> </ul>	Meets Some Requirements 15
2.4.2.5 <ul style="list-style-type: none"> <li>Very old, faded, damaged wall coverings/paint surfaces.</li> <li>Evidence of damp/water penetration. Peeling paper, grubby marks.</li> <li>Evidence of neglect.</li> <li>Unsightly paintwork or exposed wiring.</li> </ul>	Meets Few Requirements 0

## 2.4.3 Public Areas – Furnishings & Fittings

Public Areas – Furnishings & Fittings	Rating (30)
2.4.3.1 <ul style="list-style-type: none"> <li>Excellent degree of comfort and luxury.</li> <li>Antique, reproduction or high quality modern furniture in excellent condition.</li> <li>Well-arranged and coordinated extras – scatter cushions.</li> <li>High-quality decorative, occasional pieces in room(s), suite(s) and corridor.</li> </ul>	Fulfils all Requirements 30
2.4.3.2 <ul style="list-style-type: none"> <li>Very good quality furniture, but not necessarily new.</li> <li>Comfortable easy seating.</li> <li>All in sound condition, but may have “lived in” feel.</li> <li>More moderate quality furniture, in excellent condition.</li> </ul>	Meets Requirements 25
2.4.3.3 <ul style="list-style-type: none"> <li>Fair quality of manufacture, but showing some wear and tear.</li> <li>May be rather dated, but still clean and in a good state of repair.</li> <li>New furniture of medium quality.</li> <li>Comfortable, but with no great degree of luxury.</li> </ul>	Meets Most Requirements 20
2.4.3.4 <ul style="list-style-type: none"> <li>Ageing seating.</li> <li>May show marks, sparse arrangement.</li> <li>Seating of low quality and not comfortable.</li> <li>Inferior quality of furnishings &amp; fittings.</li> </ul>	Meets Some Requirements 15
2.4.3.5 <ul style="list-style-type: none"> <li>Inferior quality, uncomfortable, or ageing furniture.</li> <li>May show some damage – scratched, loose arms/legs.</li> <li>Dated, faded furnishings.</li> <li>Stained or dirty upholstery.</li> </ul>	Meets Few Requirements 0

## 2.4.4 Public Areas – Flooring

Public Areas – Flooring	Rating (30)
2.4.4.1 <ul style="list-style-type: none"> <li>Excellent quality carpet/flooring professionally fitted, with good underlay.</li> <li>No “ripples,” marks, or burns.</li> <li>No obvious stains.</li> <li>No wear in areas of heavy traffic (e.g., entrance to staff areas/kitchen/reception/main staircase).</li> <li>Alternatively, well maintained polished marble or wood flooring with high quality rugs/mats.</li> </ul>	Fulfils all Requirements 30
2.4.4.2 <ul style="list-style-type: none"> <li>Very good quality carpet/flooring, but not new; some flattening of pile in busy areas, but no noticeable damage.</li> <li>No burns, stains or discolouration.</li> <li>More moderate quality carpet/flooring in pristine condition – recently laid in professional manner.</li> <li>Well-maintained polished marble, ceramic tiles or wood surfaces, smaller rugs/mats in good condition.</li> </ul>	Meets Requirements 25
2.4.4.3 <ul style="list-style-type: none"> <li>Average quality carpet.</li> <li>Well fitted. Not necessarily new, but in good condition.</li> <li>Some slight wear and tear.</li> <li>No ageing/discolouration/thinning.</li> <li>Adequately maintained marble, wood or ceramic flooring.</li> </ul>	Meets Most Requirements 20
2.4.4.4 <ul style="list-style-type: none"> <li>Showing age and wear and tear, but no holes or bald patches.</li> <li>May be some slight discolouration.</li> <li>Flat pile.</li> <li>Amateurish fitting.</li> <li>Cracked or broken marble, wood or ceramic flooring.</li> </ul>	Meets Some Requirements 15
2.4.4.5 <ul style="list-style-type: none"> <li>Very old, thin, low quality.</li> <li>May have bald patches, marks, stains, and badly fitted.</li> <li>Rippling, rough edges.</li> <li>Possibly different designs laid together or one on top of another.</li> <li>Cracked or broken marble, wood or ceramic flooring.</li> </ul>	Meets Few Requirements 0

## 2.4.5 Public Areas – Ventilation & Temperature

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

## 2.4.6 Public Areas – Lighting

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

## 2.4.7 Housekeeping of Public Toilets

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

## 2.4.8 Public Toilets – Fixtures & Accessories

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

## 2.5 Food & Beverage Outlets

### 2.5.1 Housekeeping of Food & Beverage Outlets

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

## 2.5.2 Restaurants – Décor and Furniture

Quality and appearance of dining room furniture and linens	Rating (30)
<p>2.5.2.1</p> <ul style="list-style-type: none"> <li>• Quality tables, chairs, soft furnishings.</li> <li>• Dining room chairs and tables of sound construction, professional finish with little or no signs of ageing, wear and tear.</li> <li>• Linen/table clothes/table decorations and cloth napkins luxurious and clean, with no stains or signs of wear and tear.</li> </ul>	Fulfils all Requirements 30
<p>2.5.2.2</p> <ul style="list-style-type: none"> <li>• Quality tables, chairs, soft furnishings.</li> <li>• May show very minor signs of use.</li> <li>• Some furniture, even when brand new, may not be “very good quality.”</li> <li>• May not have clean and well-arranged table decorations or table linen.</li> </ul>	Meets Requirements 25
<p>2.5.2.3</p> <ul style="list-style-type: none"> <li>• Tables and chairs may have been excellent or very good, but through age and use, shows signs of some wear and tear.</li> <li>• No appreciable damage. Average overall quality of tables and chairs.</li> <li>• May not have clean and well-arranged table decorations or table linen.</li> </ul>	Meets Most Requirements 20
<p>2.5.2.4</p> <ul style="list-style-type: none"> <li>• Tables and chairs of only acceptable quality and/or in well-used condition.</li> <li>• Some slight damage may be apparent, but all items capable of use.</li> <li>• Surface not well-maintained.</li> </ul>	Meets Some Requirements 15
<p>2.5.2.5</p> <ul style="list-style-type: none"> <li>• No table covering or decorations.</li> <li>• Tables and chairs made from low quality materials, poor construction, damaged, marked, or scratched. (could be more suitable for domestic use or may be plastic)</li> <li>• Paper napkins or tissue boxes on the tables.</li> <li>• No linen table cloths and may not have linen napkins.</li> </ul>	Meets Few Requirements 0

### 2.5.3 Restaurants - Spaciousness, Atmosphere, Ambiance – Overall Impression

Overall impression of comfort, size, décor, quality, condition; ease of access to dining tables and chairs; Comfort – smells, sounds.	Rating (30)
<p>2.5.3.1</p> <ul style="list-style-type: none"> <li>Excellent and harmonious combination of lighting and atmosphere.</li> <li>Spacious room and good layout of tables.</li> <li>Sufficient space between tables for servers and customer to pass comfortably.</li> <li>No intrusive noise/smells.</li> <li>Themes or interior decoration features may add to the ambiance.</li> <li>Comfortable ambient temperature.</li> </ul>	Fulfils all Requirements 30
<p>2.5.3.2</p> <ul style="list-style-type: none"> <li>Good standard and comfortable.</li> <li>A little noise from entertainment venue near or in the restaurant.</li> <li>Comfortable ambient temperature and good quality lighting.</li> <li>Sufficient space between tables for servers and customer to pass comfortably.</li> <li>Tables close together, however still sufficient space to allow private conversation and staff and customers to pass without inconvenience.</li> </ul>	Meets Requirements 25
<p>2.5.3.3</p> <ul style="list-style-type: none"> <li>Some activity and noise from other areas.</li> <li>Comfortable ambient temperature and lighting (though no special effects).</li> <li>Tables too close together, not sufficient space to allow private conversation or to allow staff and customers to pass without inconvenience.</li> </ul>	Meets Most Requirements 20
<p>2.5.3.4</p> <ul style="list-style-type: none"> <li>Crowded tables, awkward access for customers and servers.</li> <li>Difficult to have private conversation.</li> <li>Intrusive noise, stuffy, smoky.</li> <li>Some tables set up for other services are not making the restaurant look untidy.</li> <li>Supplies (boxes of cereals, sauce portions) stacked in room and visible to customers.</li> <li>Stale food smells.</li> <li>Comfortable ambient temperature and lighting (though no special effects).</li> </ul>	Meets Some Requirements 15
<p>2.5.3.5</p> <ul style="list-style-type: none"> <li>Very crowded, cramped, uncomfortable for servers and customers.</li> <li>Loud noise.</li> <li>Stale food Smells.</li> <li>Poor temperature control.</li> </ul>	Meets Few Requirements 0

## 4. Guest Experience Index (GEI)

The following table outlines the minimum GEI scoring requirement for each hotel classification.

Table 4 GEI requirements for the different rating categories

Rating	Minimum Required GEI / Average Rating	Action when lower than minimum GEI / Average Rating
1 Star	> 62%	
2 Star	> 67%	
3 Star	> 72%	
4 Star	> 77%	
5 Star	> 82%	

From table 3 follows that a three-star property is expected to be scoring 72% or higher. When this is not fulfilled over a period exceeding 3 months, DCT Abu Dhabi will use the dashboard analytics to identify the areas of underperformance and deploy a mystery shopper who will verify this underperformance in person.

## 5. Mystery Shopper Audit

The mystery shopper is only deployed to assess a typical 'complaint' and will not assess the entire hotel operation. When the mystery shopper cannot verify the underperformance, no further action is taken. When the mystery shopper however verifies that there is an obvious underperformance in service delivery in an area of the hotel, the hotelier will then be called for a meeting with DCT Abu Dhabi and will be given a time frame to rectify the issue. If the issue is not rectified within the designated time frame, the hotel's rating will be adjusted as per the GEI score. In the case of a one-star hotel, this may mean that the hotel license is revoked in its entirety.

The following example outlines this process:

### Example

A three-star hotel has been scoring an average GEI of 70% for a period of 3 months. The online reputation tool further indicates that guests complain mostly about the long waiting time at reception and the inability of staff to speak English. After staying at the hotel the mystery shopper confirms in the report that the waiting times are indeed long and that the level of English spoken by most service staff is indeed unacceptable. DCT Abu Dhabi now invites the hotelier for a meeting during which the findings are presented and a solution is explored. The hotelier indicates that two additional receptionists have just been employed and that this should resolve the waiting time at reception. The discussion further results in a commitment from the hotelier to organise additional English training to the front of house staff for which a period of 3 months is agreed upon. This means that after three months the GEI of the hotel should be back to their minimum levels. If not, the hotel rating will be adjusted to a classification that aligns with the actual GEI.

## 6. Product Designators

This chapter presents the criteria on the mandatory and optional product designators. Each designator is presented as per the following structure:

### *Definition*

A brief summary of what the designator represents.

### *Commitment to the guest*

What the guests can expect from each designator.

### *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.

## Mandatory Designators

1. Hotel
2. Hotel Apartment (see separate Annex 1)
3. Resort (e.g. Desert or Beach Resort)

### 6.1 Resort Designator:

#### *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. Examples are Desert Resorts, Beach Resorts, and Golf Resorts.

#### *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.

*When booking a resort, guests may expect:*

- a) Direct access to a well-kept beach (in case of beach resort), a golf course (in case of golf resort), or open desert (in case of desert resort).
- b) A range of leisure facilities and services (beach, desert or golf) and in the hotel to enhance the experience.

#### *Minimum Criteria for Designator*

3-5 star hotels that comply with the minimum mandatory criteria respective to their star rating can be licensed as resorts. They would need to meet the following criteria over and above the mandatory criteria as outlined in Chapter 1 of this manual.

Criteria	5 Star	4 Star	3 Star
6.1.1 Building – Safety, Security & Access			
6.1.1.1 Hotel Grounds	The hotel is situated in fully enclosed gardens or a natural desert environment for the exclusive use of guests of the resort.		
6.1.1.2 Location	Depending on the type of resort, the hotel is located at the beachfront/desert or attached to a golf course, providing guests direct access without having to leave the hotel premises.		
6.1.1.3 Beach Presentation	Beach to be cleaned and raked by sunrise.		Beach to be cleaned by sunrise.
6.1.1.4 Security	The entire hotel grounds are monitored by security 24 hours per day.		
6.1.2 Guest Rooms			
6.1.2.1 Minimum Room Size	Single 34m <sup>2</sup> Double 36m <sup>2</sup> Suite 52m <sup>2</sup>	Single 26m <sup>2</sup> Double 28m <sup>2</sup> Suite 42m <sup>2</sup>	Single 20m <sup>2</sup> Double 22m <sup>2</sup> Suite 33m <sup>2</sup>

Criteria	5 Star	4 Star	3 Star
6.1.3 Guest Bathrooms			
6.1.3.1 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.		
6.1.4 Guest Services			
6.1.4.1 Leisure Activities	At least 4 activities that can be booked in advance. Examples include water activities (beach resorts), desert safaris/sandboarding (desert resorts), etc.	At least 2 activities that can be booked in advance.	
6.1.4.2 Booking of Leisure Activities	A guest can easily book leisure activities through, for instance, a leisure desk.	Bookings may be done through reception.	
6.1.4.3 Pool Size	Pool sizes add up to at least 1,5m <sup>2</sup> per guest unit with a minimum size of 150 m <sup>2</sup> .	Pool sizes add up to at least 1,3m <sup>2</sup> per guest unit with a minimum size of 150 m <sup>2</sup> .	
6.1.4.4 Retail of Beach Amenities	A retail outlet selling beach amenities such as swimming goggles, snorkels, sunscreen, sunhats, etc. (in case of beach resorts).	-	
6.1.4.5 Leisure Desk	A dedicated area is provided to inform guests on activities and take bookings. This may be incorporated with the guest relation or concierge desk.	Information and bookings may be done through reception.	
6.1.4.6 Showers	Showers are provided for all pool and beach areas and provide sufficient privacy.		
6.1.4.7 Pool and beach furniture	Pool and beach areas are well furnished with sun beds with removable cushions, tables, and umbrellas, to accommodate at least 80% of guest numbers. available from 8:00 – 18:00 daily.		
6.1.4.8 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.	
6.1.4.9 Transport	If distances on the property exceed 800m, transport is provided.		
6.1.5 Food & Beverage			
6.1.5.1 Pool / Beach Restaurants	The pool / beach areas provides a bar and restaurant open for at least 10 hours per day.	The pool / beach areas provides a bar and restaurant open for at least 8 hours per day.	
6.1.5.2 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.	-	
6.1.5.3 Complimentary items	Complimentary bottled water and cold towels provided to hotel guests at the beach area.	Complimentary bottled water is provided at the beach area to hotel guests.	
6.1.6 Staff			
6.1.6.1 Staff Dress code	Beach waitrons should wear protective headgear like bandanas or straw hats.		

## Optional Designators:

### 6.2 Airport Hotel Designator

#### *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*
6.2.1 General					
6.2.1.1 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.				
6.2.2 Guest Room					
6.2.2.1 Soundproofing	Excellent soundproofing in all rooms for airplane noise and 24 hour guest traffic.	Very Good soundproofing in all rooms for airplane noise and 24 hour guest traffic.	Good soundproofing in all rooms for airplane noise and 24 hour guest traffic.	Fair soundproofing in all rooms for airplane noise and 24 hour guest traffic.	
6.2.2.2 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.				
6.2.2.3 Housekeeping	Housekeeping services are available 24 hours.			-	-
6.2.2.4 Laundry Service	3 Hours express service available 24 hours.			-	-
6.2.2.5 Luggage Weighing Equipment	Luggage weighing equipment provided on request.				
6.2.3 Guest Services and Amenities					
6.2.3.1 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: <ul style="list-style-type: none"><li>a) Timings for pick up and drop off both to and from the airport;</li><li>b) Description of the vehicles used; and</li><li>c) Designated pick up and drop off areas.</li></ul>				

Criteria	5*	4*	3*	2*	1*
6.2.3.2 Welcome	Hot or cold towels and welcome drink available on arrival	-	-	-	-
6.2.3.3 Check-in and Check-out times	24-hour check-in available. Check-out times can be adjusted to accommodate stopover travellers.				
6.2.3.4 Check In process	Check in within 5 minutes from arrival.		Check in within 10 minutes from arrival.		
6.2.3.5 Porter Service	Porter service available 24 hours.				
6.2.3.6 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.		
6.2.3.7 Flight Check in Facilities	The hotel provides check in facilities or supports guests with check-in through sufficient computer facilities and printers available so that guests can check in and print their boarding cards.				
6.2.3.8 Internet	Free Wireless Internet throughout the hotel.				
6.2.4 Food & Beverages					
6.2.4 Beverages and Snacks	Beverages and snacks are available to serve 24 hours (may be charged).				

#### *Permitted Exclusions of Designator*

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

Room Sizes.

Wardrobe or closet may be smaller with only two coat hangers per occupant in the room.

Valet Parking.

## 6.3 Boutique Hotel Designator

### *Definition*

A Boutique hotel is a small hotel with a maximum of 100 rooms that provides a unique guest experience through high levels of personalised service and a unique decor throughout the hotel. They can consist of themed rooms, or have a focus on a specific concept, such as arts, promoting Emirati culture, or preserving local heritage. Boutique hotels can be located in different environments, including in the city, at the beach, on farms, or in the desert. They are typically informal, but can also be boutique sub-brands of larger hotel chains.

### *Commitment to Guests*

*Boutique hotels are by definition unique and innovative in their offering to visitors. At a boutique hotel, guests seek a unique offering and expect a higher focus on a certain concept and on their personal experience, instead of the generic, branded service they receive in larger hotel establishments. As a result, guests may expect:*

- a) A unique and distinctive design of the overall hotel infrastructure, lobby, public areas and guest rooms.
- b) Guest rooms do not have a generic feel; they can be themed or different rooms can have different themes.
- c) Highly personalised, attentive services and strong attention to detail throughout the establishment and its outlets.
- d) An intimate and private environment.
- e) Architecture and design features to reflect distinction of concept, warmth, intimacy and uniqueness. Modern buildings may have modern or designer décor, for instance, whereas other buildings of cultural heritage significance can be turned into boutique hotels, reflecting a more traditional design matching the history and culture of Abu Dhabi (see historic hotel designator for criteria to classify properties as modern heritage buildings).
- f) A local flavour by incorporating local crafts and artworks in the décor of public areas and in guest rooms.
- g) Innovation in the use of technology in the hotel and in guest rooms.
- h) Activities offered in line with the theme of the hotel. If the hotel has a local or cultural theme, then activities such as falconry, camel riding safaris, etc. can be expected. If the theme is more focused on arts, then art workshops, tickets to major art and culture attractions, or hosting/offering performances or live entertainment can be expected.

### *Permitted Exclusions of Designator*

Boutique hotels may be exempted of the following Minimum Mandatory criteria:

- 5-star hotels do not need to offer a Swimming pool, Health club and Spa. However, if they are in place, they need to comply with the requirements set in the Minimum Mandatory criteria.
- Electronic key card system.
- Provision of a minimum number of suites.
- Provision of interconnecting rooms.
- Turn down service.

## 6.4 Convention Hotel Designator

### *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.
- d) Express Front Desk, Housekeeping, and Food and Beverage Services.
- e) Sufficient working space in the rooms, a business centre, and a business lounge.
- f) High-speed free Wi-Fi for all hotel guests.

### *Minimum Criteria for Designator*

Criteria	5*	4*	3*	2*	1*
6.4.1 General					
6.4.1.1 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.				
6.4.2 Building, Safety Security & Access					
6.4.2.1 Convention Centre Accessibility	The hotel features a dedicated convention area that provides: <ul style="list-style-type: none"><li>a) A separate driveway for guests arriving by car or bus.</li><li>b) Dedicated parking for at least 10 buses (may be off site).</li><li>c) A separate reception area that allows for the welcoming of large groups (up to 500 delegates minimum).</li><li>d) The convention centre is accessible through the hotel for delegates that stay in the hotel.</li></ul>				
6.4.2.2 Convention Centre Venues	The hotel or its adjoining convention centre provides the following venues, all soundproofed and equipped with air conditioning and lighting suitable for their purpose and number of delegates: <ul style="list-style-type: none"><li>a) A conference room with at least 1000sqm of floor space.</li><li>b) A second conference room with at least 500 sqm of floor space.</li><li>c) At least 5 'break-out' rooms with at least 30sqm of floor space each.</li><li>d) A conference organising office of at least 20sqm with dedicated facilities</li></ul>				
6.4.2.3 Access Security <sup>25</sup>	The convention centre can provide the highest levels of access security.	The convention centre can provide high levels of access security.	-	-	-

<sup>25</sup> A letter of compliance from the CID is required to this extend to confirm the access security level of the convention centre.

Criteria	5*	4*	3*	2*	1*
6.4.2.4 Convention Centre Facilities	<p>The convention area provides the following equipment and facilities:</p> <ul style="list-style-type: none"> <li>a) Telephone and Video conferencing equipment</li> <li>b) Equipment for presenters (e.g. felt pens, laser lights etc)</li> <li>c) Lectern / Speaker's Desk</li> <li>d) Stage</li> <li>e) Audio and PA equipment suitable to the venue.</li> <li>f) Wireless Headsets and microphones.</li> <li>g) Projectors and screens suitable to the venue.</li> <li>h) Flip charts and portable projectors.</li> <li>i) Laptops and PC's for presentations.</li> <li>j) Writing board e.g. a white board</li> <li>k) Universal adaptors, and extension cables</li> <li>l) Secretarial Services: typing, binding, laminating, copying, etc.</li> <li>m) High volume Colour copying and printing equipment.</li> <li>n) Wireless Internet.</li> </ul>				
6.4.3 Guest room					
6.4.3.1 Working Space	1m <sup>2</sup> of clear working space available in the room.				
6.4.3.2 Desk light	Separate lighting for the work desk.				
6.4.3.3 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.				
6.4.4 Guest Services and Amenities					
6.4.4.1 Arrival	The respective arrival areas are equipped and staffed to deal with high volume groups arriving simultaneously.				
6.4.4.2 Check In Time	Express check in with no more than an average of 3 minutes waiting time and 5 minutes in-process time.		No more than an average of 5 minutes waiting time and 5 minutes in-process time.	-	-
6.4.4.3 Business Lounge	A dedicated lounge with comfortable and functional furniture, computer equipment, and food and beverage services for meetings, working and socialising.				
6.4.4.4 Free High Speed WIFI	The hotel provides High Speed Wi-Fi (1 Mbps for each guest) in all areas of the hotel.				
6.4.4.5 Meeting Rooms	The hotel provides at least 2 meeting rooms of 20m <sup>2</sup> seating a minimum of 8 people each.				
6.4.4.6 Daily Newspaper	Daily newspaper delivered to the room.	Daily newspaper available on request delivered to the room	At least 3 daily newspapers available in the breakfast area and lobby.		
6.4.4.7 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.		

Criteria	5*	4*	3*	2*	1*				
<b>6.4.5 Food &amp; Beverage</b>									
6.4.5.1 Restaurants	Restaurants and kitchens are equipped to serve large numbers of guests simultaneously.								
6.4.5.2 Early Breakfast	An early breakfast from 06.00, with a "grab and go", option.	-							
6.4.5.3 All day dining	An all-day dining restaurant with a selection of 'quick' dishes. Alternatively a buffet would provide a 'quick' dining option.								
<b>6.4.6 Staffing</b>									
6.4.6.1 Convention Centre Staff	Dedicated convention centre staff including staff specialised in events management, ICT, and dealing with VIP guests.			-	-				
6.4.6.2 Security Staff	Security staff is trained and equipped to secure high profile events and deal with large numbers of people.								

## 6.5 Family Hotel Designator

### *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*
6.5.1 Building, Safety, Security and Access			
6.5.1.1 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.		
6.5.2 Guest room			
6.5.2.1 Family Rooms	At least 30% of rooms are suitable for families, sleeping 3 or 4, either through larger sizes, or by interleading options.		
6.5.2.2 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.		
6.5.2.3 Television	At least five designated children's channels are available in the room.		
6.5.3 Guest Bathroom			
6.5.3.1 Bath	All family rooms have a bath.		
6.5.3.2 Baby Bath	Baby baths are available on request.		-
6.5.3.3 Bathroom Amenities	Child friendly shampoo and bath soap is available on request. Availability is clearly communicated to the guest.		
6.5.4 Guest Services and Amenities			
6.5.4.1 Baby Sitting	Baby-sitting service (in room upon guest request) is available.		
6.5.4.2 Welcome gift	The hotel supplies a welcome gift for all children in the form of a colouring in book or a toy.		
6.5.4.3 Room Drop / Turn Down	Daily room drop for kids.	-	-
6.5.4.4 Children s' Club	A day Kiddies Club that offers a full day entertainment and Edutainment program. Open a minimum of 8 hours.		
6.5.4.5 Swimming Pools	A dedicated children's pool is available.		

Criteria	5*	4*	3*
6.5.4.6 Pool Toys	Children's pool toys are available at the pool.		
6.5.4.7 Pharmacist & Doctor	A doctor and pharmacist are on call 24 hours.		
6.5.4.8 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, prepared bottled baby food, disposable nappies, sun screen creams and powders etc. Alternatively, the hotel can assist the guest with sourcing these items.	-	
<b>6.5.5 Food &amp; Beverages</b>			
6.5.5.1 Children's Menu	The hotel has a dedicated children's menu with at least 10 options for children, including healthy options.	-	
<b>6.5.6 Staff</b>			
6.5.6.1 Care & Baby Sitting Staff	All staff that cares for or provides entertainment for children are First Aid trained specifically for children. They must be adequately trained and certified to provide childcare services. In case of offering baby-sitting services through a third party, this must be clearly communicated to the guests prior to booking the service.		
6.5.6.2 Language	At least 1 Arabic-speaking staff member who deals with kids available on each shift.		

## 6.6 Luxury Hotel Designator (5-star Plus)

### Definition

A 5-star hotel which provides an experience that clearly exceeds five star expectations through an ultra-luxurious infrastructure, impeccable standards, and a service delivery that caters to requirements of guests in a personalised, anticipatory and warm manner.

### Commitment to Guests

At a Luxury hotel, Guests may expect:

- a) Outstanding levels of service quality and hospitality.
- b) Luxurious amenities and facilities.
- c) Highly personalised activities and service offerings.

### Minimum Criteria for Designator

To qualify for a Luxury Hotel designator, 5-star hotels need to satisfy all minimum mandatory criteria for a 5-star rating, score a minimum of 95% of the Rating criteria (855 out of 900 points), in addition to 90% of the additional requirements below.

Criteria	5*	
6.6.1 Lobby Size	6.6.1.1	At least 500 m <sup>2</sup> .
6.6.2 Room Size	6.6.2.1	Minimum 50 m <sup>2</sup> .
6.6.3 Suites	6.6.3.1	At least 20% of rooms are suites with at least 70 m <sup>2</sup> .
6.6.4 Presidential Suites	6.6.4.1	At least 2 presidential suites of no less than 250 m <sup>2</sup> of floor space.
6.6.5 Helipad	6.6.5.1	The hotel has access to a helipad either on-site or within 5km of property.
6.6.6 Bathrooms	6.6.6.1	Each guest bathroom has a double sink.
	6.6.6.2	Luxury brand amenities of minimum 50ml/grams per item. The guest can be invited to select preferences.
	6.6.6.3	Bathrobe and slippers of exceptional quality.
	6.6.6.4	The bathroom has at least 1 customised water feature; such as Jacuzzi bath, multiple jet shower, or steam shower.
	6.6.6.5	Speaker in bathrooms to allow guests to listen to music.
	6.6.6.6	Television in bathroom.
	6.6.6.7	Magnified shaving mirror with lights.
	6.6.6.8	Defogging Mirror.
	6.6.6.9	Rain shower.
6.6.7 Guest services	6.6.7.1	Guests can request a fully dedicated butler (may be charged).
	6.6.7.2	24 hour Concierge services.
	6.6.7.3	In room check in option.
	6.6.7.4	Kids club open 10 hours a day with qualified staff.
	6.6.7.5	Elaborate kids menu of at least 10 dishes with at least 5 healthy options.
	6.6.7.6	Pool & Beach Services include complimentary water, fresh juices, and snacks.
	6.6.7.7	Complimentary water, cold or hot towels and snacks offered in leisure areas.

Criteria	5*	
6.6.8 Food & Beverages	6.6.8.1	At least one award-winning Fine Dining/ Haute Cuisine Restaurant that is led by a renowned chef <sup>26</sup> .
	6.6.8.2	At least two other a la carte restaurants.
	6.6.8.3	Buffet style breakfasts are offered with buffet-guest attendants to advise on buffet items. Additionally, an a la carte menu with speciality breakfast menu items is offered.
	6.6.8.4	In room dining service; dining table set up in room with butler service.
6.6.9 Staffing	6.6.9.1	High staff to guest ratio: 3 employees to each guestroom.
	6.6.9.2	Butler to room ratio: 1 butler is available for each 6 occupied rooms.
6.6.10 Architecture	6.6.10.1	Unique architecture of the hotel which makes it into a landmark building in Abu Dhabi.
6.6.11 In-room technology	6.6.11.1	Automated curtains.
	6.6.11.2	(Web enabled) Interactive TV.
	6.6.11.3	Flat screen size bigger than 32 inch in all rooms; technology expected to match latest innovations.
	6.6.11.4	Audio docking stations for smart phones and tablets in the room.
	6.6.11.5	Night lighting that turns on automatically when the guest steps out of bed.
	6.6.11.6	Automated light in bathroom when guest enters bathroom.
	6.6.11.7	All room lights controllable from the bedside.
	6.6.11.8	Automated 'do not disturb' and 'please make up room' system.
6.6.12 Room Accessories	6.6.12.1	Fresh Flowers in rooms.
	6.6.12.2	Coffee machine for fresh coffee (e.g. Pod system / Bean to cup) or through butler.
	6.6.12.3	Lifestyle magazines and / or books in the rooms.
6.6.13 Room services	6.6.13.1	Complimentary food in the room on arrival (e.g. professionally presented fruit platters, dates, cookies), replenished daily.
	6.6.13.2	Newspaper delivered to guest rooms (may be on request).
	6.6.13.3	Shoe Polish Service. (Left outside door overnight and cleaned by the night porter or call Housekeeping if service is required immediately).
	6.6.13.4	Sewing Service. Missing shirt buttons washed in hotel laundry should be replaced automatically. Requests can only include minor alterations and button replacement.
	6.6.13.5	Pressing / Ironing Service. Pressing of clothes can be done within 60 minutes.
	6.6.13.6	Pillow Menu with at least 4 options of pillows for the guest.
6.6.14 Housekeeping	6.6.14.1	Rooms cleaned twice a day.
6.6.15 Guest Transport	6.6.15.1	Hotel limousine service with luxury cars equipped with on-board Wi-Fi.

<sup>26</sup> A renowned chef is defined as a chef who has been involved in a prize winning restaurant in the last 10 years in the role of owner, manager, chef or sous-chef.

Criteria	5*	
6.6.16 Front Desk Services	6.6.16.1	Foreign currency exchange or ATM that accepts the majority of international cards.
	6.6.16.2	Hot or Cold Towels offered on arrival.
6.6.17 Retail Services	6.6.17.1	Hairdresser on site open at least 12 hours per day suitable to the classification of the hotel.
6.6.18 Gym	6.6.18.1	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.
	6.6.18.2	Separate Gym for ladies of at least 40sqm with a minimum of 6 cardio machines; or separate operating hours for ladies.
	6.6.18.3	Certified Personal Trainer can be booked during gym opening hours.
	6.6.18.4	Daily Gym classes available, e.g. Aerobics, Spinning, etc.
6.6.19 Electronic Vehicles Parking	6.6.19.1	Parking includes electronic vehicle (EV) charging stations.

## 6.7 Eco-friendly/ Sustainable Hotel Designator

### *Definition*

An eco-friendly or a sustainable hotel is an establishment that seeks to positively contribute to environmental conservation and to minimise negative impacts on the environment and the local community through its operations. It can be economic or luxury, but the key attribute is the resource efficiency in its buildings and operations.

### *Commitment to Guests*

At a sustainable hotel, guests may expect:

- Minimal adverse impact on environment through efficient use of resources, functioning recycling processes, and opportunity to participate in conservation activities
- Commitment to ecological preservation and environmental protection
- Engagement and strong representation of the local culture, through the hotel's design, room décor, availability of local crafts, use of local produce in the hotel's F&B outlets, and/or participation in cultural activities with the local community.

### *Suggested Criteria for Designator*

The following list is not intended to be exhaustive; these are rather suggested guidelines for criteria that sustainable hotels typically offer, but individual applications for the sustainable hotel designator will be evaluated on a case-by-case basis.

Criteria	Description
Housekeeping	Guest cards indicating the frequency with which guests want their room and bath linen to be changed. Housekeeping policy and its environmental impacts/savings clearly communicated to guests. Sustainable hotels should have a stricter green code than mandated to regular establishments under this manual.

Energy and water use	Low energy light bulbs used across guest rooms and in public areas. Water saving devices in showers and toilets.
Linen	Unbleached and undyed fabrics used in rooms, bathrooms, and public areas.
Recycling system	Multiple separated waste bins on site to allow guests to recycle their waste (paper/plastic bottles/etc.)
	Use of recycled supplies for stationery, souvenirs, writing material in rooms, etc.
	Limited use of disposable materials, such as plastic bottles, cutlery, and packaging in rooms and across F&B outlets.
Purchasing practices	Permanent relationships with local suppliers of artwork, crafts, materials, food products, and other supplies to maximise benefits to local economy and increase awareness of local produce.
Bathroom amenities	Packaging of bathroom amenities in non-disposable material or in reusable plastic.
	Bathroom amenities sourced from local suppliers using local material.
	Use bathroom amenities made of natural ingredients and not chemically processed.
Local crafts	Use of local artwork/crafts in hotel lobby, guest rooms, F&B outlets.
	Dedicate a place in the lobby to display or sell local crafts.
	Identify source of locally produced crafts or supplies used in the establishment via clear labelling.
Eco-friendly policies	All eco-friendly policies of the establishment to be available and communicated to guests.
F&B	Use of locally produced ingredients. Menus should clearly indicate dishes that contain locally produced ingredients.
Activities	Hotel organises or hosts a number of activities that increase awareness of the local culture and encourages environmental conservation efforts. These can include: <ul style="list-style-type: none"> <li>- Beach clean-ups</li> <li>- Nature walks</li> <li>- Workshops for kids</li> <li>- Earth Hour or similar initiatives</li> <li>- Awareness/ educational sessions on environmental conservation</li> <li>- Art &amp; craft workshops with local producers</li> </ul>