

# Tourism & Hospitality Sector in Pakistan



National  
Minimum Standards  
& Guidelines





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**National  
Minimum Standards and Guidelines  
for  
Tourism and Hospitality Sector  
in Pakistan**

(1<sup>st</sup> Edition)



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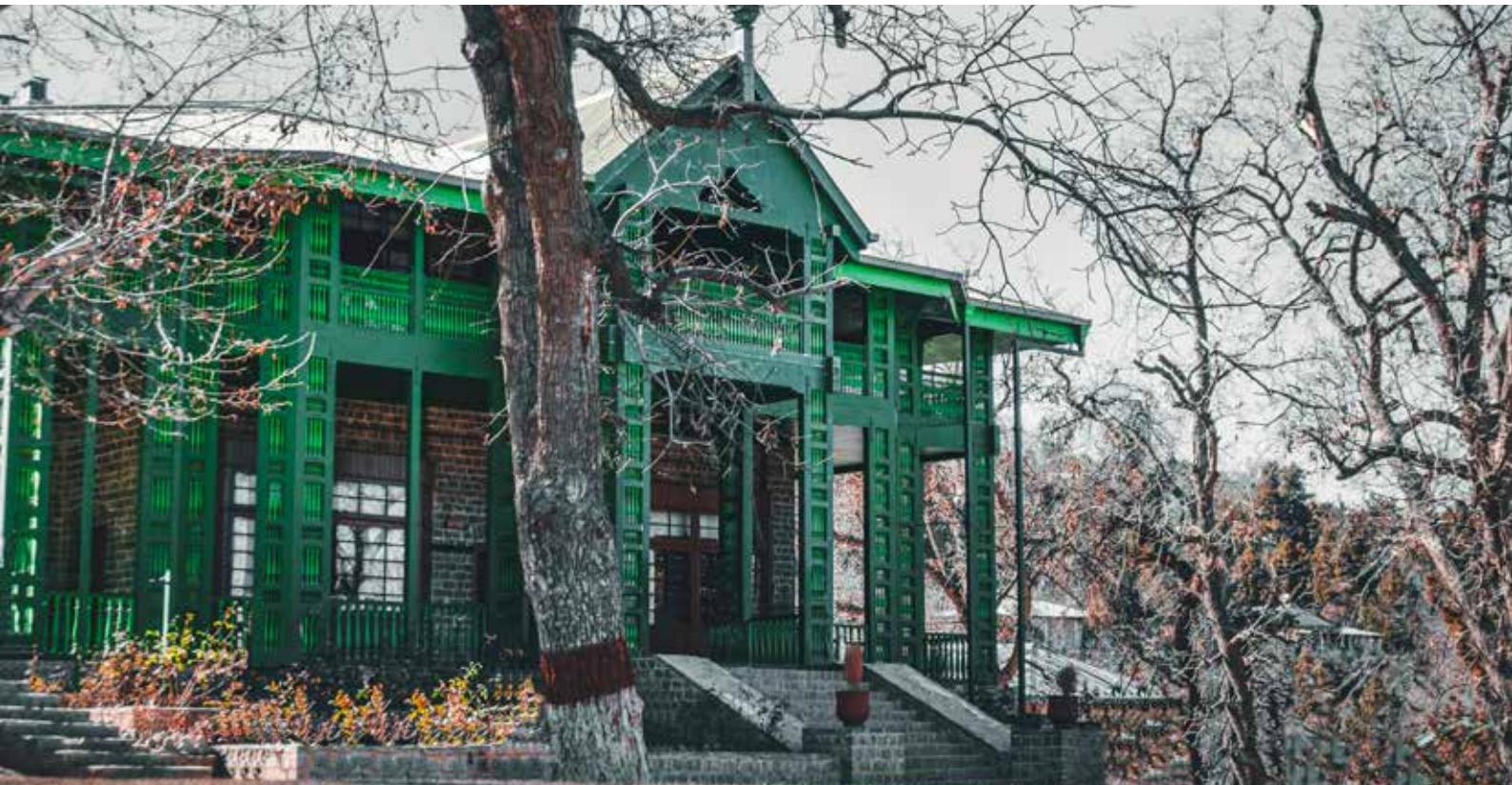
# Preface

National Minimum Standards and Guidelines for Tourism and Hospitality sector of Pakistan is a culmination of an extensive consultative process involving wide array of public and private sector organizations. This document is a key component of the vision set out by the National Tourism Strategy (2020 – 2030) and aims to increase competitiveness of Pakistan's tourism industry. These standards will guide service providers operating in the tourism paradigm to achieve service excellence and allow regulatory oversight of the sector through independent, third-party qualified approved certification organizations (QACOs).

Minimum Standards and Guidelines outlined in this document provide a rating system for various services including accommodation providers, restaurants, tour operators, travel agents, tour guides, transport services and adventure sports etc. The development of unified standards will allow Pakistan to certify the sustainability amongst tourism businesses and strive towards the

objective of responsible tourism.

This document is the result of perseverance and dedication of many people, supervised by Former Managing Director PTDC, Syed Intikhab Alam. We would like to acknowledge the contribution made by the current MD Mr. Aftab-Ur-Rehman Rana, who led the efforts from the front. We would also like to thank the Provincial Tourism Departments, All Pakistan Restaurants Association (APRA), Pakistan Association of Tour Operators (PATO), Travel Agents Association of Pakistan (TAAP) and tourism experts for their continuous efforts and inputs. We would like to extend our appreciation to Chairman Pakistan Hotels Association (PHA) Mr. Haseeb Gardezi and Executive Director National Tourism Pakistan (NTP) Dr. Zeeshan Shahzad for their constant support and contribution in refining and finalizing the minimum standards. We are grateful for the guidance and leadership provided by Chairman PTDC/NTCB, Sayed Zulfikar Abbas Bukhari throughout the development of this initiative.





# Acronyms

APRA	All Pakistan Restaurant Association
ATG	Adventure Tour Guide
ATO	Adventure Tour Operator
B&B	Bed and Breakfast
CEHTS	Centre of Excellence for Hospitality and Tourism Standards
CENT	Center of Excellence for National Tourism
CNIC	Computerized National Identity Card
DTS	Department of Tourist Services
F&B	Food and Beverage
FBR	Federal Board of Revenue
NTCB	National Tourism Coordination Board
NTN	National Tax Number
NTP	National Tourism Pakistan
PATO	Pakistan Association of Tour Operators
PHA	Pakistan Hotels Association
PTDC	Pakistan Tourism Development Corporation
QACO	Qualified Approved Certification Organizations
SDGs	Sustainable Development Goals
SOP	Standard Operating Procedure
TA	Travel Agent
TAAP	Travel Agents Association of Pakistan
TG	Tour Guide
TO	Tour Operator





# Message from H.E. Sayed Zulfikar Abbas Bukhari, Chairman, NTCB



Tourism is one of the largest service industries in the world, and its growth is of immense importance to Pakistan's emerging economy. The tourism sector is acknowledged globally as a major catalyst for social and economic advancement. A robust tourism industry facilitates economic enhancement, alleviates poverty by generating employment, and ensures rural development through inclusion of every segment of the society. Under the leadership of Prime Minister Mr. Imran Khan, the Government of Pakistan recognises the potential of tourism, and is committed to invigorating the sector and its domestic industries.

True potential of tourism can only be realised if its dynamism is matched by concerted growth efforts and governed through statutory oversight which responds to the evolving needs of the sector. To optimize our resources and ensuring that the fruits of a thriving tourism industry are shared across distinct communities, we must abide by a coordinated, strategic approach. There is a need to establish a common understanding of responsible tourism which guides the safety, security and environmental considerations required for sustainable development. Acceptable standards in tourism accommodation, tour operations, and related services are vital for a flourishing tourism industry. Moving forward, we have developed the National Minimum Standards, which

will guide the tourism sector through a harmonised set of criteria for certifying the sustainability and quality of tourism businesses.

Standardization of tourism services is fundamental to ensuring quality products, excellent service, and memorable consumer experiences. The minimum standards will incentivise responsible business practices and create an enabling environment for healthy competition among businesses, who strive to curate visitor experiences, while establishing a positive customer service culture. Our national tourism strategy (2020-2030) is built around transparency and accountability. It aims to maximise visitors' experiences through provision of quality products and services. This document will play an imperative role in upholding these values.

This document is a culmination of a sector-wide consultative process and I would like to thank our team of experts with representation from every tourism stakeholder group for their collective vision and valuable contribution to this document. I would also like to thank NTCB and PTDC for their leadership and commitment to ensuring a sector inclusive consultation process through their continuous engagement with stakeholders. I believe that the commitment and dedication of our people will provide Pakistan's tourism industry with the platform to share our rich cultural heritage, diverse traditions, and unparalleled hospitality with the rest of the world, based on internationally recognised standards.



# Message from Aftab-ur-Rehman Rana Managing Director, PTDC



It is with pleasure that I introduce the National Minimum Standards, an initiative which will act as a blueprint for tourism sector service providers. This document

has been prepared in accordance with the sectoral needs and national priorities. Pakistan Tourism Development Corporation (PTDC) and National Tourism Coordination Board (NTCB) have worked diligently to formulate this document, which is the culmination of an extensive consultative process involving experts from the public domain, private sector, and tourism specialists. These consultations have been integral to attaining a representative consensus of national experts in order to develop a fundamental criteria for tourism sector service providers.

Sustainable tourism development is a priority area of the government. Pakistan is committed to opening avenues that contribute to the socio-economic prosperity of our people, particularly the rural areas and marginalized segments of the society. In addition to the sectoral consultations, the process of development included secondary research and comparative analysis of international best practices. This allowed us to prepare a comprehensive set of guidelines that will reinforce principles of responsible tourism in the country.

These standards will strengthen the integrity and reliability of Pakistan

as a top tourist destination. With the development of national standards, we have harmonised different criteria and accreditations that were used to certify tourism sector service providers. These guidelines will ensure business compliance and promote accountability through third-party monitoring. Ultimately, the reputation and credibility of our tourist destinations will increase and will ensure provision of excellent services in order to give memorable experiences to visitors.

I believe that these National Minimum Standards, together with the National Tourism Strategy (2020 – 2030), will position Pakistan's tourism sector on an ambitious, yet attainable growth trajectory. We recognize that successful implementation of this document will require strong partnerships and multi-level coordination between the public and private sector. PTDC will continue to work together with every stakeholder to respond to the strategic priorities set by this document, with the goal that tourism brings new opportunities for our people and communities.



# 1. Introduction

A scenic landscape featuring snow-capped mountains and autumn-colored trees. The foreground is filled with tall, thin trees with yellow and orange leaves, likely poplars, arranged in a grid-like pattern. Behind them, a range of mountains slopes upwards, their peaks covered in white snow. The sky above is a clear, vibrant blue.



# 1. Introduction

The Department of Tourist Services (DTS) was created in 1976 under the then Federal Ministry of Tourism along with regional offices in every province. It is responsible for maintaining minimum standards and ensuring service excellence in the travel and hospitality sector. As per the mandate, DTS is engaged in regulatory oversight of statutory obligations through implementation of the following three Acts and their associated rules:

- The Pakistan Hotels and Restaurants Act 1976 and Rules 1977
- The Travel Agencies Act 1976 and Rules 1977
- The Pakistan Tourist Guides Act 1976 and Rules 1977

DTS has been tasked to regulate the tourism and hospitality sector by granting licences to relevant businesses operating under the category of hotel and restaurant, travel agency, tour operation and tour guiding services.

After the 18th Constitutional Amendment and the subsequent devolution of the Ministry of Tourism, Department of Tourist Services (DTS) came under the administrative control of the provinces. This gave rise to numerous complications and procedural deficiencies, which hampered the performance of fragmented services due to lack of quality control and standardization of service provisions. The absence of National Minimum Standards and lack of coordination amongst concerned stakeholders as well as provincial departments led to implementation gaps and hampered the effectiveness of the DTS.

Under the Hotel Act and Rules, a Star System also exists for ensuring

standardization of the quality of services offered by hotels and restaurants. However, due to policy and procedural impediments, the regulatory oversight has not been effectively exercised. Moreover, a meagre percentage of hotels, tour operators and guides are currently registered as licensed businesses with the DTS; while a number of tour operators and tour guides are operating businesses using social media platform without fulfilling the legal and procedural requirements including proper offices, trained staff and financial bank guarantee, which is required by the law.

Continuous improvement of service standards, strengthening of regulatory bodies, and implementation of quality standards is the hallmark of the countries who have a flourishing tourism industry. A number of countries have established Qualified Approved Certification Organizations (QACOs) from the private sector which evaluate the standards of tourism and hospitality service providers, in accordance with the set criteria of minimum standards approved by the government. Based on their recommendations, the concerned government departments issue licences for the relevant businesses to operate. Keeping in view the international best practices, a need was felt to put in place a proper regulatory framework and certification/accreditation mechanism to ensure that tourists receive unparalleled experience and value for their money.

Therefore, to elevate the level of standards and achieve service excellence in the tourism and hospitality services in Pakistan, the development of minimum standards and guidelines were essential. These standards must be implemented through Qualified Approved Certification Organizations (QACOs) which are

authorised and empowered by the National Tourism Coordination Board (NTCB)/Provincial Tourism Departments.

## 1.1. Standards for Tourism and Hospitality Sector

These minimum standards and guidelines for the tourism and hospitality sector have been formulated by the National Tourism Coordination Board (NTCB), within the framework of the three existing tourism and hospitality laws and after a thorough process of consultation with all the relevant stakeholders. Implementation of minimum standards through an accreditation and certification program is a vital tourism industry asset, designed to establish and improve operational efficiencies. Accredited and certified tourism and hospitality businesses have a greater advantage with regards to running and marketing their businesses, including an improved reputation in the tourism marketplace, enhanced profitability through implementation of better operating systems, higher employee morale, effective management, and increased customer confidence / satisfaction leading to repeat business.

The purpose of accreditation and certification through QACOs is to encourage businesses to achieve service quality which meets or exceeds the minimum requirements mentioned in the regulatory mechanism introduced by the government(s).

## 1.2. The Goal of Minimum Standards Program

To promote and facilitate sustainable and standardized growth of tourism industry in Pakistan by implementing high quality standards and achieving service excellence in tourism services through a well-designed accreditation and certification program.

## 1.3. Key Pillars of the proposed minimum standards

This document has identified nine key pillars for the proposed minimum standards by taking inspiration from the guidelines set by the United Nations Environment Program (UNEP 2005). The key pillars are as follows:

- i. **Conservation:** Conservation of the regions as tourist spots by protecting the environment, and promoting ecotourism.
- ii. **Visitor Fulfillment** Introduction of Quality Management System at tourist destinations to ensure minimum standards in products and services.
- iii. **Local Prosperity and Community Wellbeing:** Promotion of local tourism enterprises by ensuring the involvement of communities who benefit from tourism.
- iv. **Cultural Richness:** Protection and promotion of local architecture and culture.
- v. **Local Control:** Involvement of local communities in planning and decision-making including safety and security measures.
- vi. **Employment Quality:** Highly skilled and qualified hospitality sector staff.
- vii. **Resource Efficiency:** Assessment of environmental, social and economic impacts of tourism developments.
- viii. **Diversity:** Maintenance and encouragement of natural, economic, social and cultural diversity.
- ix. **Environmental Purity:** Cleanliness and efficient waste management system.

## **1.4. Objectives of Minimum Standards Program**

- a. To assist the government in raising the standards of tourism and hospitality services in Pakistan.
- b. Provide a model for continuous improvement by incorporating best practices in tourism and hospitality services.
- c. Improve visitor experience and consumer satisfaction.
- d. Improve profitability of accredited businesses through better operating systems, efficient resource mobilization, improved employee morale and greater customer satisfaction.
- e. Promote best practices of sustainable tourism through certification of tourism and hospitality businesses.
- f. Encourage responsible practices among tourism & hospitality service providers and visitors to make tourism destinations more sustainable.
- g. Provide an authentic source of information for tourism industry stakeholders and tourists.
- h. Offer visitors/tourists the opportunity to make informed and confident choice about legitimacy and quality of products.
- i. Help improve customer satisfaction and loyalty.
- j. Introduce "National Awards of Excellence" to encourage healthy competition among certified businesses in the tourism and hospitality sector to achieve highest level of performance.

## **1.5. Accreditation and Certification Categories**

### Lodging/Accommodation (Phase-I)

1. Star rating for Hotels / Resorts in the category of one to five stars
2. Guest Houses, Motels
3. Home stay, B&B
4. Hostels
5. Glamping and camping sites
6. Sustainable tourism standards in all lodging categories

### Food and Beverage (Phase-I)

1. Star rating for restaurants
2. Convention centres/Banquet Halls
3. Takeaways, street food stalls and home cooked food services
4. Sustainable tourism standards in all categories of F&B services

### Travel and Tourism (Phase-I)

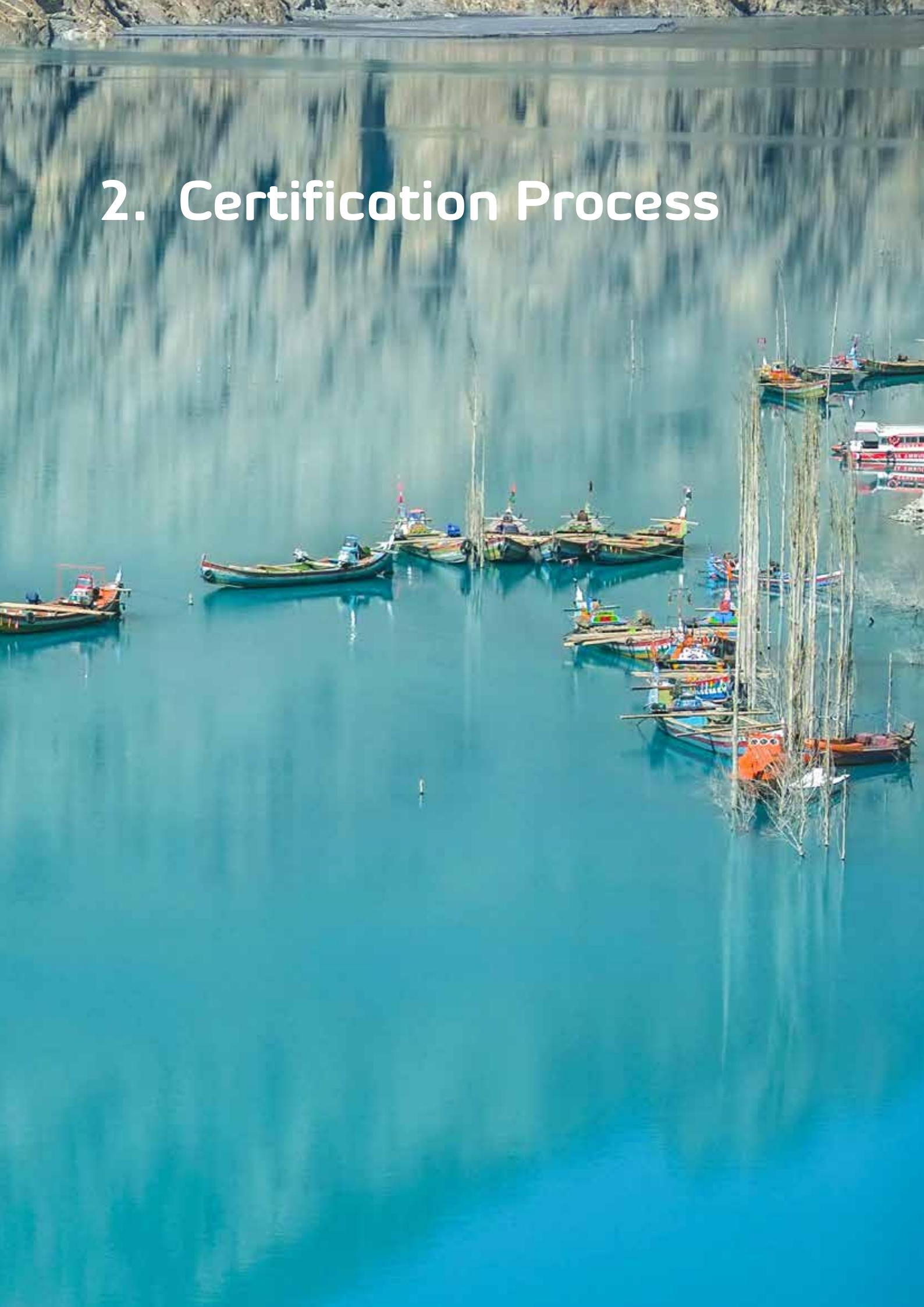
1. General Tour Operators
2. Adventure Tour Operators
3. Travel Agency Services
4. Car Rental and Hire Services
5. Tour Guiding

### Specialized Facilities and Services (Phase-II)

1. Ski, Snow Boarding, Skating and chairlift operations
2. Mountaineering, Rock climbing, Ice climbing support services
3. River Rafting, Kayaking, Boating, Water Scooter operations
4. Paragliding, Para Jumping, Para Sailing, Hot air ballooning
5. Zip line services
6. Scuba Diving and other marine sports
7. Other specialized recreational and adventure sports services



## 2. Certification Process





## 2. Certification Process





### **3. Minimum Standards for Accommodation Facilities**



# **3. Minimum Standards for Accommodation Facilities**

## **3.1. Introduction**

Hospitality industry is a growing segment of the economy and lodging/ accommodation facilities are an integral part of this segment. Lodging facilities within the hospitality sector include hotels, motels, serviced apartments, youth hostels, guest houses etc.

With the formation of NTCB and its focus on revamping the tourism Industry, it is important to restructure the methodology and implementation approach towards accommodation facilities, in order to encourage these businesses to adhere to the minimum standards as per the Hotel & Restaurant Act and Rules of 1977 and the Pakistan Hotel & Restaurant Act of 1976 for obtaining licence of operation along with classification of each facility.

National Tourism Coordination Board (NTCB) in collaboration with Centre of Excellence for Hospitality and Tourism Standards (CEHTS), Pakistan Hotels Association (PHA), All Pakistan Restaurants Association (APRA), Travel Agents Association of Pakistan (TAAP), Pakistan Association of Travel Agents (PATO), Adventure tour operators (GBAATO), Travel Agents Association KPK (TAAK), Association for tour & travel agents Punjab (ATTAP), National Tourism Pakistan, SDG Academy, Provincial Tourism Departments, Sustainable Tourism Foundation Pakistan, Adventure Foundation Pakistan (AFP), Alpine Club Pakistan (ACP), and Department of Tourist Services (DTS) has formulated the minimum standards and guidelines for certification and classification of each lodging facility based on its nature of operation, in line with DTS Rules of 1977.

## **3.2. Methodology**

Qualified Approved Certification Organization (QACO) will operate on behalf of NTCB/Provincial Tourism Departments/DTSs to carryout evaluations through facility and service level inspections, in order to recommend issuance of standards certificate, assist in renewals and offer accreditation in terms of star ratings of the facility.

Based on QACO's recommendations, Department of Tourist Services (DTS) will grant/renew licence of operation to respective hotels and restaurants. QACO's hospitality experts will conduct all evaluations through their streamlined process to advise DTS if a facility meets the minimum required standard to operate under set guidelines and framework.

## **3.3. Aims and Objectives**

The purpose of accreditation/certification requirements for hotels and restaurants is to encourage quality standard and service excellence under star rating system as per criteria of classification of lodging facilities. This methodology will have following benefits:

- a) NTCB as a federal body, with the help of provincial Departments of Tourism Services will be able to implement and monitor framework of operating hotels and other lodging facilities under defined classification, while maintaining uniformity across the country, in line with the international standards

- b) Tourism bodies in each province will have defined guidelines to ensure compliance of safety procedures, relevant data collection and elevating minimum service delivery requirements across hotels and lodging operators
  - c) Operators of hotels and other lodging facilities will be provided a transparent framework of statutory obligations required to obtain licenses and improve their product and services for business development with accreditations / ratings to facilitate both local and international travellers
  - d) The implementation of accreditations / ratings will build consumer confidence locally and internationally, allowing visitors to make informed decisions while selecting their lodging facilities
  - e) Value for money will be provided to the visitors while maintaining utmost quality of service
- Adherence to the building requirements
  - Hygiene, sanitation and waste management standards
  - Security and maintenance protocols
  - Safety and Emergency procedures
- The certification scheme identifies the following guidelines to operate a lodging facility as hotel operation. These categories enable hotels of similar size to compare operating procedures and statistical results:
- Fewer than 10 rooms will fall under the classification of Bed and Breakfast (B&B), Guest House or Home Stay operation
  - Hotels with 10 to 30 rooms
  - Hotels with 31 to 50 rooms
  - Hotels with 51 to 100
  - Hotels with 100 and above rooms

## 3.4. Classification of Hotels

Hotels are classified according to their size, location, operating markets, quality of service delivery, provision of facilities, number of rooms, ownership, and affiliation.

### 3.4.1. Size/ Number of Rooms

The number of rooms alone does not categorize a lodging facility or a hotel under a star category. A hotel may operate with a good number of room facility, however, in order to qualify for a star rating, numerous other variables are taken into consideration. These include:

- Level of facilities provided by the business
- Service and operational standards

### 3.4.2. Types of Hotel Operations

Hotel industry targets various markets and can be categorized according to the type of guests they cater to. Different types of hotels include business, airport, resort, convention and conference hotels.

#### • Business Hotels:

These are the most common group of hotels which cater mostly to business travellers and are usually located in city centres or business districts. Although business hotels primarily serve business travellers, yet tour groups, individual tourists and conference delegates find these hotels suitable for their individual requirements. Guest amenities at business hotels may include fast track arrival / departure, guest history, safety, digital platforms, business centre services, complimentary newspapers, business breakfast etc.

#### • Airport Hotels:

These types of hotels typically target business clientele, airline passengers

with overnight layovers or cancelled flights and airline staff / crew. Some hotels also give complimentary airport transfer service. Some Airport hotels also charge day rate or hourly rate instead of nightly rate to facilitate passengers with shorter transits.

- **Extended Stay Hotels:**

Extended stay hotels, also known as serviced hotel apartments, usually offer kitchen amenities in the room. These hotels are ideal for visitors who require stay for more than a week and prefer not to stay in a mainstream hotel. These facilities allow guests to enjoy a residential setup with greater privacy. Rooms usually include a living room, bedroom, kitchen, private balcony (if building structure permits), washing machine and other residential amenities.

- **Resort Hotels:**

Resort hotels are usually located in the mountains, beaches, or other exotic destinations away from cities. These hotels have recreational facilities such as a golf course, tennis courts, adventure tourism facilities, swimming pools and nature-based tourism activities. Resort hotels aim to provide memorable and niche experiences that encourage guests to return again.

- **Bed & Breakfast / Home Stays:**

These are houses with rooms converted into overnight accommodation facilities having 1 to 10 guest rooms. They are also known as 'Home Stay' facility. The owner of the B&B usually stays on the premises and is responsible for serving breakfast and other operational help to the guests.

- **Guest Houses / Motels:**

Guest houses are also small operations usually comprising of 1 to 10 rooms. They have more structured operation than home stay establishments and involve multiple staff members offering standard guest services. Guest houses usually operate within residential districts or

outside main urban centres.

### **3.4.3. Service Types of Hotels**

- **World Class Service:**

These are also called luxury / Five Star hotels, as they target top business executives, high net individuals and business delegations. These hotels provide multiple dining options, restaurants, lounges, business centres, valet, concierge and other luxury facilities on a 24 hours basis

- **Mid-Range Service:**

Hotels offering mid-range or 3 to 4-star stay service cater to the largest segment visitors. These establishments do not provide the same luxury as Five-star hotels but have adequate service and operational standards. They also provide uniformed service, food and beverage room service, in-room entertainments and Wi-Fi etc.

- **Budget / Limited Service:**

These hotels provide clean, comfortable, safe, but inexpensive rooms that meet the basic requirement of the guests. These facilities appeal primarily to budget conscious travellers or backpackers who want a room with minimum services and amenities required for a comfortable stay, without unnecessarily paying additional cost for added services.

### **3.5. Accommodation Rating Criteria**

The rating process of each establishment will include the following:

- **Facility inspection:** Every property is visited by a trained facility inspector, who uses a checklist to evaluate cleanliness, physical condition, and location. This inspection may be announced or unannounced and will contribute towards 1-5-star rating recommendation.

- **Service Evaluation:** Based on the first inspection, properties that qualify for a Four Star or Five Star certification will receive another visit from an incognito inspector. This inspector will perform an incognito evaluation based on more than 300 service standards. During the evaluation, inspectors will behave as regular guests and do not reveal their identity. This inspection focuses mostly on guest experience and the consistency in service, in addition to the regular facilities and amenities.

## 3.6. Star Hotel Ratings

- **Five Star:**

These exceptionally luxurious properties provide a memorable experience through virtually flawless service and the finest amenities. Staff is intuitive, engaging, passionate, and eagerly delivers service above and beyond the guests' expectations. The hotel is designed with the guest's comfort in mind, with particular attention to craftsmanship and quality of product. A Five Star property is a destination unto itself.

- **Four Star:**

These properties provide a distinctive setting and the guest will find numerous interesting and inviting elements to enjoy throughout the property. Attention to detail is prominent throughout, from design concept to quality of products provided. Staff is accommodating and takes pride in catering to the guest's specific needs throughout their stay.

- **Three Star:**

These well-appointed establishments have enhanced amenities that provide travellers with a strong sense of location, whether for style or function. They may have a distinguishing style and ambience in both the public spaces and guest rooms; or they may be more focused on functionality, providing guests with easy access to local events, meetings or tourism highlights.

- **Two Star:**

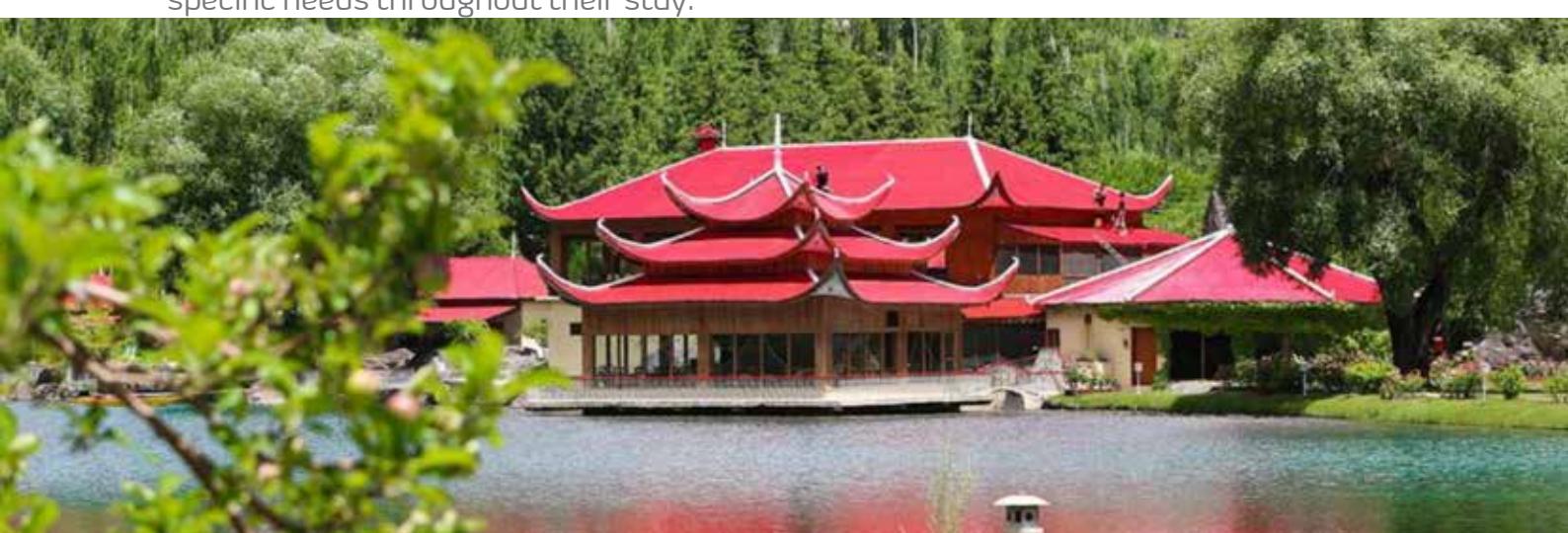
The Two Star hotel is considered a clean, comfortable, and reliable establishment that is safe and secure for guests, providing them with basic amenities.

- **One Star:**

The One Star lodging is a limited-service hotel or inn that is considered a clean, comfortable and reliable establishment.

## 3.7. Star Rating Criteria & Expectations

The following section outlines suggested criteria of what a guest can expect at each star level. They are not individually mandated and are a representative sample of the hundreds of points developed during consultative sessions. Additionally, at each star level the lodging establishment is required to meet or exceed the requirements of the previous star rating. For example, a Four Star hotel will meet the criteria expectations of a Three Star hotel, a Two Star hotel and One Star hotel, and so forth.



### 3.8. Minimum Standards for One Star Hotels

<b>ONE STAR HOTEL</b>	
<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. DTS license to be renewed every year.
2.	A register (could be electronic) of current guests, staying in any facility must be available.
3.	Must have bookkeeping records.
4.	Must have a guest reservation book.
5.	Complete information about reservations, pricing (including taxes), advance payment and billings, in line with services offered, to be made available online.
6.	It should be mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
7.	Availability of marketing material, which is a true representation of the property and available facilities.
8.	Must become the member of regional/national recognized trade association.
<b>B. BUILDING / GENERALITIES</b>	
1.	There shall be at least five bedrooms.
2.	The minimum floor area of each bedroom shall be: <ul style="list-style-type: none"> <li>• 100 sq. ft. For a single bedroom</li> <li>• 160 sq. ft. For a double bedroom</li> </ul>
3.	The room height of the ceiling shall not be less than 9 feet.
4.	The bathroom/toilet shall have a minimum floor area of 36 sq. ft.
5.	Exterior/building and interior of the establishment (including furniture, fixtures, bedrooms, public areas, food pick-up area, corridors, and doorways from kitchen) are well organized and hygienic in appearance.
6.	Public areas ceiling, walls and floors do not show visible wear or marks.
7.	Parking area should be free of debris, in good condition, and secure parking shall be available within close proximity of the premises.
8.	There shall be a car parking space for at least one car for every 3 rooms.
9.	Signage on or near doors of guest rooms indicating the room number.
10.	Wastepaper basket (of non-flammable material) in public areas, bedrooms, guestrooms and washrooms.
11.	Public spaces are free of obvious hazards.
12.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
13.	Corridor widths: – minimum of 5.25 ft for corridors with rooms on both sides, minimum of 1.4m for corridors with rooms on only one side.
14.	Adequate ventilation in the form of an extractor fan, built-in ventilation, or window that opens.
15.	The locality and environment including the approach shall be suitable for a hotel.
16.	The general construction of the building shall be durable, structurally safe, in good condition and according to prevalent building code of the area, if any.

17.	All the public areas including the restaurant, dining room, bathrooms and corridors shall be well lit and ventilated.
18.	There shall be proper lighting arrangements and fixtures in all rooms with the light point near the room entrance, fans or heating according to local conditions, a call bell and an electric socket for plugs.
19.	Mosquito net or repellents provided in each room.
20.	Backup source of electrical power (e.g. Generator or other) should be available.

### C. SERVICE DETAILS

1.	The manager shall have a basic knowledge of English and shall be experienced (1 or more years on the job experience) or trained in hotel management and first aid. The possession of a certificate from a recognized training Institute shall be adequate proof of training.
2.	Staff should be well groomed with professional, well-maintained attire/uniforms and trained about basic greeting etiquettes.
3.	Coffee, hot tea and breakfast are available on-site
4.	Laundry and dry-cleaning services shall be provided.
5.	Printed bill or format should be available.
6.	Booking shall be honoured on the terms quoted.

### D. FACILITIES DETAILS

1.	All outdoor walkways and approaches are well maintained and cleaned.
2.	Outdoor awnings, signs, marquees, flags, and plantings are clean and are in good condition.
3.	Housekeeping shall be of a good standard.
4.	Doors with handles or locks are clean and in good condition.
5.	TV should be available in lobby/public space.
6.	Must have information regarding facilities for travel & tours.

### E. KITCHEN

1.	There shall be a clean, hygienic, well-equipped, fly-proofed, and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
2.	Separate sinks will be used for hygienic washing utensils, crockery, and edible items.
3.	The kitchen walls shall be cleanable.
4.	The kitchen floor should be non-slippery and washable.
5.	Proper arrangement for ventilation and light to be in place in the kitchen.
6.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
7.	Proper and essential kitchen utensils should be available.
8.	Crockery, cutlery and glassware shall be of good quality, clean and unchipped.
9.	All cooking utensils should be kept in drawers/covered after thorough clean up.
10.	At least one deep freezer / refrigerator is available in the kitchen.

### F. BEDROOMS/GUEST ROOMS

1.	Bedding must be in acceptable and hygienic condition (e.g. mattress, pillow, linen/covers and blankets) and changed twice a week or to every new guest.
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2.	Ceilings, walls and floors are free from dirt, dust and mold before guest check in.
3.	1 seating-accommodation per bed, at least a chair.
4.	Must have ceiling fan or air conditioner as per the weather condition.
5.	Adequate wardrobe with four hangers.
6.	Each bedroom shall have separate access from a corridor, verandah or gallery and be separate with/without connecting doors from other bedrooms.
7.	Each bedroom shall be properly ventilated and lighted with at least one window.
8.	A small table and ashtray.
9.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
10.	Wi-Fi or internet connection in the room.
11.	A mirror should be available in room.
12.	A luggage rack or bench provided or an adequate space to leave suitcase.
13.	There should be comfortable seating for two people (other than bed).
14.	The room can be fully darkened.
15.	All bedrooms shall have attached bathrooms.
16.	TV shall be provided in each room, if available.

#### G. BATHROOM AND TOILETS

1.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
2.	Must ensure the drainage system is in proper working order.
3.	All fixtures must be in proper working order.
4.	Must provide bathing soap, towel and mirror with a light over it, above wash basin, shelf, towel rails and pegs in each bathroom.
5.	Ceilings, walls and floors are free from dirt, dust and mold.
6.	Must provide air-freshener.
7.	There shall be water tap and a basin in each bathroom and a water closet and tap in each toilet are in proper working order without any leakage.
8.	Running cold water shall be provided in all bathrooms and toilets round the clock. Hot water shall be provided on request.
9.	There shall be appropriate sanitary ware in all bathrooms and toilets.
10.	There shall be toilet paper in each bathroom.
11.	A lota /mug or similar facility shall be provided in each bathroom.
12.	Hot and cold indicating taps on the washbasin and shower.
13.	Clean bathroom equipped with flushing toilet and septic system and hand basin.
14.	At least one public toilet (near the reception area) for gents, with at least one WC with seat and lid, one wash basin and mirror(s) separated from the toilet stalls.
15.	At least one public toilet (near the reception area) for ladies, with at least one WC with seat and lid, and one wash basin and mirror(s) separated from the toilet stalls.

16.	There shall be at least one bathroom for eight bedrooms and one bathroom separate for ladies on each floor with separate bath and toilet for ladies.
17.	If toilets are separate from the bathrooms, there shall be at least one toilet for every four beds on each floor, one exclusively for ladies.

#### **H. SECURITY AND MAINTENANCE**

1.	Must ensure all dwelling(s) are lockable.
2.	There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.
3.	Property must be well maintained and free from environmental and health hazards.
4.	Must ensure grounds are well maintained and free from rubbish, insect, and rodent breeding sites.
5.	Must ensure 24 hours security, Lockable security gates and CCTV.

#### **I. SAFETY & EMERGENCY PROCEDURES**

1.	Emergency and fire evacuation procedures and emergency telephone numbers are posted in bedrooms, guestrooms and public areas in English and Urdu.
2.	Firefighting equipment and electrical and gas safety devices should be always available on the premises.
3.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance.
4.	A doctor on call available in close proximity of the hotel premises.
5.	Must have first aid kit available on site and reasonable stock of unexpired lifesaving drugs.
6.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
7.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
8.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
9.	At least two employees shall be qualified in first aid and firefighting, one of whom shall be always available on the premises.

#### **J. WATER**

1.	Must ensure clean water is provided. Where tap water is not potable, boiled or filtered drinking water shall be provided.
2.	Warm water facility should be available in the bathrooms.
3.	The hotel shall provide mineral water on demand. Clean glasses for each guest in each bedroom/guestroom and in the restaurant/dining room.

#### **K. ENVIRONMENT AND SANITATION**

1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish is collected, separated, and disposed of appropriately.
3.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.

<b>L. RESTAURANT/DINING ROOM</b>	
1.	Dine-in facility should have decent dining facility (clean and appropriate sitting) according to the need of food and local customers.
2.	Restaurant should be mandatory, in case the hotels are based on the outskirts of a town or in places where no restaurant is available within a mile from the hotel.
3.	Tea, coffee and snacks shall be provided on request.
4.	There shall be provision of Pakistani food.
5.	Menu cards in Urdu/English shall be made available to the guests.
6.	The dining room shall be separate from the kitchen.
7.	The supply of meals to the guests in bedrooms shall be arranged on request.
8.	A washbasin with soap and towels shall be provided close to the dining room.

<b>M. COMMUNICATION</b>	
1.	Staff must be proficient in English and/or Urdu languages.
2.	The website must carry updated, correct and complete information.
3.	Guests must have 24 hours access to an intercom to talk to reception.

### 3.9. Minimum Standards for Two Star Hotels

<b>TWO STAR HOTEL</b>	
<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. DTS license to be renewed every year.
2.	A register (could be electronic) of current guests, staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Must have a guest reservation book.
5.	Must have bookkeeping records.
6.	Complete information about reservations, pricing (including taxes), advance payment and billings, in line with services offered, to be made available online.
7.	Front office staff on duty or on call 24 hours.
8.	Availability of marketing material, which is a true representation of the property and available facilities.
9.	Must become the member of regional/national recognized trade association.

<b>B. BUILDING / GENERALITIES</b>	
1.	There shall be at least ten bedrooms.
2.	The minimum floor area of each bedroom shall be: <ul style="list-style-type: none"> <li>• 100 sq. ft. For a single bedroom</li> <li>• 160 sq. ft. For a double bedroom</li> </ul>
3.	The room height of the ceiling shall not be less than 9 feet.
4.	The bathroom/toilet shall have a minimum floor area of 36 sq. ft.

5.	The locality and environment including the approach shall be clean, well maintained and suitable for a good hotel.
6.	The building shall be well designed and structurally safe. All new buildings shall be designed by qualified architects according to prevalent building code of the area, if any.
7.	Exterior/building and interior of the establishment (including furniture, fixtures, bed rooms, bath rooms, toilets, kitchens, public rooms, food pick-up area, corridors and doorways from kitchen) shall be maintained at a high standard and kept in a clean and hygienic condition.
8.	Public areas, bedrooms, guestrooms and bathrooms ceiling, walls and floors do not show visible wear or marks.
9.	Signage on or near doors of guest rooms indicating the room number.
10.	Wastepaper basket (of non-flammable material) in public areas, bedrooms, guestrooms and washrooms.
11.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
12.	Corridor widths: - minimum of 5.25 ft for corridors with rooms on both sides. - Minimum of 1.4m for corridors with rooms on only one side.
13.	Self-parking area should be free of debris, and in good condition, and secure parking shall be available within close proximity of the premises.
14.	There shall be parking space for atleast ten cars and a car parking space for at least one car for every 3 rooms.
15.	Public spaces are free of obvious hazards.
16.	All the public areas including the restaurant, dining room, bathrooms and corridors shall be well lit and ventilated.
17.	There shall be proper lighting arrangements and fixtures in all rooms with the light point near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.
18.	There shall be separate independent entrance to the hotel with separate service entrance for deliveries.
19.	There shall be a lift if there are more than four floors including the ground floor.
20.	There shall be a reasonably furnished lounge/lobby proportionate to the number of beds in the hotel.
21.	Adequate ventilation in the form of an extractor fan, built-in ventilation, or window that opens.
22.	Mosquito net or repellents shall be provided on request.
23.	Backup source of electrical power (e.g. generator or other) available that can sufficiently generate power for the whole establishment to operate essential supplies 24 Hours a day.

### C. SERVICE DETAILS

1.	The managerial and supervisory staff should have working knowledge of English. The manager should possess at least a diploma in hotel management from a recognized hotel training institute or have 2 years on the job experience.
2.	The serving staff shall be experienced, courteous and efficient and at least 25% of them shall have been professionally trained at a recognized training institute or have two years practical experience in a classified hotel.

3.	Staff should be well groomed with professional, well-maintained attire and trained about basic greeting etiquettes.
4.	Front desk staff should be articulate, polite, smiles and makes eye contact.
5.	Laundry services shall be provided under the responsibility and liability of the hotel management.
6.	Baggage assistance should be available on request.
7.	Printed bill or format should be available.
8.	Booking shall be honoured on the terms quoted.

#### **D. FACILITIES DETAILS**

1.	Housekeeping shall be of a good standard.
2.	The hotel shall make available on the premises: picture post cards, postal stamps, books, newspapers and articles of daily use like toilet goods and cosmetics.
3.	All outdoor walkways and approaches are well-maintained and cleaned.
4.	Outdoor awnings, signs, marquees, flags, and plantings are clean and in good condition.
5.	Doors with handles or locks are clean and in good condition.
6.	A secured space for luggage and safe deposit facilities shall be provided.
7.	Signs and notices are professional, clean and not "handwritten".
8.	A variety of different sized, types and connected rooms are available in hotel.
9.	If available, meeting rooms are well-signed so that it is easy to find and arrive at a specific room.
10.	If available, meeting room interiors are in generally good condition, including walls, floors and ceiling.
11.	TV should be available in lobby/public space and in all bedrooms.
12.	Must have information regarding facilities for travel & tours.

#### **E. KITCHEN**

1.	There shall be a clean, hygienic, well-equipped, fly-proofed and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
2.	Separate sinks will be used for hygienic washing of utensils, crockery, glassware and edible items. If washing is done manually, it is essential that the three-tier system should be followed.
3.	The kitchen walls will be cleanable.
4.	The kitchen floor should be non-slippery and washable.
5.	Proper arrangement for ventilation and light to be in place in the kitchen.
6.	All cooking utensils should be kept in drawers/covered after thorough clean up.
7.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
8.	Proper and essential kitchen utensils should be available.
9.	At least one deep freezer / refrigerator available in kitchen.
10.	Crockery, cutlery and glassware shall be of good quality, clean and unchipped.

## F. BEDROOMS/GUEST ROOMS

1.	Each bedroom shall have comfortable beds with spring or foam mattresses and furniture, a mirror, a wardrobe with hangers, a comfortable upholstered chair, a small coffee table and a dustbin or basket and ashtray box.
2.	Bedding must be in acceptable and hygienic condition (e.g. mattress, pillow, linen/covers and blankets) shall be supplied to each new guest and changed every alternate day.
3.	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate with/without connecting doors from other bedrooms.
4.	Each bedroom shall be properly ventilated and well lit with at least one window.
5.	There shall be a telephone for external calls in each bedroom.
6.	There should be comfortable seating for two people (other than bed).
7.	A luggage rack or bench provided or an adequate space to leave suitcase.
8.	Wi-Fi or internet connection in the room.
9.	The room can be fully darkened.
10.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
11.	Ceilings, walls and floors are free from dirt, dust and mold before guest check in.
12.	Must have ceiling fan or air conditioning as per the weather conditions.
13.	T.V. shall be provided in each room
14.	All bedrooms shall have attached bathrooms.

## G. BATHROOM AND TOILETS

1.	Must provide bathing soap, towel and mirror and a light above it, a towel rack, a shelf, clothing hooks or hangars and an electric socket for plugs.
2.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
3.	Shower with shower curtain/shower screen.
4.	Hot and cold indicating taps on the washbasin, shower and bathtub.
5.	Must ensure drainage system is in proper working order.
6.	All fixtures must be in proper working order.
7.	Ceilings, walls and floors are free from dirt, dust and mold.
8.	Must ensure air-freshener is provided in each bathroom.
9.	30% of all water closets shall be of western type.
10.	Running hot and cold water available round the clock.
11.	There shall be toilet paper and lota/mug or similar facility.
12.	Public washrooms are very hygienic and neat, with well-stocked toilet paper and soap.
13.	At least one public toilet (near the reception area) for gents, with atleast two WC with seat and lid, two wash basins and mirror(s) separated from the toilet stalls.
14.	At least one public toilet (near the reception area) for ladies, with at least two WC with seat and lid, and two wash basins and mirror(s) separated from the toilet stalls.
15.	In bedrooms attached washrooms, hygienic soap, shampoo and one other bath amenity should be provided.
16.	Clean bathroom equipped with flushing toilet, septic system and hand basin.

<b>H. SECURITY AND MAINTENANCE</b>	
1.	Must ensure all dwelling(s) are lockable.
2.	There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.
3.	Property must be well maintained and free from environmental and health hazards.
4.	Must ensure grounds are well maintained and free from rubbish, insects, and rodent breeding sites.
5.	Must ensure 24 hours security, Lockable security gates and CCTV.
<b>I. SAFETY &amp; EMERGENCY PROCEDURES</b>	
1.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance.
2.	Emergency and fire evacuation signage and emergency telephone numbers should be posted in public areas, bedrooms and guestrooms.
3.	Must have fire evacuation procedures in place.
4.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
5.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
6.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
7.	At least two employees shall be qualified in first aid and firefighting, one of whom shall be always available on the premises.
8.	Firefighting equipment and electrical and gas safety devices shall always be available on the premises.
9.	A doctor on call available in close proximity of the hotel premises.
10.	Ensure access to ambulance, van or car to rush patients to a hospital in case of emergencies.
<b>J. WATER</b>	
1.	Must ensure clean water is provided. Where tap water is not potable, boiled or filtered drinking water shall be provided.
2.	Warm water facility should be available round the clock.
3.	The hotel shall provide mineral water on demand. Clean glasses for each guest in each bedroom/guestroom and in the restaurant/dining room.
<b>K. ENVIRONMENT AND SANITATION</b>	
1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish is collected, separated, and disposed of appropriately.
3.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.
<b>L. RESTAURANT/DINING ROOM</b>	
1.	Dine-in facility should have decent dining facility (clean and appropriate sitting) according to the need of food and local customers.
2.	Coffee, hot tea and breakfast are available on-site on request..
3.	There shall be provision of Pakistani and continental food.
4.	The supply of meals to the guests in bedrooms shall be arranged on request.

5.	There shall be a clean, hygienically maintained and moderately equipped restaurant/dining room.
6.	Menu cards in Urdu/English shall be made available to the guests.
7.	The dining room shall be separate from the kitchen.
8.	Restaurant, if available on-site serves three meals daily. Breakfast, Lunch & Dinner.
9.	A bathroom and toilet shall be available conveniently close to the dining room /restaurant.
10.	A washbasin with soap and towels shall be provided close to the dining room.
<b>M. COMMUNICATION</b>	
1.	Staff must be proficient in English and/or Urdu languages.
2.	The website must carry updated, correct and complete information.
3.	Guests must have 24 hours access to a telephone/intercom and current phone book with emergency numbers available by the reception area or each floor for external communication.

### 3.10. Minimum Standards for Three Star Hotels

THREE STAR HOTEL	
A. LEGAL / OPERATIONAL REQUIREMENTS	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. DTS license to be renewed every year.
2.	A register (could be electronic) of current guests staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Must have a guest reservation book.
5.	Must have bookkeeping records.
6.	Complete information about reservations, pricing (including taxes), advance payment and billings, in line with services offered, to be made available online.
7.	Manager or senior staff on duty or on call 24 hours.
8.	Availability of marketing material which is a true representation of the property and available facilities.
9.	Quality management system. Certificate of quality management system to be presented.
10.	Must become the member of regional/national recognized trade association.
B. BUILDING / GENERALITIES	
1.	There shall be at least twenty bedrooms
2.	The minimum floor area of each bedroom shall be: <ul style="list-style-type: none"> <li>• 100 sq. ft. for a single bedroom</li> <li>• 160 sq. ft. for a double bedroom</li> </ul>
3.	The room ceiling height shall not be less than 9 feet.
4.	The bathroom/toilet shall have a minimum floor area of 36 sq. ft.

5.	All public rooms including the restaurant, dining room, bathrooms and corridors shall be well lit and ventilated.
6.	There shall be a light switch near the room entrance, a light switch next to the bed, fans or heating according to local conditions, a call bell or telephone for services and electric socket.
7.	The locality and environment including the approach shall be suitable for a hotel of high standard.
8.	The architectural features and general construction of the building shall be of good standard, durable, structurally safe, and in good condition. All new buildings shall be designed by a qualified architect according to prevalent building code of the area, if any.
9.	Exterior/building and interior of the establishment (including furniture, fixtures, bed rooms, bath rooms, toilets, kitchens, public rooms, Food pick-up area, corridors and doorways from kitchen) shall be maintained at a high standard and kept in a clean and hygienic condition.
10.	Public areas' ceiling, walls and floors do not show visible wear or marks.
11.	Signage on or near doors of guest rooms indicating the room number.
12.	Mosquito net or repellents shall be provided on request.
13.	Wastepaper basket (of non-flammable material) in public areas, bedrooms, guestrooms and washrooms.
14.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
15.	Corridor widths: - minimum of 5.25 ft for corridors with rooms on both sides. - Minimum of 1.4m for corridors with rooms on only one side.
16.	Self-parking area should be free of debris and in good condition, and secure parking shall be available within close proximity of the premises.
17.	There shall be a car parking space for at least one car for every 2 rooms.
18.	Valet Parking facility is provided.
19.	The front desk or a counter should be staffed twenty-four hours.
20.	There shall be separate independent entrance to the Hotel with separate service entrance for deliveries.
21.	There shall be a lift if there are more than four floors including the Ground Floor.
22.	There shall be a reasonably furnished lounge/lobby proportionate to the number of beds in the hotel.
23.	Lounge adjacent to reception hall with seats and beverage service.
24.	Spacious area for reception hall and lounge (of more than 140 Sq. m) with several seats and beverage service.
25.	There shall be proper cooling and heating arrangements according to the local conditions and the weather.
26.	A lawn or roof garden shall be well maintained.
27.	Backup source of electrical power (e.g. generator or other) available that can sufficiently generate power for the whole establishment to operate essential supplies 24 hours a day.
28.	List of tariffs of all services (including taxes, per category and per number of guests, breakfast) must be available in Urdu and English in the lobby or reception area. Detailed invoice to be submitted to the guest upon payment.

29.	Foreign currency exchange rates must be publicly displayed in English near the area where this service is offered.
30.	Sign of voltage of electric sockets displayed in guest rooms and public areas.
31.	Reception service, accessible by telephone 24 hours from inside and outside.
32.	Concierge or porter service round the clock.
33.	Public spaces are free of obvious hazards.
34.	Adequate ventilation in the form of an extractor fan, built-in ventilation, or window that opens.
35.	Outdoor awnings, signs, marquees, flags, and plantings are clean and in good condition.
36.	All ceilings, walls and floors are free from dirt, dust and mold.

### C. SERVICE DETAILS

1.	The managerial, supervisory and front office staff shall be fluent in English and should possess a diploma or certificate from a recognized institute or three to five years on the job experience.
2.	Service staff shall be experienced, courteous and efficient, and at least 50% of them shall be professionally trained from a recognized training Institute or 5 years on the job experience in at least a two-star hotel.
3.	All room bearers, bartenders, dining room bearers coming into frequent contact with foreigners shall have a working knowledge of English.
4.	Front desk staff should be articulate, polite, smiles & makes eye contact and trained about basic greeting etiquettes in local and English languages.
5.	Staff should be well-groomed with professional, neat, and well-maintained uniform. All staff shall be identifiable.
6.	Printed bill or format should be available
7.	Secure left-luggage service for arriving or departing guests (in separate space)
8.	Laundry and dry-cleaning services on modern machines shall be provided under the responsibility and liability of the hotel Management. Hotels that have imported such equipment shall provide such facilities on the premises or outsourced through a quality vendor.
9.	Online reservation via electronic reservations systems. A simple e-mail is not accepted.
10.	Confirmation number provided during reservation service.
11.	Reservationist can give clear and vivid description of hotel facility and style.
12.	Turndown service should be available upon request.
13.	Room service should be available.
14.	Workstations should be available where guest can access the Internet.
15.	Basic fitness equipment should be provided, including treadmills and cycles.
16.	A taxi or tourist car service shall be provided for guests through a contract or ownership of the hotel, but under the control and responsibility of the hotel management.
17.	There shall be a page-boy and shoeshine service.
18.	Boggage assistance should be available on request.
19.	Booking shall be honoured on the terms quoted.

<b>D. FACILITIES DETAILS</b>	
1.	Housekeeping shall be of a good standard, the premises and all furniture and fixtures shall be properly cleaned, dusted every day, and periodically fumigated.
2.	The hotel shall make available on the premises: picture post cards, postal stamps, books, newspapers and articles of daily use like toilet goods, cosmetics and medicines.
3.	All outdoor walkways and approaches are well-maintained and cleaned.
4.	Essential medicines should be available / Pharmacy available on the hotel premises.
5.	Credit card or debit card facilities are available.
6.	Doors with handles or locks are clean and in good condition.
7.	Temperature in all interior public areas should be maintained in general comfort range.
8.	Signs and notices are professional, clean decor, not "handwritten".
9.	A variety of different sized, types and connected rooms are available in hotel.
10.	If available, meeting rooms are well-signed so that it is easy to find.
11.	If available, meeting room interiors are in generally good condition, including walls, floors and ceiling.
12.	There shall be a banquet-cum-conference room proportionate to the size of the hotel.
13.	The hotel shall provide internet, e-mail, and fax facilities on its premises.
14.	There shall be facilities for foreign exchange conversion within the hotel premises subject to permission of State Bank of Pakistan or any other government entity.
15.	TVs are available in guest/bed rooms and in another public space.
16.	Must have information regarding facilities for travel & tours.
17.	Suite accommodation (separate bedroom and living areas) are available.
<b>E. KITCHEN</b>	
1.	There shall be a clean, hygienic, well-equipped, fly-proofed, and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
2.	Separate sinks will be used for washing utensils, crockery, and edible items. If washing is done manually, it is essential that the three-tier system is followed.
3.	All utensils, crockery, cutlery and glassware shall be of high quality, clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.
4.	Proper and essential kitchen utensils should be available.
5.	All cooking utensils should be kept in drawers/covered after thorough clean up.
6.	The kitchen walls are cleanable.
7.	The kitchen floor should be non-slippery and washable.
8.	Proper arrangement for ventilation and light to be in place in the kitchen.
9.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
10.	Must provide clean linen towels and dish/surface cleaning cloth provided.
11.	Must ensure kitchen and food storage areas are clean and pest free.

12.	Must provide recycle bin.
13.	Must ensure all appliances are in good working condition and clean on guest arrival.
14.	Must have working fire extinguisher or fire blanket in the kitchen.
15.	Food grade surfaces should be used for cooking / cutting.
16.	Appropriate number of deep freezers / refrigerators are available.
17.	Must ensure Licenses required by law are clearly posted in a public area.
18.	Hazards Analysis Critical Control Point (HACCP) standard should be maintained across the board.
19.	Certification for quality of food and beverages being used in hotels and accommodations should be obtained.

#### F. BEDROOMS/GUEST ROOMS

1.	Each bedroom shall have reasonable free space, a wardrobe containing adequate number of coat and dress hangers, a coffee table, a bed side table, a dressing cum-writing table with a large mirror, a wastepaper basket, an ash tray, a vacuum flask for drinking water with a hygienically cleaned glass for each guest, and a free supply of stationery bearing the name and address of the hotel.
2.	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate with/without connecting doors from other bedrooms.
3.	Each bedroom shall be properly ventilated, well lit, clean and shall have one or more windows with glass panes provided with curtains of high quality.
4.	Clean and fresh linen of good quality i.e. towels, bed sheets, pillowcases shall be supplied to each new guest and changed on a regular basis.
5.	Each bedroom shall have a comfortable bed or beds not less than area 19.5 sq ft. (single) and 29.25 sq ft. (double) with a spring or foam mattresses.
6.	All bedrooms shall be provided with package or unit air-conditioning except in cold places and hill stations where heating arrangements for the cold weather shall be provided.
7.	Provides ample seating for more than two persons. One additional comfortable seating-accommodation (upholstered chair or twin-couch)
8.	A Luggage rack or bench provided, or an adequate space to leave suitcase.
9.	The room can be fully darkened.
10.	Wi-Fi or internet connection in the room.
11.	Reading light next to the bed.
12.	Multilingual service manual A-Z.
13.	Door viewer (peephole).
14.	Safe box in the room.
15.	Daily room cleaning.
16.	Minibar should be present (with a selection of several beverages and snacks).
17.	Refreshments present in room and readily available.
18.	If coffeemaker is present, ceramic mugs and napkins are available.
19.	Pillows are plush and full, no foam.
20.	Amenities are presented attractively, thoughtfully (not simply lined up on counter).
21.	Towels are of absorbent quality, with soft nap and no discoloration.

22.	Framed artwork or interesting architectural features exist in room.
23.	Each room has at least one phone or intercom to call reception or outside.
24.	Telephone rates should available, in Urdu and English.
25.	Mattress should be in good order having minimum 13 cm thickness, with mattress protector/covers.
26.	All lighting and electric appliance must have properly functioning switches, lighting, and wiring.
27.	All bedrooms shall have attached bathrooms.
28.	TV with selection of news, sports, family and entertainment channels/stations available.
29.	There shall be adequate bedside light and power plug for laptop charging arrangements.
30.	The rules of establishment, instructions for fire evacuation procedure and all pertinent local and hotel information, including information on room service and the meal hours, shall be kept in each bedroom.
31.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.

#### G. BATHROOM AND TOILETS

1.	Must provide clean bathroom linen (bath towels and face towel) on a regular basis for each guest or a second set of linen must be provided on request and will be changed daily.
2.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
3.	Must ensure drainage system is in proper working condition.
4.	All fixtures must be in proper working order.
5.	Must have mirror and a light over it, an electric plug point, a shelf, a towel rack, clothes hooks or hangers, a sanitary litter bin, a toilet, and electric socket, a long bathtub or a shower enclosed with waterproof curtain and a mug.
6.	Must ensure adequate working lighting should be in place and provided with an air-freshener.
7.	Hygienic soap, shampoo and one other bath amenity should be provided in bedrooms/guestrooms.
8.	Clean bathroom equipped with flushing toilet and septic system and hand basin in bedrooms/guestrooms.
9.	At least one public toilet (near the reception area) for gents, with at least two WCs with seat and lid, two wash basins and mirror(s) separated from the toilet stalls.
10.	At least one public toilet (near the reception area) for ladies, with at least two WCs with seat and lid, and two wash basins and mirror(s) separated from the toilet stalls.
11.	Public washrooms very hygienic and neat, with well-stocked paper and soap.
12.	Public washroom fixtures, walls and floors are in very good condition without damage.
13.	Provision of modern sanitary ware.
14.	Running hot and cold water round the clock.
15.	At least 50% of water closets shall be of western type.

16.	An adequate supply of toilet paper with lotha /or similar facility and a toilet cleaning brush in all facilities.
17.	Shower with shower curtain/shower screen.
18.	Hot and cold indicating taps on the washbasin, shower and bathtub.
19.	Excellent lighting should be provided in bathroom for makeup and shaving in guestrooms.

#### **H. SECURITY AND MAINTENANCE**

1.	Must ensure all dwelling(s) are lockable.
2.	There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within. All locks shall operate on a master key system or duplicate key system.
3.	Property must be well maintained and free from environmental and health hazards.
4.	Must ensure grounds are well maintained and free from rubbish, insect, and rodent breeding sites.
5.	Must ensure 24 hours security, Lockable security gates and CCTV.

#### **I. SAFETY & EMERGENCY PROCEDURES**

1.	Must have first aid kit always available on site.
2.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance. A certificate of periodic inspection of fire safety equipment (e.g., means of fire extinguishing, alarm, fire detection) issued from a competent body (e.g., engineer, consultant firm, technical controller) is to be submitted.
3.	Minimum Fire Safety requirements: -Means of egress (corridors, stairs, etc.), two different emergency exits. -Alarm and fire detection (e.g. fire/smoke/heat detectors) -Fire extinguishing means (e.g. portable extinguishers, sprinkler, etc)
4.	Emergency and fire evacuation signage and emergency telephone numbers should be posted in all public areas in English and Urdu.
5.	Must have first aid kit available on site and reasonable unexpired stock of life saving drugs.
6.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
7.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
8.	At least two employees shall be qualified in first aid, firefighting and shall be available on the premises round the clock.
9.	Firefighting equipment and electrical and gas safety devices shall always be available on the premises.
10.	A doctor on call available in close proximity of the hotel premises.
11.	Ensure access to ambulance, van or car to rush patients to a hospital in case of emergencies.

#### **J. WATER**

1.	The hotel shall provide mineral water on demand. Clean glasses for each guest in each bedroom/guestroom and in the restaurant/dining room.
2.	Warm water facility should be available 24 hours.

3.	There shall be a plant for the treatment of water used in the hotel and /or mineral water supplied on request.
<b>K. ENVIRONMENT AND SANITATION</b>	
1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish should be collected, separated, and disposed of appropriately.
3.	Guests must not be disturbed by excessive noise pollution.
4.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.
<b>L. RESTAURANT/DINING ROOM</b>	
1.	There shall be at least one air conditioned, hygienically maintained, well-designed and well-equipped restaurant with comfortable seating arrangements of superior quality.
2.	The supply of breakfast to the guests in bedrooms shall be arranged on request.
3.	Coffee, hot tea and breakfast are available on-site.
4.	Extended Breakfast which includes at least one hot beverage (e.g. coffee / tea), fruit juice, some fruits or fruit salad, an egg or an egg-plate, and a choice of bread and rolls with butter, jam, cold cuts, and muesli/cereals.
5.	Restaurant on-site which serves breakfast, lunch and dinner.
6.	The restaurant shall serve a wide variety of Pakistani and Continental food. Service shall be prompt, courteous and efficient.
7.	Music shall be provided in the restaurant.
8.	Menu cards shall be available to the guests.
9.	The restaurant shall be separated from the kitchen except for specialty restaurants.
10.	A wash basin with soap and towels shall be provided close to the dining room.
11.	Separate male and female toilets shall be available conveniently close to the restaurants.
<b>M. COMMUNICATION</b>	
1.	Staff must be proficient in English and/or Urdu languages.
2.	The website must carry updated, correct and complete information.
3.	Guests must have 24 hours access to a telephone and current phone book with emergency numbers available by the reception area or each floor for external communication.

### 3.11. Minimum Standards for a Four- and Five-Star Hotels

To determine a Four and Five-Star category accommodation, facility inspection and service evaluation will be performed. For each property, the criteria will be based on cleanliness, physical facilities and employee attitude and courtesy. These will be measured and evaluated to produce a mathematically

derived score. At Four and Five- Star level, 25% of the overall score is based on the facility inspection and 75% on the service evaluation.

Determining the quality of service may seem subjective, but the team will use strict standards and a comprehensive criteria/checklist to make their findings accurate and objective. For hotel ratings, inspectors would will spend sufficient

time at the hotel, interacting with staff, ordering room service, working out in the fitness center, making requests with the concierge, dining in the restaurants and taking advantage of other services that a standard guest would encounter.

Inspectors respond "yes" or "no" to standards that are classified in a way that assess efficiency, graciousness and warmth, technical skill level as well as food quality, housekeeping and concierge services, to name a few. For every "no" answer, the hotel loses one point, and the margin of error is minimal. For example, upon arrival, luggage is delivered to the guest's room in 15 minutes or guests are

always asked permission before being placed. It either happens or it doesn't, there's no middle ground. Inspectors also prepare a report with commentary during the evaluation.

### **3.11.1. Minimum Standards for Four Star Hotels**

Outstanding establishment in a distinctive setting provides travelers with exceptional service and a luxury experience. Service and amenities are refined, sophisticated and may include automatic turndown service, valet parking and 24-hour room service.

<b>FOUR STAR HOTEL</b>	
<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. DTS license to be renewed every year.
2.	A register (could be electronic) of current guests staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Availability of marketing material which is a true representation of the property and available facilities.
5.	Must have a guest reservation book or a property management system (where applicable).
6.	Must have bookkeeping records.
7.	Complete information about reservations, pricing (including taxes), advance payment and billings, in line with services offered, to be made available online.
8.	Quality management system. Certificate of quality management system to be presented.
9.	Manager or senior staff on duty or on call 24 hours.
10.	Must become the member of regional/national recognized association.
<b>B. BUILDING / GENERALITIES</b>	
1.	There shall be at least thirty bedrooms.
2.	The minimum floor area of each bedroom shall be: <ul style="list-style-type: none"> <li>• 160 sq. ft. for a single room</li> <li>• Minimum Floor area for double bedrooms should not be less than 200 sq.ft.</li> </ul>
3.	The room width and ceiling height shall not be less than 9 feet.
4.	The bathroom/toilet shall have a minimum floor area of 36 sq. ft.
5.	The locality and environments including the approach shall be suitable for a hotel of international standards.

6.	The facade, architectural features, construction and finish of the building shall be of a high standard, durable, safe and well maintained according to prevalent building code.
7.	The building shall be designed by a qualified and renowned architect.
8.	Exterior/building and interior of the establishment (including furniture, fixtures, bedrooms, bathrooms, toilets, kitchens, public rooms, food pick-up area, corridors, and doorways from kitchen) shall be maintained at a high standard and kept in a clean and hygienic condition.
9.	Signage on or near doors of guest rooms indicating the room number.
10.	Wastepaper basket (of non-flammable material) in all bedrooms, guestrooms, washrooms and public areas.
11.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
12.	Corridor widths: - minimum of 5.25 ft for corridors with rooms on both sides. - Minimum of 4.5ft for corridors with rooms on only one side.
13.	Mosquito nets/ repellents to be made available.
14.	Parking directly at the hotel and parking area is free of debris, and in good condition, and secure parking shall be available within close proximity of the premises.
15.	There shall be a car parking space for at least one car for every 2 rooms.
16.	50% of rooms with bathtub.
17.	Disabled access ramp to the hotel and number of rooms accessible to disabled persons on wheelchair.
18.	All public rooms including the restaurant, dining room, bathrooms and corridors shall be well lit and ventilated.
19.	There shall be proper lighting arrangements and fixtures in all rooms with a light switch near the room entrance, a light switch next to the bed, fans or heating according to local conditions, a call bell or telephone for services and electric socket.
20.	There shall be separate independent entrance to the Hotel with separate service entrance for deliveries.
21.	There shall be minimum elevator capacity of six persons for every 50 rooms and at least one service elevator, provided the hotel has more than three floors.
22.	There shall be proper cooling and heating arrangements according to the local conditions and the weather.
23.	A lawn or roof garden shall be well maintained.
24.	The building shall be air-conditioned and all rooms including the dining room, conference room and banquet halls shall be sound proof.
25.	There shall be a well-furnished separate halls / rooms for holding conferences and banquets with all modern facilities.
26.	Backup source of electrical power (e.g. generator or other) available that can sufficiently generate power for the whole establishment to operate essential supplies 24 hours a day.
27.	List of tariffs of all services (including taxes, per category and per number of guests, breakfast) must be available in Urdu and English in the lobby or reception area. Detailed invoice to be submitted to the guest upon payment.

28.	Foreign currency exchange rates must be publicly displayed in English near the area where the service is offered.
29.	Sign of voltage of electric sockets displayed in guest rooms and public areas.
30.	Reception service, accessible by telephone 24 hours from inside and outside.
31.	Concierge or porter service round the clock.
32.	Lounge adjacent to reception hall with seats and beverage service.
33.	Spacious area for reception hall and lounge (of more than 1615 sq.ft with several seats and beverage service).
34.	A well-equipped and furnished lounge or lobby with space proportionate to the number of bedrooms, floor covering of high quality, a public call telephone for visitors, comfortable seating arrangements
35.	adequate waste disposal facilities.
36.	There shall be a well-equipped and decorated banquet-cum-conference hall separate from the dining room and proportionate in capacity to the size of the hotel.
37.	Conference room(s) of at least 388 sq.ft to 1076 sq.ft, ceiling height of at least 8.2 ft.
38.	All Ceilings, walls, and floors are free from dirt, dust and mold.
<b>C. GUEST COMFORT</b>	
1.	Bedside power button for complete room lighting.
2.	Bed should be plush and inviting with oversized and numerous pillows.
3.	Bed covers are elegant and stylish, with white linens of exceptional quality and comfort.
4.	Availability of non-smoking rooms.
5.	Additional cosmetic products (e.g., shower cap, nail file, cotton swabs, cotton wool pads, slippers).
6.	Washable bathroom floor towel.
7.	Bathroom Scales.
8.	Service manual A-Z. This service manual should include at least the following period of breakfast, the check-out time, the opening hours of hotel facilities, Local city information, telephone numbers, List of services available in the establishment and any prices and fees for these services.
9.	Laundry Bag.
10.	Rooms with central or individual adjustable air conditioning.
11.	Harmonious room atmosphere (light, smell, music, colour etc.) in the public area.
12.	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24 hours).
13.	For Minibars, an itemized price list of all mini-bar items shall be put next to the Minibar.
14.	Coffee machine or water boiler for tea together with accessories in the room.
15.	Sale of tickets or ticket service at the reception (e.g., for theatre, cinema).

#### D. SERVICE DETAILS

1.	The managerial, supervisory and front office staff shall be fluent in English and should possess a relevant diploma or certificate from a recognized institute or five years of on the job experience.
2.	Professionally trained staff fluent in English with one member having a working knowledge of another foreign language.
3.	All room bearers, bartenders, dining room bearers coming into frequent contact with foreigners shall have a working knowledge of English.
4.	The serving staff shall be experienced, courteous and at least 75% of them shall have been professionally trained.
5.	All staff members must have nametags.
6.	The front desk or a counter should be staffed twenty-four hours.
7.	Front desk staff should be articulate, smiles and makes eye contact and trained about basic greeting etiquettes in local and English languages.
8.	Luggage service available 24 hours a day.
9.	Secure left-luggage service for arriving or departing guests (in separate space).
10.	Printed bill or format should be available
11.	The final bill should be offered to guest for review prior to printing final receipt.
12.	Laundry and dry-cleaning services on modern machines shall be provided under the responsibility and liability of the hotel management. Hotels that have imported such equipment shall provide such facilities on the premises.
13.	A page service or public address system on reception counter.
14.	An information service providing general tourist information such as local events, attractions, transport, rent a car and taxi service and current and advance reservations.
15.	Booking shall be honoured on the terms quoted and all contractual obligations shall be met properly.
16.	Availability of shuttle service.
17.	Fitness room with at least eight (8) exercise machines (e.g., ergo-meter dumb bells, machine for weight training, treadmill, stair master/ elliptical).
18.	Availability of conference office / typing pool.
19.	Availability of group work rooms.
20.	Credit card or debit card facilities available.
21.	Online reservation via electronic reservations systems. A simple e-mail is not accepted.
22.	Confirmation number provided during reservation service.
23.	Reservationist can give clear and vivid description of hotel facility and style.
24.	Turndown service should be available upon request.
25.	Valet parking should be available.
26.	Boggage assistance should be automatic.
27.	Room service should be available.
28.	Written confirmation should be automatic or offered, either by mail, fax, or e-mail.

29.	Written confirmation should be personalized, professional and accurate; it reflects the style and image of the property.
30.	Guests name should be used effectively, but discreetly, as a signal of recognition.
31.	The time from arriving at the reception area until registration is complete does not exceed five minutes (includes queuing).
32.	All written information should be provided on good quality paper or pads, custom-printed or logoed.
33.	During turndown service, guest clothing should be neatly handled, and guest toiletries are neatly arranged and displayed on a cloth or shelf.
34.	Room service should be delivered within 30 minutes.
35.	One-hour pressing should be available.
36.	If resort, two-hour pressing available.
37.	Staff arrives in guest room to pick up clothing within ten minutes of placing request.
38.	Wake-up call should be personalized with guest's name and time of day.
39.	Wake-up call should be delivered within two minutes of requested time.
40.	Special service desk identified as concierge/guest service should be situated apart from reception/front desk.
41.	Choice of at least one complimentary newspaper should be offered on-site.
42.	Business Centre and associated services are available.

#### E. FACILITIES DETAILS

1.	Housekeeping shall be of internationally recognized standards.
2.	Housekeeping shall be under the supervision of a professionally qualified, trained, and experienced housekeeper assisted by a sufficient number of supervisory staff and professionally trained room attendants.
3.	All outdoor walkways and approaches are well-maintained and cleaned.
4.	Outdoor awnings, signs, marquees, flags, and plantings are clean and in good condition.
5.	Public spaces are free of obvious hazards.
6.	Doors with handles or locks are clean and in good condition.
7.	Signs and notices are professional, clean decor, not "handwritten".
8.	A variety of different sized, types and connected rooms are available in hotel.
9.	If available, meeting rooms are well-signed so that it is easy to find and arrive at a specific room.
10.	If available, meeting room interiors are in generally good condition, including walls, floors and ceiling.
11.	A taxi or tourist car service shall be provided for guests through a contract or ownership of the hotel, but under the control and responsibility of the hotel management.
12.	There shall be facilities for foreign exchange conversion within the hotel premises subject to permission of State Bank of Pakistan or any other government entity.
13.	There shall be a page-boy and shoeshine service.

14.	Facility for internet and e-mail or fax will be available or a business center (well equipped).
15.	A book and newspapers stall with cosmetics and items of daily use including postal stamps and tourist picture post cards, facilities for travel booking and information, a souvenirs stall, and tobacconist facilities shall be provided on the premises. There shall be a pharmacy on the hotel premises.
16.	There shall be a staff changing/restroom with lockers and necessary furniture.
17.	There shall be swimming pool within the hotel premises. "The pool water shall be chemically treated".
18.	There shall be a health club within the hotel premises with modern equipment.
19.	There shall be a well-furnished prayer room within the area.
20.	Lobby areas feature elegant live plants and/or fresh floral displays.
21.	Televisions feature premium cable or satellite channels.
22.	Guestroom/bedroom's telephones have two lines.
23.	Suite accommodations (separate bedroom and living areas) are available.
24.	Must have information regarding facilities for travel & tours.

#### F. KITCHEN

1.	There shall be a clean, hygienic, well-equipped, fly-proofed, and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
2.	The kitchen walls will be cleanable.
3.	Proper arrangement for ventilation and light to be in place in the kitchen.
4.	All cooking utensils should be kept in drawers after thorough clean up.
5.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
6.	The kitchen shall be completely modern, professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours.
7.	The kitchen floor shall be of impervious material conducive for easy and quick cleaning.
8.	The premises shall be free of all insects and pests.
9.	The kitchen table tops, and shelves shall be of stainless steel or impervious material kept in hygienic, clean, and good condition.
10.	There shall be a dish-washing machine for washing crockery and cutlery and a separate sink with running hot and cold water for washing utensils.
11.	There shall be separate counter for the preparation of meat, fish, vegetables, salads, sweets, etc.
12.	There shall be efficient kitchen staff with at least one executive chef trained at a recognized hotel training institute or catering institute or having suitable experience.
13.	All utensils, crockery, cutlery, and glassware shall be of high quality, clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.
14.	There shall be sufficient waste bins with covers or waste disposal units.
15.	Must provide clean linen towels and dish/surface cleaning cloth.

16.	Must ensure kitchen and food storage area are clean and pest free.
17.	Must have working fire extinguisher or fire blanket in the kitchen.
18.	Food grade surfaces should be used for cooking / cutting.
19.	Appropriate number of deep freezers / refrigerators are available.
20.	Must ensure Licenses required by law are clearly posted in a public area.
21.	Hazards Analysis Critical Control Point (HACCP) standard across the board should be maintained.
22.	Certification for quality of food and beverages being used in hotels and accommodations obtained.

## G. BEDROOMS

1.	A dressing-cum-writing table with a large mirror, a wardrobe containing coat and dress hangers, a luggage stand, coffee table, two upholstered foamed casual chairs, a bedside table, a wastepaper basket, two ash trays, a vacuum flask for drinking water, and two high quality hygienically cleaned glasses for each guest, and a free supply of good quality stationery bearing the name and address of the hotel.
2.	Clean linen of good quality, mosquito nets if windows and doors are not fly proof, pillows, mattress, blankets, or quilts shall be supplied to each guest. Clean linen and curtains of high quality together with pillowcases, towels and bed sheets shall be supplied to each new guest and changed on daily basis.
3.	Each bedroom shall have separate and independent access from a corridor, verandah or gallery and be separated with/without connecting doors from other bedroom by walls. All rooms shall be out of view of the public areas.
4.	Each bedroom shall be properly ventilated, well lit, clean, and shall have one or more windows with glass panes measuring 15% of the floor space or more and provided with curtains of high quality.
5.	Each bedroom shall have a comfortable bed or beds not less than area <b>19.5</b> sq ft. (single) and <b>29.25</b> sq ft. (double) beds with foam rubber or spring mattresses. Modern and well-kept mattresses of minimum <b>13</b> cm thickness.
6.	All bedrooms shall be provided with package or unit air-conditioning except in cold places and hill stations where heating arrangements for the cold weather shall be provided.
7.	A Luggage rack or bench provided or an adequate space to leave suitcase.
8.	The room can be fully darkened.
9.	Reading light next to the bed.
10.	Door viewer (peephole).
11.	Safe box in the room.
12.	Telephone rates are available, in Urdu and English.
13.	Daily room cleaning.
14.	Each guest room has at least one phone or intercom to call reception or outside.
15.	Comfortable desk and chair are available for working, complete with telephone and light.
16.	Refreshments present in room and readily available.
17.	A coffeemaker should be present, ceramic mugs and napkins are available.

18.	Pillows are plush and full, no foam.
19.	Framed artwork or interesting architectural features exist in room.
20.	Towels are of absorbent quality, with soft nap and no discoloration.
21.	Minibar should be present, non-auto-charge, and premium products are attractively displayed.
22.	Bed should be triple sheeted or features washable duvets.
23.	Shaving/makeup, lighted magnifying mirror should be present.
24.	All lighting and electric appliance must have properly functioning switches, lighting, and wiring.
25.	All bedrooms shall have attached bathrooms.
26.	Colour T.V and room refrigerator shall be provided in each bedroom.
27.	The rules of establishment, instructions on how to behave in case of fire and all pertinent local and hotel information including on room service and the meal hours shall be kept in each room with room tariff.
28.	At least four percent of the total bedrooms will be suites.
29.	Each bedroom shall have reasonable free space.
30.	An electric call bell or telephone for service.
31.	All bedrooms shall have high quality flooring and in good condition.
32.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
33.	Electronic locks with card insertion system are in use.
34.	Suites shall be well furnished and maintained.
35.	Wi-Fi or internet connecting point shall also be provided in all rooms.

## H. BATHROOM AND TOILETS

1.	Hooks or hangers for clothes, an ash tray in smoking areas, towel rack, a shower, sanitized toilet bowls, a receptacle for soap and a sanitary litter bin, a bath mat, two glasses and a mug / lota or similar facility
2.	An adequate supply of soap, toilet paper, a pair each of bath, face and hand towel in each room. Shampoo, toothbrush with toothpaste, shaving kit, electric hair drier, comb or hairbrush and a muslim shower or equivalent in each bathroom.
3.	A washbasin with a mirror and a light over it, an electric plug point, a shelf, a towel rack, clothes hooks or hangers, a sanitary litterbin, a toilet, and electric socket, a long bathtub or a shower enclosed with waterproof curtain and a mug, a face towel, and a bath towel for each guest.
4.	Each bathroom shall be modern in design, equipped with fittings of high quality and have its walls and floors covered with impervious material of attractive design and workmanship.
5.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
6.	Must ensure proper drainage system.
7.	All fixtures must be in proper working order.
8.	Ceilings, walls and floors are free from dirt, dust and mold.
9.	Must ensure adequate lighting is in place and provided with an air-freshener and in working order.

10.	Must have ample supply of toilet paper and a toilet cleaning brush in all facilities.
11.	At least one public toilet (near the reception area) for gents and one for ladies, with at least two WCs with seat and lid, two wash basins and mirror(s) separated from the toilet stalls.
12.	Public washrooms very hygienic and neat, with well-stocked paper and soap.
13.	Public washrooms are furnished with upgraded materials and appointments/luxurious design.
14.	Double sinks or separate vanity counters are present in the bathroom of bedrooms/guestrooms.
15.	Separate male and female toilets shall be provided in the public areas.
16.	Hot and cold indicating taps on the washbasin, shower, and bathtub.
17.	Running hot and cold water round the clock.
18.	Each bathroom shall have water closets of western type.
19.	A non-skid device in the bathtubs.
20.	In bedrooms/guestrooms, bathroom amenities will be exceptionally luxurious in quality and variety.
21.	In bedrooms/guestrooms, one bathrobe per guest should be provided; plus, additional towels in the bathroom.
22.	In bedrooms/guestrooms, luxurious bath linens, oversized towels and a bath rug are all present in the bathroom, no plastic shower curtains.

### I. SECURITY AND MAINTENANCE

1.	There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within. All locks shall operate on a master key system or duplicate key system.
2.	Must ensure all dwelling(s) are lockable.
3.	Property must be well maintained and free from environmental and health hazards.
4.	Must ensure grounds are well maintained and free from rubbish, insect, and rodent breeding sites.
5.	Must ensure 24 hours security, Lockable security gates and CCTV.
6.	Must ensure swimming pools have relevant/clear signage i.e. 'No diving' / specified depth of pool area.
7.	Must have sign indicating swimming pool rules and caution for young children.

### J. SAFETY & EMERGENCY PROCEDURES

1.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance. A certificate of periodic inspection of fire safety equipment (e.g., means of fire extinguishing, alarm, fire detection) issued from a competent body (e.g., engineer, consultant firm, technical controller) is to be submitted.
2.	Minimum fire safety requirements: -Means of egress (corridors, stairs, etc), Two different emergency exits. -Alarm and fire detection (e.g. fire/smoke/heat detectors) -Fire extinguishing means (e.g. portable extinguishers, sprinkler, etc)
3.	Emergency and fire evacuation signage and emergency telephone numbers are posted in all public areas.

4.	Must have first aid kit available on site and reasonable stock of unexpired lifesaving drugs.
5.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
6.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
7.	Must have alternative lighting option available in the event of power outage.
8.	At least two employees shall be qualified in first aid and firefighting and shall be available on the premises round the clock.
9.	Firefighting equipment and electrical and gas safety devices shall always be available on the premises.
10.	A doctor on call available in close proximity of the hotel premises.
11.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
12.	There shall be adequate arrangement/space for the safety of the guests / clients in case of fire.

#### K. WATER

1.	The hotel shall provide mineral water. Clean glasses for each guest in each bedroom/guestroom and in the restaurant/dining room.
2.	Must have plans in place in the event of water shortage.
3.	Warm water facility should be available.
4.	There shall be a plant for the treatment of water used in the hotel and /or mineral water supplied on request.

#### L. ENVIRONMENT AND SANITATION

1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish should be collected, separated, and disposed of appropriately.
3.	Guests must not be disturbed by excessive noise pollution.
4.	Guests must not be disturbed by smoke pollution.
5.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.

#### M. RESTAURANT/DINING ROOM

1.	There shall be at least one restaurant and a coffee shop serving food. These shall be spacious and proportionate to the capacity of the hotel.
2.	There shall be at least one air conditioned, hygienically maintained, well-designed and well-equipped restaurant with comfortable seating arrangements of superior quality.
3.	Furnishing and decor of superior quality.
4.	Prompt, courteous, and efficient service.
5.	The restaurant shall serve a wide variety of Pakistani and continental food. Service shall be prompt, courteous and efficient.
6.	Attractive menu cards indicating the price of dishes.
7.	The restaurant shall be separate from the kitchen except for specialty restaurant.

8.	Tea, coffee, and snacks shall be provided on request.
9.	Music shall be provided in the restaurant.
10.	Room service facilities shall be provided to all bedrooms.
11.	Meal and breakfast timings shall be specified and properly notified in the room service or service directory to be placed in each room.
12.	There shall be separate dining room for the staff.
13.	A headwaiter or hostess in attendance in the dining rooms at breakfast and during meal hours.
14.	Restaurant on site serving a full breakfast plus two additional meal services.
15.	Extended Breakfast. An extended breakfast includes at least one hot beverage (e.g. coffee / tea), fruit juice, some fruits or fruit salad, an egg or an egg-plate, and a choice of bread and rolls with butter, jam, cold cuts, and muesli/cereals.
16.	A wash basin with soap and towels shall be provided close to the dining room.
17.	There shall be separate male and female toilets with an adequate supply of soap, towel and toilet paper in the vicinity.

## N. COMMUNICATION

1.	Staff must be proficient in English and Urdu languages.
2.	The website must carry updated, correct, and complete information.
3.	Guests must have 24 hours access to a telephone and current phone book with emergency numbers available by the reception area or each floor for external communication.

### 3.11.2. Minimum Standards for Five Star Hotels

Exceptionally distinctive, luxurious environment offering consistently superlative, personalized service and ultimate amenities make these five star hotels competitive per international

standards. Attention to detail and anticipation of every need is evident throughout this exclusive group of hotels. These hotels are remarkable in every aspect from the plush and elegant guest room design to the unforgettable culinary experiences.

FIVE STAR HOTEL	
A. LEGAL / OPERATIONAL REQUIREMENTS	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. DTS license to be renewed every year.
2.	A register (could be electronic) of current guests staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Availability of marketing materials which are a true representation of the property and available facilities.
5.	Must have a guest reservation book or a property management system (where applicable).
6.	Must have bookkeeping records.

7.	Complete information about reservations, pricing (including taxes), advance payment and billings, in line with services offered, to be made available online.
8.	Manager or senior staff on duty or on call 24 hours.
9.	Must become the member of regional/national recognized association.

## B. BUILDING / GENERALITIES

1.	The hotel shall have at least <b>100</b> bedrooms unless it is a boutique hotel having 5-star facilities.
2.	The minimum floor area of each bedroom shall be: <ul style="list-style-type: none"> <li>• <b>160</b> sq. ft. for a single room</li> <li>• Minimum Floor area for double bedrooms should not be less than <b>200</b> sq.ft.</li> </ul>
3.	The room width and ceiling height shall not be less than <b>9</b> feet.
4.	The bathroom/toilet shall have a minimum floor area of <b>36</b> sq. ft.
5.	The locality and environment including the approach shall be suitable for a hotel of international standards.
6.	The facade, architectural features, construction and finish of the building shall conform to international standards and according to prevalent building codes. If any.
7.	The building shall be designed by a qualified and renowned architect.
8.	Exterior/building and interior of the establishment (including furniture, fixtures, bed rooms, bath rooms, toilets, kitchens, public rooms, food pick-up area, corridors and doorways from kitchen) shall be maintained at highest standards and kept in a clean and hygienic condition.
9.	Self-parking area should be free of debris, in good condition, with surfaces, curbs and paths.
10.	Displaying the Classification Certificate in a prominent place in the reception area.
11.	Signage on or near doors of guest rooms indicating the room number.
12.	Wastepaper basket (of non-flammable material) in all bedrooms, guestrooms, washrooms and public areas.
13.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
14.	Corridor widths: - minimum of <b>5.25</b> ft for corridors with rooms on both sides. - Minimum of <b>4.5</b> ft for corridors with rooms on only one side.
15.	Mosquito nets/ repellents to be made available.
16.	Ample and secure parking shall be available within close proximity of the premises.
17.	Parking directly at the hotel and there shall be parking space for at least one car for every <b>2</b> rooms.
18.	Disabled access ramp to the hotel and number of rooms accessible to people with disabilities on wheelchair.
19.	There shall be separate independent entrance to the hotel with separate service entrance for deliveries etc.
20.	All public rooms including the restaurant, dining room, bathrooms and corridors shall be well lit and ventilated.
21.	There shall be a light switch near the room entrance, a light switch next to the bed, fans or heating according to local conditions, a call bell or telephone for services and electric socket.

22.	There shall be minimum elevator capacity of six persons for every 50 rooms and at least one service elevator, provided the hotel has more than 2 floors.
23.	A lawn or roof garden shall be maintained.
24.	The building shall be air conditioned and all rooms including the dining room, conference room and banquet halls shall be soundproof.
25.	There shall be a well-furnished separate halls / rooms for holding conferences and banquets with all modern facilities.
26.	Backup source of electrical power (e.g. generator or other) available that can sufficiently generate power for the whole establishment to operate essential supplies 24 Hours a day.
27.	List of tariffs of all services (including taxes, per category and per number of guests, breakfast) must be available in Urdu and English in the lobby or reception area. Detailed invoice to be submitted to the guest upon payment.
28.	Foreign currency exchange rates must be publicly displayed in English near to where this service is offered.
29.	Voltage Signs for electric sockets displayed in guest rooms and public areas.
30.	Reception service, accessible by telephone 24 hours from inside and outside.
31.	Concierge or porter service round the clock.
32.	A well-equipped and furnished lounge or lobby with space proportionate to the number of bedrooms, floor covering of high quality, a public call telephone for visitors and comfortable seating arrangements
33.	Adequate waste disposal facilities.
34.	Lounge adjacent to reception hall with seats and beverage service.
35.	Spacious area for reception hall and lounge (of more than 160 sq. m) with several seats and beverage service.
36.	There shall be a temperature control device in each bedroom, where there is central air-conditioning.
37.	There shall be a well-equipped and decorated banquet-cum-conference hall separate from the dining room and proportionate in capacity to the size of the hotel.
38.	Conference room(s) of at least 388 sq.ft to 1076 sq.ft, ceiling height of at least 8.2 ft.

### C. GUEST COMFORT

1.	Availability of non-smoking rooms.
2.	Additional cosmetic products (e.g., shower cap, nail file, cotton swabs, cotton: wool pads, slippers)
3.	Washable bathroom floor towel.
4.	Bathroom Scales.
5.	Service manual A-Z. This service manual should include at least the following: period of breakfast, the checkout time, the opening hours of hotel facilities, Local city information, telephone numbers, List of services available in the establishment and any prices and fees for these services.
6.	Emergency and fire evacuation procedures and emergency telephone numbers are posted in each room in English and Urdu.
7.	Laundry Bag in the room.

8.	Rooms with central adjustable air conditioning.
9.	Rooms with individual adjustable air conditioning.
10.	Air conditioning and heating of the public guest area (restaurant, lobby, entrance hall, breakfast room).
11.	Harmonious room atmosphere (light, smell, music, colour etc.) in the public area.
12.	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24hr).
13.	Ironing service.
14.	For Minibars, an itemized price list of all mini-bar items shall be put next to the Minibar.
15.	Coffee machine or water boiler for tea together with accessories in the room.
16.	Sale of tickets or ticket service at the reception (e.g., for theatre, cinema).
17.	Appropriate noise control of the windows.
18.	Sound-absorbing doors or double doors.
19.	Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen).
20.	Accompanying the guest to the room at the arrival.
21.	Hardware and hangings (door locks, racks, clock, artwork etc.) are secure and in good condition.
22.	Possibility to blackout the room completely.
23.	Shoehorn in the room.
24.	Shoe polish utensils in the room.
25.	Bedside carpet.
26.	Carpet/floor should be free of debris, stains, wears, loose threads, open seams, etc.
27.	Walls and ceilings are free of marks, stains and damage.
28.	Drapes are free of stains & damage, pull easily and hang properly.
29.	All printed material including collateral, brochures and stationery are neat, crisp and current.
30.	Drawers and shelves are clean, free of dust and debris.
31.	All light bulbs are in working order, all light fixtures and lamps are in good condition, clean.
32.	Mirrors and windows are free of smudges and damage throughout.
33.	Air should be fresh and clean, no stuffiness or odors.
34.	Bed should be plush and inviting with oversized or numerous pillows.
35.	Bed covers are elegant and stylish and with linens of exceptional quality and comfort.
<b>D. SERVICE DETAILS</b>	
1.	The hotel shall be under the supervision of a Manager holding a degree or diploma in Hotel Management from an internationally recognized institute or with 10 years' experience in a three/four-star hotel and shall be fluent in English.

2.	There shall be at least one person available in the front office round the clock, fluent in English and one another foreign language.
3.	All room bearers, bartenders, dining room bearers coming into frequent contact with foreigners shall have a working knowledge of English.
4.	Front desk staff should be articulate, smiles and makes eye contact. All staff members must have nametags.
5.	The front desk or a counter should be staffed twenty-four hours.
6.	Staff should be polite and trained about basic greeting etiquettes in local and English languages.
7.	An information service providing general tourist information such as local events, attractions, transport, rent a car and taxi service and current and advance reservations.
8.	Printed bill or format should be available
9.	There shall be a modern laundering, dry cleaning and pressing unit on the premises under the management of the hotel.
10.	Every bedroom shall have a colour T.V. with channels for news, oriental and western music.
11.	Suites shall be well furnished and maintained.
12.	Wi-Fi and internet connecting point shall also be provided in all rooms.
13.	A concierge or porter service round the clock on reception counter.
14.	A page service or public address system on reception counter.
15.	Booking shall be honoured on the terms quoted and all contractual obligations shall be met properly.
16.	There shall be telephones for external communication with PBX functioning round the clock.
17.	A liveried door attendant on duty at the entrance to the hotel.
18.	Shuttle service to be provided.
19.	Fitness room with at least eight (8) exercise machines (e.g., ergo-meter dumb bells, machine for weight training, treadmill, stair master/ elliptical).
20.	Provision of conference office / typing pool.
21.	Provision of group workrooms.
22.	Credit card or debit card facilities.
23.	Quality management system. Certificate of Quality Management system to be presented.
24.	Online reservation via electronic reservations systems possible. A simple e-mail is not accepted.
25.	Confirmation number provided during reservation service.
26.	Reservationist can give clear and vivid description of hotel facility and style.
27.	Turndown service should be available upon request.
28.	Baggage assistance should be automatic.
29.	Valet parking provisions.
30.	Secure left-luggage service for arriving or departing guests (in separate space).
31.	Room service should be available.

32.	Written confirmation should be automatic or offered, either by mail, fax or e-mail.
33.	Written confirmation should be personalized, professional and accurate; it reflects the style and image of the property.
34.	Guests name should be used effectively, but discreetly, as a signal of recognition.
35.	The time from arriving at the reception area until registration is complete does not exceed five minutes (includes queuing).
36.	All written information should be provided on good quality paper or pads, custom-printed or logoed.
37.	Bathroom presentation and placement of amenities and linens is thoughtful, careful, and elegant.
38.	Turndown service should be automatically provided.
39.	During turndown service, guest clothing should be neatly handled, and guest toiletries are neatly arranged and displayed on a cloth or shelf.
40.	Room service should be delivered within 30 minutes.
41.	One-hour pressing should be available.
42.	If resort, two-hour pressing available.
43.	Staff should arrive at the room to pick up clothing within ten minutes of placing request.
44.	Wake-up call should be personalized with guest's name and time of day.
45.	Wake-up call should be delivered within two minutes of requested time.
46.	Special service desk identified as concierge/guest service should be situated apart from reception/front desk.
47.	The final bill should be offered to guest for review prior to printing final receipt.
48.	Business Centre and associated services are available.
49.	Staff should be extremely well informed about requirements within their department.
50.	Overall service should be flawless from initial reservation call to departure service.
51.	Guests are offered an escort to their rooms unless they specifically decline.
52.	Choice of at least two complimentary newspapers should be offered and distributed.
53.	Welcome gift or amenity provided by management during the visit.
54.	24-hour room service should be available, including hot food.
55.	During turndown service, something noteworthy and thoughtful should be included in the presentation.
56.	At least two types of premium quality snacks are instantly offered and distinctly presented during cafe and lounge service.
57.	Any work undertaken by the staff should be handled with complete professionalism, and returned to guests neatly, in folders or envelopes.
58.	Hotel should have an exclusive club / concierge floor for club/ concierge level guest rooms.
59.	Pool service should be available, guests are proactively greeted and escorted to their chairs, and set-up assistance should be provided or offered.

60.	At pool, during a 60-minute period and in warm conditions, some sort of complimentary refreshment should be offered (for example, mineral water, fresh fruit, water spritz).
<b>E. FACILITIES DETAILS</b>	
1.	Housekeeping shall be of internationally recognized standards. The premises, furniture and fixtures shall always be spotlessly clean and tidy.
2.	Housekeeping shall be under the supervision of an experienced Housekeeper holding an executive rank and minimum three (3) years' experience of comparable Hotel, who shall be assisted by a sufficient number of supervisory staff and room attendants trained at a recognized institute or comparable hotel.
3.	Housekeeping staff shall be available on call round the clock.
4.	The hotel shall make available on the premises picture post cards, postal stamps, books, newspapers and articles of daily use like toilet goods, cosmetics and medicines.
5.	All outdoor walkways and approaches are well-maintained and cleaned.
6.	Outdoorawnings, signs, marquees, flags, and plantings are clean and in good condition.
7.	Public spaces are free of obvious hazards.
8.	Doors with handles or locks are clean and in good condition.
9.	Signs and notices are professional, clean decor, not "handwritten".
10.	A variety of different sized, types and connected rooms are available in hotel.
11.	If available, meeting rooms are well-signed so that it is easy to find and arrive at a specific room.
12.	If available, meeting room interiors are in generally good condition, including walls, floors and ceiling.
13.	TV should be available in lobby/public space.
14.	There shall be a banquet-cum-conference Room proportionate in capacity to the size of the hotel.
15.	The hotel shall provide Internet, E-mail and Fax facilities on its premises.
16.	A taxi or tourist car service shall be provided for guests through a contract or ownership of the hotel, but under the control and responsibility of the hotel management.
17.	There shall be facilities for foreign exchange Conversion within the hotel premises subject to permission of State Bank of Pakistan.
18.	There shall be a page-boy service.
19.	A book and newspaper stall, Pharmacy, a stall for cosmetics and items of daily use including postal stamps and picture Postcards, facilities for travel booking and information, a souvenir stall, Hair dresser for men and women, Beauty Parlor and tobacconist facilities shall be provided on the premises.
20.	A shopping arcade within the premises of the hotel.
21.	There shall be a valet service for rooms and shoeshine service.
22.	There shall be a staff changing/restroom with lockers and necessary furniture.
23.	There shall be swimming pool within the hotel premises. "The pool water shall be chemically treated".

24.	There shall be a health club within the hotel premises with modern equipment.
25.	There shall be a well-furnished Prayer Room within the area.
26.	Lobby areas feature elegant live plants and/or fresh floral displays.
27.	Separate, well-equipped, and properly manned toilet facilities for ladies and gentlemen.
28.	Safe deposit facilities shall be provided.
29.	Guest room telephones have two lines.
30.	Suite accommodations (separate bedroom and living areas) are available.
31.	Music player/stereo should be present and functional.
32.	Ice bucket and glasses are high quality (glass, metal, stone etc.), with tongs which are clean and hygienic.
33.	Fresh flowers are present in guest rooms.
34.	Separate showers are present in bathroom.
35.	Current newspapers and national-title magazines should be provided in fitness and locker areas.
36.	Business Center including fax, telephone, internet, computer, printer, and photocopier are at the disposal of the customers.
37.	Conference service (separate department, separate staff).

## F. KITCHEN

1.	There shall be a clean, hygienic, well-equipped, fly-proofed and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
2.	There shall be a dish-washing machine for washing crockery and cutlery and a separate sink with running hot and cold water for washing utensils.
3.	The kitchen walls will be cleanable.
4.	The kitchen floor should be non-slippery and washable.
5.	Proper arrangement for ventilation and light to be in place in the kitchen.
6.	All cooking utensils should be kept in drawers after thorough clean up.
7.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
8.	The kitchen shall be completely modern, professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours.
9.	The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
10.	The kitchen table tops, and shelves shall be of stainless steel or impervious material kept in hygienic, clean and good condition.
11.	There shall be separate counter for the preparation of meat, fish, vegetables, salads, sweets, etc.
12.	There shall be efficient kitchen staff with at least one executive chief trained at a recognized hotel training institute or catering institute or having suitable experience.
13.	All utensils, crockery, cutlery, and glassware shall be of best quality, clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

14.	Must provide clean linen towels and dish/surface cleaning cloth.
15.	Must ensure kitchen and food storage area are clean and pest/ insects free.
16.	There shall be sufficient waste bins with covers or waste disposal units.
17.	Must ensure all appliances are in good working condition and clean on guest arrival.
18.	Ceilings, walls, and floors are free from dirt, dust and mould.
19.	Must have working fire extinguisher or fire blanket in the kitchen.
20.	Appropriate number of deep freezers / refrigerators are available.
21.	Must ensure Licenses required by law are clearly posted in a public area.
22.	Hazards Analysis Critical Control Point (HACCP) standard across the board should be maintained.
23.	Certification for quality of food and beverages being used in hotels and accommodations obtained.

#### G. BEDROOMS/GUEST ROOMS

1.	A dressing-cum-writing table with large mirror and a chair, a wardrobe or wall cupboard containing coat and dress hangers, a luggage stand, a coffee table, a wastepaper basket, two ash trays, mineral water, two hygienically clean glasses for each guest and free supply of good quality stationary bearing the name and address of the hotel and a "do not disturb" card shall be provided in every room.
2.	Clean linen of good quality, mosquito nets if windows and doors are not fly proof, pillows, mattress, blankets, or quilts shall be supplied to each guest. Clean linen and curtains of high quality together with pillowcases, towels and bed sheets shall be supplied to each new guest and changed on a daily basis.
3.	At least 5% of the total bedrooms shall be suites.
4.	Each bedroom shall have separate and independent access from a corridor, verandah or gallery and be separated with/without connecting doors from other bedroom by walls. All rooms shall be out of view of the public areas.
5.	Each bedroom shall be properly ventilated, well lit, clean and shall have one or more windows with glass panes and provided with curtains of high quality.
6.	A Luggage rack or bench provided or an adequate space to leave suitcase.
7.	The room can be fully darkened.
8.	Wi-Fi or internet connection in the room.
9.	Reading light next to the bed.
10.	Central power button for the room lighting.
11.	Bedside power button for the room lighting.
12.	Modern and well-kept mattresses of minimum 13 cm thickness.
13.	100% of the rooms with shower/WC or bathtub.
14.	Door viewer (peephole).
15.	Safe box in the room.
16.	Daily room cleaning.
17.	Each guest room has at least one phone or intercom to call reception or outside.

18.	Comfortable desk and chair are available for working, complete with telephone and light.
19.	Refreshments present in room and readily available.
20.	If coffeemaker should be present, ceramic mugs and napkins are available.
21.	Pillows are plush and full, no foam.
22.	Framed artwork or interesting architectural features exist in room.
23.	Amenities are presented attractively, thoughtfully (not simply lined up on counter).
24.	Towels are of absorbent quality, with soft nap and no discoloration.
25.	Bed should be triple sheeted or features washable duvets.
26.	Live plants are present in guest rooms.
27.	Shaving/makeup, lighted magnifying mirror should be present.
28.	Double sinks or separate vanity counters are present in the bathroom.
29.	There shall be a telephone for external, internal calls and provide contacts with various service departments in the hotel.
30.	Colour T.V and room refrigerator shall be provided in each bedroom.
31.	19.5 sq. ft. (area) for single or 29.25 sq. ft. (area) for double beds with foam rubber or spring mattresses.
32.	All bedrooms shall be provided with package or unit air-conditioning except in cold places and hill stations where heating arrangements for the cold weather shall be provided.
33.	The rules of establishment, instructions on how to behave in case of fire and all pertinent local and hotel information including on room service and the meal hours shall be kept in each room with room tariff.
34.	Each bedroom shall have reasonable free space
35.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
36.	Since numbered room keys are outdated. Presently electronic locks with card insertion system are in use.
37.	Every bedroom shall have wall to wall floor covering of superior quality.
38.	There shall be a daily supply of newspapers to guests in bedrooms.
39.	All bedrooms shall have attached bathrooms.

#### H. BATHROOM AND TOILETS

1.	An adequate supply of soap, toilet paper, a pair each of bath, face and hand towel in each room. Shampoo, tooth brush with tooth paste, shaving kit, electric hair drier, comb or hair brush and a muslim shower or equivalent in each bath room.
2.	Hooks or hangers for clothes, an ash tray in smoking areas, towel rack, a shower, sanitized toilet bowls, a receptacle for soap and a sanitary litter bin, a bath mat, two glasses and a mug / lota or similar facility
3.	A wash basin with a mirror and a light over it, an electric plug point, a shelf or hangers, a sanitary litter bin, a toilet, and electric socket, a long bathtub or a shower enclosed with waterproof curtain and a mug, a face towel and a bath towel for each guest.
4.	Running hot and cold water round the clock.

5.	Each bathroom shall be modern in design, equipped with fittings of high quality and have its walls and floors covered with impervious material of attractive design and workmanship.
6.	Must ensure proper drainage system.
7.	All fixtures must be in proper working order.
8.	Must ensure adequate lighting should be in place provided with an air-freshener and in working order.
9.	At ground floor at least one public toilet (near the reception area) for gents, with at least two WCs with seat and lid, two wash basins and mirror(s) separated from the toilet stalls.
10.	At ground floor at least one public toilet (near the reception area) for ladies, with at least two WCs with seat and lid, and two wash basins and mirror(s) separated from the toilet stalls.
11.	Along bathtub and / or a shower enclosed with waterproof curtains or similar.
12.	Separate male and female toilets shall be provided in the public areas
13.	A non-skid device in the bathtub.
14.	Adequate ventilation in the form of an extractor fan, built-in ventilation, or window that opens.
15.	Hot and cold indicating taps on the washbasin, shower and bathtub.
16.	Bathroom tile and grouting should be clean, not discolored, cracked or mildewed.
17.	Faucets and drains operate smoothly and easily.
18.	Towels are free of spots, stains, tears and obvious frays.
19.	In bedrooms/guestrooms, bathroom amenities will be exceptionally luxurious in quality and variety.
20.	In bedrooms/guestrooms, one bathrobe per guest should be provided; plus, additional towels in the bathroom.
21.	In bedrooms/guestrooms, luxurious bath linens, oversized towels and a bath rug are all present in the bathroom, no plastic shower curtains.
22.	Public washrooms feature well-maintained cloth towels, fresh plants or flowers.
23.	Public washrooms very hygienic and neat, with well-stocked paper and soap.

## I. SECURITY AND MAINTENANCE

1.	Must ensure all dwelling(s) are lockable.
2.	There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within. All locks shall operate on a master key system or duplicate key system.
3.	Property must be well maintained and free from environmental and health hazards.
4.	Must ensure grounds are well maintained and free from rubbish, insects, and rodent breeding sites.
5.	Must ensure 24 hours security, lockable security gates and CCTV.
6.	Must ensure swimming pools have relevant/clear signage i.e. 'No diving' / specified depth of pool area, pool rules and caution for young children.
7.	Must ensure blast / shatterproof film on glass.

8.	The hotel shall maintain trained security, to ensure security on its premises.
<b>J. SAFETY &amp; EMERGENCY PROCEDURES</b>	
1.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance. A certificate of periodic inspection of fire safety equipment (e.g., means of fire extinguishing, alarm, fire detection) issued from a competent body (e.g., engineer, consultant firm, technical controller) is to be submitted.
2.	Minimum Fire Safety requirements: -Means of egress (corridors, stairs, etc...), 2 different emergency exits. -Alarm and fire detection (e.g. fire/smoke/heat/... detectors) -Fire extinguishing means (e.g. portable extinguishers, sprinkler, etc...)
3.	Emergency and fire evacuation signage and emergency telephone numbers are posted in all food and beverage outlets, staff facilities and back of house.
4.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
5.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
6.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
7.	Must have alternative lighting option available in the event of power outage.
8.	Provide fire-fighting equipment around the premise, fire exits, safety notices and record of regular inspections.
9.	At least two employees shall be qualified in first aid and firefighting and shall be available on the premises round the clock.
10.	Adequate precautions against fire, together with fire escapes, alarms and modern firefighting equipment shall be available on the premises. Precautionary arrangements and modern equipment to prevent and deal with electricity and gas accidents shall also be provided.
11.	A doctor on call available in close proximity of the hotel premises.
12.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
13.	There shall be adequate arrangement/space for the safety of the guests / clients in case of fire.
<b>K. WATER</b>	
1.	The hotel shall provide mineral water. Clean glasses for each guest in each bedroom/guestroom and in the restaurant/dining room.
2.	Must have plans in place in the event of water shortage.
3.	Warm water facility should be available.
4.	There shall be a plant for the treatment of water used in the hotel and /or mineral water supplied on request.
<b>L. ENVIRONMENT AND SANITATION</b>	
1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish should be collected, separated and disposed of appropriately.
3.	Guests must not be disturbed by excessive noise pollution.
4.	Guests must not be disturbed by smoke pollution.

5.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.
<b>M. RESTAURANT/DINING ROOM</b>	
1.	The supply of breakfast to the guests in bedrooms shall be arranged on request.
2.	There shall be at least two restaurants, including a coffee shop serving food. These shall be spacious, in proportion to the capacity of the hotel.
3.	Furnishing and decor of superior quality.
4.	Cuisine of high quality with Pakistani, Chinese, and Continental dishes, with prompt, courteous and efficient service.
5.	Attractive menu cards indicating the prices of dishes and full meals.
6.	The restaurant shall be separated from the kitchen except for specialty restaurant.
7.	A wash basin with soap and towels shall be provided close to the dining room.
8.	There shall be separate male and female toilets with an adequate supply of soap, towel and toilet paper in the vicinity.
9.	Music shall be provided in the restaurant.
10.	Room service facilities shall be provided to all bedrooms.
11.	Meal and breakfast timings shall be specified and properly notified in the room service or service directory to be placed in each room.
12.	There shall be separate dining room for the staff.
13.	A headwaiter or hostess in attendance in the dining rooms at breakfast and during meal hours.
14.	Restaurant on site serving a full breakfast plus two additional meal services.
15.	Extended Breakfast. An extended breakfast includes at least one hot beverage (e.g. coffee / tea), fruit juice, some fruits or fruit salad, an egg or an egg-plate, and a choice of bread and rolls with butter, jam, cold cuts, and muesli/cereals.
16.	24 hours cafe or lounge available for guests with limited menu specially in late hours.
<b>N. COMMUNICATION</b>	
1.	Operations must be conducted in English and Urdu languages.
2.	The website must carry updated, correct and complete information.
3.	Guests must have 24 hours access to a telephone and current phone book with emergency numbers available by the reception area on each floor for external communication.

### 3.12. Minimum Standards for Guest House Operators

A. LEGAL / OPERATIONAL REQUIREMENTS	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. License to be renewed every year.
2.	A register (could be electronic) of current guests staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Availability of marketing material which are a true representation of the property and available facilities.
5.	Must have a guest reservation book or a property management system (where applicable).
6.	Must have bookkeeping records.
7.	Manager or senior staff on duty or on call 24 hours.
8.	Must become the member of regional/national recognized association.
9.	Must be contactable 24/7.
10.	Must have information about tours and activities on the destination available to guests.
11.	Clear and visible business signage on the property.
12.	The general construction of the building shall be durable, structurally safe and in good condition and according to prevalent building code of the area, if any.
13.	Host must not have any criminal record including abusive language, sexual harassment and assault etc.
14.	Security staff must available 24/7.
B. BEDROOMS	
1.	Bedding must be of an acceptable/hygienic condition (mattress, pillows, covers and blankets).
2.	Mattress should be constructed foam 150 mm thick minimum.
3.	Bedroom floor space greater than or equal to 96.8 sq.ft
4.	Must provide mosquito coil dispenser or other repellent (if required).
5.	Rubbish bin provided in each bedroom.
6.	Must ensure privacy.
7.	All bedroom entry doors must be provided with proper locks.
8.	There should be comfortable seating for two people (other than bed).
9.	A Luggage rack or bench provided; or an adequate space to leave suitcase.
10.	Wi-Fi or internet connection in the room.
11.	The room can be fully darkened.
12.	A mirror should be present in room.
13.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
14.	Ceilings, walls and floors are free from dirt, dust and mold before guest check in.
15.	Must have pedestal fan/ceiling fan, if required.

16.	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate with/without connecting doors from other bedrooms.
17.	Each bedroom shall be properly ventilated and lighted with at least one window.
18.	T.V. shall be provided on request.
19.	All bedrooms shall have attached bathrooms.
20.	Must provide at least some form of alternate lighting in each room.
21.	Daily servicing of rooms and laundry available.

### C. BATHROOMS & TOILETS

1.	Must have flushing toilet with septic system or proper composting toilet.
2.	Must provide toilet paper holder or dispenser.
3.	Bin and extra toilet roll provided.
4.	Toilet brush with holder provided.
5.	Must provide hand basin.
6.	Must have good drainage system.
7.	Must provide bathing soap and shampoo.
8.	Warm water facility should be available.
9.	Must provide clean towel for each guest.
10.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
11.	Hot and cold indicating taps on the washbasin and shower.
12.	All fixtures must be in proper working order.
13.	Must provide mirror, clothes hooks, and an electric socket for plugs.
14.	Running clean and cold water round the clock.
15.	There shall be toilet paper and lota/mug or similar facility.
16.	Public washrooms very hygienic and neat, with well-stocked paper and soap.

### D. DINING FACILITIES & SERVICE

1.	Meals must be available.
2.	Safe drinkable water and mineral water must be available.
3.	Dining table and chairs available to cater for full house.
4.	Availability of sink, bench space and proper drainage system.
5.	Waste bin provided.
6.	Staff should be polite and trained about basic greeting etiquettes in local and English languages.
7.	Hand-washing facility should be available for staff and customers.
8.	Dine-in facility should be equipped with necessary setup, according to the need of food and local customers.
9.	There shall be provision of Pakistani food.
10.	The supply of meals to the guests in bedrooms shall be arranged on request.
11.	There shall be a clean, hygienically maintained and moderately equipped restaurant/dining room.

<b>E. ENVIRONMENT</b>	
1.	Grounds outside must be well maintained.
2.	Must ensure sewerage system should be compliant to regulations.
3.	Must ensure rubbish should be collected, separated, and disposed of appropriately.
4.	The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.
<b>F. SAFETY &amp; EMERGENCY PROCEDURES</b>	
1.	Must have fire evacuation procedures.
2.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
3.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
4.	Must ensure emergency contact numbers are visible.
5.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
6.	Must ensure 24 hours security, Lockable security gates and CCTV.
7.	A doctor on call available in close proximity of the hotel premises.
8.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
9.	Emergency and fire evacuation procedures and emergency telephone numbers are posted in each room in English and Urdu.
<b>G. COMMUNICATION</b>	
1.	Operations must be able to cater in English and/or Urdu languages.

### 3.13. Minimum Standards for Home Stay Operators

<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. License to be renewed every year.
2.	A register (could be electronic) of current guests, staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Must have a guest reservation book or a property management system (where applicable).
5.	Must have bookkeeping records.
6.	Manager or senior staff on duty or on call 24 hours.
7.	Must become the member of regional/national recognized association.
8.	Must be contactable 24/7 hours.
9.	Must have information about tours and activities on the destination available to guests.
10.	Clear and visible business signage on the property.

11.	Host must not have any criminal record including abusive language, sexual harassment and assault etc.
<b>B. BEDROOMS</b>	
1.	Bedding must be of an acceptable/hygienic condition (mattress, pillows, covers and blankets).
2.	Must provide mosquito coil dispenser or other repellent (if required).
3.	Rubbish bin provided in each bed room.
4.	Must ensure privacy.
5.	All bed room entry doors must be provided with proper locks.
6.	Adequate space to leave suitcase.
7.	The room can be fully darkened.
8.	A mirror should be present in room.
9.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
10.	Ceilings, walls and floors are free from dirt, dust and mold before guest check in.
11.	Must have pedestal fan/ceiling fan, if required.
12.	Each bedroom shall be properly ventilated and well lit with at least one window.
13.	Must provide at least some form of alternate lighting in each room.
14.	Safe drinkable water and mineral water must be available.
<b>C. BATHROOMS &amp; TOILETS</b>	
1.	Must provide toilet paper holder or dispenser.
2.	Rubbish bin and extra toilet roll provided.
3.	Must provide hand basin.
4.	Must provide bathing soap and shampoo.
5.	Warm water facility should be available.
6.	Must provide clean towel for each guest.
7.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
8.	Hot and cold indicating taps on the washbasin and shower.
9.	All fixtures must be in proper working order.
10.	Must provide mirror and clothes hooks.
11.	Running clean and cold water round the clock.
12.	There shall be toilet paper and lota/mug or similar facility.
<b>D. ENVIRONMENT</b>	
1.	Must ensure sewerage system should be compliant to regulations.
2.	Must ensure rubbish be collected, separated, and disposed of appropriately.
<b>E. SAFETY &amp; EMERGENCY PROCEDURES</b>	
1.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
2.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.

3.	Must ensure detailed emergency contact numbers are visible.
4.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
5.	A doctor on call should be available.
6.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
<b>F. COMMUNICATION</b>	
1.	Operations must be able to cater in English and/or Urdu languages.

### 3.14. Minimum Standards for Holiday Home Operators

<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate. License to be renewed every year.
2.	A register (could be electronic) of current guests staying in any facility must be available.
3.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
4.	Must have a guest reservation book or a property management system (where applicable).
5.	Must have bookkeeping records.
6.	Manager or senior staff on duty or on call 24 hours.
7.	Must become the member of regional/national recognized association.
8.	Must be contactable 24/7 hours.
9.	Must have information about tours and activities on the destination available to guests.
10.	Clear and visible business signage on the property.
11.	Host must not have any criminal record including abusive language, sexual harassment, and assault etc.

<b>B. BEDROOMS</b>	
1.	Bedding must be of acceptable/hygienic condition (mattress, pillows, covers and blankets).
2.	Must provide mosquito coil dispenser or other repellent (if required).
3.	Rubbish bin provided in each bedroom.
4.	Must ensure privacy.
5.	All bedroom entry doors must be provided with proper locks.
6.	Adequate space to leave suitcase.
7.	The room can be fully darkened.
8.	A mirror should be present in room.
9.	Jai-Namaz shall be provided in each bedroom with indication of Qibla.
10.	Ceilings, walls and floors are free from dirt, dust and mold before guest check in.
11.	Must have pedestal fan/ceiling fan, if required.

12.	Each bedroom shall be properly ventilated and well lit with at least one window.
13.	Must provide at least some form of alternate lighting in each room.
14.	Safe drinkable water and mineral water must be available.

### C. BATHROOMS & TOILETS

1.	Must provide toilet paper holder or dispenser.
2.	Bin and extra toilet roll provided.
3.	Must provide hand basin.
4.	Must provide bathing soap and shampoo.
5.	Warm water facility should be available.
6.	Must provide clean towel for each guest.
7.	Must ensure bathroom and toilet areas are clean, hygienic and odor free on guest arrival.
8.	Hot and cold indicating taps on the washbasin and shower.
9.	All fixtures must be in proper working order.
10.	Must provide mirror and clothes hooks/hangers.
11.	Running clean and cold water round the clock.
12.	There shall be toilet paper and lota/mug or similar facility made available.

### D. KITCHEN (WHERE APPLICABLE)

1.	Must provide clean linen towels and dish /surface cleaning cloths.
2.	Must ensure kitchen and food storage areas are clean and pest free.
3.	Must provide recycle bin.
4.	Must ensure all appliances are in good working condition and clean on guest arrival.
5.	Ceilings, walls and floors are free from dirt, dust and mould.
6.	Must have current fire extinguisher or fire blanket in the kitchen.
7.	There shall be a clean, hygienic, well-equipped, fly-proofed and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.
8.	Sinks should available for hygienic washing of utensils, crockery, glassware and edible items.
9.	Must ensure sewerage system is compliant to regulations.
10.	Must ensure rubbish is collected, separated, and disposed of appropriately.

### E. SAFETY & EMERGENCY PROCEDURES

1.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
2.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
3.	Must ensure detailed emergency contact numbers are visible.
4.	Must follow Pakistan Fire Safety Standards for emergency procedures in case of fire.
5.	A doctor on call available.

6.	Ensure access to ambulance, van or car to rush patients to a hospital in emergencies.
<b>F. COMMUNICATION</b>	
1.	Operations must be able to cater in English and/or Urdu languages.

### 3.15. Minimum Standards for Glamping / Camping Sites

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments and/or authorities. License to be renewed every year.
2.	Must be signatory to national tourism operators code of practice.
3.	Must have a guest reservation and invoicing book.
4.	Must have visitors' information and feedback book.
5.	Must be available to check guests in/out from the property.
6.	Must have information about accredited tours and activities available to guests in the area.
7.	Must become the member of regional/national recognized association.
<b>B. BATHROOMS &amp; TOILETS</b>	
1.	Must provide toilet paper and water.
2.	Must provide soap and towel.
<b>C. COOKING FACILITIES</b>	
1.	Must provide communal cooking facilities.
2.	Safe, drinkable water must be available.
3.	Must have working fire extinguisher or fire blanket in the kitchen.
<b>D. GENERAL REQUIREMENTS</b>	
1.	Must provide at least some form of lighting in the property.
2.	Must have insect repellent available.
<b>E. ENVIRONMENT</b>	
1.	Rubbish must be disposed away from the guest(s) view and smell.
<b>F. SAFETY &amp; EMERGENCY PROCEDURES</b>	
1.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
2.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
3.	Must ensure detailed emergency contact numbers are visible.
4.	Minimum 3 staff members must have attained a certificate in first aid from any recognized institution.
<b>G. COMMUNICATION</b>	
1.	Staff must be proficient in English and/or Urdu languages.

### 3.16. Minimum Standards for Catering/Restaurants Services

<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses, permits and clearances from concerned departments or authorities to operate.
2.	License to be renewed every year.
3.	Mandatory to display certificates at prominent positions at reception desks.
4.	The locality and environment including the approach shall be suitable for a restaurant.
5.	The general construction of the building shall be durable, structurally safe and in good condition and according to prevalent building code of the area, if any.
6.	There shall be a clean, hygienically maintained and moderately equipped restaurant.
7.	Must become member of regional/national recognized association.
<b>B. BUILDING / GENERALITIES</b>	
1.	Exterior and interior of the establishment (including food pick-up area, corridors and doorways from kitchen) are well organized and hygienic in appearance.
2.	Public areas' ceiling, walls and floors do not show visible wear or marks.
3.	Buildings and fixtures are well maintained and are in a clean condition.
4.	Displaying the Classification Certificate in a prominent place in the reception area.
5.	Wastepaper basket (of non-flammable material) is available.
6.	Running water should be available at all times.
7.	Corridors and stairs are in a good state of repair, free from obstacles/hazards.
8.	Ample and secure parking shall be available within close proximity of the premises.
9.	There shall be comfortable seating arrangements in the restaurant.
10.	The dining room shall be separate from the Kitchen except for specialty restaurants.
<b>C. SERVICE DETAILS</b>	
1.	Menu cards shall be available to the guests indicating the price of dishes in Urdu and English languages.
2.	There shall be provision of Pakistani food.
3.	The restaurant shall provide flask/jug and clean glass for each guest.
4.	Where tap water is not potable, boiled or filtered drinking water shall be provided.
5.	Mineral water shall be provided upon request.
6.	Hand washing facility with soap and towels/tissue paper should be available for staff and customers.
<b>D. KITCHEN</b>	
1.	Crockery, cutlery and glassware shall be of good quality, clean and unchipped.
2.	The kitchen walls will be cleanable.
3.	The kitchen floor should be non-slippery and washable.

4.	Proper arrangement for ventilation and light to be in place in the kitchen.
5.	Cutlery and equipment should be kept in drawers/covered after thorough clean up.
6.	Food grade surfaces (sanitizers) should be used for cleaning cooking / cutting places.
7.	Proper and essential kitchen utensils should be available.
8.	At least one deep freezer / refrigerator available.
9.	Arrangements for the hygienic washing of utensils, crockery, cutlery and glassware shall be made.
10.	Separate sinks will be used for washing crockery and edible items.
11.	Must have working fire extinguisher or fire blanket in the kitchen.

#### **E. BATHROOM AND TOILETS**

1.	Must ensure bathroom and toilet areas are clean, hygienic and odor free.
2.	Separate male & female toilets shall be available close to the restaurants.
3.	Must ensure proper drainage system and must provide waste bin(s).
4.	All fixtures must be in proper working order.
5.	Must provide soap, towel/tissue paper and mirror.
6.	Ceilings, walls and floors are free from dirt, dust and mold.
7.	Must ensure adequate lighting is in place and in working order.

#### **F. SAFETY & EMERGENCY PROCEDURES**

1.	Must have first aid kit available on site and reasonable stock of unexpired life-saving drugs.
2.	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures.
3.	Fire safety devices/equipment should be subject to yearly periodical necessary maintenance. A certificate of periodic inspection of fire safety equipment (e.g. means of fire extinguishing, alarm, fire detection) issued from a competent body (e.g. engineer, consultant firm, technical controller) is to be submitted.
4.	Must ensure detailed emergency contact numbers are visible on the premises.
5.	Must follow Fire Safety Standards for emergency procedures in case of fire.

#### **G. STAFF AND SERVICE**

1.	All members of the staff shall be experienced, courteous and efficient.
2.	All staff shall wear smart and clean uniforms on duty.
3.	At least two employees shall be qualified in first aid and firefighting, and shall be available on the premises round the clock.

#### **H. ENVIRONMENT AND SANITATION**

1.	Must ensure sewerage system is compliant to regulations.
2.	Must ensure rubbish should be collected, separated and disposed of appropriately.
3.	The garbage storage area shall be protected from weather elements and animals and disposal shall be done regularly.

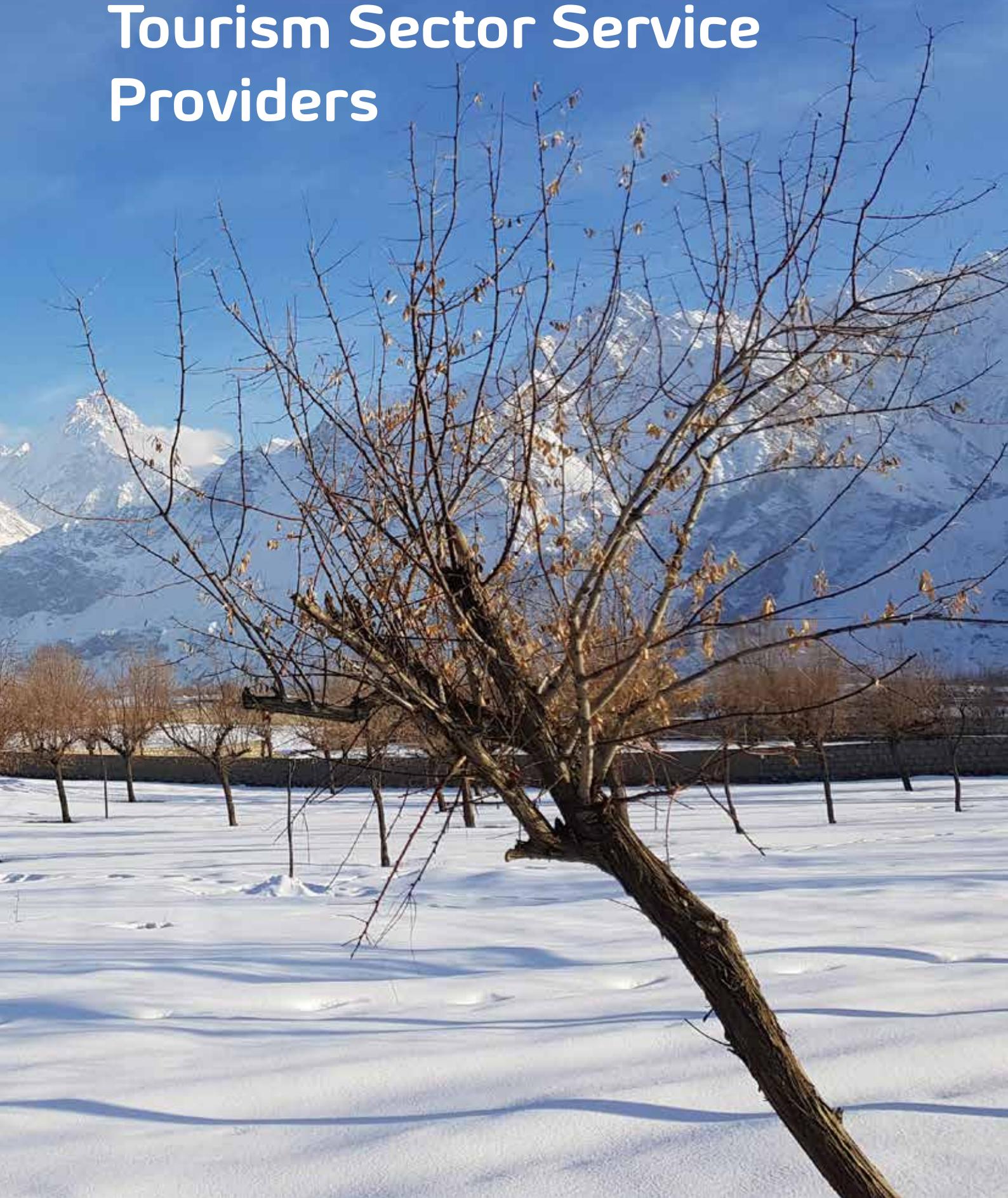
#### **I. COMMUNICATION**

1.	Staff must be proficient in English and/or Urdu languages.
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# **4. Minimum Standards for Tourism Sector Service Providers**





# 4. Minimum Standards for Tourism Sector Service Providers

## Aims and objectives

The objective of the scheme for accreditation/certification of Tourism Sector Service providers is to encourage and ensure highest quality standard and utmost service in these categories, to promote the tourism Industry of Pakistan.

In order to provide opportunities and encouragement to local tourism businesses to undertake these activities for employment generation and local economic growth, while ensuring the safety of the travellers, Sustainable Tourism Foundation Pakistan, Pakistan Association of Tour Operators (PATO), Travel Agents Association of Pakistan (TAAP) and Department of Tourist Services (DTS) has jointly formulated the minimum standards and guidelines for certification. These standards and guidelines are outcome of an extensive consultative process involving concerned stakeholders and sector experts.

## The Principles

- Quality in tourism services
- Proficiency in tourism businesses
- Commitment to staff training
- Respect for cultural diversity
- Attention to safety and security
- High standard of cleanliness and hygiene
- Care for the local ecosystem
- Reduction of waste and pollution
- Support for the local community
- Implementation and use of code
- Service provision up to or beyond guest's expectations

## 4.1 Definitions

### Tour Operator

A Tour Operator (TO) is an individual, who is engaged in activities related to Tourism, namely, sightseeing trips of historical sites, archaeological sites, old cities and other places of cultural interest, along with general sightseeing tours. Additionally, Tour operator may also make arrangements for transport, accommodation, tour guides etc.

### Adventure Tour Operator

An Adventure Tour Operator (ATO) is engaged in activities related to Adventure Tourism. These include:

**Land based** activities such as Trekking, Mountaineering, Zip lining, ATVs, Motorcycle & Cycle Tours, Skiing, Snowboarding, Rock Climbing/Artificial wall climbing, All-terrain vehicles etc.

**Water sports** like Boating, Rafting, Kayaking etc.

**Aero sports** such as Paragliding, Hang Gliding, Hot Air Ballooning etc.

Adventure Tour Operator may also make arrangements for transport, accommodation etc.

### Travel Agent

A Travel Agent / Agency (TA) makes arrangements of tickets for travel by air, rail, ship, handling passports, visa, etc. It

may also arrange accommodation, tours, entertainment and other tourism related services.

### Tour Guide

A Tour Guide (TG) works for tour operating companies, travel agents and hotels as full-time staff or seasonal workers. They may lead walking tours, driving tours, multi-day sightseeing tours, safari trips through popular tourist sites, cultural sites, historic places, museums, sites of religious interest or other regional points of interest. Tour guides must be able to retain historical facts, dates and anecdotes, and then communicate that information to visitors in an entertaining and informative manner. He or she must be a good trip organizer and have complete knowledge and skills to effectively handle a tour of single individual or group of tourists in a professional manner.

### Adventure Tour Guide

Adventure Tour Guides (ATG) work for adventure tour operators as a full-time staff or seasonal workers. They may lead camping and trekking tours, tours in wilderness areas, multi-day adventure tours, jeep safari trips, mountaineering expeditions and specialized adventure outings through mountains, forests, rivers, lakes and coastal areas. Adventure Tour Guides must be able

to retain geographical, cultural and historical facts and anecdotes, and then communicate that information to visitors in an entertaining and informative way. He or she must be a good adventure trip organizer and have complete knowledge and skills to effectively handle a tour of single individual or group of tourists in the wilderness areas.

## 4.2. Minimum Standards and Guidelines for Certification of Tour Operators (TOs)

### Introduction:

Sightseeing and leisure tourism are a niche domain involving travel or exploration of areas with cultural interest such as archaeological sites, old cities, historical places and other places of general interest. The travellers who avail sightseeing packages are mainly interested in exploring and experiencing culture including tangible and intangible heritage.

Pakistan has great opportunities for culture and sightseeing tourism. However, the absence of specific minimum standards and guidelines for such tourism has hampered growth of this segment, which otherwise has immense potential for growth.



<b>A. LEGAL / OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business licenses from concerned Department of Tourism Services (DTS). License to be renewed every year.
2.	Mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
3.	The application for certification shall be submitted to Federal/Provincial Tourism Department/DTS approved accreditation/ certification organization.
4.	The certification of quality assurance will be awarded to tour operator for one year initially following the laid down procedures.
5.	The renewal thereafter shall be granted for two years after inspection conducted by the certification committee/QACO on application made by the registered TO along with the requisite fee & documents.
6.	The inspection for first certification shall be conducted by the certification committee/QACO within a period of thirty working days from the receipt of complete application.
7.	The application for grant of certification registration/renewal or extension shall be in the prescribed form and submitted in original along with the necessary documents.
8.	Tour Operator should have a minimum paid up capital of Rs. 200,000 duly supported by the latest Bank Balance sheet or firm's auditor's certificate.
9.	The Tour Operator must have NTN and be an active tax filer with FBR. The Tour Operators in tax exempt areas should provide tax exemption letter from the relevant department.
10.	Insurance: Travel has an in-built risk factor, the clients and field staff of TOs must be covered by insurance, covering accidental deaths, loss of limbs and permanent / partial disability.
11.	Tour Operator would be required to pay prescribed non-refundable fee while applying for the registration and renewal of certification scheme.
12.	Tour Operator having Quality Certification Registration/ Renewal or extension shall be entitled to incentives offered by Department of Tourism/DTS from time to time and shall abide by the terms and conditions as prescribed by the regional departments of Tourism.
13.	In order to carry out operation of culture tourism activity for which the TO is registered, the TO shall apply to Department of Tourist Services (DTS) of the concerned region who will issue the license of operation.
14.	The TO registered by any designated DTS will be eligible to operate business throughout the country subject to grant of permission from the concerned authority, where applicable.
15.	TO must observe local laws, customs, values and traditions and create awareness amongst fellow tourists.
16.	Adherence to Price List for various destinations in various categories of tour packages as approved.
17.	Vehicle Fitness Certificates to be secured regularly.
18.	Must become the member of regional/national recognized tourism trade association.

<b>B. IDENTIFICATION</b>	
1.	Must have appropriate visible business signage on site
2.	A list of all tour guides must have the following information, which should be displayed at the tour operation centre: <ul style="list-style-type: none"> <li>• Membership of regional/national recognized association.</li> <li>• Full name of business (as known to tourists).</li> </ul>
<b>C. COMMUNICATION</b>	
1.	Staff must be able to communicate in English and/or Urdu languages.
2.	The website must carry updated and proper information.
<b>D. OPERATIONAL &amp; SAFETY REQUIREMENTS</b>	
1.	The office should be in neat, clean surroundings and equipped with telephone, computer, printer and internet etc. There should be sufficient space for reception and easy access to toilets.
2.	Tour Operator / Qualified staff (Guide) should have a minimum of one qualified staff and should have certificate of qualification in the field of culture tour guiding from a recognized national/international training Institute or having five years of practical experience in the field of culture tourism. The proprietor must have 14 years of educational qualification.
3.	The Operator / Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business like archaeological sightseeing, city tours, religious tours, safari tours etc.
4.	The Field Staff/Tour Guide of Tour Company must be qualified in First – Aid / C.P.R by relevant body.
5.	Vehicles used for sightseeing tours should be registered and not more than ten years old. Vehicle Fitness Certificates to be secured regularly from the transport authority. The driver should be trained and well groomed. He should carry a mobile phone, a notepad, flashlight, road map and a medical kit during the tour. He must be wearing uniform with name badge.
6.	The vehicles must be in good working condition with neat and clean cabin and comfortable seating arrangements. Air-conditioning system should be in good working condition, it must have appropriate tools, spare wheel, and a fire extinguisher. There must be public address system installed in the vehicle if the vehicle has capacity of more than 10 passengers and waste bin with cover must be installed close to the main gate.
7.	The agency must maintain in its office premises maps, travel guide books and reference material concerning the particular activities it desires to pursue as business.
8.	Must have a safety briefing before commencing tour activity.
9.	The guide must have a telephone/mobile phone (with credit) along with emergency contact numbers saved in it.
10.	Well-stocked first aid kit available at all times with the tour guide.
11.	The tour guide must know about the emergency evacuation procedures.
12.	Tour guides must have attained life savings kills and first aid certificate.
13.	Disclaimer: Department of Tourism would not be responsible for any mishap or accident or any claim by clients of the approved TO.

14.	Must have information about the availability of rescue services available for tourists.
15.	The staff must be trained about COVID-19 SOPs. Tourist must be briefed about COVID-19 SOPs before the commencement of trip.

#### E. ENVIRONMENT & SANITATION

1.	Must ensure rubbish is disposed of appropriately at the office premises and during the travel.
2.	The company must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.

#### F. BATHROOMS & TOILETS

1.	Clean water must be available.
2.	Must have flushing toilet with septic system in the office premises.
3.	Must provide toilet paper holder or dispenser.
4.	Rubbish bin provided.

### 4.3. Minimum Standards and Guidelines for Certification of Adventure Tour Operators (ATOs)

#### Introduction:

Adventure Tourism is a niche domain involving travel or exploration to remote, exotic and sometimes dangerous areas. The traveller steps out of his/her comfort zone to experience nature with some degree of risk be it real or perceived.

A. LEGAL / OPERATIONAL REQUIREMENTS	
1.	Must have valid business license, permit and clearance from concerned Departments of Tourist Services (DTS). License to be renewed every year.
2.	It is mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
3.	The application for certification shall be submitted to Department of Tourism/ DTS approved Accreditation/Certification Organization.
4.	The certification of quality assurance will be awarded to Adventure Tour Operator for one year initially following the laid down procedure.
5.	The renewal thereafter shall be granted for two years after inspection conducted by the Certification Organisation on application made by the registered ATO along with the requisite fee & documents.
6.	The inspection for first certification shall be conducted by the Certification Organisation within a period of thirty working days from the receipt of complete application.
7.	The application for grant of certification registration/renewal or extension shall be in the prescribed form and submitted in original along with the necessary documents.

8.	Adventure Tour Operator should have a minimum paid up capital of Rs. 200,000 duly supported by the latest Bank Balance sheet or firm's auditor's certificate.
9.	The Adventure Tour Operator must have NTN and be an active tax filer with FBR. The ATO in tax-exempt areas should provide tax exemption letter from the relevant department.
10.	Insurance: Travel has an in-built risk factor, the clients and field staff of ATOs must be covered by insurance. It covers accidental deaths, loss of limbs and permanent / partial disability.
11.	Adventure Tour Operator would be required to pay prescribed non-refundable fee while applying for the registration and renewal of certification scheme.
12.	Adventure Tour Operator having Quality Certification Registration/ Renewal or extension shall be entitled to incentives offered by Department of Tourism/ DTS from time to time and shall abide by the terms and conditions as prescribed by Government organizations.
13.	In order to carry out operation of adventure tourism activity for which the ATO is registered, the ATO shall apply to Department of Tourist Service (DTS) of the concerned region who will issue the license of operation.
14.	The ATO registered by any designated DTS will be eligible to operate business throughout the country subject to grant of permission from the concerned authority, where applicable.
15.	Must become the member of regional/national recognized tourism trade association.

### B. IDENTIFICATION

1.	Must have appropriate visible business signage on site.
2.	A list of all tour guides must have the following information which should be displayed at the tour operation centre: <ul style="list-style-type: none"> <li>• Full name of tour guides (as shown on birth certificate)</li> <li>• Full name of business (as known to tourists)</li> </ul>
3.	Experience of coordination with security agencies and other relevant Government agencies.

### C. COMMUNICATION

1.	Staff must be able to communicate in English and/or Urdu languages.
2.	Fully functional website containing updated and proper information.

### D. OPERATIONAL & SAFETY REQUIREMENTS

1.	The office should be in neat, clean surroundings and equipped with telephone, computer, printer and internet etc. There should be sufficient space for reception and easy access to toilets.
2.	Adventure Tour Operator / Qualified staff/ Guide should have a minimum of one certificate of qualification in the field of adventure tour guiding from a recognized national/international training Institute or having five years of practical experience in the field of adventure tourism. The proprietor must have 14 years of educational qualification.
3.	The Operator / Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business.
4.	The operator must have his/her own adventure equipment (whether purchased or hired) along with accessories required, but at no point shall he be operating in absence of any equipment to ensure safety.

5.	The Field Staff/Tour Guides of Tour Company must be qualified in First – Aid / C.P.R by competent body.
6.	Vehicles used for sightseeing tours should be registered and not more than ten years old. Vehicle Fitness Certificates to be secured regularly from the transport authority. The driver should be trained and well groomed. He should carry a mobile phone, a notepad, flashlight, road map and a medical kit during the tour. He must be wearing uniform with name badge.
7.	The vehicles must be in good working condition with neat and clean cabin and comfortable seating arrangements. Air-conditioning system should be in good working condition, it must have appropriate tools, spare wheel, and a fire extinguisher. There must be public address system installed in the vehicle if the vehicle has capacity of more than 10 passengers and waste bin with cover must be installed close to the main gate.
8.	The agency must maintain in its office premises all the maps, guide books and reference material concerning the particular activities it desires to pursue as business.
9.	Safety guidelines for trekking, mountaineering, skiing, water sports, aero – sports, safaris etc. to be followed by ATOs have been mentioned in subsequent chapters.
10.	Must have a safety briefing before commencing the tour activity.
11.	The tour guide must have a telephone/mobile phone (with credit) along with emergency contact numbers saved in it.
12.	Well stocked first aid kit is available with tour guide at all times.
13.	The tour guide must have knowledge of emergency evacuation procedures.
14.	Must ensure full-time staff or owner has completed recommended tour guiding course recommended by the NTCB/Provincial Tourism Departments/ DTSS.
15.	Tour guides must have attained life savings skills and first aid certificate.
16.	All vehicles used must have fire extinguisher available.
17.	Disclaimer: Department of Tourism will not be responsible for any mishap or accident or any claim by clients of the approved ATO.
18.	The staff must be trained about COVID-19 SOPs. Tourist must be briefed about COVID-19 SOPs before the commencement of trip.
19.	Children below age 12 shall not be permitted to undertake the following adventure sports and other high-risk activities. <ul style="list-style-type: none"> <li>• Rafting above grade 2</li> <li>• Mountaineering</li> <li>• Trekking above 5000m</li> <li>• Solo paragliding, hang gliding, solo parasailing</li> <li>• Solo ATV/Snow Biking</li> </ul>

#### E. ENVIRONMENT & SANITATION

1.	Must ensure rubbish is disposed of appropriately in the office premises and during the travel.
2.	The company must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.

<b>F. BATHROOMS &amp; TOILETS</b>	
1.	Clean water must be available.
2.	Must have flushing toilet with septic system.
3.	Must provide toilet paper holder (with extra rolls) or dispenser and a waste bin.
4.	During field activities proper pit latrine must be established to control pollution.

#### **4.4. Minimum Standards for Inbound Operators**

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, from concerned department of Tourist Services. DTS license to be renewed every year.
2.	It is mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
3.	Must become the member of regional/national recognized tourism trade association.
<b>B. MANAGEMENT/ADMINISTRATION</b>	
1.	Must employ, in a senior position, an individual who has been actively engaged in the business of tour operation for no less than a year.
2.	The administration should provide and have access to the following: <ul style="list-style-type: none"> <li>• Customer waiting room with no less than 3 chairs</li> <li>• Well ventilated office</li> <li>• Internet, telephone and printer's setup</li> <li>• Sufficient lighting</li> <li>• Computerized booking system</li> </ul>
3.	Must have toilet for staff and clients (clean and well maintained) including hand basin in the toilet.
4.	Must engage in the business of conducting or arranging packaged tours.
<b>C. COMMUNICATION</b>	
1.	Staff must be able to communicate in English and/ or Urdu languages.
2.	Must promote tour products that are accredited by the Government agencies.
3.	All staff must be well conversed with tourism information.
4.	Fully functional website which carries updated and proper information.
5.	Staff must be neat, tidy and well-groomed at all times.
<b>D. TOOLS &amp; EQUIPMENT / SAFETY &amp; SECURITY</b>	
1.	All vehicles used must meet Transport Authority requirements.
2.	Must have a vehicle inspection checklist to ensure the following before picking up customers: <ul style="list-style-type: none"> <li>• Vehicles are clean and tidy</li> <li>• Air-conditioning is in good condition</li> <li>• Must have appropriate tools and spare tyres</li> <li>• Must have first aid kit available in all vehicles</li> </ul>
3.	All tour guides must have attained certificate in first aid from a recognized institution.

4.	All vehicles used must have fire extinguisher available.
<b>E. ENVIRONMENT &amp; SANITATION</b>	
1.	Must ensure rubbish is collected, separated and disposed of appropriately.

## 4.5. Minimum Standards for Tour and Transfer Operators

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, permit and clearance from DTS and/or concerned departments or authorities. License to be renewed every year.
2.	All drivers must have a valid driving license.
3.	Must become the member of regional/national recognized association.
<b>B. SERVICE</b>	
1.	Must carry respective destination map during all tours.
2.	All drivers must have a general knowledge of all tourism products and locations.
<b>C. COMMUNICATION</b>	
1.	Operations must be able to cater in English and/or Urdu languages.
2.	Drivers must have with the mobile phone with sufficient credit to call during every tour.
3.	Fully functional website which carries updated and proper information.
<b>D. PRESENTATION</b>	
1.	All drivers must wear clean uniforms when on duty.
2.	All drivers must be clean, neat, tidy, and well groomed. Concessions for long beards will be made for cultural/religious reasons only.
<b>E. IDENTIFICATION</b>	
1.	All drivers and guides must display their name tag, which should contain the following details: <ul style="list-style-type: none"> <li>Full name of driver (as shown on CNIC)</li> <li>Driver's license number</li> <li>Full name of business (as known to tourists)</li> </ul>
<b>F. GENERAL, SAFETY &amp; SECURITY</b>	
1.	All vehicles, must carry first aid kits on board at all times.
2.	Must ensure a full-time staff or owner has completed appropriate recommended tour guiding course recommended by the NTCB/Provincial Tourism Departments/DTS.
3.	All guides must have attained a certificate in first aid training.
4.	All vehicles must have good air-conditioning system.
5.	All vehicles glass must be in good condition and without fractures at all times.
6.	All vehicles must have spare tyres and a tyre jack that are in good condition.
7.	All drivers must have a valid Land Transport Permit.
8.	All Driver must not have any criminal records relating to driving public transport such as: <ul style="list-style-type: none"> <li>Abusive language, Sexual harassment, Assault</li> </ul>
9.	All vehicles used must have safety seat belts available for all passengers at all time.

## 4.6. Minimum Standards and Guidelines for Certification of Travel Agents (TAs)

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, permit and clearance from concerned departments or authorities. License to be renewed every year.
2.	It is mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks to inform the tourists about the quality of services.
3.	The application for certification shall be submitted to Federal/Provincial Tourism Departments Approved Accreditation/Certification Organization.
4.	The certification of quality assurance will be awarded to Travel Agent/Agency for one year initially following the laid down procedures.
5.	The renewal thereafter shall be granted for two years after inspection conducted by the Certification Organisation on application made by the registered TA along with the requisite fee & documents.
6.	The inspection for first certification shall be conducted by the Certification Organisation within a period of thirty working days from the receipt of complete application.
7.	The application for grant of certification registration/renewal or extension shall be in the prescribed form and submitted in original along with the necessary documents.
8.	Travel Agent should have a minimum paid up capital of Rs.200,000 duly supported by the latest Bank Balance sheet or firm's auditor's certificate.
9.	The Travel Agent must have NTN and be an active tax filer with FBR. The TA in tax exempt areas should provide tax exemption letter from the relevant department.
10.	Insurance: Travel has an in-built risk factor; the clients and field staff of TAs must be covered by insurance. It should cover accidental deaths, loss of limbs and permanent / partial disability.
11.	Travel Agent would be required to pay prescribed non-refundable fee while applying for the registration and renewal of certification scheme.
12.	Travel Agent having Quality Certification Registration/ Renewal or extension shall be entitled to incentives offered by DTS from time to time and shall abide by the terms and conditions as prescribed from time to time by Department of Tourism.
13.	In order to carry out operation of tourism activity for which the TA is registered, the TA shall apply to Department of Tourist Service (DTS) of the concerned region who will issue the license of operation by the government.
14.	The TA registered by any designated DTS will be eligible to operate business throughout the country subject to grant of permission from the concerned authority, where applicable.
15.	Must become the member of regional/national recognized association.
<b>B. IDENTIFICATION</b>	
1.	Must have appropriate visible business signage on site.

2.	Tour guides must have the following information and should be displayed at the Travel Agency: <ul style="list-style-type: none"> <li>• Full name of tour guide (as shown on birth certificate)</li> <li>• Full name of business (as known to tourists)</li> </ul>
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### C. COMMUNICATION

1.	Staff must be proficient in English and/or Urdu languages.
2.	Fully functional website which carries updated and proper information.

### D. OPERATIONAL & SAFETY REQUIREMENTS

1.	The office should be in neat, clean surroundings and equipped with telephone, computer, printer and internet etc. There should be sufficient space for reception and easy access to toilets.
2.	TA / Qualified staff should have a minimum of two qualified staff and should have certificate of qualification in the field of air ticketing from a recognized national/international training Institute. The proprietor must have 14 years of educational qualification.
3.	Vehicles used for sightseeing tours should be registered and not more than ten years old. Vehicle Fitness Certificates to be secured regularly from the transport authority. The driver should be trained and well groomed. He should carry a mobile phone, a notepad, flashlight, road map and a medical kit during the tour. He must be wearing uniform with name badge.
4.	The vehicles must be in good working condition with neat and clean cabin and comfortable seating arrangements. Air-conditioning system should be in good working condition, it must have appropriate tools and spare wheel, and a fire extinguisher. There must be public address system installed in the vehicle if the vehicle has capacity of more than 10 passengers and waste bin with cover must be installed close to the main door.
5.	The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.
6.	Disclaimer: Department of Tourism would not be responsible for any mishap or accident or any claim by clients of the approved TA.
7.	Must have a safety briefing before commencing activity.
8.	Well stocked first aid kit available, at all times.
9.	Must have evacuation procedures in place.
10.	Must ensure a full-time staff or owner has completed recommended tour guiding course.
11.	Tour guides must have attained lifesaving skills and first aid certificate.
12.	Must have safe and easily accessible entry and exit routes.
13.	The staff must be trained about COVID-19 SOPs. Tourist must be briefed about COVID-19 SOPs before the commencement of trip.
14.	Must have information about rescue services for tourists.

### E. ENVIRONMENT & SANITATION

1.	Must ensure rubbish is disposed of appropriately.
2.	The company must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.

<b>F. BATHROOMS &amp; TOILETS</b>	
1.	Clean water must be available.
2.	Must have flushing toilet with septic system or proper composting toilet.
3.	Must provide toilet paper holder or dispenser.
4.	Rubbish bin provided.

## **4.7. Minimum Standards and Guidelines for Certification of Tour Guides (TGs)**

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, permit and clearance from concerned departments or authorities. License to be renewed every year.
2.	The application for certification shall be submitted to Federal/Provincial Tourism Departments Approved Accreditation/Certification Organization.
3.	The certification of quality assurance will be awarded to Tour Guide for one year initially following the laid down procedure.
4.	The renewal thereafter shall be granted for two years after inspection conducted by the Certification Committee on application made by the registered TG along with the requisite fee & documents.
5.	The inspection for first certification shall be conducted by the Certification Committee within a period of thirty working days from the receipt of complete application.
6.	The application for grant of certification registration/renewal or extension shall be in the prescribed form and submitted in original along with the necessary documents.
7.	Tour Guide would be required to pay prescribed non-refundable fee while applying for the registration and renewal of certification scheme.
8.	Tour Guides having Quality Certification Registration/ Renewal or extension shall be entitled to incentives offered by Federal/Provincial tourism departments from time to time and shall abide by the terms and conditions as prescribed by Department of Tourism.
9.	In order to carry out operation of tourism activity for which the TG is registered, the TG shall apply to Department of Tourist Service (DTS) of the concerned region who will issue the license of operation by the government.
10.	The TG registered by any designated DTS will be eligible to conduct tours throughout the country subject to grant of permission from the concerned authority, where applicable.
11.	The Tour Guide must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.
12.	Tour Guide License must be valid for three years. He/she would be required to pay a non-refundable fee as determined by the relevant authority for renewal of the license.
13.	The Adventure Tour Guides should pass three weeks training course by a recognized institute. They should be familiar with the search and rescue procedures.

14.	The Tour Guides handling specific adventure sports activities should have certificates from the relevant sport federation/Association in Pakistan.
15.	Ecotourism guides must have training certificate from a recognized institute
16.	Safety guidelines for sightseeing tours to be followed by TGs have been mentioned in subsequent chapters.
17.	Must become the member of regional/national recognized association.
<b>B. IDENTIFICATION</b>	
1.	Tour Guides must wear name tags when on duty.
2.	Must carry with them respective destinations maps during all tours.
3.	All Tour Guides must have a general knowledge of all tourism product and locations.
4.	TGs must be clean, neat and tidy and well groomed.
<b>C. COMMUNICATION</b>	
1.	TG's must be able to cater in English and/or Urdu languages.
2.	TG's must have with them a mobile phone with sufficient credit to call during every tour.
3.	List of government registered tour guides information to be made available on DTS & PTDC website, along with the websites of the tour operators.
<b>D. OPERATIONAL &amp; SAFETY REQUIREMENTS</b>	
1.	TG's should have 14 years of educational qualification. He or She should be above 18 years of age, should have certificate of qualification in the field of tour guiding from a recognized national/ international training Institute and one year of practical experience in the field of tour guiding.
2.	He or she should have minimum 2 years of practical experience in the field of tour guiding and a certificate of tour guiding from a recognized institution if 14 years of educational qualification is not available.
3.	The Tour Guide must be qualified in First – Aid / C.P.R from a recognized body.
4.	The Tour Guide must maintain a Logbook of tour guiding activity and obtain feedback from his/her clients from time-to-time.
5.	Must have a safety briefing before commencing activity.
6.	Must have a telephone/mobile (with credit) along with emergency contact numbers saved in it.
7.	All Tour Guides must not have any criminal record including: <ul style="list-style-type: none"> <li>• Abusive language</li> <li>• Sexual harassment</li> <li>• Assault</li> </ul>
8.	Cultural Tour Guides: <ul style="list-style-type: none"> <li>a) National Tour Guide should have knowledge and experience to conduct the trip of whole country</li> <li>b) Regional /Provincial tour Guide should have knowledge and experience to conduct the trip of one particular province</li> <li>c) City Tour Guide should have knowledge and experience to conduct the trip of one particular City such as Lahore, Peshawar or Taxila etc.</li> <li>d) Tourist Site Tour Guide should have knowledge and experience to conduct the trip of a particular tour site such as Lahore Fort, Shalimar Gardens, Religious Site, Museum etc.</li> </ul>

9.	Ecotourism Tour Guides: a) Bird Watching Tour Guide should have knowledge and experience to conduct the trips of Bird watching b) Wildlife Watching Tour Guide should have knowledge and experience to conduct the trips of Wildlife watching
10.	Travel has an in-built risk factor; the tour guide must be covered by insurance. It should cover accidental death, loss of limbs and permanent / partial disability.
<b>E. ENVIRONMENT &amp; SANITATION</b>	
1.	Must ensure rubbish is disposed of appropriately.
2.	The Tour Guide must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.

## 4.8. Minimum Standards and Guidelines for Certification of Adventure Tour Guides (ATGs)

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, permit and clearance from concerned departments or authorities. License to be renewed every year.
2.	The application for certification shall be submitted to Federal/Provincial Tourism Departments Approved Accreditation/Certification Organization.
3.	The certification of quality assurance will be awarded to Adventure Tour Guide for one year initially following the laid down procedures.
4.	The renewal thereafter shall be granted for two years after inspection conducted by the Certification Committee on application made by the registered ATG along with the requisite fee & documents.
5.	The inspection for first certification shall be conducted by the Certification Committee within a period of thirty working days from the receipt of complete application.
6.	The application for grant of certification registration/renewal or extension shall be in the prescribed form and submitted in original along with the necessary documents.
7.	Adventure Tour Guides would be required to pay prescribed non-refundable fee while applying for the registration and renewal of certification scheme.
8.	Adventure Tour Guides having Quality Certification Registration/ Renewal or extension shall be entitled to incentives offered by NTCB/DTS from time to time and shall abide by the terms and conditions as prescribed by the Department of Tourism.
9.	In order to carry out operation of adventure tourism activity for which the ATG is registered, the ATG shall apply to Department of Tourist Service (DTS) of the concerned region who will issue the license of operation by the government.
10.	The ATG registered by any designated DTS will be eligible to conduct tours throughout the country subject to grant of permission from the concerned authority, where applicable.
11.	Safety guidelines for sightseeing tours to be followed by ATGs have been mentioned in subsequent chapters.

12.	Must become the member of regional/national recognized association.
<b>B. IDENTIFICATION</b>	
1.	All guides must display their name tag, which should contain the following details: <ul style="list-style-type: none"><li>• Full name (as shown on CNIC)</li><li>• Guide license number</li><li>• Full name of business (as known to tourists)</li></ul>
<b>C. COMMUNICATION</b>	
1.	Operations staff must be able to cater in English and/or Urdu languages.
2.	ATG's must have with them a mobile phone with sufficient credit to call during every tour.
<b>D. PRESENTATION AND SERVICE</b>	
1.	All Adventure Tour Guides must wear name tags when on duty.
2.	Must carry with them respective destination maps during all tours.
3.	All Adventure Tour Guides must have a general knowledge of all tourism product and locations.
4.	All ATGs must be clean, neat and tidy and well groomed.
<b>E. OPERATIONAL &amp; SAFETY REQUIREMENTS</b>	
1.	Qualification of Adventure Tour Guide: ATG should have 14 years of educational qualification. He or she should be above 18 years of age, should have certificate of qualification in the field of adventure tour guiding from a recognized national/international training Institute and one year of practical experience in the field of adventure tour guiding.
2.	He or she should have minimum 05 years of practical experience in the field of tour guides if does not have 14 years educational qualification and certificate of tour guiding from a recognized institution.
3.	The Adventure Tour Guide must be qualified in First – Aid / C.P.R from a recognized body.
4.	The Adventure Tour Guide must maintain a Logbook of tour guiding activity and obtain feedback from his clients from time to time. He must carry a medical kit during the tour.
5.	Must have a safety briefing before commencing activity.
6.	Must have a telephone/mobile phone (with credit) along with emergency contact numbers saved in it.
7.	Disclaimer: Department of Tourism would not be responsible for any mishap or accident or any claim by clients of the approved ATG.
8.	All Adventure Tour Guides must not have any criminal record including: <ul style="list-style-type: none"><li>• Abusive language</li><li>• Sexual harassment</li><li>• Assault</li></ul>

9.	<p><b>Adventure Tour Guides:</b></p> <p>Mountain Guides should have knowledge and experience to conduct the trips in Mountain Areas including</p> <ul style="list-style-type: none"> <li>a. Adventure Tour Guides of specific Field of operation</li> <li>b. Mountaineering and high-altitude trekking</li> <li>c. Low altitude Trekking</li> <li>d. River Guide (rafting and kayaking)</li> <li>e. Paragliding Guide</li> <li>f. Desert Guide</li> <li>g. Coastal Guide</li> </ul>
<b>F. ENVIRONMENT &amp; SANITATION</b>	
1.	Must ensure rubbish is disposed of appropriately.
2.	The Adventure Tour Guide must sign an undertaking/affidavit for adherence to sustainable archaeological tourism and ecological practices and protection of environment, keeping up with guidelines for ecotourism and safety cum security guidelines of concerned government agencies.

## 4.9. Guidelines for Safety Standards in General Tour Operation

<b>A.</b>	Preferably every group or person taking part in culture, Heritage, sightseeing tourism activities must be accompanied by a person designated as "Tour Guide".
<b>B.</b>	The guide must have good knowledge of history, culture and heritage of Pakistan.
<b>C.</b>	Staff/Guide must possess appropriate technical qualification and skills as indicated in relevant chapters of this document. He/she must also be physically, mentally, and morally fit to perform the job of tour guide.
<b>D.</b>	Staff/Guide should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
<b>E.</b>	Staff/Guide should be familiar with search and rescue procedures and should brief all group members of these procedures.
<b>F.</b>	Communication facilities such as Mobile phone / Walkie-Talkie etc. should be available with the guide during the trip.
<b>G.</b>	Staff/Guide should be familiar with Rescue 1122 procedures.
<b>H.</b>	Staff/Guide should be satisfied that all members are medically fit to take part in the tour activity.
<b>I.</b>	Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be available with Guide/staff all the times and one copy should be available with manager operations in the office of TO.
<b>J.</b>	A qualified Doctor should be available on call.
<b>K.</b>	The TO/TG must follow a strict 'leave no trace' policy and conform to high environmental sustainability standards.
<b>L.</b>	All SOPs and Operating Instructions as suggested in respective general tourism Activity to be strictly followed by TO/TG in letter and spirit.
<b>M.</b>	The staff must be trained about COVID-19 SOPs. Tourist must be briefed about COVID-19 SOPs before the commencement of trip.

## **4.10. Guidelines for Safety Standards in Adventure Tour Operation**

An Adventure Tour Operator (ATO) is one who is engaged in activities related to Adventure Tourism, namely, water sports, aero sports, or land-based adventure activity like mountaineering and trekking.

<b>A.</b>	Every group or person taking part in adventure sports must be accompanied by a person designated as "Adventure Tour Guide".
<b>B.</b>	Staff/Guide must possess appropriate technical qualification and skills as indicated in relevant chapters of this document. He/she must also be physically, mentally, and morally fit to perform the job of tour guide.
<b>C.</b>	Every person joining a group engaged in adventure sports must receive an introductory training/safety briefing and leaders should be satisfied that they have acquired the skills necessary to participate.
<b>D.</b>	Staff/Guide should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
<b>E.</b>	Staff/Guide should be familiar with search and rescue procedures and should brief all group members of these procedures.
<b>F.</b>	Communication facilities such as Mobile phone / Walkie-Talkie etc. should be available and must be in operational condition all the times.
<b>G.</b>	All group members must be made familiar with the use of radios/walkie-talkie/satellite/mobile phone set where these are being used in high risk adventure activities such as mountaineering, paragliding etc.
<b>H.</b>	Staff/Guide should be familiar with helicopter operation procedures, know how to approach a helicopter and procedures for being winched up and down, where needed.
<b>I.</b>	Staff/Guide should be proficient in the use of maps and compasses in any weather day or night.
<b>J.</b>	Staff/Guide should be satisfied that all members are medically fit to take part in the adventure sports.
<b>K.</b>	Staff/Guide should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
<b>L.</b>	Under no circumstances should the capacity rated by the manufacturer for adventure sports equipment be exceeded. No unauthorized modifications except as additional safety measures be carried out or substandard material used.
<b>M.</b>	Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees constituted by the Adventure Tour Operator.
<b>N.</b>	Suitable handheld devices with graded distress signal capabilities should be made available to adventure tourist groups.
<b>O.</b>	A qualified Doctor should be available on call.
<b>P.</b>	The ATO must follow a strict 'leave no trace' policy and conform to high environmental sustainability standards.
<b>Q.</b>	All SOPs and Operating Instructions as suggested in respective Adventure Activity should be strictly followed by ATO in letter and spirit.



# **5. Minimum Standards for Transport Services**





# 5. Minimum Standards for Transport Services

## 5.1. Minimum Standards for Rental and Tourist Transport Hire Services

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have valid business license, permit and clearance from concerned departments or authorities to operate. License to be renewed every year.
2.	Must become the member of regional/national recognized association.
<b>B. INFORMATION</b>	
1.	Vehicle hire rates must be available/visible at all times.
2.	All hired vehicle drivers must hold a valid driver's license.
<b>C. COMMUNICATION</b>	
1.	Operations staff must be proficient in English and/or Urdu languages.
2.	All vehicles must have phone contact details for emergency calls.
3.	Fully functional website which carries updated and proper information.
<b>D. PRESENTATION</b>	
1.	All drivers must wear clean and approved uniforms when on duty.
2.	All drivers must be neat, tidy and well groomed.
<b>E. IDENTIFICATION</b>	
1.	All drivers must display their Land Transport Authority name tag, which should contain the following details: <ul style="list-style-type: none"><li>• Full name (as shown on CNIC)</li><li>• Current photograph of driver</li><li>• Driver's license number</li><li>• Name of Company</li></ul>
<b>F. GENERAL, SAFETY &amp; SECURITY</b>	
1.	All vehicles must always carry on board approved first aid kit, at all times.
2.	All drivers must have attained a certificate in first aid training.
3.	All vehicles must have a good air-conditioning system.
4.	All vehicles glass must be in good condition and without fractures, at all times.
5.	All vehicles must have spare tyres that are in good condition, tyre jack & tools.
6.	All Driver must not have any criminal records relating to driving public transport including: <ul style="list-style-type: none"><li>• Abusive language</li><li>• Sexual harassment</li><li>• Assault</li></ul>
7.	All vehicles must have safety seat belts available for all passengers at all time.



## 6. Minimum Standards for Special or Adventure Sports





# 6. Minimum Standards for Special or Adventure Sports

## 6.1. Minimum Standards for White-Water Rafting Operators

A. LEGAL/OPERATIONAL REQUIREMENTS	
1.	Must have a valid Business License. License to be renewed every year.
2.	Must be approved by the concerned department or authority to operate in designated water.
B. ASSOCIATION	
1.	Must become the member of regional/national recognized association.
C. COMMUNICATION	
1.	Operations staff must be proficient English and/or Urdu languages.
2.	The website must carry updated and proper information.
D. SERVICES	
1.	Must have appropriate visible business signage on site.
2.	Briefing to be done at the beginning of every rafting tour.
3.	Staff must dress appropriately.
E. IDENTIFICATION	
1.	All raft boat operators must display their name tags which must contain the following details: <ul style="list-style-type: none"><li>• Full name (as shown on CNIC)</li><li>• Current photograph of operator</li><li>• Full name of business (as known to tourists)</li></ul>
F. EQUIPMENT	
1.	Helmets must be worn by all rafters on all sections.
2.	Well stocked first aid kit repair kit and pump on board at all times.
3.	Throw-able rescue devices (Rescue Bags) must be available for immediate use on all rafts.
4.	Life jackets must be available at all times.
G. OPERATIONAL, SAFETY & SECURITY REQUIREMENTS	
1.	The tour must not expose customers to dangerous areas (briefing of dangerous areas must be provided).
2.	The briefing must highlight the equipment used, do's and don'ts, falling out, flip drill, rescue and emergency procedures.
3.	A liability waiver form clearly highlighting the risk involved must be signed by all participants prior to the commencement of the activity.
4.	Boats must be tidy at all times prior to carrying any passengers.
5.	Must have safe and easily accessible pickup and drop off points.
6.	Updated rates must be available to customers at all times.

7.	Boat operators must have attained a certificate in life savings skills and first aid training.
<b>H. RISK MITIGATION</b>	
1.	Life Jackets: No rafting activity should be undertaken without a life jacket and helmet throughout the time spent in the water. The life jacket must have adequate buoyancy, should be fastened properly and checked by the instructor prior to the commencement of the rafting activity. The life jacket must be of appropriate size for the intended user.
2.	Guides: No rafting activity should be conducted without the presence of trained guide/s.
3.	Participants with any medical condition (such as weak heart condition, epilepsy, recent surgery/ any medical condition of concern or expecting mothers) making them unfit for participation in the activity must be informed prior to the commencement of the activity and not allowed to participate.
<b>I. ENVIRONMENT</b>	
1.	Must ensure all activities avoid damage to natural environment of the river, and respects and protects the aquatic environment.

## 6.2. Minimum Standards for Scuba Diving Operators

<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>	
1.	Must have a valid business license, permit and clearance from concerned departments or authorities to operate within designated waters. License to be renewed every year.
2.	Must become the member of regional/national recognized association.
<b>B. IDENTIFICATION</b>	
1.	A list of all dive Instructors/Masters should be displayed at the tour operation center and must have the following information: <ul style="list-style-type: none"> <li>• Full name of Instructor (as shown on CNIC)</li> <li>• Full name of business (as known to tourists)</li> <li>• Dive certification i.e. PADI/SSI/NAUI</li> <li>• Dive instructor's level of certification/qualification</li> </ul>
<b>C. COMMUNICATION</b>	
1.	Operations must be able to cater in English and/or Urdu languages.
2.	Must have good communication skills (for instruction purposes).
3.	The website must carry updated and proper information.
<b>D. DIVE LEADERS RESPONSIBILITIES</b>	
1.	Must assess the skills and abilities of each diver before the tour.
2.	Must prevent any diver from participating if they fail their risk assessment test.
3.	Must inform divers of the local laws, regulations and rules of behaviour during the dive tour.
<b>E. SERVICE/ENVIRONMENT</b>	
1.	Must have a Customer Code of Conduct manual on board at all times.

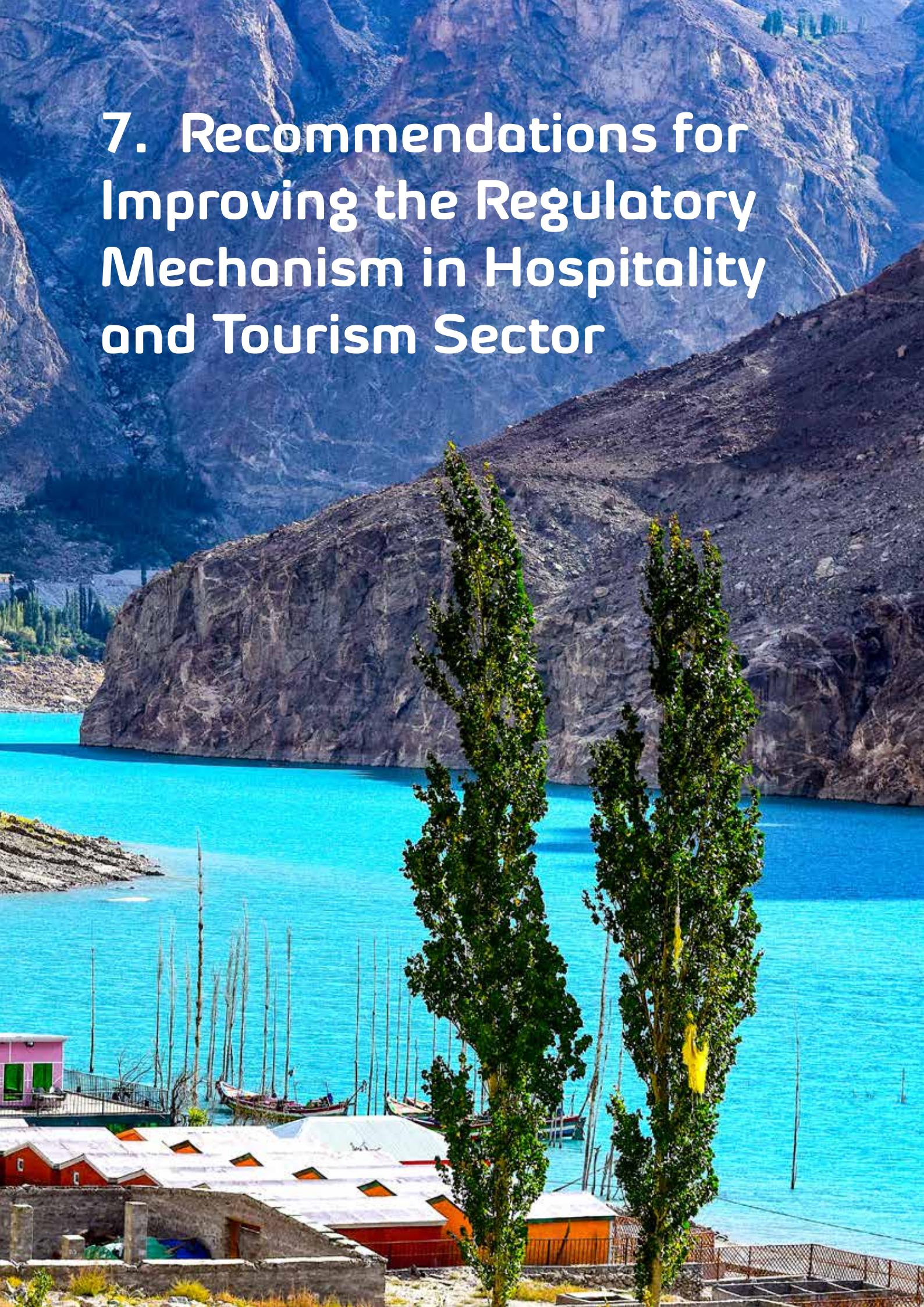
2.	Must ensure all activity avoids damage to coral or the seabed and respects and protects the aquatic environment.
3.	Must have appropriate visible business signage on site.
4.	Tour and safety briefing must be carried out before and during the tour.

## F. SAFETY & SECURITY REQUIREMENTS

1.	Must have adequate communication equipment, including contact numbers for emergency and evacuation services.
2.	Must have enough oxygen for the tourist to return from their further dive site or to an oxygen supply site.
3.	Well stocked first aid kit available on all boats.
4.	All tanks should be tested (visual and pressure) every three (3) years.
5.	All dive leaders and their assistants must meet training facility standards i.e. PADI/SSI/NAUI or any other approved and recognized facility.
6.	All rental regulators must include second stage, operational contents and depth gauge or diver computer.
7.	All rental Buoyancy compensator diving (BCDs) must have an efficient power inflator with no leaks and have an operational dump mechanism.
8.	Air quality must be tested annually (record must be available).
9.	Each guided scuba tour group should not exceed standards agreed by the Association, i.e. maximum number of divers per tour.
10.	Must have a copy of, and understand and follow, Code of Practice for Decompression Diving.
11.	Must have written rescue procedures for under water, in-water and surface emergencies.
12.	Must have diver recall procedures in place.
13.	Must have evacuation procedures in place.
14.	All dive guides must have training in first aid, CPR and oxygen administration and a six (6) monthly refresher training schedule from any recognized institution.
15.	Must have safe and easily accessible entry and exit routes.
16.	Must have a log of all divers in and out of the water, and details of dive profiles must be kept for no less than six (6) months after the dive.







## 7. Recommendations for Improving the Regulatory Mechanism in Hospitality and Tourism Sector



# 7. Recommendations for Improving the Regulatory Mechanism in Hospitality and Tourism Sector

In order to make tourism sector of Pakistan internationally competitive and to bring quality in tourism services, it is imperative to infuse a culture of standards and quality assurances across all associated services of the industry. Therefore, there is a need to improve and strengthen the implementation of

standards and certifications across all the businesses including hotels, restaurants, tour operators, transporters and related service providers. Following measures should be taken up for implementation of standards and certifications across all the service providers in Tourism subsectors:

<b>A.</b>	The three Acts and Rules regulating the Tourism sector need updating/amendments. With the shift of responsibilities of DTS to provinces, a committee must be formed at federal level for deliberating on these Acts and Rules to finalize the required amendments in these laws and rules, keeping in view the ground situation of travel and tour operation, tour guiding, hotels and restaurants operations across Pakistan.
<b>B.</b>	NTCB/PTDC may introduce quality of service marks for encouraging healthy competition among the services providers. The mark will also give comfort to the visitor about the standard and quality of services available. An annual national award of excellence be introduced as well.
<b>C.</b>	After devolution, the role of Department of Tourist Services (DTS) has been transferred to provinces. It is important that provincial DTS should be strengthened by providing qualified human and infrastructural resources. It is imperative to build the capacity of DTS staff to enable them to perform their duties in an effective manner. DTS should be given responsibility, along with full implementation authority to enforce these laws, regulations and guidelines. Proper monitoring and follow up mechanism should be developed for ensuring the enforcement of these standards. Third party may assist DTS in certification and monitoring processes.
<b>D.</b>	There is also a need to establish close coordination amongst all provincial Departments of Tourist Services to bring uniformity and to ensure that all the laws and rules are based on quality standards and synchronized to meet one standard criteria for the whole country. For this purpose, a national coordination committee having the representation of heads of all the Departments of Tourist Services should be established at the federal level.

<b>E.</b>	NTCB/PTDC and Provincial Tourism Departments/DTSs should appoint Qualified Approved Certification Organizations (QACOs) to launch certification/accreditation program for hospitality and tourism sector. QACOs will inspect and certify the quality and quantity of all equipment and also recommend if any extra equipment is required. QACOs also scrutinize the bio data and certificates of tour guides/staff of Tour Operators. The third-party expertise will facilitate in maintaining uniform standards and minimizing burden on human resource of DTSs who could focus more on regulatory and monitoring functions. The service providers should be issued certificates once they are evaluated as per minimum standards and guidelines.
<b>F.</b>	It should be mandatory for the hospitality and tourism service providers to display their certificates at prominent positions at their reception desks and their websites to inform the tourists about the quality of services. This will also discourage and limit activities of unregistered tourism service providers.
<b>G.</b>	Some innovative measures should also be considered for motivating hotels to improve their service quality by using eco-friendly technologies in hotel operations. One possible option for this could be in the form of support to hotels for subsidizing the initial cost for adoption of solar for water heating in mountain areas, adopt waste management and wastewater treatment, reduction in use of electricity by using energy saving appliances and lights etc.
<b>H.</b>	A special category of tourist guides also be created who have proficiency in languages other than English. For example, for Buddhist tourist guides, knowing Korean, Japanese and Chinese languages will be very helpful.
<b>I</b>	Strict mechanism be devised, and penalties prescribed for registered/licensed service providers in case of failing to meet of minimum standards. Similar mechanisms should be devised for non-registered tourism service providers to discourage their operations.



A dense forest scene featuring tall, dark evergreen trees. In the foreground, a large tree trunk is visible, showing its rough bark and several small, horizontal growths or roots extending from it. The background is filled with more trees and misty, green-covered mountains, creating a sense of depth and tranquility.

## 8. Annexe



# 8. Annexure

## Certification Committee

The committee comprising of the following members be constituted for formulating recommendations for issuance of certification/licenses.

One official from NTCB/PTDC or Provincial Tourism Department as the case may be.	Convener
One Expert from Federal/Provincial Tourism department/ Authority as the case may be	Member
Head of Department of Tourist Services of respective province	Member
Three Experts of travel, tourism and hospitality nominated by PATO, TAAP, PHA etc.	Member
One member from Qualified Approved Certification Organisation	Member

Note: For Adventure Tour Operation one expert from Adventure Foundation/Alpine Club Pakistan be included in addition to the above members of the committee.

### Certification Committee constituted shall be responsible to:

- a. Consider the recommendations of the Qualified Approved Certification Organisations (QACOs).
- b. Regulate operations, conduct surprise inspections and ascertain that the rules and guidelines/SOPs are being implemented.
- c. Guide Department of Tourist Services in implementation of an effective regulatory and monitoring mechanism.
- d. Formulate and recommend penalties for non-performing certified/licensed accommodation facilities/service providers as well as non-licensed accommodation facilities/non-licensed service providers.
- e. Formulate reward system on annual basis for licensed accommodation facilities /services providers to encourage healthy competition amongst them.
- f. Devise incentive package for registered accommodation facilities/service providers to encourage and promote their certification/registration.
- g. To ensure that Hotels, Restaurants, Tour Operators (TOs), Adventure Tour Operators (ATOs), Travel Agents (TAs), Tour Guides (TGs), Adventure Tour Guides (ATGs) follow the standards and safety guidelines in letter and spirit.
- h. To stop working by unauthorized travel/tour operators, law be framed for strict control of such activities.
- i. DTS/PTDC jointly be given task for implementation and monitoring NMS.
- j. Any other function assigned by the NTCB/Provincial Tourism Departments from time to time.

## **General Eligibility Criteria for Qualified Approved Certification Organisations (QACOs)**

Following are the indicative eligibility parameters for QACOs (Third-party Certification partners)

- a. At least 05 years of operational experience in quality certification, in Pakistan or abroad
- b. Third-Party Assessment Experience of relevant industry i.e. accommodation, F&B services, travel and tourism-services etc.
- c. Sufficient number of Qualified Assessors/Auditors in the staff
- d. International experience of relevant scope of work
- e. International clients of relevant Industry
- f. International and National Accreditations
- g. National/Local Clients in the relevant industry



# Lists of Organizations Participated in Stakeholder Consultations

- Pakistan Tourism Development Corporation (PTDC)
- Tourism Development Corporation of Punjab (TDCP)
- Sindh Tourism Development Corporation (STDC)
- Culture & Tourism Authority Khyber Pakhtunkhwa
- Directorate of Tourism, Balochistan
- Tourism and Archaeology Department, Azad & Jammu Kashmir
- Tourism & Culture Department, Gilgit-Baltistan
- Ministry of Inter Provincial Coordination
- Department of Tourist Services (DTS) Islamabad
- Department of Tourist Services (DTS) Punjab
- Department of Tourist Services (DTS) Sindh
- Department of Tourist Services (DTS) Khyber Pakhtunkhwa
- Pakistan Association of Travel Operators (PATO)
- Travel Agents Association of Pakistan (TAAP)
- Pakistan Hotels Association (PHA)
- All Pakistan Restaurants Association (APRA)
- Gilgit Baltistan Association of Tour Operators (GBATO)
- Gilgit Baltistan Adventure Tour Operators Association (GBATOA)
- Travel Agents Association KPK (TAAK)
- Association for Tour & Travel Agents Punjab (ATTAP)
- Sustainable Tourism Foundation Pakistan (STFP)
- Alpine Club of Pakistan (ACP)
- Adventure Foundation of Pakistan (AFP)
- Pakistan Standard & Quality Control Authority (PSQCA)
- Pakistan Youth Hostels Association (PYHA)
- National Tourism Pakistan (NTP)
- SDG Academy
- Centre of Excellence for Hospitality and Tourism Standards (CEHTS)
- Collage of Tourism and Hotel Management (COTHM)
- Hashoo School of Hospitality Management (HSHM)
- Arayana Hospitality Group (AHC)
- Tourism Standing Committee of FPCCI







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