

hotel villa

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وزارة السياحة
Ministry of Tourism





A hotel villa is an establishment providing lodging, meals, and other services. The accommodation unit is a villa, consisting of an entrance area, kitchen, living/dining area, at least one bedroom with an en-suite bathroom, and an outside area (terrace, patio, garden). The whole compound with villas is surrounded by a wall and has the main entrance, lobby/reception area, food and beverage outlets, and other facilities. Besides offering hotel services and amenities, hotel villas ensure a higher level of privacy for the guests. In order to get classified as a hotel villa, at least 51% of accommodation units have to be villas.

Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.

Accommodation unit types:

- Villas
- Apartments



M: Mandatory requirement. All mandatory requirements have to be met by the property.

After meeting all mandatory requirements for the category, the property has to achieve a certain number of additional points to achieve the designated rating.

In cases when a certain requirement does not apply to the property, points for the requirement are excluded from maximum points for the type of accommodation, but the minimum share of points to be achieved remains the same.

1	Maximum points for type of accommodation: 1261	****	*****	***** Superior
2	Mandatory points	583	742	955
3	Additional points to be achieved for category	53	79	120
4	Minimum points for category	636	821	1075
5	Minimum share of maximum points for category	50%	65%	85%



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
I.	General Requirements						
1	For new properties: All necessary licenses and certificates that have to be obtained before the Ministry of Tourism evaluation are available and valid For already operating properties: All necessary licenses and certificates are available and valid (including license and classification from the Ministry of Tourism)	2	2	M	M	M	The originals of all licenses and certificates are stored in the back office or GM's office and available for inspection on request.
2	Official signboard with accommodation type and grade	2	2	M	M	M	The classification signboard containing the accommodation type and grade, the name of the issuer (the Ministry of Tourism) as well as a QR code with relevant information is placed in a prominent place outside the main entrance either on the left or right side. Only applicable for properties undergoing a renewal of license and classification certificate.
3	Price list is available in Arabic and English	2	2	M	M	M	The price list is available at the reception and online (hotel villa's website), containing valid prices (rack rates) per guest or room; tax or other applying charges must be included or separately listed.



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4	Hotel Villa provides traditional Saudi experiences, specific to the region where it is situated	5				M	Experiences convey Saudi traditions (e.g., attire, food, scent, events, music, etc.).
	Architecture and Exterior Design						
5	The hotel villa name is clearly visible on the building exterior, in Arabic and English	2	2	M	M	M	The sign with the hotel villa’s name should be placed in a prominent place on the building exterior (could be a wall surrounding the compound) and should be readable at night.
6	The exterior of the property is well maintained in a sound and clean condition	2	2	M	M	M	Clean building front, without any visible damages, well maintained and does not pose a health and safety hazard to the public or employees. Maintenance and cleaning records are to be kept.
7	The hotel villa compound entrance is clear and easily recognizable as a hotel villa compound entrance	2	2	M	M	M	The hotel villa compound has a separate, clearly marked, and visible entrance.
8	Appropriate illumination of the entrance area	2	2	M	M	M	External lighting of good quality ensuring the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum of 150 lux at their exterior.
9	If the main entrance to the hotel villa compound is not accessible, it should have directional signage to the next accessible one	2	2	M	M	M	
10	Garden lights powered with solar energy	2	2				



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
Cleanliness and Hygiene							
11	High cleanliness and hygiene levels	10	10	M	M	M	All public areas are cleaned regularly. Cleaning records to be kept.
Conservation Status							
12	All facilities are in perfect condition and well maintained	10	10	M	M	M	Interior fixtures are well maintained and are in a clean condition.
Staff							
13	All staff are wearing the uniform or the traditional Saudi attire for Saudi nationals, as well as their name tags	10	10	M	M	M	Staff can be identified through their name tags and positions in English and Arabic.
Parking/Loading Facilities							
14	A separate parking area for each villa	5	5	M	M	M	
15	Parking area for visitors	5	3	M			
16	Parking lot for visitors for each villa		5		M	M	
17	There must be at least one parking space per accessible unit, which is marked as such	1	1	M	M	M	
18	Accessible parking should be designed according to standards, specifications, and measurements	2	2	M	M	M	1- The parking is at least 350 cm wide and 500 cm long. 2- The parking floor must be suitable and facilitate movement (no pebbles or obstacles).
19	Hotel garage for cars	5	5		-	-	The hotel garage can be situated in a nearby building. In that case, it is necessary to have valet service and a contract with the garage provider. Indoor car parks must have at least one accessible entrance on each floor or provide elevator access to the entrance for people with special needs.



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20	Charging station for electric cars	3	3			M	Such as electric cars, motorcycles, etc.
	Elevator						
21	At least 1 elevator in establishments that are higher than 2 floors (G+1)	10	10	M	M	M	All elevators must meet the requirements of the relevant government entity. The number of elevators is based on a traffic study that shows the following data: handling capacity, average round trip time, average waiting times, max waiting time, longest waiting times, average transit time, the average time to destination, single floor flight time. This requirement applies to the main building, not to each villa.
22	Elevators must allow access for disabled persons and should be designed according to standards, specifications, and measurements	2	2	M	M	M	1- The dimensions of the elevator must not be less than 110 cm x 140 cm 2- The doors, when opened, must be different in color from the inside of the elevator, or there must be a light and sound alert feature in conjunction with the door opening. 3- Printed signs must also be in Braille 4- If there are more than two floors, direction signs must be provided (audio recording). 5- Visual signs indicating direction and villa number. Should all rooms and public facilities for individuals with special needs are on the ground floor, this criterion is optional.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
23	Signs clearly marking floors, rooms, and public areas are posted in the elevator and the front of the elevator (if applicable)	2	2	M	M	M	All signs are in Arabic and English. The hotel villa facilities (restaurant, reception, spa,...) are indicated in the elevator.
Ramps							
24	Ramps should be designed according to standards, specifications, and measurements	2	2	M	M	M	1- The width of the usable walking path shall not be less than 120 cm 2- A mark must be placed on both sides of the ramp to show the difference in levels (to prevent the risk of tripping). 3- The maximum inclination of the slopes is 6 degrees.
Corridors and Stairwells							
25	Motion sensors used for corridors and stairwell lighting	2	2				In case the motion sensors are being used, there should be at least 25% of the lighting points left on permanently for safety reasons.
26	Corridors according to Saudi Building Code	2	2	M	M	M	
27	The corridor and stairwell floor covered with resilient materials	2	2	M	M	M	The corridor floor is covered with resilient materials (strong and not easily damaged), easy to maintain, and materials that absorb or do not make noise (e.g. carpets, wood, parquet, floor tiles, marble etc.).
28	At least one handrail on one side of the stairwell	2	2	M	M	M	
29	Consistent signage indicating general directions and villa numbers	2	2	M	M	M	Indicative signs are hung in visible places and show directions and guide guests towards the locations of units and public facilities.
Building logistics							



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
30	Service elevator	5	5	M	M	M	Elevator for the staff (mandatory for buildings with more than two floors), except for villas.
31	Supplier entrance	5	5				Mandatory in buildings containing more than 20 units. If the Hotel Villa are within common premises area and contain a shared warehouse for more than one hospitality facility, only one resource entrance is permitted for all common premises.
32	Separate staff entrance	5	5				It may be an entry for suppliers, but it is not the main entry. If the Hotel Villa is within a co-premises area that contains a shared warehouse for more than one facility, only one resource entrance is permitted for all co-premises.
33	Housekeeping storage room	5	5	M	M	M	At least one separate housekeeping storage room per 10 units (storage for cleaning material, bed linen).
34	In-house laundry service	10	10			M	A central laundry providing laundry services for hotel villa guests
II.	Reception and Services						
	Reception						
35	Automated software to register guest data which has to be integrated with the Ministry reporting system	2	2	M	M	M	
36	Use of automatic double doors or revolving doors	2	2	M	M	M	If the doorman operates the doors and welcomes guests, this criterion is optional.
37	Non-automated doors should have some kind of a closure delay mechanism	1	1	M	M	M	A mechanical device that closes the door slowly and tightly to ensure it is completely closed.



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38	Complete first aid kit and defibrillator following Red Crescent requirements	2	2	M	M	M	A defibrillator is not mandatory for accommodation facilities of 50 units and less. or hospitality facilities with a capacity of 100 people or less.
39	Natural plants and flowers for decoration	2	2	M	M	M	
40	Electric sockets in the reception area	2	2	M	M	M	Additional free electric sockets in the reception area, preferably near the seats, are available for guests to use.
41	Designated reception area for check-in and check-out (a desk or counter)	8	2	M			A desk or counter with multiple working stations.
42	Designated and separated reception area offering full guest privacy		4	-	M	M	A desk or counter with one working station, at least two meters distance from another desk or counter.
43	Private check-in and check-out service in the villa		8	-		M	A distinctive service that allows guests to log in and out from inside the villa.
44	Lobby/reception area with seating and beverage service	5	5	M	M	M	Lobby area with drinks available 7 days a week.
45	A place in the lobby where complimentary Saudi coffee and dates, as well as refreshments drinks, are offered	2	2	M	M	M	
46	Air conditioning is set at the ambient temperature of 20°C-24°C	2	2	M	M	M	In all public spaces (lobby, restaurant, corridors,...). Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
47	Main signboards in public areas are in Arabic and English	2	2	M	M	M	Sign-boards for reception, restaurant, spa, conference room, etc.
48	Reception desk operating 24 hours.	6	6	M	M	M	Staffed reception service for 24 hours.



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49	Self-check-in	3	3				The system allows guests to check in digitally, for example from their mobile phones.
50	Self-check-out	3	3				The system allows guests to check out digitally, for example from their mobile phones.
51	At least one bilingual employee (Arabic, English) in every shift	4	2	M	M	M	
52	At least one multilingual employee (Arabic, English and at least one other foreign language) in every shift		4		-	-	
53	Photocopying- and scanning-service available for guest use	2	2	M	M	M	
54	Valet parking service featured on the website.	10	10				
55	Clearly defined and documented protocols for VIPs and celebrity handling	15	15		M	M	Including advanced safety & security procedures. Optional upon the first inspection.
56	The hotel villa is offering an outstanding level of service quality with a documented guest relation system, and guest files with the habits/preferences of the guests	15	15			M	Service is customized based on the guests' previous visits.
57	The hotel villa is providing individual and private high-level luxury travel and shuttle service opportunities for their guests to guarantee smooth and comfortable arrival- and departure procedures. Could be private Jet service, Heli transportation, Waterplane, Speedboat or Limousine Shuttle, or upcoming systems like Volocopters and sonic tubes	15	15			M	
58	The hotel villa is offering 24/7 professional personal butler service on demand for guests. Minimum one male and one female butler trained and certified by accredited international institutes	15	15			M	Can be internally trained and certified by a global hotel chain.
59	Shaded loading and unloading zone	5	5	M	M	M	



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60	Concierge	15	15		-	M	A trained employee responsible for providing special services to guests such as booking restaurants, and coordinating trips and events.
61	Luggage service on request	15	2	M			
62	Hotel bellboys		15		M	M	An employee assigned the task to welcome and help guests with their luggage while checking in or out.
63	Secured luggage storage for arriving and departing guests	5	5	M	M	M	A dedicated space for storing luggage should be equipped with shelves and baggage identification cards.
64	A systematic approach to guest complaints	2	2	M	M	M	The hotel has a policy in place regarding receiving, documenting, and resolving complaints, feedback, and rating received through the hotel system, in person, on booking platforms, or social media. Evidence of this is available (only in the already operating properties). This criterion is optional upon the first inspection.
65	At least one piece of artwork made by Saudi artist	5	5		M	M	
66	Accessibility - Counter/Reception	2	2				1- A part of the counter is exposed from the bottom so that the guest in a wheelchair can use the counter surface 2- A seat must be available.
	Room cleaning/Change of Linen						



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67	Villas cleaned before guest check-in	1	1	M	M	M	Rooms should be completely cleaned and ready before guest checks in.
68	Villas cleaned daily	1	1	M	M	M	
69	Towels changed daily	2	2	M	M	M	Change is made daily unless requested otherwise by the guest.
70	Bed linen changed for every new guest	1	1	M	M	M	Change is made daily unless requested otherwise by the guest.
71	Bed linen changed daily	3	3	M	M	M	
72	Guest cards indicating the frequency with which guests want their room and bath linen to be changed. Cards on environment preservation are also provided to guests.	3	3	M	M	M	Cards with housekeeping policy and its environmental impacts/savings are clearly communicated to guests.
Laundry/Ironing Service							
73	Dry cleaning service (received before 9.00 AM and returned within 24 hours)	3	1	M			There is no need to have the dry cleaning service in-house, it can be outsourced. However, the service has to be provided in the defined times.
74	Dry cleaning service (received before 9.00 AM and returned within 9 hours)		3		M	M	There is no need to have the dry cleaning service in-house, it can be outsourced. However, the service has to be provided in the defined times.
75	Ironing service (returned within 1 hour)	2	2		M	M	
76	Laundry and ironing service (received before 9.00 AM and returned on the same day or overnight service, excluding weekends)	4	3	M			
77	Laundry and ironing service (received before 9.00 AM and returned within 9 hours)		4		M	M	
78	Laundry and ironing express service	5	5			M	Clean laundry is returned within 3 hours.



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	Method of Payment						
79	Cashless payment	1	1	M	M	M	Credit cards and MADA cards approved SAMA are accepted.
	Other services						
80	Umbrella (rain or sun protection) at the reception or in the villa	1	1		M	M	
81	Daily newspapers available (digital)	2	2	M	M	M	
82	Sewing service on request	2	2		M	M	Requests can only include minor alterations and button replacement.
83	Shoeshine service on request	2	2	M	M	M	
84	Shuttle service or limousine service on request	2	2		M	M	A counter must be available in the lobby if the service provider is a third party.
85	Guests are escorted to their villas upon check-in	2	2			M	
86	Turndown service	10	10		M	M	Turndown service in the evening as additional room control (preparing the room for the night, curtains are closed, slippers are placed by the bed, beddings are loosened, etc.).
87	Wake-up service	1	1	M	M	M	Automated telephone wake-up call for 3 and 4-star hotels and personal telephone wake-up call including a reminder for 5 and 5 superior-star hotels.
	Restrooms						
88	Restroom for each gender in public areas (at or near lobby)	2	2	M	M	M	Restroom segregated by gender should be provided along with ones fitted for individuals with special needs.



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89	Accessible restrooms for disabled people (at or near lobby)	2	2	M	M	M	<p>1- All toilets designated for individuals with special needs can be accessed through corridors equipped for them.</p> <p>2- The bathroom door must open to the outside.</p> <p>3- The width of the door must be at least 90 cm.</p> <p>4- There must be a call button or an emergency pull cable, provided that there is a person responsible for monitoring the help request signal and responding to it.</p> <p>5- There must be handles on the left and right sides of the toilet, i.e. on the side where access to the toilet is possible, and the grab handle must be foldable.</p> <p>6- The flushing device in the toilet must be accessible or, at best, automatic.</p> <p>7- The bidet should be placed on the side wall so that its height does not exceed 20 cm from the front of the toilet.</p>
90	A hand hose beside each toilet	2	2	M	M	M	
91	Wastebasket with foot pedal	2	2	M	M	M	
92	Covered toilet paper and hand tissues for protection from pollution	2	2	M	M	M	
93	Automatic flush systems, soap containers, and toilet flush button	2	2	M	M	M	Automatic flushing systems are used to flush toilet water after use.
94	Energy saving lights, distributed appropriately	2	2	M	M	M	Maintained illumination level 200 lux on average.
95	No water leakage and no rust on fittings or connections	2	2	M	M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
96	Efficient water-saving fittings are installed on every tap and water hose	2	2	M	M	M	
97	Motion sensor lights in restrooms	2	2	M	M	M	A motion sensor is a device that detects moving objects and adjusts the lighting when needed.
98	Save water posters	2	2	M	M	M	
III.	Accommodation Units						
	Bedroom size						
99	Hotel Villa size $\geq 80 \text{ m}^2$	20	10	M			Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.
100	Hotel Villa size $\geq 100 \text{ m}^2$		15		M		Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.
101	Hotel Villa size $\geq 120 \text{ m}^2$		20			M	Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
102	Master bedroom size in villas (incl. bathroom / WC) $\geq 20 \text{ m}^2$	20	10	M			Room sizes are measured in square meters (m^2) and includes bathroom, but exclude outside areas such as balconies and patios. In up to 20% of the total number of accommodation units in the property, bedrooms may have a maximum 10% deviation from the default sizes.
103	Master bedroom size in villas (incl. bathroom / WC) $\geq 27 \text{ m}^2$		15		M		Room sizes are measured in square meters (m^2) and includes bathroom, but exclude outside areas such as balconies and patios. In up to 20% of the total number of accommodation units in the property, bedrooms may have a maximum 10% deviation from the default sizes.
104	Master bedroom size in villas (incl. bathroom / WC) $\geq 35 \text{ m}^2$		20			M	Room sizes are measured in square meters (m^2) and includes bathroom, but exclude outside areas such as balconies and patios. In up to 20% of the total number of accommodation units in the property, bedrooms may have a maximum 10% deviation from the default sizes.
105	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom and 1 bathroom) size $\geq 42 \text{ m}^2$	20	10	M			Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.
106	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 48 \text{ m}^2$		15		M		Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.
107	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 100 \text{ m}^2$		20			M	Up to 20% of the total number of accommodation units in the property, may have a maximum 10% deviation from the default accommodation unit sizes.



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108	A minimum of one percent of all units (with a minimum of one) is suitable for disabled persons	10	10	M	M	M	An accessible villa has at least one accessible bedroom. If a villa has more bedrooms not all of them have to be accessible.
109	The narrowest passage width of the room, between fixed furniture and the interior (for example, furnishings and relevant paths) must not be less than 90 cm	1	1	M	M	M	Limited only to the designated accessible units.
110	Areas of movement in front of essential fixed furniture (e.g. wardrobe) are at least 150 cm x 150 cm in size	1	1	M	M	M	Limited only to the designated accessible units.
111	Light switches should not be higher than 100 cm	1	1	M	M	M	Limited only to the designated accessible units.
112	Telephones should be reachable from one of the bedsides while laying	1	1	M	M	M	Limited only to the designated accessible units.
113	Wake up calls should be supported by alarm clock with optical signal and vibration	1	1	M	M	M	Limited only to the designated accessible units.
114	An accessible path of travel to the accessible room(s) should be designed according to standards, specifications, and measurements	2	2	M	M	M	The path leading to entry must be sufficiently illuminated (100 lux).
115	80% of the units are non-smoking units	3	3	M	M	M	
116	A door locking system is available for each villa	2	2	M	M	M	
117	Personalized greeting of each guest with flowers or present in the room	6	6		-	-	Welcoming cards
Sleeping Comfort							



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
118	Bed system consists of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm	15	5	M			
119	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm		10		M		
120	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 30 cm		15			M	
121	Adjustable, ergonomic bed system on request	5	5				
122	Single beds of at least 1.00 m x 2.00 m and double beds of at least 1.80 m x 2.00 m	25	15	M	M		
123	Single beds of at least 1.40 m x 2.00 m and double beds of at least 2.00 m x 2.00 m		25			M	
124	10% of beds with a length of at least 2.10 m	5	5				
125	All beds have access from both sides	2	2	M	M	M	
126	Baby cots on request	3	3		M	M	Cots (baby beds) are available on request in good, clean condition. Cots are stored hygienically.
127	Mattress protection	5	5	M	M	M	The mattresses must be protected, they could be encased mattresses/mattress protection.
128	Mattresses have to be flipped every three months, subject to room occupancy	5	5	M	M	M	For the rooms with high occupancy (over 50%) mattresses have to be flipped every three months. For the rooms with low occupancy, this period can be longer but has to be supported by housekeeping records and documentation.



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129	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress	10	10	M	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
130	Annual deep cleaning of mattresses	10	10			M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
131	One clean top and one clean bottom sheet	2	2	M	M	M	2 covers at least for each bed.
132	At least one clean blanket or one clean duvet with cover per bed	2	2	M	M	M	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
133	Hypoallergenic bed linen and bed inlets on request	5	5			M	Proof must be enclosed with the classification application.
134	Additional blanket on request	2	2	M	M	M	
135	Two clean pillows per guest with a clean pillowcase and a pillow protector	3	3	M	M	M	A pillow protector must be used to prevent it from getting dirty.
136	Pillows deep cleaned or replaced with newly purchased on an annual basis	8	8	M	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
137	Additional and new pillows	2	1	M	M	M	Hygienically covered to prevent dust and dirt from gathering.
138	Additional pillow available in the room		2				
139	Pillow menu (printed or digital version with a choice of minimum 6 different types)	2	2		M	M	



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140	Possibility to completely darken the room	5	5	M	M	M	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows allowing for a complete 'black out' of the room.
141	Daylight curtains or equivalent privacy screen	3	3				Blinds or shutters are provided on all windows.
142	Washable bed mat	3	3				Bed mat
	Room Furnishing						
143	Prayer rug	5	5	M	M	M	
144	Holy Quran available on request	5	5	M	M	M	
145	Qiblah's direction is posted on the ceiling	5	5	M	M	M	Each room must have a Qiblah indicator placed on the ceiling on the visible spot.
146	Two clean pillows per guest, along with a cover and a protector.	1	1	M	M	M	Fitting to the size and number of beds in a bedroom.
147	Drawers/Shelves	1	1	M	M	M	Built-in drawers, chest of drawers, or shelf space is provided. A minimum of two drawers or two shelves per bed in the room, suitable for the number of persons occupying the hotel room.
148	An appropriate number of uniform hangers min. 3 types	3	3	M	M	M	Minimum 10 hangers consisting of wooden coat hangers, padded hangers, and wooden trouser clips.
149	1 comfortable seat (upholstered armchair/couch) with side table/shelf	4	4	M	M	M	



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150	Table/desk/table top with a chair	5	2	M			
151	Table, desk, or writing top with a free work surface of at least 0.5 m² and appropriate desk lamp/lighting with a chair		5		M	M	Maintained illumination level 450 lux for the desktop
152	Bedside table or a table with a storage possibility at the bed	2	2	M	M	M	The bedside table or a storage possibility (e.g. drawers) is provided for each guest (or one between two beds). The bedside table should match the size of the room and be in good condition.
153	Two dual (two-pronged) additional sockets next to the desk and two next to the bed (one on each side) for use of electrical/electronic equipment	2	2	M	M	M	
154	USB socket and international adapters in the room at the desktop, or next to the bed, or USB and international adapters on request at the reception	5	5	M	M		
155	USB socket and international adapters in the room, at the desktop, or next to the bed		5			M	
156	Central switch for room lighting electricity next to the door	3	3				
157	Central room lighting switch that can be operated from the bed	2	2	M	M	M	
158	Nightlight	1	1				
159	Appropriate room lighting	1	1	M	M	M	Maintained illumination level 100 lux for general guestroom lighting.
160	Reading light at the bed	2	2	M	M	M	Maintained illumination level 250 lux for headboard reading.
161	Full length dressing mirror	1	1	M	M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
162	Adequate place or rack to put the luggage/suitcase	1	1	M	M	M	A luggage rack or designated space for at least one suitcase.
163	Wastepaper basket	1	1	M	M	M	Washable and made of non-flammable material.
	Kitchen furnishing						
164	Kitchenette	5	2	M			Applicable for apartments.
165	Full kitchen		5		M	M	
166	Sink with hot/cold water	2	2	M	M	M	There should be continuous supply of hot and cold water with sufficient water pressure.
167	Two burners or two electric hotplates (mobile ones or integrated)	2	2	M	M	M	
168	Refrigerator	5	2	M			
169	Refrigerator with freezer compartment		5		M	M	
170	Toaster	2	2	M	M	M	
171	Electric and microwave oven	2	2	M	M	M	
172	Dishwasher	2	2	M	M	M	
173	Coffee/tea maker with accessories	4	4	M	M	M	Such as sugar, etc. that are replenished daily.
174	Coffee machine for fresh coffee	4	4		M	M	Coffee machines using coffee capsules (type of preportioned single-use container) or similar devices.
175	Matching dishes and cutlery with a sufficient number of guests (according to the number of beds)	1	1	M	M	M	
176	Sufficient glassware for the number of guests (note made of plastic or paper).	1	1	M	M	M	
177	Sufficient equipment for food preparation (knives, chopping boards, pots and pans)	1	1	M	M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
178	Additional equipment e.g., corkscrew, bottle opener, scissors, matches, or lighter	1	1	M	M	M	
179	Tea and kitchen towels, basic supply of cleaning materials	1	1	M	M	M	
180	The kitchen in an accessible unit should be designed according to the standards, specifications, and measurements in the Accessibility Annex	5	5	M	M	M	1- The open area in front of the kitchen unit (stove, sink) should not be less than 120 x 120 cm. 2- Standard dimensions are 82 cm in height and a legroom height of 67 cm 3- The height of the cooking surface should be about 80 cm.
	Living/dining room furnishing						
181	Dining table with chairs or suitable seating for the capacity of the unit	2	2	M	M	M	The number of chairs at the dining table can not be less than the number of beds in the unit. If there are four beds in the unit, there has to be at least four chairs at the dining table.
182	Comfortable chairs such as armchairs, sofa or similar with side table	2	2	M	M	M	The number of comfortable chairs can not be less than the number of beds in the unit. If there are four beds in the unit, there has to be at least four comfortable chairs in the living/dining room.
	Safe/Depot Facilities						
183	Safety deposit box/facility at the reception	1	1	M	M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
184	In room safety deposit box	10	8	M	M		A safety deposit box with instructions in Arabic and English is available in all guest rooms.
185	Safe with integrated power socket in the room		10			M	
186	Central safety box for luxurious items	5	5		M	M	
Noise Protection/Air Conditioning							
187	Appropriate soundproofing of windows & walls	8	8	M	M	M	Windows are double glazed, weatherproof and soundproof, preventing noise from neighboring rooms or from the outside.
188	Sound-absorbing doors/double doors	8	8				
189	Units with individually adjustable air conditioning	10	10	M	M	M	In an occupied guest room, the temperature should be between 20°C and 22°C; in an unoccupied guest room, the temperature should be between 26°C and 27°C. Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
Consumer Electronics							
190	Radio programs	1	1	M	M	M	Radio programs can be received via radio, but also via the television set or a central house system.
191	Audio/multimedia player	2	2	M	M	M	Radio programs can be received via radio, but also via the television set or a central house system.
192	Permanently installed electronic medium in the bathroom	5	5		-	M	Could be a radio, TV, or sound system



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
193	SMART TV in living/dining room in size appropriate for the room, with remote control	6	6	M	M	M	The TV screen must be large enough to watch TV from the bed and the seating area of the room or suite, not smaller than 40 inches on a diagonal.
194	Additional TV's in bedrooms in size appropriate for room	2	2		M	M	The TV screen must be large enough to watch TV from the bed and not smaller than 40 inches.
195	Satellite/DVBT or cable reception	2	2	M	M	M	Saudi, regional and international channels.
196	The list of available TV and radio channels has to be centrally controlled by the hotel villa management	2	2	M	M	M	There should be no content available that is not in line with the culture and customs in the Kingdom of Saudi Arabia. The aim of having the centrally controlled list of channels is to secure the alignment with this requirement. This requirement applies to all TV sets in the villa.
197	Chargers/adapters on request	2	2	M	M	M	For various electrical devices such as mobile phones.
	Telecommunications						
198	Device for internal and external communication (telephone) in the room with a bilingual instruction manual (printed or digital)	8	8	M	M	M	
199	Free Internet access in the public area (e.g., Wi-Fi)	2	2	M	M	M	Wi-Fi Internet is available throughout the compound, and also in all outdoor areas used by guests.
200	Free Internet access in the villa (e.g., Wi-Fi)	8	8	M	M	M	
201	Private and secure printing option on demand	5	5	M	M	M	Can be provided in the business center.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
202	Smart communication device in the villa on request (for example smartphone, tablet, mobile modem with laptop)	3	1		M	M	
203	Smart communication device in the villa (for example smartphone, tablet, mobile modem with laptop)		3				
	Further requirements						
204	An emergency evacuation plan and emergency contact numbers are displayed inside the unit in both Arabic and English.	2	2	M	M	M	On the back of the unit door.
205	Hotel villa information can be accessed via search engines such as Google and others	1	1	M	M	M	Information includes address, map location, and contact details including telephone number and e-mail).
206	Bilingual guest services directory in the room (The guest service directory must be attached to the classification request)	3	2	M	M	M	Guest services directory available in all villas, in print or displayed on the screen, in Arabic and English including: a) Welcome message b) List of services and facilities (with internal telephone extension number) available in the hotel villa as well as the prices and availability of these services and facilities. c) Local city and region information with telephone numbers or websites where further information can be obtained.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
207	Multilingual guest services directory in the room (The guest service directory must be attached to the classification request)	3	3				Guest services directory available in all villas, in print or displayed on the screen, in Arabic and English including: a) Welcome message b) List of services and facilities (with internal telephone extension number) available in the hotel villa as well as the prices and availability of these services and facilities. c) Local city and region information with telephone numbers or websites where further information can be obtained.
208	Informative material on local museums, tourist sites, and attractions in public areas and/or rooms	1	1	M	M	M	Printed or digital.
209	Daily newspapers available in the villa (digital)	2	2				
210	Writing utensil and notepad	1	1	M	M	M	
211	A correspondence folder containing papers, envelopes, and a pen	3	3		M	M	
212	Trousers press	2	2				
213	Laundry bag	1	1	M	M	M	
214	Iron and ironing board in the villa	4	4	M	M	M	
215	Shoe polishing machine in public areas	3	3	M	M	M	
216	Spyhole, optical one or camera, in the entrance door of every villa	1	1	M	M	M	
217	Additional locking device on villa door	1	1	M	M	M	
218	Washer and dryer in the villa	4	4		M	M	
219	Air purification system	4	4				



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
	Bathroom comfort						
220	Bathroom area $\geq 5 \text{ m}^2$	15	10	M	M		
221	Bathroom area $\geq 7 \text{ m}^2$		15			M	
222	All bedrooms in villas have ensuite bathrooms with toilet and shower cabin	15	10	M			It does not apply to apartments. All heaters must be hidden, the water pressure shall be adequate, and the toilet shall be western in design.
223	All bedrooms in villas have ensuite bathrooms with toilet, shower cabin and bathtub		15		M	M	It does not apply to apartments. All heaters must be hidden, the water pressure shall be adequate, and the toilet shall be western in design.
224	Additional separate toilet or bathroom next to the living/ dining area	5	5		M	M	
225	The shower area is separated by a wall or tempered glass	5	5	M	M	M	Curtains are not accepted.
226	Washbasins with continuous supply of hot and cold water with sufficient water pressure	1	1	M	M	M	The water heater must be hidden and water pressure should be adequate
227	A hand hose beside each toilet	1	1	M	M	M	The water heater must be hidden and water pressure should be adequate
228	Toilet with seat and lid	1	1	M	M	M	
229	2 toilet paper rolls available	1	1	M	M	M	
230	All bathrooms must be equipped with a ventilation system	1	1	M	M	M	
231	Double washbasins	5	5			M	The water heater must be hidden and water pressure should be adequate
232	Washable bath mat	1	1	M	M	M	A washable towel placed on the bathroom floor to reduce slips.
233	LED Lighting at the washbasin	2	2		M	M	Maintained illumination level 400 lux at 60 cm for mirror.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
234	Permanent anti-slip device or floor in shower and bathtub	3	3	M	M	M	Removable anti-slip devices are not accepted.
235	Mirror	5	1	M	M		
236	Mirror with anti-fog function (heated)		5			M	
237	Accessible, free socket near the mirror	1	1	M	M	M	
238	Cosmetic mirror	2	1	M	M		
239	Movable cosmetic mirror		2			M	
240	Illuminated cosmetic mirror	1	1			M	Used for shaving and such.
241	Towel ring/rack/hook	1	1	M	M	M	A sufficient number of rings/racks/hooks according to the number of towels defined in criteria 250.
242	Heating possibility in the bathroom	5	5	-	-	-	
243	Shelf space or storage area around the washbasin	3	3	M	M	M	Washbasins have a practical design with surrounding space for storage, hence is acceptable to have a generous shelf space incorporated with the washbasin.
244	Mug/glass that can be used to clean teeth	1	1	M	M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
245	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoe horn Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shoe polish Kit* Items with * are available on request	11	7	M			Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
246	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoe horn Sanitary bags Dental kit* Nail care kit * Mouth wash* Sewing kit* Shoe polish Kit* Items with * are available on request		9		M		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
247	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Sanitary bags Nail care kit Sewing kit Shoe polish Kit Dental kit* Mouth wash* Items with * are available on request		11			M	Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
248	Toiletries/body care products are in individual recyclable packages or in big dispensers	5	5		M	M	
249	Paper facial tissues	2	2	M	M	M	
250	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel	2	2	M	M	M	
251	Bathrobe	4	4	M	M	M	
252	Slippers	3	3	M	M	M	
253	Hair dryer	2	2	M	M	M	
254	WC brush	2	2	M	M	M	
255	Bathroom stool on request	3	3		M	M	



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
256	Bathroom scales	1	1		M	M	
257	Foot pedal litter bin	1	1	M	M	M	
258	Telephone in the bathroom	5	5	M	M	M	
259	TV in the bathroom (e.g. integrated into the mirror or next to the bathtub)	5	5				
260	The door should swing outward, the sliding doors are acceptable	1	1	M	M	M	Limited only to the designated accessible units. In the event that there is not enough space, the shower area shall not be less than 150 wide x 90 long.
261	The door must be at least 90 cm wide	1	1	M	M	M	Limited only to the designated accessible units.
262	An emergency call button or a pull cord is obligatory	1	1	M	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
263	Handles must be available to the left and right of the WC	1	1	M	M	M	On the side where the WC can be accessed, the grab handle should be foldable.
264	Flush should be reachable or in best case automatic	1	1	M	M	M	Limited only to the designated accessible units.
265	Ablution-hoses should be located on the side wall, no more than 20 cm back from the front of the toilet	1	1	M	M	M	Limited only to the designated accessible units.
266	The washbasin must be accessible at a height of 67 cm	1	1	M	M	M	Limited only to the designated accessible units.
267	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	1	1	M	M	M	Limited only to the designated accessible units.
268	The interior of a shower area should have a clear floor area of at least 150 cm in width and 150 cm in depth	1	1	M	M	M	Limited only to the designated accessible units. The minimum size of the shower area due to the potentially insufficient size of the bathroom is 150 cm x 90 cm.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
269	A shower seat or bathtub seat is available	1	1	M	M	M	Limited only to the designated accessible units.
IV.	Food & Beverage						
	Room service						
270	Complementary water in bottles (min. 330 ml) according to the number of beds	2	2	M	M	M	Replenished daily and marked as complimentary.
271	Room service available for 16 hours	4	2	M			Room Service is a hospitality facility in which food and drinks are prepared and served to the guests of the units.
272	Room service available for 24 hours		4		M	M	Room Service is a hospitality facility in which food and drinks are prepared and served to the guests of the units.
	Food and beverage outlets						
273	At least one full-service restaurant is open to guests for breakfast, lunch, and dinner, seven days a week, or a catering service is provided in a villa	5	5	M	-	-	In the event that there is no restaurant in the hospitality facility, a catering service (lunch, dinner, breakfast) is provided in the unit.
274	At least one full-service restaurant is open to guests for breakfast, lunch, and dinner, seven days a week, with kitchen facilities on the hotel villa compound	10	10		M	M	The villa within the hotel villa complex must be equipped to provide catering services.
275	Fine dining in the restaurant available or fine dining service in the villa	20	20			M	Serving high-quality, fresh, and unpreserved food (local and/or international cuisine, following the latest food trends). Serving a signature menu.
276	Diet menu/Hypoallergenic menu	2	2				



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
277	Regional menu	4	4				The menu should include popular or local foods that reflect the culture of the region.
278	Zero food waste strategy	10	10				Zero food waste strategy can be developed in cooperation with NGOs or internally, the strategy can be part of a larger sustainability program.
279	No single-use plastics policy	10	10				The hotel villa has a policy in place not to use single-use plastics such as single-use plastic water bottles, plastic straws, and single-use plastics for toiletries.
	Safety						
280	High chairs for children in restaurants have seat belts that are securely fastened preventing the child from falling out or the chair from falling over	4	4	M	M	M	
281	The kitchen is regularly inspected, outcomes documented, defects promptly repaired and the HACCP concept adopted All legal requirements regarding food hygiene and food safety are fulfilled	4	4	M	M	M	
V.	Event facilities						
	Banquet Facilities						
282	Banquet hall with a capacity of at least 50 guests	4	4				
	Conference Facilities						
283	Conference room(s) covering an area of 36 m ² - 100 m ² and a minimum height of 2.50m. with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables.	10	10				



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
284	Designated area for praying	5	5	M	M	M	
285	One group work/break room	4	2				
286	Two group work/break rooms		4				
287	Secretarial service (separate office and staffing)	3	3				
288	Conference support (own department, separate personnel)	5	5				
289	Translator's room	10	10				A room separated from the meeting room with glass, door, and walls, equipped with all necessary connections to audiovisual systems.
	Equipment/technology of the conference rooms						
290	Adjustable lighting	2	2				
291	Adjustable sound systems	2	2				
292	Wi-Fi	2	2				
293	Natural light (daylight) and blackout curtains	3	3				
294	Individually controllable central air conditioning for the conference rooms	3	3				Air conditioning is set at the ambient temperature of 20°C - 24°C.
295	Equipment should include assistive listening devices (e.g., induction loop)	1	1				Assistive listening devices such as headphones, etc.
VI.	Sports & Recreation						
	Sports						



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
296	One in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)	9	3				
297	Two in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		6				
298	Three in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		9				
299	Sports equipment rental (e.g. boat and bicycle rental)	2	2				
300	Fitness room with at least 4 different machines (e.g. ergometer, dumbbell and training bench, weight training machine, treadmill, rowing machine, stepper). The fitness room has a minimum size of 20 m ² , separated by gender or different working hours	4	4	-	M	M	
Wellness / Beauty							
301	Massages (treatment room, separated by gender). The treatment room(s) must have a minimum size of 10 m ²	6	6		M	M	
302	Separate lounge/relaxation room. The lounging room/relaxation room has a minimum size of 20 m ²	3	3				
303	Jacuzzi is separated by gender	3	3				
304	One gender-separated sauna area with minimally capacity of 6 seats	10	5				
305	Two gender-separated sauna areas with minimally capacity of 6 seats		10				



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
306	Beauty care services, at least 4 separate services (such as: facial care, manicure/perdicure, peeling, relaxing massage)	5	5			M	
307	Special section for various services that provides at least 4 services such as (bathtubs, hydromassage, hammam, steam baths)	5	5				Hammam is a body cleansing service, such as: the Moroccan bath, the Turkish bath, and others.
308	Room for signature treatments	10	10				Exclusive rooms for individual wellness experiences, which guests have only for themselves. They often have their own saunas or whirlpools; qualified staff (trained female and male therapists) performs signature treatments - such as sophisticated wellness ceremonies and bathing rituals there according to the guests' wishes.
309	Outdoor heated swimming pool covering an area not less than 60 m ²	10	10			M	
310	Indoor heated swimming pool covering an area not less than 40 m ²	15	15			M	
311	Swimming pools should be designed according to standards, specifications, and measurements	2	2				1- The stairs leading to the swimming pool must be clearly distinguished with edges of different colors on the stairs and the walkway, and provided with at least one handrail. 2- The depth of the swimming pool is clearly indicated on the edge of the pool 3- The boundaries of the swimming pool are clearly defined by both textural change and color contrast.



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
Children							
312	In-house toddler care (up to 3 years) at least 3 hours on weekdays by a certified person	10	10				
313	In-house child care (from 3 years) at least 3 hours on weekdays by a certified person	10	10				
314	Children's play area (e.g. playroom, playground)	4	4				The condition of playground equipment is good and it's well maintained.
Other							
315	Lounge for hotel villa guests	2	2				Separate space in addition to the breakfast room or restaurant.
316	Reading and writing room	1	1				Separate quiet room for reading and writing.
317	Library	2	2				Library as a separate room or separate space, which can also be part of the reading and writing room.
318	Accessibility Beach should be designed according to standards, specifications, and measurements	3	3				1- Easy access to the beach 2- Easy access to the sea 3- Assistive devices must be provided for people with special needs, such as special wheelchairs.
VII.	Quality and Service Management via the Website						
319	Mystery guesting system (proof must be attached to the classification application once it is renewed)	10	10	M	M	M	Once between two classification inspections. Can be conducted by hidden (internal) controls e.g. the global hotel chain mystery guest visits are accepted as equal.
320	Quality management system implemented	10	10	-	-	-	Quality management system available in the hotel villa, including a guide, instructions and procedures for all operations that are carried out (clarifying quality policies, objectives and evaluation mechanism)



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
321	A website with updated information and realistic pictures of the hotel villa as well as directions sketch/route description	5	5	M	M	M	The information provided includes the location and opening times of restaurants, opening hours of hospitality facilities, and can be accessed through search engines such as Google and others.
322	Possibility of online booking	2	2	M	M	M	The online booking possibility can be provided by any online booking platform.
323	A hotel villa website with a direct booking option	10	10		M	M	
324	The website should provide changeable font sizes	2	2				
325	Website should provide information about accessible rooms and the accessibility of the building	2	2	M	M	M	
326	Mostadam Construction Rating Certificate	10	10				A system for evaluating the building's compliance with environmental sustainability standards.
327	The statutory requirements for preserving the environment are applied, while securing international accreditations and certificates proving the hotel's application of environmental preserving measures.	10	10				
VIII.	Human Resources						
	Training, staff facilities and Saudization level						
328	Annual training plan for employees	5	5				The training courses as per Procedure Manual : 1- Specialized training courses presented by the Ministry 2- Attending training workshops invited to by the Ministry 3- At least one specialized training course (annually) covering the work scope of the employees at the Tourist Accommodation Facility presented by an accredited training institute or Trainer 4- Any other training course deemed necessary by the Ministry



No.	Requirements	Max. points per requirement	Points	****	*****	*****Superior	Description
329	Availability of at least one employee around the clock certified in first aid by the Saudi Red Crescent	5	5	M	M	M	
330	Showers, lockers, and changing rooms for employees separated by gender	5	5				If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
331	Saudization percentage is 10% or more of total employees	15	5				
332	Saudization percentage is 30% or more of total employees		10				
333	Saudization percentage is 50% or more of total employees		15				
IX.	Score						



THANK YOU