

Serviced Apartments

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The Serviced Apartments establishment provides lodging, primarily for long-term stays. It is usually a separate building or a functional unit in a separate part of the building, or a group of buildings together with accompanying infrastructure. It consists of a lobby with reception, accommodation units, and other facilities. Serviced apartments do not have to provide food and beverage services (except for a coffee shop in the deluxe category) while an apartment hotel provides a full-service hotel offer. 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:

Apartment (consisting of the entrance area, living room with kitchen, bedroom's", and bathroom's")



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: 604	Standard	Deluxe
2	Mandatory points	275	439
3	Additional points to be achieved for category	0	76
4	Minimum points for category	275	515
5	Minimum share of maximum points for category	46%	85%



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	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	The originals of all licenses and certificates are stored in GM's office available for inspection on request.
2	Official signboard with accommodation type and grade	2	2	M	M	The classification signboard containing the accommodation type and grade, the name of the issuer 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	The price list is available in Arabic and English	2	2	M	M	The price list is available at the reception and online (serviced apartments' website), containing valid prices (rack rates) per guest or room; tax or other applying charges must be included or separately listed.
4	The establishment's name is clearly visible on the building exterior, in Arabic and English	2	2	M	M	The sign with the establishment name should be placed in a prominent location on the building exterior and should be readable at night.
5	The exterior of the property is well maintained in a sound and clean condition	2	2	M	M	Clean building front, without any visible damages, well maintained, does not pose a health and safety hazard to the public or serviced apartments' employees. Maintenance and cleaning records are to be kept.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
6	The entrance is clear and easily recognizable as a serviced apartment establishment entrance	2	2	M	M	The serviced apartment establishment has a separate, clearly marked, and visible entrance.
7	Appropriate illumination of the entrance area	2	2	M	M	External lighting of good quality ensures the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum of 150 lux at their exterior.
8	Cleanliness and hygiene of the building are on a high level	2	2	M	M	All public areas are cleaned regularly. Cleaning records to be kept.
9	All facilities are in perfect condition and well maintained	2	2	M	M	Interior fixtures are well maintained and are in a clean condition.
10	Staff should wear uniforms or the Traditional Saudi Attire for Saudi nationals. Staff should also wear a nametag stating their position	2	2	M	M	Staff is recognizable by name tags or position tags in Arabic and English.
11	If an entrance is not accessible, it should have a signage pointing to the next accessible one for people with disabilities	2	2	M	M	There should be a guidance sign at the entrance designated for people with disabilities.
12	Ramps should be designed according to the standards, specifications, and measurements	2	2	M	M	1- The ramp should be no less than 120cm in width. 2- A sign should be present at both sides of the ramp stating the difference in levels (to avoid stumbling). 3- The ramp can have a maximum deviation of 6 degrees.
13	Air conditioning is set at the ambient temperature of 20°C-24°C	2	2	M	M	In all public spaces (lobby, restaurant, corridors, etc.). Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
14	Door locks for the building and for every unit. Occupiers must be provided with a key (card) or similar means (e.g. code with at least four digits)	2	2	M	M	
15	Garden lights powered with solar energy	2	2			
16	There should be at least one parking spot for each room designated for people with disabilities, and it should be marked with a sign indicating that it is designated for them.	2	2	M		Indoor parkings must have at least one accessible entrance on each floor or provide an elevator to reach the entrance of the building for people with disabilities, with the exception of the central area in Makkah and Madinah.
17	At least two shaded designated parking spots for pick up/drop off in front of the main entrance		2		M	
18	Separate entrance for staff and service deliveries	2	2		M	
19	Use of automatic double doors or revolving doors	2	2		M	If the doorman operates the doors and welcomes guests, this criterion is optional.
20	Parking lot - for cars (30% of total units)	10	5			To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
21	Parking lot - for cars (50% of total units)		10			To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
22	There is lighting available that illuminates exterior spaces and parking areas	3	3	M	M	External lighting of good quality ensures the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum of 150 lux at their exterior. The walking paths should have illumination not less than 20 lux on average.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
23	Accessible parking should be designed according to the standards, specifications, and measurements	2	2	M	M	1- Parking spot width shall be no less than 350 cm and its length shall be no less than 500 cm. 2- Parking floor must be suitable and facilitate movement (no pebbles or obstacles).
24	Controlled access to guest apartment areas	2	2		M	
II.	Reception and Lobby					
25	Automated software to register guest data that has to be integrated with Ministry reporting system	2	2	M	M	
26	Guest information includes a local and surrounding areas plus a reasonable selection of tourist information (e.g. supermarket, restaurant, public transport, etc.)	3	1	M		Can be printed or digital, easy to access through barcode.
27	“Guest Information Guide” should include comprehensive information such as maps, current events, relevant recommendations		3		M	Can be printed or digital, easy to access through barcode.
28	Main signboards in public areas are in Arabic and English	2	2		M	Signboards for reception, restaurant, Spa, conference and meeting rooms. Conference and meeting rooms names - if available - should reflect Saudi provinces or heritage, such as (Aseer, Umluj, Al-Faw, etc.)
29	Designated reception area for check-in and check-out	2	2	M	M	A desk or counter to serve guests
30	Service hours at reception: at least 10 hours	5	2	M		
31	Service hours at reception should be 24/7 all week long		5		M	
32	Availability of telephone for contacting the on-duty manager during out of office hours	2	2	M	M	
33	At least one employee on each shift speaking English and Arabic	2	2		M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
34	Luggage service on request	15	2	M		
35	Bellboys		15		M	An employee assigned with the task to help guests with their luggage while checking in or out.
36	Waiting seats available at the reception area	2	2		M	
37	Hotel trolley at the serviced apartment building's loading and unloading area	2	2		M	
38	Cashless payment available	1	1	M	M	Credit & debit cards are accepted.
39	Complete first aid kit and defibrillator following Red Crescent requirements	2	2	M	M	For properties with less than 50 accommodation units (or with a capacity of less than 100 guests), a defibrillator is optional.
40	Natural plants and flowers for decoration	2	2		M	
41	Free Wi-Fi service in the lobby area	2	2	M	M	
42	Electric sockets in the reception area	2	2	M	M	Additional electric sockets in the reception area, preferably near the seats, are available for guests to use.
43	Secured luggage storage for guests	2	2		M	
III.	Public Restrooms					
44	Restroom for each gender in public areas (at or near lobby), adapted for use of people with disabilities	2	2	M	M	1- All toilets for people with disabilities can be accessed through equipped corridors. 2- The bathroom door must open to the outside. 3- The width of the door must be at least 90 cm. 4- A call button or an emergency pull cable is required, provided that there is a person responsible for monitoring and responding to the signal for help. 5- There must be grab handles in the toilet on both sides of the toilet seat so that they are easily accessible from the right and left, in addition to being foldable. 6- The toilet flush must be accessible manually or at best automatically. 7- The bidet should be placed on the side wall so that its length does not exceed 20 cm from the front of the toilet.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
45	A hand hose beside each WC	2	2	M	M	
46	Wastebasket with foot pedal	2	2	M	M	
47	Toilet paper and hand tissue are available in containers	2	2	M	M	
48	Automatic or manual flush systems, soap containers and toilet flush button	2	2		M	A flush system is an automatic system through which water flows and is used to flush toilets after use.
49	Energy-saving lights, distributed appropriately	2	2	M	M	Maintained illumination level of 200 lux on average on the illuminated surface.
50	No water leakage and no rust on fittings or connections	2	2	M	M	
51	Efficient water-saving fittings installed on every tap and water hose	2	2	M	M	
52	Motion sensor lighting is used in public restroom	2	2		M	A motion sensor is a device that turns on or adjusts lighting when movement is detected.
IV.	Stairs and Elevators					
53	At least 1 elevator in establishments that are higher than 2 floors (G+1)	10	10	M	M	
54	Elevators must allow access for people with disabilities and should be designed according to the standards, specifications, and measurements	2	2	M	M	<p>1- The dimensions of the elevator must not be less than 110 cm x 140 cm</p> <p>2- The doors, when opened, must be different in color from the inside of the elevator, or a light and sound alert feature synchronized with the opening of the door must be available.</p> <p>3- If the sign contains written phrases, it must also be in Braille</p> <p>4- If there are more than two floors, they must have the feature of indicating the direction (audio recording).</p> <p>5- The presence of visual signs indicating the turn number and direction</p> <p>If the units and all public facilities are on the ground floor, this criterion is optional.</p>



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
55	Signs clearly marking floors, rooms, and public areas are posted in the elevator	2	2		M	The signs, written in Arabic and English, indicate the facilities (restaurant, reception, etc.).
56	The elevator can be operated with the room key card	2	2			
57	Separate elevator for support services	2	2		M	Elevator for support services (mandatory in buildings with more than two floors).
V.	Corridor and Stairwells					
58	Motion sensors used for corridor and stairwells lighting	2	2			If motion sensors are used, at least 25% of light points must be left permanently on for safety reasons.
59	Corridors according to Saudi Building Code	2	2	M	M	
60	Provide resilient floor covering for corridors	2	2		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.).
61	Consistent signage indicating floor numbers, directions, and room numbers	2	2		M	Guidance signage: These are signs posted in visible places indicating the direction of units and public facilities.
62	Shoe polisher in the building (upon request)	2	2		M	
VI.	Apartment					
63	80% of the units are non-smoking units	2	2	M	M	
64	At least one window per bedroom and living room	2	2	M	M	
65	Apartment must have at least one separate living room and bedroom separated by walls	2	2	M	M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
66	Apartment area is no less than 30 m ² including the bedroom, living/ dining room, kitchen, bathroom and corridor	10	2	M		Unit sizes are measured in square meters (m ²) and include bathroom and living room areas, but 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. Exception for Makkah and Madinah properties: Up to 30% of the total number of accommodation units in the property may have a maximum 20% deviation from the default accommodation unit sizes.
67	Apartment area is no less than 40 m ² including the bedroom, living/ dining room, kitchen, bathroom, and corridor		10		M	Unit sizes are measured in square meters (m ²) and include bathroom and living room areas, but 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. Exception for Makkah and Madinah properties: Up to 30% of the total number of accommodation units in the property may have a maximum 20% deviation from the default accommodation unit sizes.
68	Minimum area for bedroom for 2 guests without bathroom is 16 m ²	10	2	M		Unit sizes are measured in square meters (m ²) and include bathroom and living room areas, but 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. Exception for Makkah and Madinah properties: Up to 30% of the total number of accommodation units in the property may have a maximum 20% deviation from the default accommodation unit sizes.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
69	Minimum area for bedroom for 2 guests without bathroom is 22 m ²	10	10		M	Unit sizes are measured in square meters (m ²) and include bathroom and living room areas, but 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. Exception for Makkah and Madinah properties: Up to 30% of the total number of accommodation units in the property may have a maximum 20% deviation from the default accommodation unit sizes.
70	Spyhole, optical one or camera, in the entrance door of every apartment	1	1	M	M	
71	Appropriate soundproofing of windows and walls	8	8		M	Windows have double-glazing, insulation, atmospheric pressure insulator, and soundproofing to prevent outside noises.
72	Manual locket is available internally for privacy	2	2	M	M	
73	Balcony separated from the room with heatproof and soundproof glass allowing natural lighting	5	5			
74	Minimum area for bedroom for 2 guests without bathroom is 22 m ²	5	1	M		Curtains, blinds, or shutters are provided on all windows.
75	Possibility to completely darkening the apartment		5		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.
76	Appropriate accommodation unit lighting	1	1	M	M	Maintained illumination level 100 lux for general accommodation unit lighting.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
77	Reading light at the bed	2	2		M	Maintained illumination level 250 lux for headboard reading.
78	Device for internal communication (telephone) on demand with an instruction manual (printed or digital)	5	2	M		Internal calls inside the facility
79	Device for internal and external communication (telephone) with an instruction manual (printed or digital)		5		M	
80	Table/desk with a chair	5	2	M	M	
81	Table, desk, or writing top with a free work surface of at least 0.5 sqm and appropriate desk lamp/lighting with a chair		5			Illumination level 450 lux for the desktop.
82	Waste basket is available	2	2	M	M	
83	Fully fitted carpets or alternative flooring (e.g. wood, parquet, floor tiles, marble etc.)	2	2	M	M	
84	Minimum size of single bed is 100x190 cm and double bed is 180x190 cm	5	2	M		
85	Minimum size of single bed is 120x200 cm and double bed is 180x200 cm		5		M	Exception for Makkah and Madinah properties: Two beds in the unit have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the lower category.
86	Access to both sides of the bed for double occupancy	2	2		M	
87	Bed with a modern and well-kept mattress at least 13 cm thick	10	2	M	M	
88	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm		10			
89	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress	10	10	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
90	Baby cot available upon request	2	2		M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
91	One clean top and one clean bottom sheet	2	2	M	M	At least two sheets per bed
92	At least one clean blanket or one clean duvet with cover per bed	2	2	M	M	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
93	One clean pillow per guest with a clean pillowcase and a pillow protector	3	1	M		A protective bag should be used for the pillow, effectively covering it and protecting it from dirt.
94	Two clean pillows per guest with a clean pillowcase and a pillow protector		3		M	A protective bag should be used for the pillow, effectively covering it and protecting it from dirt.
95	Pillow and blanket menu (e.g. for people with allergies)	2	2		M	
96	Additional pillows and blankets available at no cost	2	2	M	M	
97	Spare linen and bedding available upon request	2	2		M	Safely and hygienically covered to prevent dust and dirt from gathering.
98	Availability of iron and ironing board	2	2		M	
99	Full body length mirror	2	2	M	M	
100	Apartment with individually adjustable air conditioning	10	10	M	M	In an occupied unit, the temperature should be between 20°C and 22°C; in an unoccupied unit, 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.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
101	Bilingual guest services directory in the room (may be available online with in-room information-system)	3	2	M	M	Guest services directory available in all guest rooms, 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 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.
102	Multilingual guest services directory in the room (may be available online with in-room information system)		3			Guest services directory available in all guest rooms, 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 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.



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103	TV in a suitable size for the room conditions with remote control	3	2	M		Large TV screen, not smaller than 40 inches on a diagonal.
104	SMART TV in a suitable size for the room conditions with remote control		3		M	Large TV screen, not smaller than 40 inches on a diagonal.
105	The list of available TV and radio channels has to be centrally controlled by the management	2	2	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 accommodation unit.
106	Two unused electrical sockets beside the bed and desk	2	2	M	M	
107	Electrical sockets with USB charging feature	3	3			
108	Internet connectivity (Wi-Fi)	2	2	M	M	
109	Prayer mat	2	2	M	M	
110	Holy Quran (upon request)	2	2	M	M	
111	Qiblah indicator on the ceiling showing the direction of Makkah	2	2	M	M	Each room must have a Qiblah indicator placed on the ceiling on the visible spot.
112	Daily newspaper available upon request (digital)	2	2			
113	Emergency and fire evacuation procedures with emergency telephone numbers are posted in the apartments in Arabic and English	2	2	M	M	The emergency number has to be visibly presented on the back of the room's main door.
114	Use power saving lamps (LED, Fluorescent)	2	2	M	M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
115	Safe for valuables at least at the size of a smart phone	5	2	M		
116	Safe for valuables at least at the size of a common laptop		5		M	
117	Radio	2	2		M	May be received via the TV set, radio, or central home system.
118	Entertainment system including radio and equipment for iPod, iPhone or other music devices	2	2			
119	Shoehorn	2	2		M	
120	Luggage rack or similar in all bedrooms	2	2	M	M	
121	Wardrobe/niche fitting the size of the unit and number of beds, with enough clothes hangers (wire hangers are not accepted)	2	2	M	M	Fitting to the size and number of beds in the unit. Not applicable for additional beds in properties located in Makkah and Madinah.
122	Drawers/Shelves	2	2	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 unit, suitable for the number of guests occupying the unit. Not applicable for additional beds in properties located in Makkah and Madinah.
123	At least 5 hangers of two types	3	1	M		Minimum 5 hangers per bedroom consisting of coat hangers, padded hangers or trouser clips. Wire hangers are not accepted.
124	Appropriate number of uniform hangers min. 3 types		3		M	Minimum 10 hangers per bedroom consisting of wooden coat hangers, padded hangers, wooden trouser clips.
125	Trouser press (on request)	2	2		M	
126	Waste basket	2	2	M	M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
127	A minimum of one percent of all apartments (with a minimum of one) is suitable for disabled persons	10	10	M	M	Unit for people with disabilities has at least one equipped bedroom. If the unit has more bedrooms, not all of them need to be reserved for people with disabilities.
128	The narrowest passage width of the room, between fixed furniture and the interior must not be less than 90 cm	1	1	M	M	Limited only to the designated accessible units.
129	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	Limited only to the designated accessible units.
130	Light switches should not be higher than 100 cm	1	1	M	M	Limited only to the designated accessible units.
131	Telephones should be reachable from both sides of the bed while laying down	1	1	M	M	Limited only to the designated accessible units.
132	Wake up calls should be supported by alarm clock with optical signal and vibrations	1	1	M	M	Limited only to the designated accessible units.
133	An accessible path of travel to the accessible room(s) should be designed according to the standards, specifications, and measurements	2	2		M	The path leading to entry must be sufficiently illuminated (100 lux).
134	Information in apartments for guests about environmentally friendly behavior and request to actively cooperate	2	2	M	M	
135	Air purification system	4	4			
VII.	Kitchen					
136	Full kitchen	2	2	M	M	
137	Electronic oven	2	2			
138	Two burners or two electric hotplates (mobile ones or integrated)	2	2	M	M	
139	Dishwasher	2	2			



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
140	Refrigerator with adequate temperature to store fresh foods	2	2	M	M	
141	Freezer compartment	2	2		M	
142	Kettle	2	2	M	M	
143	Coffee machine	2	2		M	
144	Starter kit with coffee, tea and sugar	2	2	M	M	Machine to make fresh coffee (e.g. capsules)
145	Microwave	2	2		M	
146	Toaster	2	2		M	
147	Sink with hot/cold water (heaters must be hidden)	2	2	M	M	There should be continuous supply of hot and cold water with sufficient water pressure. The heater must be hidden.
148	Covered garbage bin	2	2	M	M	
149	Dishes and cutlery (not paper, nor plastic) including soup spoons, small knives, forks, fish knives, and/or other special cutlery (not paper, nor plastic) sufficient for the number of guests	2	2	M	M	
150	Sufficient glassware for number of guests (related to the number of beds)	2	2	M	M	
151	Sufficient equipment for food preparation (knives, chopping boards, pots and pans)	2	2	M	M	
152	Additional equipment e.g., corkscrew, bottle opener, scissors, matches, or lighter	2	2		M	
153	Tea and kitchen towels, basic supply of cleaning materials	2	2	M	M	
154	The area of movement in front of the kitchen unit (stove, sink) must be at least 120 cm x 120 cm	1	1	M	M	Limited only to the designated accessible units.
155	Standard values are of a working height of 82 cm and a legroom of 67 cm height	1	1	M	M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
156	The height of the cooking surface is about 80 cm.	1	1	M	M	Limited only to the designated accessible units.
157	Cloths line and pegs	2	2		M	
158	Ventilation fan in the kitchen	2	2	M	M	
VIII.	Living & Dining Room					
159	Dining table with chairs or suitable seating for the capacity of the unit	2	2	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.
160	Comfortable chairs such as armchairs, sofa or similar with side table	5	5	M	M	Comfortable chairs have to accommodate the maximum number of guests that can stay in the unit. If there are four beds in the unit, the comfortable chairs have to accommodate 4 guests.
161	A flat-screen TV minimum size 40 inch with remote control	2	2	M	M	
IX.	Bathroom					
162	Bathroom size at least 4 m ²	5	2	M		Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
163	Bathroom size at least 5 m ²		5		M	Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
164	A ventilation system in the bathroom	2	2	M	M	
165	Washbasins with a continuous supply of hot and cold water with sufficient water pressure	1	1	M	M	Heater must be hidden.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
166	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel	2	1	M		Double beds capacity is for two people and single beds for one person.
167	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel		2		M	Double beds capacity is for two people and single beds for one person.
168	Towel ring/rack/hook	1	1	M	M	A sufficient number of rings/racks/hooks according to the number of towels defined in the criteria 166 and 167.
169	Washable bath mat	2	2		M	A washable towel placed on the bathroom floor to reduce slipping accidents.
170	Shower area is separated by a wall or glass door	5	5		M	
171	Hand hose next to the toilet	2	2	M	M	
172	At least two toilet rolls	2	2	M	M	
173	LED Lighting at the washbasin	2	2		M	Maintained illumination level 400 lux at 60 cm for mirror.
174	Electric socket near the washbasin	2	2	M	M	
175	Soap Shampoo Shower gel Shoe horn* Body lotion* Conditioner* Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shower cap* Vanity kit* Items with * are available on request	7	5	M		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board. Items with * are optional standards.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
176	Soap Shampoo Shower gel Body lotion Conditioner Shower cap Shoehorn Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shoe polish Kit* Items with * are available on request	7	7		M	Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board. Items with * are optional standards.
177	Hairdryer on request	2	1	M		
178	Hairdryer		2		M	
179	Toilet brush	2	2	M	M	
180	Storage room for guest items (e.g. cupboard, shelves etc.)	2	2	M	M	
181	Double washbasin in double rooms	2	2			
182	Separate shaving mirror	2	2			
183	Defogging bathroom mirrors	2	2			
184	Towel heater	2	2			
185	WC separated from bathroom	2	2			
186	Foot pedal litter bin	2	2	M	M	
187	The door should swing outward, the sliding doors are acceptable	1	1	M	M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
188	The door must be at least 90 cm wide	1	1	M	M	Limited only to the designated accessible units.
189	An emergency call button or a pull cord is obligatory. There should be a person responsible for monitoring and responding to the help signal	1	1	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
190	Handles must be available to the left and right of the WC; On the side where the toilet is accessible and the grab handle should be foldable.	1	1	M	M	On the side where the WC can be accessed, the grab handle should be foldable. Limited only to the designated accessible units.
191	Flush should be reachable or in best case automatic	1	1	M	M	Limited only to the designated accessible units.
192	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	Limited only to the designated accessible units.
193	The washbasin must be accessible at a height of 67 cm	1	1	M	M	Limited only to the designated accessible units.
194	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	1	1	M	M	Limited only to the designated accessible units.
195	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	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.
196	A shower seat or bathtub seat is available	1	1	M	M	Limited only to the designated accessible units.
X.	Service					
197	Free drinking water (at least one bottle of 330 ml or more) per guest in each unit	2	2		M	Provided daily and for free.
198	Wake up call upon request	2	2			
199	Cleaning service for the apartment every 5 days	5	2	M		
200	Cleaning service for the apartment twice a week		5		M	
201	Daily cleaning service for the apartment or cleaning service on request (fresh towels included)	2	2		M	



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
202	Sealable laundry bag for each guest	2	2		M	
203	Possibility for guests to wash laundry (washing machine or service on request)	2	2		M	
204	Sewing kit upon request	3	2		M	
205	Sewing kit at no additional cost		3			
206	Scan, fax and printer service upon request	2	2			
XI.	Coffee Shop					
207	Maxi bar available at the property	10	5	M		A maxi bar is a vending machine that dispenses small articles such as food, drinks, or hygiene articles when a coin or card is inserted. It is a self-service machine. Should be replenished regularly.
208	Coffee shop		10		M	
209	Clearly visible opening hours at the entrance of the coffee shop in Arabic and English (if available)	2	2		M	
210	Menu available in Arabic and English with clearly indicated prices	2	2	M	M	
211	The offer includes a selection of coffee, tea, juice, ice cream, pastries, and desserts	2	2		M	
212	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.
213	No single-use plastics policy	10	10			The establishment 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.
XII.	Wellness Facilities					
214	Sauna or steam bath	5	5			Opening hours for male or female use have to be clearly marked and visible.



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
215	Indoor pool	5	5			Opening hours for male or female use have to be clearly marked and visible.
216	Outdoor pool	5	5			Opening hours for male or female use have to be clearly marked and visible.
217	Jacuzzi	5	5			Opening hours for male or female use have to be clearly marked and visible.
XIII.	Gym Facilities					
218	A fitness area with a minimum of 20 m ² and 5 professional fitness apparatus are available (cardio, back training, and strength training). The Gym has to provide drinking water and fresh towels free of charge. The opening hours must be clearly marked and visible. The fitness room has to be separated by gender or operating hours	5	5			
XIV.	Human Resources					
219	Annual training plan for employees	2	2			
220	Availability of at least one employee around the clock certified in first aid by the Saudi Red Crescent	2	2		M	
221	Showers, lockers and changing rooms for employees separated by gender (Male/Female) if available	2	2	M	M	If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
222	Saudization percentage is 10% or more of total employees	15	5			
223	Saudization percentage is 30% or more of total employees		10			
224	Saudization percentage is 50% or more of total employees		15			
XV.	Quality management					
225	Quality management system implemented in the hotel and include a guide, instructions and procedures for all operations that are carried out (clarifies quality policies, objectives and evaluation mechanism)	10	10			



No.	Requirements	Max. points per requirement	Points	Standard	Deluxe	Description
226	Guest satisfaction questionnaires are available	2	2		M	
227	Apply requirements to preserve the environment with accreditations and certificates in accordance with international standards, proving that serviced apartments implemented procedures to preserve the environment.	10	10			
228	Mostadam Construction Rating Certificate	10	10			A green building rating system that evaluates buildings' compliance with environmental sustainability standards.
XVI.	Online Activity					
229	Website available in Arabic and English	5	5			Information provided includes at least location, meal times, and opening hours of facilities and can be accessed via search engines such as Google and others.
230	Information that may impact the guest's decision must be available before booking (e.g. smoking policy, terms of cancellation, accept credit cards, time for check-in, check-out, etc.) available online or in written form	2	2	M	M	
231	Possibility of online booking	2	2	M	M	The online booking possibility can be provided by any online booking platform.
232	If there is a website, it should provide information about accessible rooms and the accessibility of the building	2	2	M	M	The standard applies to serviced apartments that have their own website.
233	Special marketing material should be designed for the needs of the target group (e.g. few color flyers to make the legibility easier, in braille, bigger font size...)	5	5			
XVII.	Score					



THANK YOU