

Chalet



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وزارة السياحة
Ministry of Tourism





Holiday House (Chalet) are hospitality facilities that provide accommodation, F&B and other services. Each unit consists of an entrance area, kitchen, living/dining area, at least one bedroom with en-suite bathroom and an outdoor area (terrace, patio, garden). The entire holiday house complex is surrounded by a wall, including the main entrance and lobby/reception area. Each unit must have a private entrance. 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:

- Holiday house



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: 503	Economy	First Class
2	Mandatory points	338	421
3	Additional points to be achieved for category	15	34
4	Minimum points for category	353	455
5	Minimum share of maximum points for category	70%	90%



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
1.	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 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	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	Price list is available at the reception and online on the property web site), containing valid prices (rack rates) per guest or per house tax or other applying charges must be included or separately listed. The pricelist is also available in the accommodation unit.



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
4	The exterior areas are well maintained in a sound and clean condition	3	3	M	M	Clean outside areas, without any visible damages, well maintained, does not pose a health and safety hazard to the public or property employees. Maintenance and cleaning records to be kept.
5	A night guard or security camera surveillance in the area	2	2	M	M	
6	Appropriate illumination of the entrance area	2	2	M	M	External lighting of good quality ensuring the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum 150 lux at its exterior.
7	If an entrance is not accessible, it should have a directional signage to the next accessible one	2	2	M	M	
8	Door locks for building; guests must be provided with a key (card) or similar means (e.g. code with at least four digits)	2	2	M	M	
9	Motion sensors based lighting in public areas, stairways and hallways	2	2			
10	Access for persons with disabilities to at least one Holiday House (Chalet) as per specifications and requirements	2	2	M	M	Persons with disabilities are any persons that have a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.
11	All staff should wear uniforms, or the traditional Saudi Attire for Saudi nationals, along with name tags stating their position	10	10	M	M	Name tags are to be worn at all times, indicating the position in Arabic and English. This is not needed during the licensing visit.
12	Existence of a policy for sustainable waste disposal, and guests are informed about the policy and requirements from their side	2	2	M	M	
13	Energy saving lamps used in the whole building	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
14	Water-saving measures (e.g. stopping the flushing of the WCs or water saving tap nozzle)	2	2	M	M	
15	An accessible path of travel to the accessible room(s) should be designed according to standards, specifications, and measurements	5	5	M	M	An accessible path of travel may consist of walks and sidewalks, curb ramps, and other interior or exterior pedestrian ramps; clear floor paths through lobbies, corridors, rooms, and other improved areas; parking access aisles; elevators and lifts; or a combination of these elements.
16	If there is an audible alarm (e.g. fire alarm), an optically clear flashing or flash signal available	2	2	M	M	
17	Garden lights powered with solar energy	2	2			
2	Reception					
18	Automated software to register guest data which has to be integrated with the Ministry reporting system	2	2	M	M	
19	Clearly visible reception: Reception may be replaced by a self check-in terminal	2	2	M		
20	Clearly visible reception desk	2	2		M	
21	Availability of reception staff 24/7 (in person or with contact telephone)	2	2	M	M	
22	Service hours at reception: 8AM to 12PM	5	5		M	
23	At least one bilingual employee (Arabic, English) in every shift	2	2		M	
24	Guest information includes information on local and surrounding area and a reasonable selection of tourist information available for guests	2	2	M	M	(e.g. supermarket, restaurant, public transport)



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
25	Complete first aid kit in accordance with red crescent requirements and defibrillator	2	2	M	M	For properties with less than 50 accommodation units or a capacity of less than 100 persons, a defibrillator is optional.
26	Comfortable seating and tables at the reception area	2	2	M	M	
27	Cashless payment	1	1	M	M	Credit cards and MADA cards, among others, are accepted.
28	Natural plants and flowers for decoration	2	2		M	
29	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the facility	2	2		M	
30	Electric sockets in the reception area	2	2	M	M	Additional free electric sockets in the reception area, preferably near the seats, available for guests to use.
31	Signage and symbols indicating the facilities	2	2	M	M	Signs hung in visible places, showing directions and locations of units and public facilities.
32	Sewing kit upon request	2	1	M		
33	Sewing kit		2		M	
34	Scan, fax and printer service upon request	2	2			
35	Air conditioning set at the ambient temperature 20°C-24°C	2	2	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.
3	Public Restrooms					



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
36	Accessible restrooms for people with special needs for each gender (at or near lobby) according to standards and specifications.	2	2	M	M	1- All restrooms designated for people with special needs are accessible through dedicated corridors. 2- The bathroom door must open to the outside. 3- The door width must be at least 90 cm. 4- A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request. 5- Handles must be installed on the left and right sides of the toilet at an accessible level, and the grab handle must be foldable. 6- The flushing button must be accessible or automatic at best. 7- The hand hose should be placed on the side wall, and should be within 20 cm from the toilet seat.
37	Hand hose beside each toilet	2	2	M	M	
38	Wastebasket with foot pedal	2	2	M	M	
39	Toilet paper and hand tissues covered from contaminants	2	2	M	M	
40	Automatic flush systems, soap containers and WC taps	2	2	M	M	Flushers are automatic and are used to flush after use
41	Energy saving lights, distributed appropriately	2	2	M	M	Maintained illumination level 200 lux on average on the illuminated surface.
42	No water leakage and no rust on fittings or connections	2	2	M	M	
43	Use of efficient water-saving fittings installed on every tap and water hose	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
44	Motion sensor lights in restrooms	2	2		M	A motion sensor is a device that detects moving objects and turns on or adjusts lighting when motion is detected.
4	Building					
45	Emergency and fire evacuation procedures and emergency telephone numbers are posted in the houses, in Arabic and English	2	2	M	M	The emergency number has to be visibly presented on the backside of the entrance door in the each unit.
46	A central parking space is available	2	2	M		At least one parking space per accommodation unit.
47	A private parking for each unit	2	2		M	At least one parking space per accommodation unit.
48	At least one marked parking space is available for each room of people with special needs	2	2	M	M	Indoor car parks must provide at least one accessible entrance on each floor or provide elevator access to the entrance for people with special needs.
49	Parkings dedicated to people with special needs should be designed according to the standards, specifications, and measurements	2	2	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).
50	There is lighting available that illuminates the exterior areas and parking areas	3	3	M	M	External lighting of good quality ensuring the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum 150 lux at its exterior. The walking paths should have illumination not less than 20 lux on average.
51	Shaded loading and unloading zone	2	2		M	
52	An optical magic eye or a camera at the entrance door of each unit	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
53	At least one window per bedroom and living room	2	2	M	M	
54	Ramps should be designed according to the standards, specifications, and measurements in the Accessibility Annex	2	2	M	M	The path leading to entry must be sufficiently illuminated (100 lux).
55	Accommodation units 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.
56	The exterior and interior of the building is well maintained in 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 property's employees. Maintenance and cleaning records to be kept.
57	Air purification system	4	4			
58	Paths clear of debris, moss, fallen leaves etc. to ensure safety and accessibility for disabled person	2	2	M	M	
59	Qiblah indicator on the ceiling	2	2	M	M	Each room must have a Qiblah indicator placed on the ceiling on the visible spot.
60	Daily cleaning service for the Holiday Houses (Chalets)	2	2	M	M	
61	80% of the units are non-smoking units	2	2	M	M	
62	The corridor and staircase floor covered with resilient materials	2	2	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.).



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
63	Unit is not less than 100 m ²	5	2	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.
64	Unit is not less than 120 m ²		5		M	
65	Swimming pool in each holiday house	2	2		M	
66	Swimming pools should be designed according to standards, specifications, and measurements	5	5	M	M	1- The stairs leading to the swimming pool must be clearly marked 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
67	House provides a garden	2	2	M	M	
68	Suitable garden furniture and BBQ Equipment	2	2		M	
69	Manual locket is available internally for privacy	2	2	M	M	
70	Blackout curtains or blinds	2	2	M	M	
71	Appropriate illumination of the accommodation unit	2	2	M	M	Maintained illumination level 100 lux for general accommodation lighting.



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
72	Device for internal and external communication (telephone) on demand with an instruction manual (printed or digital)	2	2	M	M	
73	Table which can be also used as a writing table with matching chair with LED lighting	2	2	M	M	
74	Information in apartments for guest about environmentally friendly behavior and request to actively cooperate	2	2	M	M	
5	Bedroom					
75	Bedroom floor completely covered with resilient materials	2	2	M	M	Carpets or alternative floors such as: wood, parquet, floor tiles, marble, etc.
76	Minimum bedroom floor area – excluding the bathroom and the entrance being as follows: Bedroom 12 m ²	5	2	M		
77	The main room shall have en-suite bathroom and shall not be less than 20 m ² (including the corridor and the toilet).		5		M	
78	For a single bed, the minimum length should be 190 cm and minimum width 80 cm	5	2	M		
79	For a double bed, minimum length should be 190 cm and minimum width 160 cm		5	M		
80	For a single bed, the minimum length should be 200 cm and minimum width 90 cm	5	2		M	
81	For a double bed, minimum length should be 200 cm and minimum width 180 cm		5		M	
82	Access to both sides of the bed for double occupancy	2	2	M	M	
83	One clean top and one clean bottom sheet	2	2	M	M	At least two covers per bed.
84	At least one clean blanket or one clean duvet with cover per bed	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
85	Two sets of bed sheets and pillows covers for every bed	2	2			
86	Bed with a modern and well-kept mattress at least 13 cm thick	8	3	M		
87	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm		8		M	
88	Mattress protection	2	2	M	M	The mattresses must be protected, it could be encased mattresses or mattress protection.
89	Bedside table with closet, drawer or shelf, and shaded light by the bedside	2	2	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.
90	Baby cot available upon request	2	2		M	
91	One clean pillow per guest with a clean pillowcase and a pillow protector	3	1	M		
92	Two clean pillows per guest with a clean pillowcase and a pillow protector		3		M	
93	Pillow and blanket menu (printed or digital version with a choice of minimum 6 different types)	2	2		M	
94	Additional pillows and blankets available at no cost	2	2	M	M	
95	Pillows deep cleaned or replaced with newly purchased on an annual basis	8	8	M	M	
96	Spare linen and bedding available upon request	2	2		M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
97	Iron and ironing board in good condition	2	2	M	M	
98	Full body length mirror	2	2	M	M	
99	A dressing table (drawer-type table and mirror) or a vanity unit	2	2			
100	A minimum of one chair	2	2	M	M	
101	At least 5 hangers of two types	3	1	M		Minimum 5 hangers consisting of coat hangers, padded hangers or trouser clips. Wire hangers are not accepted.
102	Appropriate number of uniform hangers min. 3 types		3		M	Minimum 10 hangers consisting of wooden coat hangers, padded hangers, wooden trouser clips.
103	Chest of drawers or shelves for clothes	2	2			
104	The bedroom floor covered with good materials	2	2			Like parquet, carpets, etc.
105	Waste basket	2	2	M	M	
106	SMART TV with remote control and program guide appropriate for the room size	2	2	M	M	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.
107	The management must control the list of TV and radio channels, provided that they are centrally available in all facilities	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 (e.g., adult programs, etc.). 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.
108	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the facility	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
109	High quality prayer mat (upon request)	2	2			
110	Lighting control switches for lights in the room and bathroom beside bed	2	2		M	
111	Reading light at the bed	2	2	M	M	Maintained illumination level 250 lux for headboard reading.
112	Use power saving lamps (LED, fluorescent)	2	2	M	M	
113	Safe for valuables at least at the size of a smart phone	3	2	M		
114	Safe for valuables at least at the size of a common laptop		3		M	
115	Electrical sockets with USB charging feature	2	2		M	
116	Radio	2	2	M		Radio programs can be received via radio, but also via the television set or a central house system.
117	Audio/multimedia player	2	2			Radio programs can be received via radio, but also via the television set or a central house system.
118	Shoehorn	2	2			
119	Luggage rack or similar in all bedrooms	2	2	M	M	
120	Wardrobe / cupboard suitable for size and number of guests	2	2	M	M	Metal wire hangers are not acceptable.
121	Accessible rooms within the accommodation facility designed as per specifications, requirements and measurements	5	5	M	M	Limited only to the designated accessible units.
122	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	Limited only to the designated accessible units.
123	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.



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
124	Light switches should not be higher than 100 cm	1	1	M	M	Limited only to the designated accessible units.
125	Telephones should be reachable from one of the bedsides while laying down	1	1	M	M	Limited only to the designated accessible units.
126	Wake up calls should be supported by alarm clock with optical signal and vibration	1	1	M	M	Limited only to the designated accessible units.
6	Kitchen					
127	Full kitchen	2	2	M	M	
128	Washbasins with a continuous supply of hot and cold water (water heaters must be hidden)	2	2	M	M	The water heater must be hidden. Enough water pressure is available
129	At least two electric hotplates (mobile ones or integrated)	2	2			
130	Electronic stove with at least two burners (mobile ones or integrated)	2	2	M	M	
131	Exhaust fan	2	2	M	M	
132	Dishwasher	2	2		M	
133	Refrigerator with adequate temperature to store fresh foods	2	2	M	M	
134	Freezer compartment	2	2		M	
135	Kettle	2	2	M	M	
136	Coffee machine	2	2	M		
137	Fully automated coffee machine	2	3		M	A machine to make fresh coffee, such as capsules.
138	Starter kit with coffee, tea and sugar	2	2			
139	Microwave	2	2			
140	Toaster	2	2		M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
141	Garbage bin	2	2	M	M	
142	Matching crockery and cutlery (not made of plastic, metal, or paper), sufficient for number of guests	3	2	M		
143	Matching crockery and cutlery (not made of plastic, metal, or paper) including small knives and forks, fish knives and/or other special cutlery, sufficient for number of guests		3		M	
144	Sufficient glassware for number of guests	2	2	M		
145	Availability of cups and glasses according to the number of beds (at least two types of cups are available)	2	2		M	
146	Sufficient serving dishes, according to the number of beds, e.g. salad bowl and platter	2	2	M		
147	Sufficient serving dishes, according to the number of beds, e.g. salad bowl, platter & bread basket	2	2		M	
148	Serving spoons	2	2		M	
149	Teapot, milk jug and container for sugar	2	2		M	
150	Condiments: at least salt & pepper	2	2	M	M	
151	At least two types of cutting knives (bread knave, usual cutting knife)	2	2	M	M	
152	Chopping boards	2	2	M	M	
153	Kitchen bowls, measuring jugs etc.: Basic equipment (2 kitchen bowls, 2 measuring jugs)	3	2	M		
154	Kitchen bowls, measuring jugs etc.: Enhanced equipment (3 kitchen bowls, 2 measuring jugs, at least 2 more)		3		M	
155	Pots and Pans: basic equipment (3 pots, 1 pan)	3	2	M		
156	Pots and Pans: enhanced equipment (4 pots, 2 pan)		3		M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
157	Additional equipment e.g. corkscrew, bottle opener, scissors, matches or lighter	2	2	M	M	
158	Additional value added equipment e.g. trays, ice-making tray, table cloths or vases	2	2			
159	Cleaning equipment, e.g. vacuum cleaner, mop, bucket	2	2	M	M	
160	Basic supply of cleaning materials, washing-up liquid etc.	2	2	M	M	
161	Tea and kitchen towels	2	2	M	M	
162	Cloths line and pegs	2	2	M	M	
163	Fire extinguisher suitable for kitchen fires (non-water)	2	2	M	M	
164	The kitchen in the accessibility accommodation units should be designed according to the standards, specifications, and measurements	5	5	M	M	<p>1 - The movement area in front of the kitchen (stove, sink) must be at least 120 x 120 cm.</p> <p>2- The height of the kitchen table top should not be more than 82 cm and the height of the leg space should not be more than 67 cm</p> <p>3- The height of the cooking surface is 80 cm.</p>
7	Living and Dining Room					
165	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.
166	Holy Quran (Upon Request)	2	2	M	M	
167	Stationary paper and pen	2	2			



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
168	Plug adaptor upon request	2	2			
169	Comfortable chairs such as armchairs, sofa or similar	2	2	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.
170	Couch, Lounge or Settee and armchair, minimum one place to sit for each guest	2	2			
171	SMART TV with remote control and program guide appropriate for the room size	2	2	M	M	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.
8	Bathroom					
172	Bathroom size at least 4 m ²	4	2	M		
173	Bathroom size at least 5 m ²		4		M	
174	The main bathroom in the unit includes a toilet and shower	2	2	M	M	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
175	Continuous supply of hot and cold water with sufficient water pressure	2	2	M	M	The water heater must be hidden.
176	Towels per guest: a) 1 Hand Towel b) 1 Bath Towel	5	1	M		
177	Towels per guest: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel (if bidet is available)		5		M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
178	Washable bath mat size (70 cm × 50 cm) (paper mat not acceptable)	2	2	M	M	
179	The shower area is separated by a wall or a glass door	2	2	M	M	
180	Toilet with seat and lid	1	1	M	M	
181	Toilet paper roll holder and a spare roll of toilet paper	1	1	M	M	
182	Safety handles in the shower	2	2	M	M	
183	WC brush	2	2	M	M	
184	Hand hose next to the toilet	2	2	M	M	
185	At least 2 toilet paper rolls	2	2	M	M	
186	Mirror above the washbasin	2	2	M		
187	Double washbasin (or two single basins) with large mirror and LED lighting	2	2		M	
188	Electric socket near the sink	2	2	M	M	
189	One toothbrush glass per guest	2	2	M	M	
190	Soap Shampoo Shower gel Shoehorn Body Lotion* Conditioner* Dental kit* Nail care kit * Sanitary Bags* Sewing kit* Shower Cap* Vanity kit* Items with * are available on request	5	2	M		Items with (*) are only available upon request



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
191	Soap Shampoo Shower gel Vanity kit Body Lotion Conditioner Shower Cap Shoehorn Dental kit* Nail care kit * Sanitary Bags* Sewing kit* Shoe Polish Kit* Items with * are available on request		5		M	Items with (*) are only available upon request
192	Hair dryer	2	2	M	M	
193	Storage space for guest items (e.g. cupboard, shelves etc.)	2	2	M	M	
194	Separate shaving mirror	2	2		M	
195	Defogging bathroom mirrors	2	2			
196	Towel ring/rack/hook	2	2	M	M	Sufficient number of rings / racks / hooks according to the number of towels defined in criteria 176 and 177.
197	Foot pedal litter bin	2	2	M	M	
198	Additional toilet separated from bathroom	2	2		M	
199	The door should swing outward, the sliding doors are acceptable	1	1	M	M	Limited only to the designated accessible units.



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
200	The door must be at least 90 cm wide	1	1	M	M	Limited only to the designated accessible units.
201	A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.	1	1	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
202	Handles must be available to the left and right of the WC	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.
203	Flush should be reachable or in best case automatic	1	1	M	M	Limited only to the designated accessible units.
204	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.
205	The washbasin must be accessible at a height of 67 cm	1	1	M	M	Limited only to the designated accessible units.
206	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.
207	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.
208	A shower seat or bathtub seat is available	1	1	M	M	Limited only to the designated accessible units.
9	Quality management and Human Resources					
209	Guest questionnaires are available	2	2		M	To take guest impressions and feedback.
210	Implemented quality management and client satisfaction program as per specific objectives to treat any faults	2	2	M	M	
211	One employee in each shift speaking Arabic in addition to English	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
212	Employees are regularly trained in Safety & Security (procedures in the event of emergency)	2	2	M	M	Proof of training to be provided upon request.
213	Availability of at least one employee around the clock certified in first aid by the Saudi Red Crescent	2	2	M	M	Proof of training to be provided upon request.
214	Showers, lockers, and changing rooms for employees separated by gender (if available)	2	2	M	M	If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
215	Statutory requirements for preserving the environment, with international accreditations and certificates that prove the application of the hotel villas to the preservation procedures	10	10	-	-	
216	Saudization percentage is 10% or more of total employees	15	5			
217	Saudization percentage is 30% or more of total employees		10			
218	Saudization percentage is 50% or more of total employees		15			
10	Online Activity					
219	Website with updated information and realistic pictures of the property as well as directions sketch / route description	5	5	M	M	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.
220	Clear and understandable booking procedures (e.g. online or by phone)	2	2	M	M	May be provided through online booking platforms.
221	Web site should provide changeable contrasts	2	2			
222	Website should provide changeable font sizes	2	2			
223	Website should provide information about accessible rooms and the accessibility of the building	2	2	M	M	



No.	Mandatory requirements	Max. points per requirement	Points	Economy	First Class	Description
224	Special marketing material should be designed for the needs of the target group (e.g. few color flyer to make the legibility easier, in braille, bigger font size...)	5	5			
225	The website should provide information about accessible rooms and the accessibility of the building	2	2	M	M	Information can be provided by presenting a map of the property with routing options or by describing it textually.
226	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			
227	Accessibility Beach should be designed according to the standards, specifications, and measurements in in the Accessibility Annex	5	5			1- Easy access to the beach 2- Easy access to the sea 3- Ramp width shouldn't be less than 150 cm 4- Pathway should have a maximum inclination of 6 degrees 5- Assistive devices must be provided for people with special needs, such as: special wheelchairs
XI.	Score					



THANK YOU