

# Apartment Hotel





## Introduction



An apartment hotel is an establishment providing lodging, meals, and other services. 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, food and beverage outlets, and other facilities. The main difference between a hotel and an apartment hotel is that the prevailing accommodation unit type in an apartment hotel is an apartment. In order to get classified as an apartment hotel, at least 51% of accommodation units have to be apartments.

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:

Apartments (consisting of the entrance area, living room with kitchen/kitchenette, bedroom(s), and bathroom(s))

Rooms



## Content

**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: 1393	*	**	***	****	*****	***** Superior
2	Mandatory points	326	368	493	635	834	1066
3	Additional points to be achieved for category	0	47	62	60	135	114
4	Minimum points for category	326	415	555	695	969	1180
5	Minimum share of maximum points for category	23%	30%	40%	50%	70%	85%



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
I.	General Requirements									
1	<b>For new properties:</b> All necessary licenses and certificates that have to be obtained before the Ministry of Tourism evaluation are available and valid <b>For already operating properties:</b> All necessary licenses and certificates are available and valid (including license and classification from the Ministry of Tourism)	2	2	M	M	M	M	M	M	The originals of all licenses and certificates are stored in the back office or GM's office and available for inspection upon request.
2	Official signboard with accommodation type and grade	2	2	M	M	M	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	The price list is available in Arabic and English	2	2	M	M	M	M	M	M	The price list is available at the reception and online (hotel's website), containing valid prices (rack rates) per guest or room; tax or other applying charges must be included or separately listed. The price list is also available in the hotel room (backside of room door).
4	The hotel provides traditional Saudi experiences, specific to the region where the hotel is situated	5							M	Experiences convey Saudi traditions (e.g., attire, food, scent, events, music, etc.).



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Hotel Architecture and Exterior Design										
5	The hotel name is clearly visible on the building exterior, in Arabic and English	2	2	M	M	M	M	M	M	The sign with the hotel name should be placed in a prominent place on the building exterior 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	M	M	M	Clean hotel building front, without any visible damages, well maintained, does not pose a health and safety hazard to the public or hotel's employees. Maintenance and cleaning records are to be kept.
7	The entrance is clear and easily recognizable as a hotel entrance	2	2	M	M	M	M	M	M	The hotel has a separate, clearly marked, and visible entrance.
8	Appropriate illumination of the entrance area	2	2	M	M	M	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 an entrance is not accessible, it should have directional signage to the next accessible one	2	2	M	M	M	M	M	M	
10	Garden lights powered with solar energy	2	2							
Cleanliness and Hygiene										
11	Cleanliness and hygiene of the building are on a high level	10	10	M	M	M	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	M	M	M	Interior fixtures are well maintained and are in a clean condition.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Staff										
13	Staff should wear uniforms or the Traditional Saudi Attire for Saudi nationals. Staff should also wear a nametag stating their position	10	10	M	M	M	M	M	M	Name tags are to be worn at all times, indicating the position in Arabic and English. It is; however, not required upon the first inspection visit.
Parking/Loading Facilities										
14	Parking lot - for cars (30% of total units)	5	1							To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
15	Parking lot - for cars (50% of total units)		3							To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
16	Parking lot - for cars (80% of total units)		5							To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
17	There must be at least one parking space per accessible room, which is marked as such	1	1	M	M	M	M	M	M	For each accessible room or unit in the hotel, there should be one specially adapted and marked parking space for people with special needs. For hotels in Makkah and Madinah, this requirement is optional.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
18	Accessible parking should be designed according to the standards, specifications, and measurements	2	2	M	M	M	M	M	M	Where existing parking structures and surface parking areas are being renovated or altered, these standards should be implemented to the greatest extent possible. Persons with disabilities are any persons that have a physical or mental impairment that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.1- The car park is at least 350 cm wide and at least 500 cm long. 2- The floor of the car park must be suitable and facilitate movement (no pebbles or obstacles).
19	Parking lot - for buses	1	1							
20	Shaded parking for dropping off and picking up guests									
21	Hotel garage for cars	5	5					M	M	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. The properties that are not reachable by car (e.g. located on the islands), the garage is considered to be optional.
22	Charging station for electric cars	3	3						M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Elevator										
23	At least 1 elevator in establishments that are higher than 2 floors (G+1)	10	10	M	M	M	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.
24	Elevators must allow access for people with disabilities and should be designed according to the standards, specifications, and measurements	2	2	M	M	M	M	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>
25	Signs clearly marking floors, rooms, and public areas are posted in the elevator and the front of the elevator	2	2	M	M	M	M	M	M	All signs are in Arabic and English. The hotel facilities (restaurant, reception, spa,...) are indicated in the elevator.





No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Ramps										
26	Ramps should be designed according to the standards, specifications, and measurements. 1- The width of the usable walking path must 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 should be 6 degrees	2	2	M	M	M	M	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.
Corridors and Staircases										
27	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.
28	Corridors according to Saudi Building Code	2	2	M	M	M	M	M	M	
29	The corridor and stairwell floor are covered with resilient materials	2	2			M	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.).
30	At least one handrail on one side of the stairwell	2	2	M	M	M	M	M	M	
31	Consistent signage indicating floor numbers, directions, and room numbers in front of the elevator and corridors	2	2	M	M	M	M	M	M	Indicative signs are the signs that are hung in visible places showing directions and inferring the locations of units and public facilities.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Building logistics										
32	Service elevator	5	5			M	M	M	M	Elevator for the staff (mandatory for buildings with more than two floors).
33	Supplier entrance	5	5		M	M	M	M	M	Mandatory for buildings with more than 20 rooms. If there is more than one hotel in a certain zone, one supplier entrance to the common supply storage is sufficient.
34	Separate staff entrance	5	5		M	M	M	M	M	Could be also the supplier entrance but never the main entrance of the hotel. If there is more than one hotel in a certain zone, one staff entrance to the common staff areas is sufficient.
35	Housekeeping storage room	5	5			M	M	M	M	At least one separate storage room for housekeeping on each floor (storage for cleaning material, bed linen) for buildings with more than 10 rooms on each floor.
36	In-house laundry service	10	10						M	A central laundry that provides laundry services for hotel apartment guests.
II.	Reception and Services									
Reception										
37	Automated software to register guest data which has to be integrated with the Ministry reporting system	2	2	M	M	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
38	Use of automatic double doors or revolving doors	2	2			M	M	M	M	If the doorman operates the doors and welcomes guests, this criterion is optional.
39	Door closers should have a delay mechanism	1	1	M	M	M	M	M	M	If the doorman operates the doors and welcomes guests, this criterion is optional.
40	Complete first aid kit and defibrillator following red crescent requirements	2	2	M	M	M	M	M	M	For properties with less than 50 accommodation units (or with a capacity of less than 100 guests), a defibrillator is optional.
41	Natural plants and flowers for decoration	2	2		M	M	M	M	M	
42	Electric sockets in the reception area	2	2			M	M	M	M	Additional free electric sockets in the reception area available for guests, preferably near the seats.
43	Designated reception area securing privacy (a desk or counter)	4	2	M	M	M	M			A desk or counter with multiple working stations.
44	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.
45	Set of seats at the reception	5	2	M	M	M				
46	Lobby area (lounge) with seating and food and beverage service		5				M	M	M	Lobby lounge with drinks and snacks open 7 days a week.
47	A place in the lobby of the resort where complimentary Saudi coffee and dates, as well as refreshmentss drinks are offered	2	2				M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
48	Air conditioning is set at the ambient temperature of 20°C - 24°C	2	2	M	M	M	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.
49	Main signboards in public areas are in Arabic and English	2	2	M	M	M	M	M	M	Sign-boards for reception, restaurant, spa, conference room, etc.
50	Reception desk operating 10 hours	6	3	M	M					Staffed reception service for 10 hours, and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
51	Reception desk operating 16 hours		4			M				Staffed reception service for 16 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
52	Reception desk operating 24 hours		6				M	M	M	Staffed reception service for 24 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
53	Self-check-in	3	3							The system that allows guests to check in digitally, for example from their mobile phones.
54	Self-check-out	3	3							The system that allows guests to check out digitally, for example from their mobile phones.
55	At least one bilingual employee (Arabic, English) in every shift	4	2		M	M	M			
56	At least one multilingual employee (Arabic, English and at least one other foreign language) in every shift		4					M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
57	Photocopying- and scanning service available for guest use	2	2				M	M	M	
58	Valet parking service included on the website	10	10					M	M	
59	Clearly defined and documented protocols for VIPs and celebrity handling	15	15					M	M	They are policies and procedures applied with VIPs and celebrities, such as: private reception, maintaining complete privacy, etc. The hospitality facility is not required to apply the standard on the first inspection visit.
60	The hotel is offering an outstanding level of service quality with a documented guest relation system, guest files with habits/preferences	15	15						M	
61	The hotel is providing individual and private high-level luxury travel and shuttle serviced for their guests to guarantee smooth and comfortable arrival and departure procedures. These could be private jet services, Helicopter transportation, Waterplane, Speedboat or Limousine Shuttle, or upcoming systems like Volocopters and Sonic-Tubes	15	15						M	
62	The hotel is offering on-demand 24/7 professional personal butler service for guests. A minimum of one male and one female butler trained and certified by accredited international institutes are on standby	15	15						M	Can be internally trained and certified by a global hotel chain.
63	An employee responsible for opening and closing doors available at the hotel entrance (an employee for this task only)	15	15					M	M	At least one employee assigned to the task of welcoming guests and opening doors.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
64	Available reception and information service (Concierge)	15	15					M	M	An employee trained to provide special services to guests, such as reserving restaurants, coordinating trips and events, and providing transportation solutions for guests such as taxis and others.
65	Luggage service upon request	15	2	M	M	M				
66	Hotel bellboys		15				M	M	M	An employee is assigned the task to help guests with their luggage while checking in or out.
67	Secured luggage storage for arriving and departing guests	5	5			M	M	M	M	A dedicated space for storing luggage should be equipped with shelves and baggage identification cards.
68	A systematic approach for handling guest complaints	2	2	M	M	M	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. It is important to provide proof of these entries. The facility is not required to apply the standard on the first inspection visit.
69	At least one piece of artwork made by Saudi artist	5	5					M	M	
70	A counter to serve guests with special needs at the reception in accordance with standards, specifications and measurements (if any).	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



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Room cleaning/Change of Linen										
71	Rooms cleaned before guest check-in	1	1	M	M	M	M	M	M	Rooms should be completely cleaned and ready before guest checks in.
72	Rooms cleaned daily	1	1	M	M	M	M	M	M	
73	Daily towel change upon request	2	2	M	M	M				
74	Towels changed every other day	2	1	M	M	M				Towels may be changed on a non-daily basis, provided that it does not exceed two consecutive days.
75	Towels changed daily		2				M	M	M	Change is made daily unless requested otherwise by the guest.
76	Bed linen changed for every new guest	1	1	M	M	M	M	M	M	
77	Bed linen changed every other day	3	2	M	M	M				
78	Bed linen changed daily		3				M	M	M	Change is made daily unless requested otherwise by the guest.
79	Guest cards indicating the frequency with which guests want their room and bath linen to be changed	3	3	M	M	M	M	M	M	Cards with housekeeping policy and its environmental impacts/savings are clearly communicated to guests.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Laundry/Ironing Service										
80	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.
81	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.
82	Ironing service (returned within 1 hour)	2	2					M	M	
83	Laundry and ironing service	4	1			M				Delivery times clarification shall be clarified (readiness of clothes after washing and delivery).
84	Laundry and ironing service (received before 9.00 AM returned on the same day or overnight service, excluding weekends)		3				M			
85	Laundry and ironing service (received before 9.00 AM and returned within 9 hours)		4					M	M	
86	Laundry and ironing express service	5	5						M	Clean laundry is returned within 3 hours.
Method of Payment										
87	Cashless payment	1	1	M	M	M	M	M	M	Credit cards and MADA cards approved SAMA are accepted.
Other services										
88	Umbrella (rain or sun protection) at the reception or in the room	1	1					M	M	





No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
88	Umbrella (rain or sun protection) at the reception or in the room	1	1					M	M	
89	Daily digital newspaper offering	2	2				M	M	M	
90	Sewing service upon request	2	2					M	M	Requests can only include minor alterations and button replacement.
91	Shoeshine service upon request	2	2			M	M	M	M	
92	Shuttle service or limousine service upon request	2	2					M	M	If outsourced, there has to be a counter in the lobby.
93	Guests are escorted to their rooms upon check-in	2	2						M	
94	Turndown service	10	10					M	M	Turndown service in the evening (e.g: preparing the room for the night, curtains are closed, slippers are placed by the bed, beddings are loosened, etc.).
95	Wake-up service	1	1			M	M	M	M	Wake-up alarm (3 and 4 star), personal phone wake-up calls, including reminder in 5-star hotels and 5-star luxury hotels. (It is accepted if the TV set provides the alarm feature instead of the device)
Restrooms										
96	Restroom for each gender in public areas (at or near lobby)	2	2	M	M	M	M	M	M	One restroom must be accessible for disabled people besides male and female restrooms. The size of the restroom and all measurements should meet the standards.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
97	Accessible restrooms for people with special needs (at or near lobby) according to standards and specifications.	2	2	M	M	M	M	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.
98	A hand hose beside each toilet	2	2	M	M	M	M	M	M	
99	Wastebasket with foot pedal	2	2	M	M	M	M	M	M	
100	Toilet paper and hand tissue are available with a cover for protection against polluting agents	2	2	M	M	M	M	M	M	
101	Automatic flush systems, soap containers, and toilet flush button	2	2	M	M	M	M	M	M	Flushers are automatic and are used to flush after use
102	Energy-saving lights, distributed appropriately	2	2	M	M	M	M	M	M	Illumination level of at least 200 lux on average on the illuminated surface.
103	No water leakage and no rust on fittings or connections	2	2	M	M	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
104	Efficient water-saving fittings are installed on every tap and water hose	2	2	M	M	M	M	M	M	A motion sensor is a device that detects moving objects and turns on or adjusts lighting when motion is detected.
105	Motion sensor lights in restrooms	2	2		M	M	M	M	M	
106	Save-water posters	2	2	M	M	M	M	M	M	
III.	Rooms									
Room size & types										
107	Standard room size for 2 adults (incl. bathroom / WC) ≥ 16 m²	30	10	M	M					Room sizes are measured in square meters (m²) 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: For each additional bed in the room, 3m2 is to be added (maximum 4 beds). 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.
108	Standard room size for 2 adults (incl. bathroom / WC) ≥ 18 m²		15			M				
109	Standard room size for 2 adults (incl. bathroom / WC) ≥ 22 m²		20				M			



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
110	Standard room size for 2 adults (incl. bathroom / WC) $\geq 30 \text{ m}^2$	30	25					M		
111	Standard room size for 2 adults (incl. bathroom / WC) $\geq 45 \text{ m}^2$		30						M	
112	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 31 \text{ m}^2$	30	10	M	M					<p>The size of the apartment is measured in square meters (<math>\text{m}^2</math>) and includes bathrooms, living rooms, kitchen and corridors, and excludes external areas such as balconies and patios.</p> <p>It is allowed to differ in the size of the hospitality units from the standard sizes by 10% in 20% of the total number of units.</p> <p>In the central region of Makkah and Madinah (the size of the hospitality units is allowed to differ from the standard sizes by 30% in 20% of the total number of units).</p>
113	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 36 \text{ m}^2$		15			M				<p>The size of the apartment is measured in square meters (<math>\text{m}^2</math>) and includes bathrooms, living rooms, kitchen and corridors, and excludes external areas such as balconies and patios.</p> <p>It is allowed to differ in the size of the hospitality units from the standard sizes by 10% in 20% of the total number of units.</p> <p>In the central region of Makkah and Madinah (the size of the hospitality units is allowed to differ from the standard sizes by 30% in 20% of the total number of units).</p>



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
114	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom and 1 bathroom) size $\geq 42 \text{ m}^2$	30	20				M			<p>The size of the apartment is measured in square meters (<math>\text{m}^2</math>) and includes bathrooms, living rooms, kitchen and corridors, and excludes external areas such as balconies and patios.</p> <p>It is allowed to differ in the size of the hospitality units from the standard sizes by 10% in 20% of the total number of units.</p> <p>In the central region of Makkah and Madinah (the size of the hospitality units is allowed to differ from the standard sizes by 30% in 20% of the total number of units).</p>
115	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 60 \text{ m}^2$		25					M		<p>The size of the apartment is measured in square meters (<math>\text{m}^2</math>) and includes bathrooms, living rooms, kitchen and corridors, and excludes external areas such as balconies and patios.</p> <p>It is allowed to differ in the size of the hospitality units from the standard sizes by 10% in 20% of the total number of units.</p> <p>In the central region of Makkah and Madinah (the size of the hospitality units is allowed to differ from the standard sizes by 30% in 20% of the total number of units).</p>



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
116	Apartment (entrance area, living room with kitchen/ kitchenette, 1 bedroom, and 1 bathroom) size $\geq 95 \text{ m}^2$	30	30						M	<p>The size of the apartment is measured in square meters (<math>\text{m}^2</math>) and includes bathrooms, living rooms, kitchen and corridors, and excludes external areas such as balconies and patios.</p> <p>It is allowed to differ in the size of the hospitality units from the standard sizes by 10% in 20% of the total number of units.</p> <p>In the central region of Makkah and Madinah (the size of the hospitality units is allowed to differ from the standard sizes by 30% in 20% of the total number of units).</p>
117	A minimum of one percent of all units (with a minimum of one) is suitable for people with disabilities	10	10	M	M	M	M	M	M	The unit for people with disabilities includes at least one accessible bedroom. If the unit contains more than one bedroom, it is not necessary that all of them be dedicated to people with disabilities.
118	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	M	M	M	Limited only to the designated accessible units.
119	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	M	M	M	Limited only to the designated accessible units.
120	Light switches should not be higher than 100 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
121	Telephones should be reachable from one of the bedsides while laying down	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
122	Wake up calls should be supported by alarm clock with optical signal and vibration	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
123	An accessible path of travel to the accessible room(s) should be designed according to the standards, specifications, and measurements	2	2		M	M	M	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. The path leading to entry must be sufficiently illuminated (100 lux).
124	80% of the units are non-smoking units	3	3	M	M	M	M	M	M	
125	At least 50 % of the units have a balcony or terrace in the room	2	2							
126	A door locking system is available for each guest room or suite	2	2	M	M	M	M	M	M	
127	Personalized greeting of each guest with flowers or present in the room (no screen messages)	6	6							
Sleeping Comfort										



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
128	Bed with a modern and well-kept mattress at least 13 cm thick	15	3	M	M					
129	The bed system consists of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm		5			M	M			
130	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		The base of the bed should not be stiff, providing additional flexibility to the mattress.
131	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	
132	Adjustable, ergonomic bed system upon request	5	5							
133	Single beds of at least 0.80 m x 1.90 m and double beds of at least 1.60 m x 1.90 m	25	1	M	M					
134	Single beds of at least 0.90 m x 1.90 m and double beds of at least 1.80 m x 1.90 m		5			M				Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (1* and 2*).





No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
135	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			Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (3*).
136	Single beds of at least 1.20 m x 2.00 m and double beds of at least 1.80 m x 2.00 m		20					M		Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (4*).
137	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	Exception for Makkah and Madinah properties: Two beds in the bedroom have to fulfil the requirement regarding the size of the bed. Additional beds can be smaller but have to fulfil the requirement of the next lower category (5*).
138	10% of beds with a length of at least 2.10 m	5	5							
139	All beds have access from both sides	2	2				M	M	M	
140	Baby cots upon request	3	3					M	M	Cots (baby beds) are available upon request in good, clean condition. Cots are stored hygienically.
141	Mattress protection	5	5	M	M	M	M	M	M	The mattresses must be protected, it could be encased mattresses or mattress protection.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
142	Mattresses have to be flipped every three months, subject to room occupancy	5	5	M	M	M	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.
143	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress	10	10	M	M	M	M	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
144	Annual deep cleaning of mattresses	10	10						M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
145	One clean top and one clean bottom sheet	2	2	M	M	M	M	M	M	At least two sheets per bed
146	At least one clean blanket or one clean duvet with a cover per bed	2	2	M	M	M	M	M	M	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
147	Hypoallergenic bed linen and bed inlets upon request	5	5						M	Proof must be enclosed with the classification application.
148	Additional new blanket upon request	2				M	M	M	M	
149	One clean pillow per guest with a clean pillowcase and a pillow protector	3	1	M	M					A pillow protector should be used to cover it and keep it from getting dirty.
150	Two clean pillows per guest with clean pillowcases and a pillow protectors		3			M	M	M	M	A pillow protector should be used to cover it and keep it from getting dirty.
151	Pillows are deep cleaned or replaced with newly purchased on an annual basis	8	8	M	M	M	M	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
152	Additional pillow upon request	2	1	M	M					Hygienically covered to prevent dust collection.
153	Additional pillow available in the room		2			M	M	M	M	
154	Pillow menu (printed or digital version with a choice of minimum 6 different types)	2	2					M	M	
155	Possibility to darken the room	5	1	M	M	M				Curtains, blinds, or shutters are provided on all windows.
156	Possibility to completely darken the room		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.
157	Daylight curtains or equivalent privacy screen	3	3							(Transparent curtains or the like).
158	Washable bed mat	3	3							(Bed Mat)
Furnishing for all accommodation units										
159	Prayer rug	5	5			M	M	M	M	
160	Holy Quran is available upon request	5	5	M	M	M	M	M	M	
161	Qiblah's direction is posted on the ceiling	5	5	M	M	M	M	M	M	Each room must have a Qiblah indicator placed on the ceiling on the visible spot.
162	Wardrobe/niche of appropriate capacity	1	1	M	M	M	M	M	M	Fitting to the size and number of beds in a room. Exception for Makkah and Madinah properties: Not applicable for additional beds in properties located in Makkah and Madinah.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
163	Drawers/Shelves	1	1	M	M	M	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 guests occupying the hotel room. Exception for Makkah and Madinah properties: Not applicable for additional beds in properties located in Makkah and Madinah.
164	At least 5 hangers of two types	3	1	M	M	M				Minimum 5 hangers consisting of coat hangers, padded hangers, or trouser clips. Wire hangers are not accepted.
165	An appropriate number of uniform hangers min. 3 types		3				M	M	M	Minimum 10 hangers consisting of wooden coat hangers, padded hangers, and wooden trouser clips.
166	1 comfortable seat (upholstered armchair/couch) with side table/shelf	4	4	M	M	M	M	M	M	
167	1 additional comfortable seat (upholstered armchair/double-seater couch) in suites	4	4				M	M	M	
168	Table/desk/table top with chair	5	2	M	M					
169	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			M	M	M	M	Illumination level 450 lux for the desktop.
170	Bedside table or a table with a storage possibility at the bed	2	2	M	M	M	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.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
171	Two dual (two-pronged) power sockets are available, conveniently located for use of electrical/electronic equipment	2	1	M	M	M				A single double socket is a socket with two or more separate sockets in accordance with Saudi standards and specifications.
172	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				M	M	M	A single double socket is a socket with two or more separate sockets in accordance with Saudi standards and specifications.
173	USB socket and international adapters in the room at the desktop, or next to bed, or USB and international adapters upon request at the reception	5	2		M	M	M	M		
174	USB socket and international adapters in the room, at the desktop, or next to the bed		5						M	
175	Central switch for room lighting electricity next to the door	3	3				M	M	M	
176	Room lighting can be operated from the bed	2	2				M	M	M	
177	Nightlight	1	1					M	M	
178	Appropriate room lighting	1	1	M	M	M	M	M	M	Maintained illumination level 100 lux for general guestroom lighting.
179	Reading light at the bed	2	2		M	M	M	M	M	Maintained illumination level 250 lux for headboard reading.
180	Full length dressing mirror	1	1			M	M	M	M	
181	Adequate place or rack to put the luggage/suitcase	1	1			M	M	M	M	A luggage rack or designated space for at least one suitcase.
182	Wastepaper basket	1	1	M	M	M	M	M	M	Washable and made of non-flammable material.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
IV.	Furnishing for apartments									
Kitchen										
183	Kitchenette	5	2	M	M					
184	Full kitchen		5			M	M	M	M	
185	Sink with hot/cold water (heaters must be hidden)	2	2	M	M	M	M	M	M	There should be continous supply of hot and cold water with sufficient water pressure.
186	Two burners or two electric hotplates (mobile ones or integrated)	2	2	M	M	M	M	M	M	
187	Refrigerator	5	2	M	M	M	M			
188	Refrigerator with freezer compartment		5					M	M	
189	Toaster	2	2			M	M	M	M	
190	Electric or microwave oven	2	2			M	M	M	M	
191	Dishwasher	2	2				M	M	M	
192	Cutlery sets and utensils that are not made of plastic, metal or paper and are sufficient for the number of guests	1	1	M	M	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
193	Sufficient glassware for the number of guests	1	1	M	M	M	M	M	M	
194	Cutlery sets and utensils not made of plastic, metal or paper, including knives, spoons, small forks, soup spoons, fish knives or other special cutlery, sufficient for the number of guests	1	1	M	M	M	M	M	M	
195	Additional equipment e.g., corkscrew, bottle opener, scissors, matches, or lighter	1	1	M	M	M	M	M	M	
196	Tea and kitchen towels, basic supply of cleaning materials	1	1	M	M	M	M	M	M	
197	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	M	M	M	M	Limited only to the designated accessible units.
198	Standard values are of a working height of 82 cm and a legroom of 67 cm height	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
199	The height of the cooking surface is about 80 cm.	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
Living/Dining area										
200	Dining table with chairs or suitable seating for the capacity of the unit	2	2	M	M	M	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.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
201	Comfortable chairs such as armchairs, sofa or similar with side table	2	2	M	M	M	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.
202	TV minimum size 40 inch with remote control	2	2	M	M	M	M	M	M	
Safe/Depot Facilities										
203	Safety deposit box/facility at the reception	1	1	M	M	M	M	M	M	
204	In room safety deposit box	10	8				M	M		A safety deposit box with instructions in Arabic and English available in all guest rooms.
205	Safe with integrated power socket in the room		10						M	A safety deposit box with instructions in Arabic and English available in all guest rooms.
206	Central safety box for luxurious items	5	5					M	M	
Noise Protection/Air Conditioning										
207	Appropriate soundproofing of windows & walls	8	8				M	M	M	Windows have double-glazing, insulation, draught-proofing, and soundproofing. no disturbing noises from the neighboring rooms or from outside.
208	Sound-absorbing doors/double doors	8	8							
209	Units with individually adjustable air conditioning	10	10	M	M	M	M	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.





No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
Consumer Electronics										
210	Radio programs	1	1			M	M	M	M	Radio programs can be received via radio, but also via the television set or a central house system.
211	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.
212	Permanently installed electronic medium in the bathroom	5	5						M	It could be a radio, television, or audio system
213	Television with remote control	6	2	M	M					
214	Television set is of an appropriate size for the room with remote control and program overview		4			M				The TV screen must be large enough to watch TV from the seating area of the room.
215	SMART TV in a suitable size for the room with a remote control		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.
216	Satellite / DVBT or cable reception	2	2	M	M	M	M	M	M	Local, regional and international channels
217	The list of available TV and radio channels has to be centrally controlled by the hotel management for all apartments	2	2	M	M	M	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 accommodation unit.
218	Chargers/adapters upon request	2	2				M	M	M	For various electrical devices such as mobile phones, laptops, etc.
Telecommunications										



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
219	Device for internal and external communication (telephone) on demand with an instruction manual (printed or digital)	4	2	M	M					Internal communication means communication within the facility only.
220	Device for internal and external communication (telephone) in the room with a bilingual instruction manual (printed or digital)		4			M	M	M	M	
221	Free Internet access in the public area via Wi-Fi. Service needs to match the accomodation's size	2	2	M	M	M	M	M	M	Wi-Fi Internet is available throughout the apartment hotel, and also in all outdoor areas of the hotel used by guests.
222	Free and fast Internet access via Wi-Fi in all the rooms of the apartment hotel.	8	8			M	M	M	M	
223	On-demand private and secure printing option	5	5				M	M	M	It can be added to the business center facilities.
224	Smart communication device in the room upon request (for example smartphone, tablet, mobile modem with laptop)	3	1					M	M	
225	Smart communication device in the room (for example smartphone, tablet, mobile modem with laptop)		3							
Further requirements										



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
226	An emergency evacuation plan and emergency contact numbers are displayed inside the unit in both Arabic and English	2	2	M	M	M	M	M	M	All information has to be visibly presented on the backside of the unit door.
227	Bilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classificatiupon request.)	3	2			M	M	M	M	Hotel 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 received.
228	Multilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classificatiupon request.)		3							Hotel 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 received.
229	Informative material on local museums, tourist sites, and attractions in public areas and/or rooms	1	1	M	M	M	M	M	M	The information can be displayed in print or digitally by scanning the bar code (Visit Saudi website).
230	Daily newspaper in the room (digital)	2	2							
231	Writing utensil and notepad	1	1			M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
232	A correspondence folder containing papers, envelopes, and a pen	3	3					M	M	
233	Trousers press	2	2							
234	Laundry bag	1	1			M	M	M	M	
235	Iron and ironing board upon request/or an ironing room	4	2	M	M	M				
236	Iron and ironing board in the room		4				M	M	M	
237	Shoe polishing machine in public areas	3	3			M	M	M	M	
238	Spyhole, optical one or camera, in the entrance door of every room and every suite	1	1	M	M	M	M	M	M	
239	Additional locking device on the room door	1	1	M	M	M	M	M	M	
240	Coffee/tea maker with accessories in the room	4	4			M	M	M	M	Accessories such as: sugar and others that are used daily in the apartments.
241	Coffee machine for fresh coffee in the room	4	4					M	M	Coffee machines using coffee capsules (type of preportioned single-use container) or similar devices.
242	Air purification system	4	4							
Bathroom comfort										



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
243	Bathroom area $\geq 3 \text{ m}^2$	15	2	M						Exception for Makkah and Madinah properties: Bathroom size variation tolerance is 10%.
244	Bathroom area $\geq 4 \text{ m}^2$		5		M	M				
245	Bathroom area $\geq 5 \text{ m}^2$		10				M	M		
246	Bathroom area $\geq 7 \text{ m}^2$		15						M	
247	All accommodation units have bathrooms with toilets and shower cabins	15	1	M	M	M	M	M	M	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
248	All accommodation units have bathrooms with toilets and shower cabins, while in the 50% of the units there is a bathroom with bathtub and shower cabin		10					M		The main toilets are the bathrooms of the rooms, provided that all heaters are hidden. The water pressure must be adequate, and the toilet must be of a western design.
249	All accommodation units have bathrooms with toilets and shower cabins, while in the 100% of the units there is a bathroom with bathtub and shower cabin		15						M	The main toilets are the bathrooms of the rooms, provided that all heaters are hidden. The water pressure must be adequate, and the toilet must be of a western design.
250	All accommodation units have an additional separate toilet	5	5							
251	The shower area is separated by a wall or tempered glass	5	5		M	M	M	M	M	It is forbidden to use curtains to separate the shower area.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
252	Washbasins with a continuous supply of hot and cold water with sufficient water pressure	1	1	M	M	M	M	M	M	Provided that all heaters are hidden. The water pressure must be adequate.
253	A hand hose beside each toilet	1	1	M	M	M	M	M	M	Provided that all heaters are hidden. The water pressure shall be adequate and the toilet shall be of a western design.
254	Toilet with seat and lid	1	1	M	M	M	M	M	M	
255	Two toilet paper rolls available	1	1	M	M	M	M	M	M	
256	All bathrooms/restrooms must be equipped with a ventilation system	1	1	M	M	M	M	M	M	
257	Double washbasins in double rooms and suites	5	5						M	Provided that all heaters are hidden. The water pressure must be adequate.
258	Washable bath mat	1	1		M	M	M	M	M	A washable towel placed on the bathroom floor to reduce slipping risk.
259	LED Lighting at the washbasin	2	2	M	M	M	M	M	M	Maintained illumination level 400 lux at 60 cm for mirror.
260	Permanent anti-slip device or floor in shower and bathtub	3	3			M	M	M	M	Removable flooring is not accepted.
261	Mirror	5	1	M	M	M	M	M		
262	Mirror with anti-fog function (heated)		5						M	
263	Accessible, free socket near the mirror	1	1	M	M	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
264	Cosmetic mirror	2	1			M	M	M	M	
265	Movable cosmetic mirror		2				M	M	M	Used for shaving and other purposes.
266	Illuminated cosmetic mirror	1	1						M	Fitted with lights and used for shaving and other purposes.
267	Towel ring/rack/hook	1	1	M	M	M	M	M	M	A sufficient number of rings/racks / hooks according to the number of towels defined in criteria 279 and 280.
268	Heating possibility in the bathroom	5	5							
269	Shelf space or storage area around the washbasin	3	3	M	M	M	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.
270	Mug/glass that can be used to clean teeth	1	1	M	M	M	M	M	M	
271	Personal hygiene supplies: soap and shampoo	11	1	M						
272	Personal hygiene supplies: soap, shampoo, shower gel, shoehorn*		3		M					Items marked with (*) are available upon request.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
273	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 upon request	11	5			M				Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
274	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 upon request		7				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
275	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoehorn Sanitary bags Dental kit* Nail care kit * Mouth wash* Sewing kit* Shoe polish Kit* Items with * are available upon request	11	9					M		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
276	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 upon request		11						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
277	Toiletries/body care products are in individual recyclable packages or big dispensers	5	5					M	M	Large recyclable boxes are accepted. Products have to be regularly replaced to ensure the highest quality of service.
278	Paper facial tissues	2	2	M	M	M	M	M	M	
279	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel	2	1	M	M					The capacity of double beds is calculated for two people, and the single bed is for one person.
280	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel (if bidet is available)		2			M	M	M	M	The capacity of double beds is calculated for two people, and the single bed is for one person.
281	Bathrobe upon request	4	2			M	M			
282	Bathrobe		4					M	M	
283	Slippers upon request	3	1			M				
284	Slippers		3				M	M	M	
285	Hair dryer upon request	2	1	M	M					
286	Hair dryer		2			M	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
287	WC brush	2	2	M	M	M	M	M	M	
288	Bathroom stool upon request	3	3					M	M	
289	Bathroom scales	1	1					M	M	
290	Foot pedal litter bin in the bathroom	1	1	M	M	M	M	M	M	
291	Telephone in the bathroom	5	5				M	M	M	
292	TV in the bathroom (e.g. integrated into the mirror or next to the bathtub)	5	5							
293	The door should swing outward, the sliding doors are acceptable	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
294	The door must be at least 90 cm wide	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
295	An emergency call button or a pull cord is obligatory	1	1	M	M	M	M	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
296	Handles must be available to the left and right of the WC	1	1	M	M	M	M	M	M	On the side where the WC can be accessed, the grab handle should be foldable. Limited only to the designated accessible units.
297	Flush should be reachable or in best case automatic	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
298	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	M	M	M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
299	The washbasin must be accessible at a height of 67 cm	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
300	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
301	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	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.
302	A shower seat or bathtub seat is available	1	1	M	M	M	M	M	M	Limited only to the designated accessible units.
IV.	Food & Beverage									
Drinks										
303	Complementary min. 2 bottles of 330 ml of water in the unit	2	2			M	M	M	M	Replenished daily and marked as complimentary.
304	F&B and snacks maxi bar available at the hotel property	2	2	M	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.
305	Mini refrigerator in the room	4	2		M	M				Not applicable in the apartments.
306	Minibar		4				M	M	M	Not applicable in the apartments.
Breakfast										



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
307	Extended breakfast offers at least one hot drink (either tea or coffee), fruit juice, fruit salad/fruit, and a selection of bread/rolls, peanut butter, jam, and a selection of cheese	8	1	M	M					The mentioned are only examples.
308	Self-service breakfast buffet offering a wider selection of an Extended Breakfast with supplementary egg dishes and cereals		2			M				It is required to provide the minimum according to Standard No. 307 in addition to other options. The items mentioned are for example but not limited to.
309	A breakfast buffet service or a la carte breakfast is provided, and guests are served by staff		8				M	M	M	
310	Breakfast menu via room service	5	5					M	M	
Food and beverage outlets										
311	Room service available for 16 hours	10	5				M			Room service: A facility that specializes in preparing food and drinks and serving them to the guests of the units.
312	Room service available for 24 hours		10					M	M	
313	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 property		10			M	M	M	M	
314	One additional restaurant offering lunch and/or dinner	15	15					M	M	
315	At least one fine dining/haute cuisine restaurant	20	20						M	Serving high-quality, fresh and unpreserved food (local and/or international cuisine, following the latest food trends). Serving a signature menu.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
316	Club lounge for VIP guests in apartment hotel	15	15							Separate spacious room for VIP guests with comfortable seating (lounge chairs and couches), a relaxed atmosphere, and entertainment options like TV, and drinks. Club lounge can offer signature drinks, cigars, etc.
317	2 workers in the beverage serving area who hold local or international memberships	15	15						M	
318	The hotel is providing a café, offering a wide range of national and international coffee specialties, tea specialties, cakes, cookies, and sweets	15	15						M	
319	The staff working in the café is trained as a barista	15	15						M	Can be internally trained and certified by a global hotel chain.
320	Diet menu/allergy-friendly menu	2	2							
321	Local traditional foods menu	4	4							The menu should include popular or local foods that reflect the culture of the province.
322	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.
323	No single-use plastics policy	10	10							The hotel 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										
324	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	M	M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
325	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 (on-site check)	4	4	M	M	M	M	M	M	
V.	Event Facilities									
Banquet Facilities										
326	Banquet hall with a capacity of at least 50 guests	20	5							
327	Banquet hall with a capacity of at least 100 guests		10							
328	Banquet hall with a capacity of at least 250 guests		20							
Conference Facilities										
329	Conference room(s) covering an area of 36sqm - 100sqm 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	20	10							



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
330	Conference room(s) covering an area of min. 100sqm and a minimum height of 2.75m. with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables	20	15							
331	Conference room(s) covering an area of min. 250sqm and a minimum height of 3.50m. with adequate lighting (maintained illumination level 300 lux), telephone, WLAN, projector, screen of proportionate size, flip chart, 8 sockets min. with extension cables	20	20							
332	Designated area for praying for men and women	5	5				M	M	M	
333	One group work/breakout room	4	2							
334	Two group work/breakout rooms		4							
335	Secretarial service (separate office and staffing)	3	3							
336	Conference support (own department, separate personnel)	5	5							
337	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 and banquet facilities





No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
338	Adjustable lighting	2	2							
339	Adjustable sound systems	2	2							
340	Wi-Fi	2	2							
341	Natural light (daylight) and blackout curtains	3	3							
342	Individually controllable central air conditioning for the conference rooms	3	3							Air conditioning is set at the ambient temperature of 20°C-24°C.
343	Equipment should include assistive listening devices (e.g., induction loop)	1	1							Assistive listening devices such as headphones, etc.
VI.	Sports & Recreation									
Sports										
344	One in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)	9	3							
345	Two in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		6							
346	Three in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		9							



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
347	Sports equipment rental (e.g. boat and bicycle rental)	2	2							
348	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 square meters, separated by gender or different working hours	8	4				M			Exception for Makkah and Madinah properties: Not applicable for properties in Makkah and Madinah.
349	Fitness room with at least 8 different machines (e.g. ergometer, dumbbell and training bench, weight training machine, treadmill, rowing machine, stepper). The fitness room has a minimum size of 50 square meters, separated by gender or different working hours		8					M	M	
Wellnes/Beauty										
350	Massages (treatment room, separated by gender). The treatment room(s) must have a minimum size of 10 sqm	6	6					M	M	
351	Separate lounge/relaxation room. The lounging room/relaxation room has a minimum size of 20 sqm	3	3							
352	Whirlpool is separated by gender	3	3							
353	One gender-separated sauna area with minimaly capacity of 6 seats	5	5							



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
354	Two gender-separated sauna areas with minimal capacity of 6 seats	5	10							
355	Beauty care services, at least 4 separate services (such as: facial care, manicure/perdure, peeling, relaxing massage)	5	5						M	
356	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 or Turkish bath.
357	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.
358	Outdoor heated swimming pool covering an area not less than 60 sqm	10	10						M	The necessary equipment and precautions must be provided for the safety of the guests, such as determining the depth of the pool, marking the boundaries of the pool, instructions for its use, the duration of the work of the lifeguard, and others.
359	Indoor heated swimming pool covering an area not less than 40 sqm	15	15						M	The necessary equipment and precautions must be provided for the safety of the guests, such as determining the depth of the pool, marking the boundaries of the pool, instructions for its use, the duration of the work of the lifeguard, and others.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
360	Swimming pools should be designed according to the standards, specifications, and measurements	2	2							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
Children										
361	In-house toddler care (up to 3 years) at least 3 hours on weekdays by a certified person	10	10							
362	In-house child care (from 3 years) at least 3 hours on weekdays by a certified person	10	10							
363	Children's play area (e.g. playroom, playground)	4	4							The condition of playground equipment is good and it's well maintained.
Other										
364	Lounge for apartment hotel guests	2	2							Separate space in addition to the breakfast room or restaurant.
365	Reading and writing room	1	1							Separate quiet room for reading and writing.
366	Library	2	2							Library as a separate room or separate space. The library could be a part of the reading and writing room.



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
367	Entertainment programs are organized in the hotel or animation shows during the holidays	3	3							
368	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									
369	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.
370	Quality management system implemented in apartment hotel. It includes a guide, instructions and procedures for all operations that are carried out (clarifying quality policies, objectives and evaluation mechanism)	10	10							
	A website with updated information and realistic pictures of the resorts (pictures of the units and all facilities of the main apartments, and the website shows the address of the apartment hotel on maps)	5	5		M	M	M	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.
372	Possibility of online booking	2	2	M	M	M	M	M	M	The online booking possibility can be provided by any online booking platform.
373	A website with direct booking option	10	10					M	M	



No.	Requirements	Max. points per requirement	Points	*	**	***	****	*****	*****Superior	Description
374	The website should provide changeable contrasts	2	2							
375	The website should provide changeable font sizes	2	2							
376	The website should provide information about accessible rooms and the accessibility of the building	2	2		M	M	M	M	M	
377	Mostadam Construction Rating Certificate	10	10							A green building rating system that evaluates buildings' compliance with environmental sustainability standards.
378	Apply requirements to preserve the environment with accreditations and certificates in accordance with international standards, proving that apartment hotels implemented procedures to preserve the environment	10	10							
VIII.	Human Resources									
Training, staff facilities and Saudization level										
379	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 Trainor 4- Any other training course deemed necessary by the Ministry



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



# THANK YOU