

Hostel

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A hostel is a type of facility providing accommodation at economic rates primarily for short-term stays. It is usually a separate building or part of a building, or a group of buildings together with the associated infrastructure. The hostel consists of a lobby with a reception desk, accommodation units and a host of other facilities, and may also provide F&B services.

Accommodation unit types:

- Dormitory room (more than 5 beds in one room)
- Rooms without bathroom (up to 4 beds in one room)
- Rooms with en-suite bathroom (family rooms) (at least 3 and a maximum of 6 beds)
- Capsules



All of the listed criteria are mandatory unless otherwise stated in the description.

No.	Mandatory criteria	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)	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 category	The classification signboard containing the accommodation type and category, 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	The price list is available at the reception and online (property'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 room (back of the room door).
4	The hostel name is clearly visible on the building exterior, in Arabic and English	The sign with the hostel name should be placed in a prominent place on the building exterior and should be readable at night.
5	The facility provides rooms and facilities separated by gender and can provide family rooms with en-suite bathroom	The male and female rooms and public bathrooms have to be separated. Separation can be done by locating the rooms on different floors or separate parts of the same floor. Family rooms must have an en-suite bathroom and can be located on the same floors/parts of the building with male and female rooms.



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6	The exterior of the property is well maintained in a sound and clean condition	Clean hostel 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 are to be kept.
7	The entrance is clear and easily recognizable as a hostel entrance	The hostel has a separate, clearly marked, and visible entrance.
8	Appropriate illumination of the entrance area	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	Cleanliness and a hygiene of the hostel building is on a high level	All public areas are cleaned regularly. Cleaning records to be kept.
10	All facilities are in perfect condition and well maintained	Interior fixtures are well maintained and are in a clean condition.
11	All staff are wearing the uniform or the traditional Saudi attire for Saudi nationals, as well as their name tags and positions	Name tags are to be worn at all times, indicating the position in Arabic and English.
12	If the main entrance is not accessible to people with special needs, it should have a directional signage to the next accessible one	There must be a sign at the main entrance indicating the entrance that people with special needs can use.
13	Ramps should be designed according to the standards, specifications, and measurements.	1- The width of the usable walking path shall not be less than 120 cm. 2- A mark must be placed on both sides of the ramp to show the difference in levels (to prevent the risk of tripping). 3- The maximum inclination of the slopes should be 6 degrees.



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14	Air conditioning is set at the ambient temperature of 20°C-24°C	In all public spaces (lobby, restaurant, corridors,...). Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
15	Availability of lighting in all areas to ensure safety	
16	Unauthorized access to the hostel is regulated	The building and especially the rooms must not be accessible openly and without control. Access has only to be granted through a (guarded) entrance, with a key (card), a code with at least four digits, or by other similar means (depending on-premise). A responsible person (staff) may also control access on site. This may be the receptionist.
17	The sockets and light switches are without defects	
18	If there is an audible alarm (e.g. fire alarm), an optically clear flashing or flash signal available	
2	Reception	
19	Automated software to register guest data which has to be integrated with the Ministry reporting system	
20	Designated reception area for check-in and check-out (a desk or counter)	A desk or counter with multiple working stations.
21	Availability of staff 24/7 (in person or with contact telephone)	
22	Service hours at reception: 6 AM to 10 PM	
23	At least one bilingual employee (Arabic, English) in every shift	
24	Guest information includes information on the local and surrounding areas and a reasonable selection of tourist information (e.g. supermarket, restaurant, public transport) available for guests	
25	Complete first aid kit following Red Crescent requirements and defibrillator	For properties with less than 50 accommodation units or a capacity of less than 100 persons, a defibrillator is optional.



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26	Cashless payment	Credit cards and MADA cards, among others, are accepted.
27	Secured luggage storage for arriving and departing guests	A dedicated space for storing luggage should be equipped with shelves and baggage identification cards.
28	Safety deposit box at the reception	
29	Chargers/adapters on request	For various electrical devices such as mobile phones, laptops, etc.
30	Available products for personal care for sale or free (toothbrush, toothpaste, etc.)	
31	Free Wi-Fi access	
32	Set of seats at the reception	
33	Electric sockets in the reception area	Additional free electric sockets in the reception area, preferably near the seats, are available for guests to use.
34	TV in an appropriate size for the reception area, with remote control and programs available	TV screen must be large enough to watch TV from the seating space in the reception area.
35	The list of available TV and radio channels in all units has to be centrally controlled by the hostel management	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.
36	Prayer room	
37	Restroom adjacent to the prayer room	
3	Restrooms	



No.	Mandatory criteria	Description
38	Accessible restrooms for people with special needs (at or near lobby) according to standards and specifications.	<p>1- All restrooms designated for people with special needs are accessible through dedicated corridors.</p> <p>2- The bathroom door must open to the outside.</p> <p>3- The door width must be at least 90 cm.</p> <p>4- A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.</p> <p>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.</p> <p>6- The flushing button must be accessible or automatic at best.</p> <p>7- The hand hose should be placed on the side wall, and should be within 20 cm from the toilet seat.</p>
39	Automatic flush systems, soap containers, and toilet flush button	Flushers are automatic and are used to flush after use
4	Elevator	
40	At least 1 elevator in establishments that are higher than 2 floors (G+1)	<p>All elevators must meet the requirements of the relevant government entity.</p> <p>The number of elevators is based on a traffic study that shows following data: handling capacity, average round trip time, average waiting times, max waiting time, longest waiting times, average transit time, average time to destination, single floor flight time.</p>



No.	Mandatory criteria	Description
41	Elevators must allow access for people with special needs and should be designed according to standards, specifications, and measurements	<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 there must be a light and sound alert feature synchronized with the opening of the door.</p> <p>3- If the sign contains verbal 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 floor number and direction. If all rooms and public facilities for people with special needs are on the ground floor, this criterion is an optional.</p>
42	Signs clearly marking floors, rooms, and public areas are posted in the elevator and the front of the elevator	All signs are in Arabic and English. The hostel facilities (restaurant, reception, spa,...) are indicated in the elevator.
5	Accommodation units	
43	The area of the dormitory room provides at least 4 m ² per bed	Dormitory room has at least 5 beds and no bathroom.
44	Single room without bathroom size 8 m ²	
45	Double room without bathroom size 11 m ²	
46	Triple room without bathroom size 14 m ²	
47	Quadruple room without bathroom size 17 m ²	
48	Family room area provides at least 4 m ² per bed	
49	Capsules with a floor area of about 2 m ² and a height of 1.20 m	



No.	Mandatory criteria	Description
50	The capsules are stacked side-by-side, two units high, with steps or ladders providing access to the second-level rooms, similar to bunk beds	
51	Each capsule must have a separate entrance	
52	A minimum size of bed in capsules is 200 cm x 120 cm	
53	Each bed/capsule is marked with a number or another sign	
54	Possibility to completely darken the room during the day	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.
55	Drawers/Shelves	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 unit.
56	Single beds of at least 90cm x 200cm and double beds of at least 160cm x 200 cm	
57	Mattress protection	The mattresses must be protected, it could be encased mattresses or mattress protection.
58	Mattresses have to be flipped every three months, subject to room occupancy	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. New properties have to provide proof of the standard operating procedure prescribing this activity.
59	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress	In case of renewal of classification certificate proof must be submitted with the application for classification.



No.	Mandatory criteria	Description
60	Annual deep cleaning of mattresses	In case of renewal of classification certificate proof must be submitted with the application for classification.
61	One clean top and one clean bottom sheet	
62	At least one clean blanket or one clean duvet with a cover per bed	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
63	One clean pillow per guest with a clean pillowcase and a pillow protector	
64	Additional pillow on request	
65	Prayer rug available on request	
66	Holy Quran is available on request	
67	Qiblah's direction is posted on the ceiling	Each room must have a Qiblah indicator placed on the ceiling in a visible spot.
68	At least one dual (two points) power socket is available per bed, and USB charging is available at the socket	Conveniently located for use of electrical/electronic equipment.
69	Appropriate room lighting	Maintained illumination level 100 lux for general guestroom lighting.
70	Reading light at the bed	Maintained illumination level 250 lux for headboard reading.
71	Free Wi-Fi access	
72	An emergency evacuation plan and emergency contact numbers are displayed inside the room in both Arabic and English	The emergency number must be clearly displayed on the back of the room door.
73	The entrance to the room is controlled with the card locking system	Each guest has their own key card.
74	A minimum of one room should be suitable for people with special needs	Limited only to the designated accessible units.
75	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	Limited only to the designated accessible units.



No.	Mandatory criteria	Description
76	Areas of movement in front of essential fixed furniture (e.g. wardrobe) are at least 150 cm x 150 cm in size	Limited only to the designated accessible units.
77	Light switches should not be higher than 100 cm	Limited only to the designated accessible units.
78	Telephones should be reachable from one of the bedsides while laying down	Limited only to the designated accessible units.
79	Wake up calls should be supported by alarm clock with optical signal and vibration	Limited only to the designated accessible units.
80	An accessible path of travel to the accessible room(s) should be designed according to the standards, specifications, and measurements in the Accessibility Annex	The path leading to entry must be sufficiently illuminated (100 lux).
81	Lockers with locking mechanism	
6	Shared Bathroom (if appl.)	
82	Shower separated by glass or a shower wall	
83	An anti-slip device on the toilet and shower floor	
84	A safety handle (grab)	
85	Washbasins with a continuous supply of hot and cold water with sufficient water pressure	The water heater must be hidden.
86	Lighting at the washbasin	Maintained illumination level 400 lux at 60 cm for mirror.
87	Hand hose next to the toilet	
88	Hair dryer	



No.	Mandatory criteria	Description
89	Wastebasket with foot pedal	
90	Toilet brush	
91	Lockers with locking mechanism	
7	Bathroom Equipment	
92	Bathroom size at least 5 m ²	
93	Shower separated by glass or a shower wall	
94	An anti-slip device on the toilet and shower floor	
95	A safety handle (grab)	
96	Washbasins with a continuous supply of hot and cold water with sufficient water pressure	The water heater must be hidden.
97	Lighting at the washbasin	Maintained illumination level 400 lux at 60 cm for mirror.
98	Hand hose next to the toilet	
99	Hair dryer	
100	Wastebasket with foot pedal	
101	Toilet brush	
102	Restroom door should swing outward	Limited only to the designated accessible units.
103	The door must be at least 90 cm wide	Limited only to the designated accessible units.
104	A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
105	Handles must be available to the left and right of the WC	On the side where the WC can be accessed, the grab handle should be foldable. Limited only to the designated accessible units.



No.	Mandatory criteria	Description
106	Flush should be reachable or in best case automatic	Limited only to the designated accessible units.
107	Ablution-hoses should be located on the side wall, no more than 20 cm back from the front of the toilet	Limited only to the designated accessible units.
108	The washbasin must be accessible at a height of 67 cm	Limited only to the designated accessible units.
109	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	Limited only to the designated accessible units.
110	The interior of a shower area should have a clear floor area of at least 150 cm in width and 150 cm in depth	Limited only to the designated accessible units.
111	A shower seat or bathtub seat is available	Limited only to the designated accessible units.
8	Shared Areas	
112	Washing machines or wash basins for laundry	
113	Clothes lines for laundry	
114	Availability of a kitchen/kitchenette	
115	The kitchens are equipped with all the utensils that guests can use to prepare their meals (microwave, sink with hot/cold water - the heater must be hidden, garbage bin)	
116	Availability of seating area on at least one floor with TV, electrical sockets, USB charger, etc.	Available channels are in line with the relevant law on a national level. There should be a minimum of 2 m ² of space outside the room per guest, including the restaurant (if available).
117	Prayer area	
9	Coffee Shop	



No.	Mandatory criteria	Description
118	Breakfast can be served in the coffee shop or any other shared area within the hostel	Breakfast can be provided on the part of the hostel property and can also be a self-service breakfast where guests can prepare food by themselves. Breakfast can be also provided in cooperation with neighbouring F&B businesses - contract to be displayed upon request.
119	Clearly visible opening hours at the entrance of the coffee shop in Arabic and English	
120	Menu available in Arabic and English with clearly indicated prices	
121	The offer includes a selection of coffee, tea, juice, ice cream, pastries, and desserts	
122	Maxi bar available at the hostel	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.
10	Services via Website	
123	Website available in Arabic and English	
124	A website showing up-to-date information and realistic pictures of the hostel, such as pictures of the units and all the main hostel facilities. The website should include the hostel address on the maps	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.
125	Online booking option	The online booking possibility can be provided by any online booking platform.
126	Information that may impact the guest's decision must be available before booking (e.g. smoking policy, terms of cancellation, accept credit cards, time for check-in, check-out, etc.) available online or in written form	
127	Available information about the units designated for people with special needs and the equipment available in the building to serve them, such as: the building distribution	
128	Available marketing materials designed to meet the needs of people with special needs, such as: several colored flyers to facilitate reading, Braille flyers, and large-format flyers.	



THANK YOU