

# Pop-up Accommodation



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Pop-up accommodation is a type of temporary accommodation establishment, usually set in the natural surroundings during events and similar seasonal demand peaks. Those could be in the form of outdoor music festivals, retreats, or sporting events to name a few. The main condition for the establishment of pop-up accommodations is using non-permanent accommodation units of any kind. Besides accommodation, the establishment has to provide sanitary facilities and secure a high level of guest safety through performing control of entry and exit of guests and other visitors. The longest period of operation is one month.

#### Accommodation unit types:

- Glamping tents
- Recreational vehicles (campervans, caravans, motorhomes, and similar)
- Mobile homes
- Container homes



No.	Requirements	Description
I.	General Requirements	
1	For new properties: All necessary licenses and certificates that have to be obtained before the Ministry of Tourism evaluation are available and valid	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	The classification signboard containing the accommodation type, 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.
3	Price list is available in Arabic and English	The price list is available at the reception and online, containing valid prices (rack rates) per guest or per room; tax or other applying charges must be included or separately listed. The price list is also available in the accommodation unit.
4	The area is visibly separated from its surroundings	The accommodation area has to be separated from its surroundings due to safety and security issues and the ability to control the entrance and exit to the area. This can be done by fence, wall, hedge, or any similar structures.
5	All facilities are clearly signposted	All services and facilities are signposted, securing simple navigation for guests. Usage of sustainable materials is strongly encouraged.





No.	Requirements	Description
6	There is lighting available that illuminates the path at night	External lighting of good quality ensures the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum of 150 lux at their exterior. The walking paths should have illumination not less than 20 lux on average.
7	The exterior areas are well maintained in a sound and clean condition	Clean outside areas, without any visible damages, well maintained and do not pose a health and safety hazard to the public or the employees. Maintenance and cleaning records are to be kept.
8	All facilities and equipment are in proper hygienic and clean condition, in working order, without any noticeable deficiencies	This requirement includes all facilities at the guest's disposal, as well as back-end property facilities. Maintenance and cleaning records are to be kept.
9	The site is easy to find via GPS/navigation device	The address of the site can be found on any standard international GPS device, and/or the pop-up accommodation location information is available on Google Maps, Apple Maps, and similar platforms.
10	If the main entrance is not adapted for people with special needs, there should be directional signage to the adapted entrance point	Directional signage available pointing to the accessible pop-up accommodation entrance for people with special needs.
11	Escape and rescue plans are posted in the units and public areas	
12	All staff are wearing the uniform or the traditional Saudi attire for Saudi nationals, as well as their name tags and positions	Staff can be identified through their name tags or tags indicating their position in English and Arabic.
II.	Reception and Services	



No.	Requirements	Description
13	Automated software to register guest data that has to be integrated with Ministry reporting system	
14	Reception area operating at least 10 hours	
15	The staff is at guests' disposal in the reception area or by the telephone 24/7	
16	At least one bilingual employee (Arabic, English) in every shift	
17	Information material is available about the region	The information can be on a booklet or a barcode
18	Cashless payment is possible	Credit cards and MADA cards, among others, are accepted.
19	Card payment is possible (international credit card systems like Visa, MasterCard, and American Express)	
20	Secured luggage storage for arriving and departing guests	
21	Waste disposal service is provided	
22	Additional pillows and blankets are available on request	
23	Complete first aid kit and defibrillator following Red Crescent requirements	For properties with less than 50 accommodation units or a capacity of less than 100 persons, a defibrillator is optional.
24	Guests can charge their electronic devices at the reception	Additional free electric sockets in the reception area available for guests, preferably near the seats.
25	Safety deposit box/locker at the reception	
III.	Food & Beverage	
26	Pop-up restaurant/food truck offering foods and beverages of various kinds	Optional.
27	Lunch boxes will be offered on request	



No.	Requirements	Description
28	Zero food waste strategy	Zero food waste strategy can be developed in cooperation with NGOs or internally, the strategy can be part of a larger sustainability program.
29	No single-use plastics policy	The accommodation 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.
IV.	Accommodation Facilities	
30	An accommodation unit contains at least a bedroom (one or more), living room and dining room, kitchen/kitchenette, and a bathroom	
31	Bedroom is separated from the rest of the unit	
32	Bathroom is separated from the rest of the unit	
33	Insulating cover for the entire mattress to protect it from dirt	The mattresses must be protected. It could be encased mattresses or mattress protection.
34	One clean top and one clean bottom sheet	2 covers at least for each bed.
35	At least one clean blanket or one clean duvet with cover per bed	
36	Two clean pillows and covers per bed	
37	Change of bed linen for every new guest	
38	Change of bed linen (at least once a week)	
39	Two dual (two point) power sockets available, conveniently located for use of electrical/electronic equipment	
40	Appropriate lighting	Maintained illumination level 100 lux for general guest room lighting.
41	Reading light at the bed	Maintained illumination level 250 lux for headboard reading.



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42	Foot pedal litter bin	Washable and made of non-flammable material.
43	In room safety deposit box	A safety deposit box with instructions in Arabic and English is available in all guest rooms.
44	Air conditioning system inside rooms controlled by the guest	In an occupied guest room, the temperature should be between 20°C and 22°C; in an unoccupied guest room, the temperature should be between 26°C and 27°C. Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
45	Device for internal and external communication (telephone) on demand with an instruction manual (printed or digital)	
46	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the pop-up accommodation	Wi-Fi Internet is available throughout the hotel, and also in all outdoor areas of the pop-up accommodation used by guests.
47	An emergency evacuation plan and emergency contact numbers are displayed inside the accommodation unit in both Arabic and English	On the back of the entrance door.
48	Bathroom area $\geq 4 \text{ m}^2$	
49	Washbasins in the bathroom with continuous supply of hot and cold water with sufficient water pressure	The water heater must be hidden.
50	Provide a hand hose beside each toilet	
51	LED Lighting at the washbasin	Maintained illumination level 400 lux at 60 cm for mirror.
52	Mirror in the bathroom	
53	Accessible, free socket near the mirror	
54	Heating possibility in the bathroom	



No.	Requirements	Description
55	Mug/glass that can be used to clean teeth	
56	Personal hygiene supplies: soap, shampoo, shower gel	
57	Toilet brush	
58	Paper facial tissues	
59	Spare roll of toilet paper	
60	Hair dryer on request	At least one per 10 beds.
V.	Sanitary Facilities	
61	Washing facilities are at the guest's disposal	
62	Shower facilities with hot water (at least one for 10 guests)	
63	Toilets with toilet paper (one toilet for 10 guests)	
64	Hand hose next to the each toilet	
65	Washbasins (at least one for 10 guests)	
66	Cleaning of all sanitary facilities once a day	
67	Wash basin for laundry (one for 30 beds)	
68	Clothes lines	
69	Waste disposal service is provided	
VI.	Environment	
70	Water-saving management (such as stopping the flushing of the toilets or water-saving tap nozzle)	
71	The guest was informed about the accommodation environmental protection measures	
72	Prevent direct or indirect contamination of the surface, ground, and coastal waters that may be caused by solid or liquid residues	
73	Hazardous, poisonous, or radioactive waste is prohibited	





No.	Requirements	Description
74	Sanitary waste, industrial waste, hazardous waste, domestic waste (including operating materials such as petrol, oils, and construction material...), and wastewater (e.g. sanitary drainage water, washing water, industrial wastewater) must be disposed of properly by contracting with a specialized company	
75	All new facilities, as well as major modifications to existing facilities, shall be designated, operated, and maintained, according to the adopted environment standard by the Kingdom, at the time of design approval	
76	Prevent the harvesting, capture, molestation, transport, or use of wild flora and fauna by guests or people involved in the activities of the accommodation establishment	
77	Prevent harmful use of new materials deriving from plants and animal wildlife species	
78	Prevent the predatory use of raw materials deriving from species of plants and animal wildlife	
79	Take care of animals used in tourism activities	
80	Prevent the domestication of wild animals by not permitting artificial feeding	
81	Plan and implement measures to minimize noise generation from installations, machinery, and equipment, and the leisure and entertainment activities, so as not to disturb the natural environment, the comfort of guests, or the local community	
82	Plan and implement a recycling system through measures to reduce, reuse or recycle solid waste	
83	Plan and operate landscaping in a manner that minimizes environmental impact	
VII.	Services via Website	
84	Possibility of online booking	The online booking possibility can be provided by any online booking platform.



No.	Requirements	Description
85	The website with updated information and realistic pictures of the main facilities in the pop-up accommodation, as well as directions sketch/route description	Information provided includes at least location of the pop-up accommodation, meal times, and opening hours of facilities and can be accessed via search engines such as Google and others.
86	The website should provide changeable font sizes	
87	The website should provide changeable contrasts	
88	Information about units designated for people with special needs and specific equipment should be available in the pop-up accommodation, such as: accommodation map	



# THANK YOU