

Resort

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A resort is an establishment providing lodging, meals, and other services with a focus on relaxation and recreation. It is usually a separate building or a group of buildings together with accompanying infrastructure, spread over a large outdoor space, fully enclosed, providing a unique experience to its guests offering a wide range of amenities, services, and entertainment. Resorts can be located in close proximity to a natural attraction (national parks, beaches, desert) or a manmade attraction (golf). A hotel can be a central feature of a resort, accompanied by other accommodation types.

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:

Rooms - Suites - Villas



A : 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: 1435	****	*****	*****	***** Superior
2	Mandatory points	483	859	859	1076
3	Additional points to be achieved for category	84	140	140	150
4	Minimum points for category	567	999	999	1226
5	Minimum share of maximum points for category	40%	70%	70%	85%



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
I.	General Requirements							
1	At least 50% of the resort must be dedicated to permanent open space, such as a beach, swimming pool, parks, gardens, accommodation unit gardens, roof gardens, buggy routes, pedestrian walkways, boardwalks, etc., excluding streets and parking areas	2	2	M	M	M	M	
2	For new properties: All necessary licenses and certificates that have to be obtained before the Ministry of Tourism evaluation are available and valid For already operating properties: All necessary licenses and certificates are available and valid (including license and classification from the Ministry of Tourism)	2	2	M	M	M	M	The originals of all licenses and certificates are stored in the back office or GM's office and are available for inspection on request.
3	Official signboard with accommodation type and grade	2	2	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 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.
4	The price list is available in Arabic and English	2	2	M	M	M	M	The price list is available at the reception and online (resort'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 units (backside of the room door).



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
5	Resort provides traditional Saudi experiences, related to Saudi culture and heritage	5					M	Experiences convey Saudi traditions (e.g., attire, food, scent, events, music, etc.).
Resort Architecture and Exterior Design								
6	The resort name is clearly visible on the building exterior, in Arabic and English	2	2	M	M	M	M	The sign with the resort name should be located in a prominent place on the building exterior and should be readable at night.
7	The resort has well-defined and visible boundaries	2	2	M	M	M	M	Such as trees, the sea, or walls, etc.
8	The exterior of the resort is well maintained in a sound and clean condition	2	2	M	M	M	M	Clean resort building front, without any visible damages, well maintained, does not pose a health and safety hazard to the public or employees. Maintenance and cleaning records are to be kept.
9	The entrance is clear and easily recognizable as a resort entrance	2	2	M	M	M	M	The resort has a separate, clearly marked, and visible entrance.
10	The resort should have only one central guest entrance	2	2	M	M	M	M	The resort should have one central guest entrance and, if necessary, other guest entrances, monitored by security 24 hours a day.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
11	Appropriate illumination of the entrance area	2	2	M	M	M	M	External lighting of good quality ensures the safety of guests. Pedestrian entrances should be evenly illuminated to a minimum of 150 lux at their exterior.
12	If the main entrance is not accessible to people with special needs, it should have a directional signage to the next accessible one	2	2	M	M	M	M	There should be a directional signage at the main entrance pointing to the accessible one for people with special needs
13	Garden lights powered with solar energy	2	2					
Cleanliness and Hygiene								
14	Cleanliness and hygiene of the resort are on a high level	10	10	M	M	M	M	All public areas are cleaned regularly. Cleaning records to be kept.
Conservation Status								
15	All facilities are in perfect condition and well maintained	10	10	M	M	M	M	Interior fixtures are well maintained and are in a clean condition.
Staff								
16	All staff should wear uniforms, or the traditional Saudi Attire for Saudi nationals, along with name tags stating their position	10	10	M	M	M	M	Employees are recognized through their name tags or position written in both Arabic and English.
Parking/Loading Facilities								
17	Parking lot - for cars (30% of total units)	5	1			-	-	
18	Parking lot - for cars (50% of total units)		3			-	-	
19	Parking lot - for cars (80% of total units)		5					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
20	There must be at least one parking space per accessible room or unit, which is marked as such	1	1	M	M	M	M	Indoor car parks must include at least one accessible entrance on each floor or an elevator must be available to access the entrance for people with special needs.
21	Accessible parking should be designed according to standards, specifications, and measurements	2	2	M	M	M	M	1- The parking is at least 350 cm wide and 500 cm long. 2- The parking floor must be suitable and facilitate movement (no pebbles or obstacles).
22	Parking lot - for buses	1	1					
23	Resort garage for cars	5	5			M	M	The resort 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.
24	Charging station for electric cars	3	3				M	A charging station to charge electric cars.
Elevators								
25	At least 1 elevator in establishments that are higher than 2 floors (G+1)	10	10	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.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
26	Elevators must allow access for people with special needs and should be designed according to standards, specifications, and measurements	2	2	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 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>
27	Signs clearly marking floors, rooms, and public areas are posted in the elevator	2	2	M	M	M	M	All signs are in Arabic and English. The resort facilities (restaurant, reception, spa, etc.) are indicated in the elevator.
Ramps								
28	Ramps should be designed according to standards, specifications, and measurements (if any)	2	2	M	M	M	M	<p>1- The width of the usable walking path shall not be less than 120 cm.</p> <p>2- A mark must be placed on both sides of the ramp to show the difference in levels (to prevent the risk of tripping).</p> <p>3- The maximum inclination of the slopes should be 6 degrees.</p>



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Corridors and Stairwells								
29	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.
30	Corridors according to Saudi Building Code	2	2	M	M	M	M	
31	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.).
32	At least one handrail on one side of the staircase	2	2	M	M	M	M	
33	Consistent signage indicating floor number, directions and room numbers in front of the elevator and corridors	2	2	M	M	M	M	Signs hung in visible places, showing directions and locations of units and public facilities.
Building logistics								
34	Service elevator	5	5	M	M	M	M	Elevator for the staff (mandatory for buildings with more than two floors).
35	Supplier entrance	5	5	M	M	M	M	Mandatory for buildings with more than 20 rooms.
36	Separate staff entrance	5	5	M	M	M	M	Could be also supplier entrance but never the the main entrance of the resort.
37	Housekeeping storage room	5	5	M	M	M	M	At least one separate storage room for house-keeping on each floor (storage for cleaning material, bed linen). For buildings with less than 10 rooms per floor, there is no need to have a housekeeping room on each floor.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
38	In-house laundry service	10	10				M	Separate laundry for the resort guests.
II.	Reception and Services							
	Reception							
39	Automated software to register guest data which has to be integrated with the Ministry reporting system	2	2	M	M	M	M	
40	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.
41	Door closers should have a delay mechanism	1	1	M	M	M	M	A mechanical device that closes the door slowly and tightly to ensure it is completely closed.
42	Complete first aid kit and defibrillator following Red Crescent requirements	2	2	M	M	M	M	
43	Natural plants and flowers for decoration	2	2		M	M	M	
44	Electric sockets in the reception area	2	2	M	M	M	M	Additional free electric sockets in the reception area, preferably near the seats, are available for guests to use.
45	Designated and separated reception area offering full guest privacy (with a desk or counter)	4	2	M	M			A desk or counter with multiple working stations.
46	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.
47	Set of seats at the reception	5	2	M				
48	Lobby area (lounge) with seating as well as food and beverage service		5		M	M	M	Lobby lounge with drinks and snacks open 7 days a week.
49	A place in the lobby of the resort where complimentary Saudi coffee and dates, as well as refreshments and drinks	2	2	M	M	M	M	Lobby lounge with drinks and snacks open 7 days a week.



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50	Air conditioning is set at the ambient temperature of 20°C-24°C	2	2	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.
51	Main signboards in public areas are in Arabic and English	2	2	M	M	M	M	Signboards for reception, restaurant, spa, conference room, etc.
52	Reception desk operating 16 hours	6	4	M				Staffed reception service for 16 hours; and the activation of 24/7 service to receive phone calls from inside and outside the resort.
53	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 resort.
54	Self-check-in	3	3					A system that allows guests to check in digitally, for example from their mobile phones.
55	Self-check-out	3	3					A system that allows guests to check out digitally, for example from their mobile phones.
56	At least one bilingual employee (Arabic, English) in every shift	4	2	M	M			
57	At least one multilingual employee (Arabic, English and at least one other foreign language) in every shift		4			M	M	
58	Photocopying- and scanning service available for guest use	2	2		M	M	M	
59	Valet parking service announced on the website	10	10			M	M	
60	Clearly defined and documented protocols for VIPs and celebrities, including advanced safety and security measures	15	15			M	M	Including advanced safety & security procedures.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
61	The resort is offering an outstanding level of service quality with a documented guest relation system, guest files with habits/preferences of the guests	15	15				M	Services provided to guests based mainly on the guest file through a record of his previous visits.
62	The resort is providing individual and private high-level luxury travel and shuttle service opportunities for their guests to guarantee smooth and comfortable arrival- and departure procedures. Could be private Jet service, Heli transportation, Waterplane, Speedboat or Limousine Shuttle, or upcoming systems like Volocopters and Sonic-Tubes	15	15				M	
63	The resort is offering 24/7 professional personal butler service on demand for guests. Minimum one male and one female Butler trained and certified by accredited international institutes.	15	15				M	Can be internally trained and certified by a global hotel chain.
64	Shaded loading and unloading zone	5	5		M	M	M	
65	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.
66	Concierge	15	15			M	M	A trained employee responsible for providing special services to guests such as booking restaurants, and coordinating trips and events.
67	Luggage service on request	15	2	M				
68	Luggage service		15		M	M	M	An employee is assigned the task to help guests with their luggage while checking in or out.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
69	Secured luggage storage for guests	5	5	M	M	M	M	A dedicated space for storing luggage, should be equipped with shelves and baggage identification cards.
70	A systematic approach to guest complaints	2	2	M	M	M	M	The resort has a policy in place regarding receiving, documenting, and resolving complaints, feedback, and rating obtained through the resort system, in person, on booking platforms, or on social media. Evidence of this should be available.
71	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
Room cleaning / Change of Linen								
72	Rooms cleaned before guest check-in	1	1	M	M	M	M	Rooms should be completely cleaned and ready before guest checks in.
73	Rooms cleaned daily	1	1	M	M	M	M	
74	Daily towel change on request	2	2	M				
75	Towels changed every other day	2	1	M				Towels may be changed on a non-daily basis, provided that it does not exceed two consecutive days.
76	Towels changed daily		2		M	M	M	
77	Bed linen changed for every new guest	1	1	M	M	M	M	
78	Bed linen changed every other day	3	2	M				
79	Bed linen changed daily		3		M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
80	Cards available on unit door handle on the inside to be used to prepare the room. Cards should be provided to educate guests on environment preservation	3	3	M	M	M	M	Cards with housekeeping policy and its environmental impacts.
Laundry/Ironing Service								
81	Dry cleaning service (received before 9.00 a.m. 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.
82	Dry cleaning service (received before 9.00 a.m. and returned within 9 hours)		3		M	M	M	
83	Ironing service (returned within 1 hour)	2	2			M	M	
84	Laundry and ironing service	4	1	M				Return time to be arranged.
85	Laundry and ironing service (received before 9.00 a.m. and returned on the same day or overnight service, excluding weekends)		3		M			
86	Laundry and ironing service (received before 9.00 a.m. and returned within 9 hours)		4			M	M	
87	Laundry and ironing express service	5	5				M	Clean laundry is returned within 3 hours.
Method of Payment								
88	Cashless payment	1	1	M	M	M	M	Credit cards and MADA cards, among others, are accepted.
Other services								



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
89	Umbrella (rain or sun protection) at the reception or in the room	1	1			M	M	
90	Daily newspapers available (digital)	2	2		M	M	M	
91	Sewing service on request	2	2			M	M	Requests can only include minor alterations and button replacement.
92	Shuttle service or limousine service on request	2	2			M	M	
93	Shuttle service or limousine service on request							If outsourced, there has to be a counter in the lobby.
94	Guests are escorted to their rooms upon resort check-in	2	2			-	M	
95	Turndown service	10	10			M	M	Turndown service in the evening as additional room control (preparing the room for the night, curtains are closed, slippers are placed by the bed, beddings are loosened, etc.).
96	Wake-up service	1	1	M	M	M	M	Automated telephone wake-up call for 3-4 star resorts and personal telephone wake-up call including a reminder for 5-star resorts. (TV with wake-up function is accepted instead of an alarm clock)
	Restrooms							
97	Restroom for each gender in public areas (at or near resort lobby)	2	2	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
98	Accessible restrooms for disabled people (at or near resort lobby), according to standards, requirements, and specifications	2	2	M	M	M	M	<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>
99	A hand hose beside each toilet	2	2	M	M	M	M	
100	Waste basket with foot pedal	2	2	M	M	M	M	
101	Toilet paper and hand tissue are available	2	2	M	M	M	M	
102	Automatic flush systems, soap containers and toilet flush button	2	2	M	M	M	M	Flushers are automatic and are used to flush after use
103	Energy-saving lights, distributed appropriately	2	2	M	M	M	M	Maintained illumination level 200 lux on average.
104	No water leakage and no rust on fittings or connections	2	2	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
105	Efficient water-saving fittings are installed on every tap and water hose	2	2	M	M	M	M	
106	Motion sensor lights in restrooms	2	2		M	M	M	A motion sensor is a device that detects moving objects and turns on or adjusts lighting when motion is detected.
107	Save water posters	2	2	M	M	M	M	
III.	Rooms							
	Room size & types							
108	Standard room size for 2 adults (incl. bathroom / WC) ≥ 22 m²	30	15	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.
109	Standard room size for 2 adults (incl. bathroom / WC) ≥ 26 m²	30	20		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.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
110	Standard room size for 2 adults (incl. bathroom / WC) $\geq 34 \text{ m}^2$	30	25			M		Room sizes are measured in square meters (m^2) and include bathroom and living room areas, but exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
111	Standard room size for 2 adults (incl. bathroom / WC) $\geq 50 \text{ m}^2$	30	30				M	Room sizes are measured in square meters (m^2) and include bathroom and living room areas, but exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
112	Suite size $\geq 34 \text{ m}^2$	30	15	M				Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
113	Suite size $\geq 42 \text{ m}^2$	30	20		M			Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
114	Suite size $\geq 52 \text{ m}^2$	30	25			M		Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
115	Suite size $\geq 100 \text{ m}^2$	30	30				M	Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.



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116	Villa size $\geq 120 \text{ m}^2$	20				M		Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
117	Villa size $\geq 150 \text{ m}^2$	30					M	Unit sizes are measured in square meters (m^2) and exclude outside areas such as balconies and patios. Up to 20% of the total number of accommodation units in the property may have a maximum 10% deviation from the default accommodation unit sizes.
118	At least 5% of all rooms are suites	15	10					
119	At least 10% of all rooms are suites		15					
120	At least 5% of all rooms are interconnected rooms	10	10					
121	A minimum of 1% of all rooms (with a minimum of one) is suitable for people with special needs	10	10	M	M	M	M	
122	The narrowest passage width of the room, between fixed furniture and the interior (for example, furnishings and relevant paths) must not be less than 90 cm	1	1	M	M	M	M	Limited only to the designated accessible units.
123	Areas of movement in front of essential fixed furniture (e.g. wardrobe) are at least 150 cm x 150 cm in size	1	1	M	M	M	M	Limited only to the designated accessible units.
124	Light switches should not be higher than 100 cm	1	1	M	M	M	M	Limited only to the designated accessible units.



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125	Telephones should be reachable from one of the bedsides while laying down	1	1	M	M	M	M	Limited only to the designated accessible units.
126	Wake up calls should be supported by alarm clock with optical signal and vibration	1	1	M	M	M	M	Limited only to the designated accessible units.
127	An accessible path of travel to the accessible room(s) should be designed according to standards, specifications, and measurements	2	2		M	M	M	The path leading to entry must be sufficiently illuminated (100 lux).
128	80% of the units are non-smoking units, which should be defined in posters	3	3	M	M	M	M	
129	At least 50 % of the rooms have a balcony or terrace	2	2					
130	100% of accommodation units have a balcony or terrace	5	5					
131	A door locking system is available for each guest room or suite	2	2	M	M	M	M	
132	Personalized greeting of each guest with flowers or present in the room (no screen messages)	6	6			-	-	
Sleeping Comfort								
133	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm	15	5	M	M			
134	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		
135	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	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
136	Adjustable, ergonomic bed system	5	5					
137	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	25	5	M				
138	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		15		M			
139	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		
140	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	
141	10% of beds with a length of at least 2.10 m	5	5					
142	All beds have access from both sides	2	2		M	M	M	
143	Baby cots on request	3	3			M	M	Cots (baby beds) are available on request in good, clean condition. Cots are stored hygienically.
144	Mattress protection	5	5	M	M	M	M	The mattresses must be protected, it could be encased mattresses or mattress protection.
145	Mattresses have to be flipped every three months, subject to room occupancy	5	5	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.
146	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	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
147	Annual deep cleaning of mattresses	10	10				M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
148	One clean top and one clean bottom sheet	2	2	M	M	M	M	2 covers at least for each bed.
149	At least one clean blanket or one clean duvet with a cover per bed	2	2	M	M	M	M	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
150	Allergy-friendly bed linen on request	5	5				M	Proof must be enclosed with the classification application.
151	Additional blanket on request	2	2	M	M	M	M	
152	One clean pillow per guest with a clean pillowcase and a pillow protector	3	1	M				
153	Two clean pillows per guest with clean pillowcases and a pillow protectors		3		M	M	M	
154	Pillows deep cleaned or replaced with newly purchased on an annual basis	8	8	M	M	M	M	In case of renewal of classification certificate proof must be enclosed with the application for classification.
155	Additional clean and new pillow	2	2	M	M	M	M	Hygienically covered to prevent dust collection.
156	Clean and new pillows for guests on request		1					
157	Pillow menu (printed or digital version with a choice of minimum 6 different types)	2	2			M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
158	Possibility to darken the room	5	1	M				Curtains, blinds, or shutters are provided on all windows.
159	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.
160	Daylight curtains or equivalent privacy screen	3	3					(Transparent curtains or the like).
161	Washable bed mat	3	3					Bed mat
Room Furnishing								
162	Prayer rug	5	5	M	M	M	M	
163	Holy Quran is available on request	5	5	M	M	M	M	
164	Qiblah's direction is posted on the ceiling	5	5	M	M	M	M	Each room must have a Qiblah indicator placed on the ceiling on the visible spot.
165	Wardrobe/niche of appropriate capacity	1	1	M	M	M	M	Fitting to the size and number of beds in a room.
166	Drawers/Shelves	1	1	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 resort room.
167	At least 5 hangers of two types	3	1	M				Minimum 5 hangers consisting of coat hangers, padded hangers, or trouser clips. Wire hangers are not accepted.
168	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.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
169	1 comfortable seat (upholstered armchair/couch) with side table/shelf	4	4	M	M	M	M	
170	1 additional comfortable seat (upholstered armchair/double-seater couch) in suites	4	4	M	M	M	M	
171	Table/desk/table top with a chair	5	2	M				
172	Table, desk, or writing top with a free work surface of at least 0.5 sqm and appropriate desk lamp/lighting with chair		5		M	M	M	Maintained illumination level 450 lux for the desktop.
173	Bedside table/storage possibility at the bed	2	2	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.
174	Two dual (two point) power sockets available, conveniently located for use of electrical/electronic equipment	2	1	M				
175	Two dual (two points) 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	
176	USB socket and international adapters in the room at the desktop, or next to bed, or USB and international adapters on request at the reception	5	2	M	M	M		
177	USB socket and international adapters in the room, at the desktop, or next to the bed		5				M	
178	Central switch for room lighting electricity next to the door	3	3		M	M	M	
179	Central room lighting switch can be operated from the bed	2	2		M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
180	Nightlight	1	1			M	M	
181	Appropriate room lighting	1	1	M	M	M	M	Maintained illumination level 100 lux for general guestroom lighting.
182	Reading light at the bed	2	2	M	M	M	M	Maintained illumination level 250 lux for headboard reading.
183	Full length dressing mirror	1	1	M	M	M	M	
184	Adequate place or rack to put the luggage (suitcase), it should also have a mobile or fixed shelf	1	1	M	M	M	M	A luggage rack or designated space for at least one suitcase.
185	Wastepaper basket	1	1	M	M	M	M	Washable and made of non-flammable material.
Safe / Depot Facilities								
186	Safety deposit box/facility at the reception	10	1	M	M	M	M	
187	In room safety deposit box		8		M	M		
188	Safe with integrated power socket in the room		10				M	A safety deposit box with instructions in Arabic and English is available in all guest rooms.
189	Central safety box for luxurious items	5	5			M	M	
Noise Protection/Air Conditioning								
190	Soundproof windows and walls preventing noise from neighboring rooms	8	8		M	M	M	Windows are double glazed, weatherproof and soundproof, preventing noise from neighboring rooms or from the outside.
191	Sound-absorbing doors/double doors	8	8					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
192	Air conditioning system inside rooms controlled by the guest	10	10	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. Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
Consumer Electronics								
193	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.
194	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.
195	Permanently installed electronic medium in the bathroom	5	5			-	M	The TV screen must be large enough to watch TV from the seating area of the room, not less than 40 inches.
196	SMART TV in an appropriate size for the room conditions with remote control and program overview	6	4	M				The TV screen must be large enough to watch TV from the seating area of the room, not less than 40 inches.
197	SMART TV in a suitable size for the living room conditions with 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 45 inches on a diagonal.
198	Additional TVs in suites in size appropriate for the space conditions	2	2					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
199	List of available TV and radio channels in accordance with relevant laws and regulations	2	2	M	M	M	M	Saudi, regional and international channels.
200	The list of available TV and radio channels has to be centrally controlled by the hotel management	2	2	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.
201	Chargers/adapters on request	2	2		M	M	M	For various electrical devices such as mobile phones, laptops, etc.
	Telecommunications							
202	Device for internal and external communication (telephone) in the room with a bilingual instruction manual (printed or digital)	4	4	M	M	M	M	
203	Free and fast internet service in indoor and outdoor public places (WIFI), commensurate with the size of the facility	8	2	M	M	M	M	Wi-Fi Internet is available throughout the resort, and also in all outdoor areas of the resort used by guests.
204	Free and fast internet service access in the room (e.g., Wi-Fi), commensurate with the number of rooms in the resort		8	M	M	M	M	
205	Printing service on demand	5	5		M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
206	Smart communication device in the room on request (for example smartphone, tablet, mobile modem with laptop)	3	1			M	M	
207	Smart communication device in the room (for example smartphone, tablet, mobile modem with laptop)		3					
	Further requirements							
208	An emergency evacuation plan and emergency contact numbers are displayed inside the unit in both Arabic and English	2	2	M	M	M	M	On the backside of the unit door.
209	Bilingual resort guest services directory in the room (the resort guest service directory must be attached to the classification request)	3	2	M	M	M	M	Resort 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 resort as well as the prices and availability of these services and facilities. c) Local city and region information with telephone numbers or websites where further information can be obtained.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
210	Multilingual resort guest services directory (the resort guest service directory must be attached to the classification request)	3	3					Resort guest services directory available in all guest rooms, in print or displayed onscreen, in Arabic, English, and third language including: a) Welcome message b) List of services and facilities (with internal telephone extension number) available in the resort as well as the prices and availability of these services and facilities. c) Local city and region information with telephone numbers or websites where further information can be obtained.
211	Informative material on local museums, tourist sites, and attractions in public areas and/or rooms	1	1	M	M	M	M	The information can be displayed in print or digitally by scanning the bar code (Visit Saudi website).
212	Daily newspapers available in the room (printed or digital)	2	2					
213	Writing utensil and notepad for guest use in the room	1	1	M	M	M	M	
214	A correspondence folder containing papers, envelopes, and a pen	3	3			M	M	
215	Trousers press	2	2					
216	Laundry bag	1	1	M	M	M	M	
217	Iron and ironing board on request/or an ironing room	4	2	M				
218	Iron and ironing board in the room		4		M	M	M	
219	Shoe polishing machine in public areas for guest use	3	3	M	M	M	M	
220	Spyhole, optical one or camera, in the entrance door of every room and every suite	1	1	M	M	M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
221	Additional locking device on the room door	1	1	M	M	M	M	
222	Coffee/tea maker with accessories in the room	4	4	M	M	M	M	Replenished daily.
223	Coffee machine for fresh coffee in the room	4	4			M	M	Coffee machine using coffee capsules (type of preaportioned single-use container) or similar devices.
224	Air purification system	4	4					
Bathroom comfort								
225	Bathroom area $\geq 4 \text{ m}^2$	15	5	M				
226	Bathroom area $\geq 5 \text{ m}^2$		10		M	M		
227	Bathroom area $\geq 7 \text{ m}^2$		15				M	
228	All accommodation units have bathrooms with toilets and shower cabins	15	1	M	M			
229	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 water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
230	All accommodation units have bathrooms with toilets and shower cabins		15				M	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
231	All accommodation units have an additional separate toilet	5	5				-	The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
232	The shower area is separated by a wall or tempered glass	5	5	M	M	M	M	Curtains are not accepted to separate the shower area.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
233	Washbasins with continuous supply of hot and cold water with sufficient water pressure (the water heaters must be hidden)	1	1	M	M	M	M	The water heater must be hidden. Enough water pressure is available
234	A hand hose beside each toilet	1	1	M	M	M	M	
235	All bathrooms/restrooms must be equipped with a ventilation system	1	1	M	M	M	M	
236	Double washbasins in master bedroom toilets in double rooms and suites	5	5				M	
237	Washable bath mat	1	1	M	M	M	M	
238	LED Lighting at the washbasin	2	2			M	M	Maintained illumination level 400 lux at 60 cm for mirror.
239	Permanent anti-slip device or floor in shower and bathtub	3	3	M	M	M	M	The use of movable or removable floors is not accepted.
240	Mirror	5	1	M	M	M		
241	Mirror with anti-fog function		5				M	
242	Accessible, free socket near the mirror	1	1	M	M	M	M	
243	Cosmetic mirror	2	1	M	M	M	M	
244	Movable cosmetic mirror		2		M	M	M	For shaving and other purposes
245	Illuminated cosmetic mirror	1	1				M	
246	Towel ring/rack/hook	1	1	M	M	M	M	At least one for each bed.
247	Heating possibility in the bathroom	5	5		-	-	-	
248	Shelf space or storage area around the washbasin	3	3	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.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
249	Mug/glass that can be used to clean teeth	1	1	M	M	M	M	
250	Soap Shampoo Shower gel Shoehorn Body lotion* Conditioner* Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shower cap* Vanity kit* Items with * are available on request	11	5	M				Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
251	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Shoehorn Dental kit* Nail care kit * Sanitary bags* Sewing kit* Shoe polish Kit* Items with * are available on request	11	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
252	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 on request	11	9			M		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board.
253	Soap Shampoo Shower gel Vanity kit Body lotion Conditioner Shower cap Sanitary bags Nail care kit Sewing kit Shoe polish Kit Dental kit* Mouthwash* Items with * are available on request	11	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
254	Toiletries/body care products are in individual recyclable packages or big dispensers	5	5			M	M	Large recyclable boxes to preserve the environment. It is also important to change products periodically to ensure top quality of services provided to guests.
255	Soft paper facial tissues	2	2	M	M	M	M	
256	Extra toilet paper rolls	1	1	M	M	M	M	
257	Towels per guest staying in the room: a) 1 Hand Towel b) 1 Bath Towel	2	1	M		-	-	
258	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	
259	Bathrobe on request	4	2	M	M			
260	Bathrobe		4			M	M	
261	Slippers	3	3	M	M	M	M	
262	Hair dryer	2	2	M	M	M	M	
263	WC brush	2	2	M	M	M	M	
264	Bathroom stool on request	3	3			M	M	
265	Bathroom scales	1	1			M	M	
266	Foot pedal litter bin in the bathroom	1	1	M	M	M	M	
267	Telephone in the bathroom	5	5		M	M	M	
268	TV in the bathroom (e.g. integrated into the mirror or next to the bathtub)	5	5					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
269	The door should swing outward	1	1	M	M	M	M	Limited only to the designated accessible units.
270	The door must be at least 90 cm wide	1	1	M	M	M	M	Limited only to the designated accessible units.
271	A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request.	1	1	M	M	M	M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
272	Handles must be available and accessible to the left and right of the WC, and the handles should be foldable	1	1	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.
273	Flush should be reachable or in best case automatic	1	1	M	M	M	M	Limited only to the designated accessible units.
274	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	Limited only to the designated accessible units.
275	The washbasin must be accessible at a height of 67 cm	1	1	M	M	M	M	Limited only to the designated accessible units.
276	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)	1	1	M	M	M	M	Limited only to the designated accessible units.
277	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	Limited only to the designated accessible units.
278	A shower seat or bathtub seat is available	1	1	M	M	M	M	Limited only to the designated accessible units.
IV.	Food & Beverage							
	Drinks							



No.	Requirements	Max. points per require- ment	Points	***	****	*****	*****Superior	Description
279	Complementary min. 2 bottles of 330 ml of water in the room	2	2	M	M	M	M	Replenished daily and marked as compli- mentary.
280	F&B room service for 16 hours	4	2		M			
281	F&B room service for 24 hours a day		4			M	M	
282	Minibar in the room	4	2	M				
283	Minibar with light snacks and drinks		4		M	M	M	Refrigerator with drinks and snacks.
	Breakfast							
284	Breakfast buffet/equivalent breakfast menu. Self-service offer with a wider selection of an Extended Breakfast with supplementary egg dishes and cereals	8	2	M				
285	A breakfast buffet service or a la carte breakfast is provid- ed, and guests are served by staff		8		M	M	M	
286	Breakfast menu via room service	5	5		M	M	M	
	Food and beverage outlets							
287	Room service available for 14 hours	10	5	M	M			
288	Room service available for 24 hours		10			M	M	
289	At least one full-service restaurant is open to guests providing three main meals (breakfast, lunch, and dinner), seven days a week, with kitchen facilities on the resort property	10	10	M	M	M	M	
290	One additional restaurant offering lunch and/or dinner	15	15			M	M	
291	At least one fine dining/haute cuisine restaurant	20	20				M	Serving high-quality, fresh, and unpreserved food (local and/or international cuisine, follow- ing the latest food trends). Serving a signature menu.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
292	Club lounge	15	15					Separate spacious room with comfortable seating (lounge chairs and couches), relaxed atmosphere, entertainment options like TV, and drinks. Club lounge can offer signature drinks, cigars, etc.
293	The bar keepers/bartenders working in the resort bar, and F&B outlets are members of a National or International Association	15	15				M	
294	The resort is providing a café, offering a wide range of national and international coffee specialties, tea specialties, cakes, cookies, and sweets	15	15				M	
295	The staff working in the café is trained as baristas	15	15				M	Can be internally trained and certified by a global hotel chain.
296	Diet menu/allergy-friendly menu	2	2					
297	Local traditional foods menu	4	4					The menu should include popular or local foods that reflect the culture of the region.
298	Zero food waste strategy	10	10					A food waste reduction strategy must be devised in collaboration with governmental or non-governmental organizations or internally, and the strategy can be part of a larger sustainability programme.
299	No single-use plastics policy	10	10					The resort 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								



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
300	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	
301	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	
V.	Event facilities							
	Banquet Facilities							
302	Banquet hall with a capacity of at least 50 guests	20	5					
303	Banquet hall with a capacity of at least 100 guests		10					
304	Banquet hall with a capacity of at least 250 guests		20					
	Conference Facilities							
305	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					
306	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.		15					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
307	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					
308	One group work/breakout room	4	2					
309	Two group work/breakout rooms		4					
310	Secretarial services for conference facilities (an office and dedicated staff are provided)	3	3					
311	Support service for the conference facilities (a special department and staff dedicated to this shall be provided)	5	5					
312	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							
313	Adjustable lighting	2	2					
314	Adjustable sound systems	2	2					
315	Wi-Fi	2	2					
316	Natural light (daylight) and blackout curtains in conference rooms	3	3					
317	Individually controllable central air conditioning for the conference rooms	3	3					Air conditioning is set at the ambient temperature of 20°C-24°C.
318	Equipment should include assistive listening devices	1	1					
VI.	Sports & Recreation							



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
Pool and beach area								
319	Outdoor/indoor pool	15	10	M	M			
320	The total water surface area of the pool(s) adds up to at least 1.5m ² per accommodation unit with a minimum size of 150 m ²		15			M	M	
321	Swimming pools should be designed according to 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
322	Access to the resort beach	10	10					
323	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 wheel-chairs
324	The pool area is well furnished with sun beds with removable cushions, tables, and umbrellas, to accommodate at least 80% of guests, available at least from 8 AM 6 PM daily	5	5	M	M	M	M	



No.	Requirements	Max. points per require- ment	Points	***	****	*****	*****Superior	Description
325	At least one beach towel per guest provided in beach/pool areas	2	1	M	M			
326	At least two beach towels per guest provided in beach/ pool areas		2			M	M	
327	The pool/beach areas provide a bar and restaurant open for at least 8 hours per day	10	10			M	M	
328	Complimentary bottled water is provided at the beach area to resort guests	2	2	M	M	M	M	Only for outdoor pools and beach area.
329	Sports equipment rental (e.g. boat and bicycle rental)	2	2					
330	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 m², separated by gender or different working hours	4	2		M			
331	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 50m², separated by gender or different working hours		4			M	M	
	Wellness/Beauty							
332	Massages (treatment room, separated by gender). The treatment room(s) must have a minimum size of 10 m²	6	6			M	M	
333	Separate lounge/relaxation room. The lounging room/re- laxation room has a minimum size of 20 m²	3	3					
334	Jacuzzi separated by gender (for men and women)	3	3					



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
335	One gender-separated sauna area with minimally capacity of 6 seats	10	5					
336	Two gender-separated sauna areas with minimally capacity of 6 seats		10					
337	Beauty care services, at least 4 separate services (such as: facial care, manicure/perdicure, peeling, relaxing massage)	5	5				M	
338	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 bath, the Turkish bath, and others.
339	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 Jacuzzis; qualified staff (trained female and male therapists) performs signature treatments - such as sophisticated wellness ceremonies and bathing rituals there according to the guests' wishes.
Children								
340	In-house toddler care (up to 3 years) at least 3 hours on weekdays by a certified person	10	10					
341	In-house child care (from 3 years) at least 3 hours on weekdays by a certified person	10	10					
342	Children's play area (e.g. playroom, playground)	4	4					The condition of playground equipment is good and it's well maintained.



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
	Other							
343	Lounge for resort guests (separate from the breakfast lounge or restaurant)	2	2					Separate space in addition to the breakfast room or restaurant.
344	Reading and writing room	1	1					Separate quiet room for reading and writing.
345	Library	2	2					Library as a separate room or separate space. The library could be added to the reading and writing room.
346	Entertainment programs are organized in the resort or animation shows during the holidays	3	3					
VII.	Quality management & website							
347	Mystery guesting system (proof must be attached to the classification application once it is renewed)	10	10		-	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.
348	Quality management system implemented, including a guide, instructions and procedures for all operations that are carried out (clarifying quality policies, objectives and evaluation mechanism).	10	10		-	-	-	
349	A website with recent information and realistic pictures of the resort (photos of the rooms and all the resort's main facilities, and the website shows the resort's address on maps)	5	5	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.
350	Possibility of online booking	2	2	M	M	M	M	The online booking possibility can be provided by any online booking platform.
351	A website for the resort with a direct booking option	10	10			M	M	



No.	Requirements	Max. points per requirement	Points	***	****	*****	*****Superior	Description
352	The website should provide changeable contrasts	2	2					
353	The website should provide changeable font sizes	2	2					
354	The website should provide information about accessible rooms and the accessibility of the building	2	2	M	M	M	M	
355	Mostadam Construction Rating Certificate	10	10					A green building rating system developed by the Ministry of Housing of the Kingdom of Saudi Arabia and administered by Sustainable Building.
356	The statutory requirements for preserving the environment are applied, while securing international accreditations and certificates proving the resort's application of environmental preserving measures.	10	10					
VIII.	Human Resources							
	Training, staff facilities and Saudization level							
357	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
358	Availability of at least one employee around the clock certified in first aid by the Saudi Red Crescent	5	5	M	M	M	M	
359	Showers, lockers, and changing rooms for employees separated by gender (if available)	5	5	M	M	M	M	If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
360	Saudization percentage is 10% or more of total employees	15	5					
361	Saudization percentage is 30% or more of total employees		10					
362	Saudization percentage is 50% or more of total employees		15					
IX.	Score							



THANK YOU