

heritage hotel





A heritage hotel is a type of tourism facility that provides accommodation, meals and other services in a heritage or historical building or group of buildings classified as such according to the Ministry of Culture. The heritage hotel architecture may be redesigned in the traditional way and includes the associated infrastructure usually consisting of a lobby with a reception desk, accommodation units, facilities for serving food and beverages, and other services. 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.

Accommodation unit types:

Rooms

Suites (hotel apartments)



M: Mandatory requirement. All mandatory requirements have to be met by the property.

After meeting all mandatory requirements, the property has to achieve a certain number of additional points.

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 additional points for the type of accommodation	812
2	Additional points to be achieved to get a classification	203
3	Minimum share of maximum points for category	25%



No.	Requirements	Max. points per requirement	Points	Mandatory	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. For already operating properties: All necessary licenses and certificates are available and valid (including license and classification from the Ministry of Tourism)			M	The originals of all licenses and certificates are stored in the back office or GM's office and available for inspection on request.
2	Official signboard with accommodation type and grade			M	The classification signboard containing the accommodation type and grade, the name of the issuer (the Ministry of Tourism) as well as a QR code with relevant information is placed in a prominent place outside the main entrance either on the left or right side. Only applicable for properties undergoing a renewal of license and classification certificate.
3	Price list is available in Arabic and English			M	Price list is available at the reception and online (hotel's web site), containing valid prices (rack rates) per person or per room; tax or other applying charges must be included or separately listed.
4	The hotel operates in a traditional building that is considered a cultural heritage or is located in a cultural heritage area			M	A document from the Ministry of Culture confirming that the building represents a cultural heritage or is located in a cultural heritage area.
5	Hotel provides traditional Saudi experiences, specific for the region where the hotel is situated			M	Experiences convey Saudi traditions (e.g., guest welcoming, attire, food, perfume, events, music, etc.)



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
1	Hotel Architecture and Exterior Design				
6	The hotel name is clearly visible on the building exterior, in Arabic and English			M	The sign with the hotel name should be placed in a prominent place on the building exterior and should be readable at night.
7	The exterior of the property is well maintained in a sound and clean condition			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.
8	The entrance is clear and easily recognizable as a hotel entrance			M	The hotel has a separate, clearly marked, and visible entrance.
9	Appropriate illumination of the entrance area			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.
10	If an entrance is not accessible, it should have directional signage as per the criteria and specifications to the next accessible one			M	A guiding board at the main entrance indicating the entrance from which people with special needs can use.
11	Garden lights powered with solar energy	2	2		
2	Cleanliness and Hygiene				
12	Cleanliness and heritage hotel hygiene are on a high level			M	All public areas are cleaned regularly. Cleaning records to be kept.
3	Conservation Status				
13	All facilities are in perfect condition and well maintained			M	Interior fixtures are well maintained and are in a clean condition.
4	Staff				
14	All staff are wearing the uniform or the traditional Saudi attire, as well as their name tags indicating their position			M	Name tags are to be worn at all times, indicating the position in Arabic and English.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
5	Parking / Loading Facilities				
15	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.
16	Parking lot - for cars (50% of total units)		3		To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
17	Parking lot - for cars (80% of total units)		5		To be in line with relevant local bylaws regulating minimal capacities of the parking lots.
18	At least one marked parking space is available for each room of people with special needs			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.
19	Accessible parking should be designed according to standards, specifications, and measurements	2	2		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).
20	Parking lot - for buses	1	1		
21	Indoor parking (garage) for vehicles in the hotel	10	10		It is possible to provide indoor parking (garage) for the hotel in a nearby building. In this case, it is necessary to obtain a valet parking service and to enter into a contract with the service provider.
22	Charging station for electric cars	3	3		Such as cars, electric bikes, etc.
6	Elevator				



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
23	At least 1 elevator in buildings with more than 2 floors (GF+1) or luggage service			M	The number of elevators is based on a study of elevator trips showing the following data: load capacity, average round-trip time, average waiting times, maximum waiting time, longest waiting times, average transit time, average time to reach the station, and travel time per floor.
24	At least 1 elevator in buildings with more than 2 floors (GF+1)	10	10		
25	Elevators must allow access for people with special needs and should be designed according to standards, specifications, and measurements			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>
26	Signs clearly marking floors, rooms, and facilities are posted inside the elevator			M	All signs are in Arabic and English. The hotel facilities (restaurant, reception, spa,...) are indicated in the elevator.
7	Ramps				



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
27	Ramps should be designed according to the standards, specifications, and measurements (if any).			M	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.
8	Corridors and Stairwells				
28	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.
29	The corridor and stairwell floor are covered with resilient materials	2	2		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 staircase	2	2		
31	Consistent signage indicating floor number, directions and room numbers in front of the elevator and corridors			M	Signs hung in visible places, showing directions and locations of units and public facilities.
9	Building logistics				
32	Service elevator	5	5		Elevator for the staff (for buildings with more than two floors).
33	Supplier entrance			M	Mandatory for buildings with more than 20 rooms.
34	Separate staff entrance			M	Could be also the supplier entrance but never the main entrance of the hotel.
35	Housekeeping storage room			M	At least one separate storage room for housekeeping 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.
36	In-house laundry service	10	10		An independent laundry that provides laundry services for hotel guests



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
II.	Reception and Services				
10	Reception				
37	Automated software to register guest data which has to be integrated with the Ministry reporting system			M	
38	Non-automated doors should have some time of a closure delay mechanism	1	1		A mechanical device that closes the door slowly and tightly to ensure it is completely closed.
39	Complete first aid kit and defibrillator following Red Crescent requirements			M	For properties with less than 50 accommodation units or a capacity of less than 100 persons, a defibrillator is optional.
40	Natural plants and flowers for decoration	2	2		
41	Electric sockets in the reception area			M	Additional free electric sockets in the reception area available for guests, preferably near the seats.
42	Designated and separated reception area offering full guest privacy (with a desk or counter)			M	A desk or counter with multiple working stations.
43	Set of seats at the reception			M	
44	A place in the lobby of the hotel where complimentary Saudi coffee and dates, as well as refreshments drinks, are offered			M	
45	Air conditioning is set at the ambient temperature of 20°C-24°C			M	In all public spaces (lobby, restaurant, corridors, etc.). Acceptable systems are all kinds of split system air conditioners. Window air conditioning is not acceptable.
46	Main signboards in public areas are in Arabic and English			M	Signboards in the reception area, restaurant, gym, conference room, etc. Such rooms shall have name that reflect the Saudi culture or regions (e.g.: Assir, Umluj, Faw, etc.)



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
47	Reception desk operating 16 hours			M	Staffed reception service for 16 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
48	Reception desk operating 24 hours	6	6		Staffed reception service for 24 hours; and the activation of 24/7 service to receive phone calls from inside and outside the hotel.
49	Self-check-in	3	3		The system that allows guests to check in digitally, for example from their mobile phones.
50	Self-check-out	3	3		The system allows guests to check out digitally, for example from their mobile phones.
51	At least one bilingual employee (Arabic, English) in every shift			M	
52	At least one multilingual employee (Arabic, English and at least one other foreign language) in every shift	4	4		
53	Photocopying- and scanning service available for guest use	2	2		
54	Valet parking service announced on the website	10	10		
55	Clearly defined and documented protocols for VIPs and celebrities, including advanced safety and security measures	15	15		
56	An employee responsible for opening and closing doors available at the hotel entrance (an employee for this task only)	15	15		An employee is assigned with the task to welcome guests and if applicable open the doors.
57	Concierge	15	15		A trained employee responsible for providing special services to guests such as booking restaurants, and coordinating trips and events.
58	Luggage service on request			M	



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
59	Hotel bellboys	15	15		An employee assigned to help guests with their luggage while checking in or out.
60	Secured luggage storage for guests			M	A dedicated space for storing luggage should be equipped with shelves and baggage identification cards.
61	A systematic approach to guest complaints			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. Evidence of this is available.
11	Room cleaning/Change of Linen				
62	Rooms cleaned before guest check-in			M	Rooms should be completely cleaned and ready before guest checks in.
63	Rooms cleaned daily			M	
64	Daily towel change on request			M	
65	Daily towel change			M	
66	Bed linen changed for every new guest			M	
67	Daily bed linen change			M	
68	Cards on the door handle of the unit from the inside, to request the arrangement of the room, and educate the guest on environment preservation.			M	Cards with housekeeping policy and its environmental impacts/savings are clearly communicated to guests.
12	Laundry / Ironing Service				
69	Dry cleaning service (received before 9.00 a.m. and returned within 24 hours)	3	3		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.
70	Laundry and ironing service			M	Return time to be arranged



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
71	Laundry and ironing service (received before 9.00 a.m. and returned on the same day or overnight service, excluding weekends)	3	3		
72	Laundry and ironing express service	5	5		Clean laundry is returned within 3 hours.
13	Method of Payment				
73	Cashless payment			M	Credit cards and MADA cards, among others, are accepted.
14	Other services				
74	Umbrella (rain or sun protection) at the reception or in the room	1	1		
75	Daily newspapers available (digital)	2	2		
76	Sewing service on request	2	2		Requests can only include minor alterations and button replacement.
77	Shoeshine service on request			M	
78	Shuttle service or limousine service on request	2	2		If outsourced, there has to be a counter in the lobby.
79	Guests are escorted to their rooms upon check-in	2	2		
80	Turndown service	10	10		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.).
81	Wake-up service			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)
15	Restrooms				
82	Restroom for each gender in public areas (at or near lobby)			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	Mandatory	Description
83	Accessible restrooms for disabled people (at or near resort lobby), according to standards, requirements, and specifications			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 shattaf should be placed on the side wall, and should be within 20 cm from the toilet seat.</p>
84	A hand hose beside each toilet			M	
85	Wastebasket with foot pedal			M	
86	Toilet paper and hand tissues covered from contaminants			M	
87	Automatic flush systems, soap containers, and toilet flush button (all automatic)			M	The flusher is an automated system that flushes water after using the toilet.
88	Energy saving lights, distributed appropriately			M	Illumination level of at least 200 lux on average on the illuminated surface.
89	No water leakage and no rust on fittings or connections			M	
90	Efficient water-saving fittings are installed on every tap and water hose			M	
91	Motion sensor lights in restrooms			M	A motion sensor is a device that detects moving objects and turns on or adjusts lighting when motion is detected.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
92	Save water posters			M	
III.	Rooms				
16	Room size & types				
93	Standard room size for 2 adults (incl. bathroom/WC) $\geq 20 \text{ m}^2$			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 30% of the total number of accommodation units in the property, may have a maximum 20% deviation from the default accommodation unit sizes.
94	Hotel suite size $\geq 32 \text{ m}^2$			M	
95	At least 5% of all rooms are suites	10	10		
96	At least 5% of all rooms are interconnected rooms	10	10		
97	A minimum of one percent of all rooms (with a minimum of one) is suitable for disabled persons	10	10		
98	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			M	Limited only to the designated accessible units.
99	Areas of movement in front of essential fixed furniture (e.g. wardrobe) are at least 150 cm x 150 cm in size			M	Limited only to the designated accessible units.
100	Light switches should not be higher than 100 cm			M	Limited only to the designated accessible units.
101	Telephones should be reachable from one of the bedsides while laying down			M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
102	Wake up calls should be supported by alarm clock with optical signal and vibration			M	Limited only to the designated accessible units.
103	80% of the units are non-smoking units	2	2		
104	50% of the units have a balcony or terrace	2	2		
105	A door locking system is available for each guest room or suite			M	
106	Personalized greeting of each guest with flowers or present in the room (no screen messages)	6	6		
107	An emergency number has to be provided in the room			M	The emergency number has to be visibly presented on the backside of the room door.
17	Sleeping Comfort				
108	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 18 cm			M	
109	Bed system consisting of an elastic spring system and a modern, well-kept mattress with a total height of at least 22 cm	10	10		
110	Adjustable, ergonomic bed system on request	5	5		
111	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			M	
112	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	10	10		
113	10% of beds with a length of at least 2.10 m	5	5		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
114	Baby cots on request	3	3		Cots (baby beds) are available on request in good, clean condition. Cots are stored hygienically.
115	Mattress protection			M	The mattresses must be protected, it could be encased mattresses or mattress protection.
116	Mattresses have to be flipped every three months, subject to room occupancy			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. Hotels must submit a proof thereof before starting operations.
117	Mattresses are replaced with new ones every ten years maximum, subject to room occupancy and condition of the mattress			M	In case of renewal of classification certificate, proof must be submitted with the application for classification.
118	Annual deep cleaning of mattresses	10	10		In case of renewal of classification certificate proof must be submitted with the application for classification.
119	One clean top and one clean bottom sheet			M	At least 2 bed sheets for each bed
120	At least one clean blanket or one clean duvet with cover per bed			M	A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacement.
121	Allergy-friendly bed linen and bed inlets on request	5	5		Proof must be submitted with the classification application.
122	Additional blanket on request			M	
123	Two clean pillows per guest with clean pillowcases and a pillow protector			M	A protector should be used for the pillow to cover and to protect it from dirt.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
124	Pillows deep cleaned or replaced with newly purchased on an annual basis			M	In case of renewal of classification certificate proof must be submitted with the application for classification.
125	Additional clean and new pillows available			M	Hygienically covered from dust
126	Pillow menu (printed or digital version with a choice of minimum 6 different types)	2	2		
127	Option to completely darken the room			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.
128	Daylight curtains or equivalent privacy screen	3	3		(Transparent curtains and the like)
129	Washable bed mat	3	3		Bed mat
18	Room Furnishing				
130	Prayer rug			M	
131	Holy Quran available on request			M	
132	Qiblah's direction is posted on the ceiling			M	Each room must have a Qiblah indicator placed on the ceiling in a visible spot.
133	Wardrobe/niche of appropriate capacity			M	Fitting to the size and number of beds in a room.
134	Drawers/Shelves			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 persons occupying the hotel room.
135	Appropriate number of uniform hangers min. 3 types			M	Minimum 10 hangers consisting of wooden coat hangers, padded hangers, and wooden trouser clips.
136	1 comfortable seat (upholstered armchair/couch) with side table/shelf			M	
137	1 additional comfortable seat (upholstered armchair/double-seater couch) in suites			M	



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
138	Table, desk, or writing top with a free work surface of at least 50cm and appropriate desk lamp/lighting with a chair			M	Maintained illumination level 450 lux for the desktop.
139	Bedside table or a table with a storage capacity near the bed			M	The bedside table or a storage possibility (e.g. drawers) is provided for each person (or one between two beds). The bedside table should match the size of the room and be in good condition.
140	Two dual (two points) power sockets are available, conveniently located for use of electrical/electronic equipment			M	
141	USB socket and international adapters in the room at the desktop, or next to the bed, or USB and international adapters on request			M	
142	Central switch for room lighting next to the door	3	3		
143	Central room lighting operated from the bed			M	
144	Nightlight	1	1		
145	Appropriate room lighting			M	Maintained illumination level 100 lux for general guestroom lighting.
146	Reading light at the bed			M	Maintained illumination level 250 lux for headboard reading.
147	Full length dressing mirror			M	
148	Adequate place or rack to put the luggage (suitcase), it should also have a mobile or fixed shelf			M	A luggage rack or designated space for at least one suitcase.
149	Wastepaper basket			M	Washable and made of non-flammable material.
19	Safe/Depot Facilities				
150	Safety deposit box/locker at the reception			M	
151	Central safety box for luxurious items	3	3		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
152	In-room safety deposit box	10	8		A safety deposit box with instructions in Arabic and English is available in all guest rooms.
153	Safe with an integrated power socket in the room		10		
20	Soundproof Insulation/Air Conditioning				
154	Appropriate soundproofing of windows & walls	8	8		Windows are double glazed, weatherproof and soundproof, preventing noise from neighboring rooms or from the outside.
155	Soundproof doors/double doors preventing noise from neighboring rooms or from the outside	8	8		
156	Air conditioning system inside rooms controlled by the guest			M	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.
21	Consumer Electronics				
157	Radio			M	Radio programs can be received via radio, but also via the television set or a central house system.
158	Audio/multimedia player	2	2		Radio programs can be received via radio, but also via the television set or a central house system.
159	Permanently installed electronic medium in the bathroom	5	5		It could be a radio, television, or audio system.
160	SMART TV with remote control and program guide appropriate for the room size			M	TV screen must be large enough to watch TV from the bed and the seating area of the room or suite, not smaller than 40 inches on a diagonal.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
161	Additional TV in suites in size appropriate for the size	2	2		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.
162	List of available TV and radio channels in accordance with relevant laws and regulations			M	Saudi, regional and international channels.
163	The hotel management controls the list of TV and radio channels, provided that they are centrally available in all hotel facilities			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.
164	Chargers/adapters on request	2	2		For various electrical devices such as mobile phones, laptops, etc.
22	Telecommunications				
165	Device for internal and external communication (telephone) in the room with a bilingual instruction manual (printed or digital)			M	
166	Free Internet access in the public area (e.g., Wi-Fi)			M	Wi-Fi Internet is available throughout the hotel, and also in all outdoor areas of the hotel used by guests.
167	Free Internet access in the room (e.g., Wi-Fi)			M	
168	Wifi zone with private and secure printing option on demand	5	5		Must be available in the entrepreneur hub
169	Smart communication device in the room on request (for example smartphone, tablet, mobile modem with laptop)	1	1		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
170	Smart communication device in the room (for example smartphone, tablet, mobile modem with laptop)	3	3		
23	Further requirements				
171	An emergency evacuation plan and emergency contact numbers are displayed inside the room in both Arabic and English			M	On the backside of the room door.
172	Hotel information can be accessed via search engines			M	Information includes address, map location, and contact details including telephone number and e-mail).
173	Bilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classification request)			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 obtained.
174	Multilingual hotel guest services directory in the room (The hotel guest service directory must be attached to the classification request)	3	3		Hotel 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 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 obtained.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
175	Informative material on local museums, tourist sites, and attractions in public areas and/or rooms			M	Printed or digital with a QR code (visitsaudi.com)
176	Daily newspapers available in the room (digital)	2	2		
177	Pen and notepad			M	
178	A correspondence folder containing papers, envelopes, and a pen	3	3		
179	Trousers press	2	2		
180	Laundry bag			M	
181	Iron and ironing board in the room			M	
182	Shoe polishing machine in public areas			M	
183	Spyhole, optical one or camera, on the entrance door of every room and every suite			M	
184	Additional locking device on the room door			M	
185	Coffee/tea maker with accessories in the room			M	Replenished daily (e.g: sugar, tea and coffee bags)
186	Coffee machine in the room	4	4		Coffee machine using coffee capsules (single-use containers) or similar devices.
187	Air purification system	4	4		
24	Bathroom comfort				
188	Bathroom area $\geq 4 \text{ m}^2$			M	Bathroom size variation tolerance is 10%.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
189	All accommodation units have bathrooms with toilets and shower cabins			M	
190	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	5		The water heater must be hidden. There should be sufficient water pressure, and the toilet should have western design
191	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		10		
192	All accommodation units have an additional separate toilet	5	5		
193	The shower area should be separated by a wall or a glass door			M	Curtains cannot be used to separate the shower area.
194	Washbasins with a continuous supply of hot and cold water			M	The water heater must be hidden and sufficient water pressure must be available
195	A hand hose beside each toilet			M	
196	All bathrooms/restrooms must be equipped with a ventilation system			M	
197	Double washbasins in double rooms and suites	5	5		
198	Washable bath mat			M	A washable mat on the bathroom floor to prevent slips.
199	LED Lighting at the washbasin			M	Maintained illumination level 400 lux at 60 cm for mirror.
200	Permanent anti-slip floor in shower and bathtub			M	The use of movable or removable floors is not accepted.
201	Mirror			M	
202	Mirror with anti-fog function (heated)	5	5		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
203	Accessible, free socket near the mirror			M	
204	Cosmetic mirror			M	
205	Movable cosmetic mirror	2	2		For shaving, etc.
206	Illuminated movable cosmetic mirror	2	2		For shaving, etc. (must be illuminated)
207	Towel ring/rack/hook			M	A sufficient number of rings/racks/hooks according to the number of towels defined in criteria 217.
208	Heating option in the bathroom	5	5		
209	Shelf space or storage area around the washbasin			M	Washbasins have a practical design with surrounding space for storage. It is also acceptable to have a generous shelf space incorporated with the washbasin.
210	Mug/glass that can be used to clean teeth			M	
211	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			M	Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
212	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	10	10		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board
213	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 on request	15	15		Vanity kit: cotton wool pads, cotton bud sticks with paper stems, and an emery board



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
214	Toiletries/body care products are in individual recyclable packages or in big dispensers	5	5		
215	Soft paper facial tissues			M	
216	Spare toilet paper rolls			M	
217	Towels per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel (if bidet is available)			M	
218	Bathrobe on request			M	
219	Bathrobe	4	4		
220	Slippers on request			M	
221	Slippers	3	3		
222	Hair dryer			M	
223	WC brush			M	
224	Bathroom stool on request	3	3		
225	Bathroom scales	1	1		
226	Foot pedal waste basket			M	
227	Telephone in the bathroom/restroom	5	5		
228	TV in the bathroom (e.g. integrated into the mirror or next to the bath-tub)	5	5		
229	The door should swing outward, the sliding doors are acceptable			M	Limited only to the designated accessible units.
230	The door must be at least 90 cm wide			M	Limited only to the designated accessible units.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
231	A call button or an emergency pull cable must be available, with someone responsible for monitoring and responding to the help request			M	It has to activate a signal that is monitored by a responsible person. Limited only to the designated accessible units.
232	Handles must be installed on the left and right sides of the toilet at an accessible level, and the grab handle must be foldable			M	On the side where the WC can be accessed, the grab handle should be foldable. Limited only to the designated accessible units.
233	Flush should be reachable or in best case automatic			M	Limited only to the designated accessible units.
234	Bidet hose should be located on the side wall, no more than 20 cm back away from the toilet			M	Limited only to the designated accessible units.
235	The washbasin must be accessible at a height of 67 cm			M	Limited only to the designated accessible units.
236	If there is a bathtub, it must be accessible (e.g. by using a door and providing handles)			M	Limited only to the designated accessible units.
237	The interior of a shower area should have a clear floor area of at least 150 cm in width and 150 cm in depth			M	Limited only to the designated accessible units.
238	A shower seat or bathtub seat is available			M	Limited only to the designated accessible units.
III.	Food & Beverage				
25	Drinks				
239	Complementary min. 2 bottles of 330 ml of water in the room			M	Replenished daily and marked as complimentary.
240	Minibar with some light drinks and snacks			M	Refrigerator with drinks and snacks.
26	Breakfast				
241	Breakfast buffet/equivalent breakfast menu. Self-service offer with a wider selection of an Extended Breakfast with supplementary egg dishes and cereals			M	Dishes may be different as per the menu provided by the hotel



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
242	A breakfast buffet service or a la carte breakfast is provided, and guests are served by staff	8	8		
27	Food and beverage outlets				
243	Room service available for 16 hours			M	
244	Room service available for 24 hours	10	10		
245	One full-service restaurant is open to guests for breakfast, lunch, and dinner, seven days a week			M	
246	One additional restaurant offering lunch and/or dinner	15	15		
247	Club lounge	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.
248	2 bar keepers/bartenders working in F&B outlets are members of a National or International Association	15	15		
249	The hotel is providing a café and a wide range of national and international coffee specialties, tea specialties, cakes, cookies, and sweets	15	15		
250	The staff working in the café is trained as a barista	15	15		Can be internally trained and certified by a global hotel chain.
251	Diet menu/allergy-friendly menu	2	2		
252	Local traditional foods menu			M	The menu should include popular or local foods that reflect the culture of the region.
253	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.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
254	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.
28	Safety				
255	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			M	
256	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			M	Processes are applied in all stages of handling and preserving food and beverages.
29	Event facilities				
	Banquet Facilities				
257	Banquet hall with a capacity of at least 50 persons	20	5		
258	Banquet hall with a capacity of at least 100 persons		10		
259	Banquet hall with a capacity of at least 250 persons		20		
30	Conference Facilities				
260	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		
261	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		
262	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		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
263	One group work/breakout room	4	2		
264	Two group work/breakout rooms		4		
265	Secretarial service (separate office and staffing)	3	3		
266	Conference support (own department, separate personnel)	5	5		
267	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.
31	Equipment /technology of the conference rooms and banquet facilities				
268	Adjustable lighting	2	2		
269	Adjustable sound systems	2	2		
270	Wi-Fi	2	2		
271	Conference rooms should be available that allow natural light to enter, with blackout curtains	3	3		
272	Individually controllable central air conditioning for the conference rooms	3	3		Air conditioning is set at the ambient temperature of 20°C-24°C.
273	Equipment should include assistive listening devices	1	1		
IIII.	Sports & Recreation				
32	Sports				
274	One in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)	9	3		
275	Two in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		6		
276	Three in- and/or outdoor leisure facilities (e.g. tennis court, golf course, beach)		9		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
277	Sports equipment rental (e g boat and bicycle rental)	2	2		
278	Fitness room with at least 4 different machines (e.g. ergometer, dumb-bell 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	8	4		
279	Fitness room with at least 8 different machines (e.g. ergometer, dumb-bell 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		8		
33	Wellness / Beauty				
280	Massages (treatment room, separated by gender). The treatment room(s) must have a minimum size of 10 m²	6	6		
281	Separate lounge/relaxation room. The lounging room/relaxation room has a minimum size of 20 m²	3	3		
282	Jacuzzi separated by gender (for men and women)	3	3		
283	One gender-separated sauna area with minimaly capacity of 6 seats	10	5		
284	Two gender-separated sauna areas with minimaly capacity of 6 seats		10		
285	Beauty care services, at least 4 separate services (such as: facial care, manicure/perdicure, peeling, relaxing massage)	5	5		
286	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.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
287	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.
288	Outdoor heated swimming pool covering an area not less than 60 m ²	10	10		
289	Indoor heated swimming pool covering an area not less than 40 m ²	15	15		
290	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
34	Children				
291	In-house toddler care (up to 3 years) at least 3 hours on weekdays by a certified person	10	10		
292	In-house child care (from 3 years) at least 3 hours on weekdays by a certified person	10	10		
293	Children's play area (e.g. playroom, playground)	4	4		The condition of playground equipment is good and well maintained.
35	Other				
294	Lounge for hotel guests	2	2		Separate space in addition to the breakfast room or restaurant.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
295	Reading and writing room	1	1		Separate quiet room for reading and writing.
296	Library	2	2		Library as a separate room or separate space. The library could be added to the reading and writing room.
297	Entertainment programs are organized in the hotel or animation shows during the holidays	3	3		
298	Accessibility Beach (if any) should be designed according to the 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
IIIIII	Quality management & website				
299	Mystery guesting system (proof must be attached to the classification application once it is renewed)			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.
300	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		
301	A website with recent information and realistic pictures of the hotel (photos of the rooms and all the hotel's main facilities, and the website shows the hotel's address on maps)			M	The information provided includes at a minimum the location and opening times of the restaurants, the opening hours of the facilities, and can be accessed through search engines such as Google and others. Provided that the images are real, realistic and simulate the actual reality.



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
302	Possibility of online booking			M	The online booking possibility can be provided by any online booking platform
303	A website with a direct booking option	10	10		
304	The website should provide changeable contrasts	2	2		
305	The website should provide changeable font sizes	2	2		
306	Website should provide information about accessible rooms and the accessibility of the building			M	
307	Mostadam Construction Rating Certificate	10	10		A system for evaluating the building's compliance with environmental sustainability standards.
308	The statutory requirements for preserving the environment are applied, while securing international accreditations and certificates proving the hotel's application of environmental preserving measures.	10	10		
IIIIII	Human Resources				
36	Training, staff facilities and Saudization level				
309	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
310	Availability of at least one employee around the clock certified in first aid by the Saudi Red Crescent.	5	5		



No.	Requirements	Max. points per requirement	Points	Mandatory	Description
311	Showers, lockers, and changing rooms for employees separated by gender (if available)			M	If there are showers, lockers and changing rooms in the property, they have to be separated by gender.
312	Saudization percentage is 10% or more of total employees	15	5		
313	Saudization percentage is 30% or more of total employees		10		
314	Saudization percentage is 50% or more of total employees		15		
IIIIIII	Score				



THANK YOU