

CRITERIA FOR HOTEL MEMBERSHIP

	Star Rating	
	4	5
A Every hotel room must offer:		
100 Guest safe in the room or a guest safe somewhere else in the hotel.	✓	✓
101 Exit cards in all rooms with contact numbers in case of emergency. Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.	✓	✓
102 Security monitoring system with CCTV camers for 24 hours surveillance	✓	✓
103 A switch for the lighting must be included at the entrance to all rooms.	✓	✓
104 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.		✓
105 Working light on or beside the working table	✓	✓
106 Light dimmers in all rooms		✓
107 Unused power point next to the bed that can be easily reached in all rooms.	✓	✓
108 Single room at least 14 m ² and Double room at least 18 m ²	✓	✓
109 At least one clear window at eye level is available with daylight in all rooms.	✓	✓
110 Light proof curtains to ensure that guests can also sleep in their rooms during the day in all rooms.	✓	✓
111 All rooms have individually regulated air conditioning or a similar cooling option.		✓
112 A window or a grid is available that can be opened or there is a ventilation system in all rooms.	✓	✓
113 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.	✓	✓
114 Additional blanket (or duvet) and pillow upon request.	✓	✓
115 Baby bed (cot) upon request.	✓	✓
116 A table that can also be used as a writing desk and matching chair or armchair with sufficient desk lighting in all rooms.	✓	✓
117 Coffee table or similar provision to place drinks and such within reach of an armchair(s) in all rooms.	✓	✓
118 Wastepaper basket in all rooms.	✓	✓
119 Full-length mirror in all rooms.	✓	✓
120 Luggage rack or similar provision in all rooms.	✓	✓
121 Wardrobe with shelves or drawers; atleast 3 single and 3 double hangers per sleeping place. The hangers must be of good uniform quality.		✓
122 Coat hooks (at least 2 hooks) in all rooms.	✓	✓
123 Telephone with an outside line in all rooms.	✓	✓
124 Connection for data communication and at least one unused power point for computers in all rooms.	✓	✓
125 Answering machine in all rooms (voicemail).	✓	✓
126 Colour TV with remote control displaying international channels in all rooms.	✓	✓
127 Information in all rooms about additional hotel services.	✓	✓
128 Stationery and correspondence paper in all rooms.	✓	✓
129 Ash trays, but not in non-smoking rooms.	✓	✓

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B Bathrooms			
130	Extensive range of care products in all rooms (at least body lotion, shampoo/conditioner and luxury soap)		✓
131	Washbasin mirror in all rooms.	✓	✓
132	Washbasin lighting in all rooms.	✓	✓
133	A (shaving) power point next to the washbasin mirror in all rooms.	✓	✓
134	One towel and one bath towel per person in all rooms.	✓	✓
135	A mug or glass is available for each person in all rooms.	✓	✓
136	All rooms have private bathroom facilities with a bath and shower attachment or a shower, with constant hotel and cold running water, ventilation and lighting.	✓	✓
137	Hair drier in all rooms.	✓	✓
138	Socket close to the mirror	✓	✓
C GENERAL PROVISIONS AT THE HOTEL			
139	Option to use a telephone at the hotel upon request.	✓	✓
140	Option to use a fax at the hotel upon request.	✓	✓
141	Option to use a photocopier -colour/b/w at the hotel	✓	✓
142	Option to use a computer with high speed Internet connection upon request at the hotel.	✓	✓
143	Guests must be able to reach a hotel employee 24 hours a day.	✓	✓
144	Private parking facilities at the hotel.	✓	
145	Luggage transportation offered.	✓	✓
146	Entrance for wheelchair access		✓
147	Adapted general WC for wheelchair access		✓
148	Checked-in guests must have access to the hotel 24 hours a day.	✓	✓
149	Reception personnel speak several languages.	✓	✓
151	Reception and porter service open 24 hours a day and physically staffed.	✓	✓
152	Sitting places at reception.	✓	✓
153	On-line reservation of hotel rooms is possible including confirmation.	✓	✓
154	Taking guests to the room on arrival.		✓
155	At least 2 types of credit cards are accepted.	✓	✓
156	License to exchange foreign currency	✓	✓
D EATING AND DRINKING AT THE HOTEL			
157	Breakfast available in the room	✓	✓
158	Coffee/tea making facilities in all rooms		✓
159	Bar with service provided by the hotel's staff with an international range of drinks.* (* optional for GCC hotels)		✓
160	24 hour room service available	✓	✓
161	At least 2 restaurants available and managed by the hotel, 1 must be an a la carte.	✓	✓
162	Special diets are taken into consideration		✓

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163 Children menus are taken into consideration		✓
164 Separate non-smoking section available in the restaurant.	✓	✓
165 A la carte restaurant (open all week from 1200 - 1400 and from 1800 - 2130). A menu with a minimum of 3 starters, 3 maincourses and 3 desserts should be offered).		✓
E OTHER FACILITIES, PROVISIONS AT THE HOTEL		
166 Sound proofed windows, where necessary		✓
167 Non-smoking rooms are available at the hotel.	✓	✓
168 At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area with a very generous and comfortable layout. The minimum dimensions are 50 m ²).	✓	✓
169 Luggage room at the hotel (locked or supervised).		✓
170 Option of purchasing reading material and newspapers at the hotel.	✓	✓
171 Newspapers available, on request		✓
172 Loan of electrical adaptors	✓	✓
F OTHER SERVICES OFFERED BY THE HOTEL		
173 Wake-up call upon request.	✓	✓
174 48 hour laundry and dry-cleaning service with laundry bags in every room.	✓	✓
175 Baby sitting service.	✓	✓
176 Transport and ticket reservations upon request.	✓	✓
177 Reservations for, for example, the theatre, cinema and museums at hotel reception.	✓	✓
178 Taxi and car rental service.	✓	✓
179 Booking service for organised sightseeing tours.	✓	✓
180 Shoe shine service.	✓	✓
G LEISURE AND RECREATION AT THE HOTEL		
181 Swimming pool inside the hotel premise.	✓	✓
182 Sauna for general use at the hotel.	✓	✓
183 Fitness room at the hotel.	✓	✓
H CONFERENCE AND BANQUETS AT THE HOTEL		
184 Availability of a conference room (or rooms) at the hotel.	✓	✓
185 Banquet facilities at the hotel.	✓	✓
I MISCELLANEOUS		
186 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.	✓	✓
187 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.	✓	✓
188 Complaints from guests are registered and processed correctly.	✓	✓
189 The layout and image of a hotel meet the realistic expectations of guests.		✓