

Under Article 72 paragraph 5, Article 79 paragraph 6, Article 85 paragraph 6 and Article 88 paragraph 7 of the Tourism and Hospitality Act (Official Gazette of Montenegro 2/18 and 13/18), the Ministry of Sustainable Development and Tourism adopted the following

## **RULEBOOK ON TYPES, MINIMUM TECHNICAL CONDITIONS AND CATEGORISATION OF HOSPITALITY FACILITIES**

**(Official Gazette of Montenegro 036/18 of 31 May 2018)**

### **Subject-matter**

#### **Article 1**

This Rulebook sets out in more detail the types of hospitality facilities intended for provision of the services of accommodation, preparation and serving of food, drinks and beverages, minimum services that can be provided in them, minimum technical conditions regarding space, devices and equipment, conditions for categorisation and specialisation of hospitality facilities in terms of furnishing, equipment and maintenance of facilities, level of quality of services according to the types of hospitality facilities and manner of categorisation of hospitality facilities, as well as the special standards for hospitality facilities.

### **Types of Hospitality Facilities**

#### **Article 2**

Hospitality facilities which provide services of accommodation, preparation and serving of food, drinks and beverages shall be classified as follows:

- 1) primary hospitality facilities which provide services of accommodation, preparing and serving of food, drinks and beverages:
  - hotels and similar facilities (holiday village, motel, bed & breakfast, eco-lodge and wild-beauty resort);
  - integrated (combined) hotels;
  - tourist resorts;
  - camp (with 16+ accommodation units);
- 2) complementary hospitality facilities which provide services of accommodation and preparation and serving of food, drinks and beverages:
  - rooms;
  - holiday apartments;
  - holiday apartment blocks (five or more holiday apartments within the same building);
  - houses and flats;
  - camps (with a maximum of 15 accommodation units);
  - guest houses, hostels, ethno-villages, summer pasture cottage, resorts, mountaineering huts;
  - tourist villas;
- 3) Hospitality facilities which provide services of preparation and serving of food, drinks and beverages:
  - restaurants (national, classic, specialised and others);
  - bars, pizzerias, inns, fast-food facilities;

- cake shops, barbecue stalls, bakeries;
- 4) catering facilities.

Services of accommodation, preparation and serving of food, drinks and beverages may also be provided in the facilities registered in the Cultural Goods Register, in accordance with the law.

The facilities referred to in paragraph 1 item 3 of this Article may operate within a hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages or as independent entities which provide services of accommodation, preparation and serving of food, drinks and beverages.

## **Hotel**

### **Article 3**

Hotel means a business facility performing hospitality activities involving provision of the services of accommodation, preparation and serving of food, drinks and beverages and other services that are customary in hospitality industry.

Hotel is a functional building unit, or a part of a building structure with a separate access and separate entrance, horizontal and vertical communications.

Hotel may consist of several building structures that are connected by hallways (warm passageway).

Hotel shall have a reception with the lobby, accommodation units, restaurant with a kitchen and toilets for guests.

## **Small Hotel**

### **Article 4**

Small hotel means a hotel with the capacity of up to 25 accommodation units.

## **Hotel Garni**

### **Article 5**

Hotel garni means a hotel which, in addition to the accommodation service, also provides service of preparation and serving of breakfast.

## **Aparthotel**

### **Article 6**

Aparthotel means a hotel in which all accommodation units are apartments.

Aparthotel in which all apartments have kitchens does not need to have restaurant with the kitchen.

Aparthotel which features, completely or partly, apartments which do not have kitchens, must have restaurant with the kitchen.

## **Boutique Hotel**

### **Article 7**

Boutique hotel means hotel, the minimum rating of which is 4 stars, which is specially designed and styled, luxuriously furnished, situated on attractive location with personalised service and capacity of up to 50 accommodation units.

## **Holiday Village**

### **Article 8**

Holiday village means a type of hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, which includes several detached functional building units, with the minimum capacity of 50 accommodation units, reception with the lobby, restaurant with the kitchen, bar, shop and other diverse tourist amenities of recreational/sports/entertaining nature, in accordance with specific conditions of the place in which holiday village is situated.

Holiday village with the capacity exceeding 500 accommodation units may be split into two groups of functional building units with separate receptions, whereas the use of other amenities may be shared.

Commercial titles: "bungalow", "pavilion", "villa" may be used for separate building units for accommodation in a holiday village and they can be advertised under such title in commercial operations.

Minimum 70% of units of the same type of detached building units referred to in paragraph 2 of this Article must have the same rating, while the remaining units may have rating which is lower by one and they can advertise themselves in commercial operations exclusively as such.

## **Motel**

### **Article 9**

Motel means hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, situated alongside major road, intended for shorter stay of tourists, with the reception offering services 24 hours, restaurant and kitchen and parking space that is free of charge for each room.

## **Boarding house**

### **Article 10**

Boarding house means hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, intended for longer stay of tourists, with reception or counter and restaurant with the kitchen.

## **Eco-lodge**

### **Article 11**

Eco lodge means hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages with the capacity from seven to 50 accommodation units, situated in the national park zone or in its immediate proximity, which has minor harmful impact on the environment and is designed and built in compliance with ecological standards: use of solar energy, use of waste water treatment system, use of renewable sources of energy.

## **Wild Beauty Resort**

### **Article 12**

Wild beauty resort means hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, with the capacity from 30 to 250 accommodation units of hotel standard, with minimum four-star rating, built on the land situated immediately outside of the boundaries of protected zones or relatively intact natural sites, with central square and facilities for the sale of food, drinks and souvenirs (products made by local population), national restaurants and other amenities.

Basic building standards require the use of alternative sources of energy and technologies (solar energy, wind energy), use of waste water treatment system and use of environmentally friendly materials for construction and interior.

## **Integrated (Combined) Hotel**

### **Article 13**

Integrated (combined) hotel means hospitality facility in which hospitality operator who manages integrated hotel provides services of accommodation, preparation and serving of food, drinks and beverages in shared amenities, in its own hospitality facilities and/or facilities of other hospitality operators and/or lessors.

The hotel referred to in paragraph 1 of this Article shall consist of three or more building structures or parts thereof situated in one place with shared amenities, which are merged into one functional unit with several different types of hospitality facilities and marketed as a single tourism product.

Building structures or parts thereof may be distributed across the entire place between facilities that serve other purposes.

Hospitality amenities in which hospitality services are provided may be separated by one public or shared area, which can be accessed directly from external area.

Integrated hotel should include the following hospitality amenities:

- 1) shared amenity for receiving guests, the minimum surface area of which is 9 m<sup>2</sup> (reception);
- 2) shared amenity of hospitality operators for preparation and serving of food, drinks and beverages or the possibility to provide services of preparation and serving of food, drinks and beverages in previously categorised facilities of the hospitality operator or other hospitality operators;
- 3) hospitality operator's facilities or facilities rented from other hospitality operators and/or lessors intended for accommodation, in minimum two detached building units, which have previously been categorised.

The facilities referred to in paragraph 5 items 2 and 3 of this Article should have permit to operate in hospitality industry or decision on registration in Central Tourism Register.

Hospitality operator who operates an integrated hotel shall provide hospitality services as follows:

- 1) reception (check-in and check-out of guests, charging accommodation and other services, charging sojourn taxes and other fees, provision of information etc.),
- 2) and other services, as necessary.

Each guest at the integral hotel must be registered at hotel reception.

## **Tourist Resort**

### **Article 14**

Tourist resort means a type of a hospitality facility which is built on the land covering the area of minimum 5 ha and maximum 150 ha, and which constitutes a functional and business unit.

Tourist resort must have at least one hotel with the minimum capacity of 120 accommodation units of five-star rating in the coastal region and in the capital, or at least one hotel with the minimum capacity of 60 accommodation units of four-star rating in central and northern regions and diverse structure of amenities which shall include: wellness centres, restaurants, golf courses, marinas, sports fields, skiing trails and/or other amenities of tourism infrastructure and suprastructure, which are managed by either one or more business organisations or by other legal persons, while it shall be marketed as an integral and single high quality tourism product and must be operational 12 months a year.

Accommodation facilities in tourist resort may be built in phases, but in the first phase it is mandatory to build a hotel as a single functional-technological unit.

Hospitality facilities in tourist resort which are subject to categorisation shall be categorised individually, on the basis of a prior approval obtained by tourist resort to perform hospitality activity.

Tourist resort may have tourist villas which are entirely managed by the same operator and which use amenities of tourist resort.

Amenities of tourist resort shall be determined according to the size of the location and in accordance with spatial-planning documents.

### **Types of Accommodation Units in Primary Hospitality Facilities**

#### **Article 15**

Types of accommodation units in primary hospitality facilities shall be:

- 1) room;
- 2) apartment;
- 3) „studio“ apartment.

Room shall consist of a sleeping area and a bathroom, while it can also have an anteroom.

Room shall include a hotel bed with the head, and non-fixed mattress, nightstand with the lamp, comfortable armchair, floor lamp, dressing table with mirror, lamp and chair, metal waste basket, wardrobe, full-length mirror, coat hanger, luggage rack, in accordance with the rating.

Apartment shall include a living room which can have an anteroom, furnished kitchen and toilet, one or more bedrooms, and at least one bathroom, in accordance with the rating.

The room intended for stay and dining at the apartment shall consist of a suite of furniture (a couch and/or 2 armchairs), table, floor lamp, furnished kitchen (if there is one) with a dining table and chairs.

Bedroom in the apartment shall include hotel bed with the head and non-fixed mattress, nightstand with the lamp, dressing table with mirror, lamp and chair, metal waste basket, wardrobe, full-length mirror, coat hanger, luggage rack, in accordance with the rating.

"Studio" apartment shall include one combined room for stay and sleeping which can have an anteroom and furnished kitchen, and a bathroom, in accordance with the rating.

Equipment of the "studio" apartment shall include hotel bed with the head and non-fixed mattress, nightstand with the lamp, dressing table with the mirror, lamp and chair, metal waste basket, wardrobe, full-length mirror, coat hanger, luggage rack, suite of furniture (a couch and/or 2 armchairs) table, floor lamp, furnished kitchen (if there is one) with a dining table and chairs.

Hospitality facilities which provide services of accommodation, preparation and serving of food, drinks and beverages may include one, more or all types of accommodation units.

All rooms within an accommodation unit that can be entered through one – main door shall be deemed one accommodation unit.

Accommodation units shall be furnished depending on the type and rating of the facility, in accordance with the standards set out by this Rulebook.

## **Annex**

### **Article 16**

Annex to the primary hospitality facilities shall be a detached building unit which can be joined to the main facility, which provides accommodation services, whereas services of preparation and serving of food, drinks and beverages, as well as other hospitality services, are provided in the main facility.

Annex is situated in the immediate proximity of the main facility in accordance with the planning document.

Hotel, motel and boarding house can have an annex.

Annex can be of the same rating as the main facility or can be one rating lower in accordance with the planning document.

Each annex shall display in a prominent position next to the entrance a standardised plate which specifies the rating awarded to it.

Hospitality facilities referred to in paragraph 3 of this Article may have one or more annex for which commercial names: "bungalow", "pavilion" or "villa" can be used, and under such name they can advertise themselves in commercial operations.

## **"Resort" Label**

### **Article 17**

The "resort" label can be used by hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, which is situated at an attractive location with amenities of recreational / sports / entertaining / wellness / spa nature, intended for holding conferences/congresses and for shopping, and under such name it can advertise itself in commercial operations.

## **Holiday Rental Room**

### **Article 18**

Holiday rental room means a part of a residential/business facility or a part of a family residential/business facility (a house) in which accommodation services are provided to tourists.

## **Holiday Apartment**

### **Article 19**

Holiday apartment means a hospitality facility intended to provide accommodation services to tourists for a specific period of time, which includes a living room, one or more bedrooms, a kitchen and a bathroom.

## **Holiday Apartment Block**

### **Article 20**

Holiday apartment block shall consist of five or more holiday apartments within the same building.

## **Holiday Rental House**

### **Article 21**

Holiday rental house means architecturally and functionally detached building with its own garden, which is rented exclusively as one unit to an individual or to a group of tourists for a specific period of time.

## **Flat for Rent to Tourists**

### **Article 22**

Flat for rent to tourists means a part of the building unit-residential building which is occasionally used for rent to tourists.

## **Guesthouse**

### **Article 23**

Guesthouse means a type of hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, with the minimum accommodation capacity of three rooms or six beds, with a restaurant and without typical hotel amenities, such as reception and lobby.

## **Hostel**

### **Article 24**

Hostel means a hospitality facility which provides accommodation and food services, predominantly to younger guests in rooms with a large number of beds and shared toilets and bathrooms.

Hostel should have: a reception or a registration counter, a shared kitchen with the dining area in which guests can prepare meals by themselves and a shared toilet.

Hostel can be set up in business and residential buildings in accordance with the law.

If a hostel is situated in a residential building, it is necessary to obtain consent from condominium owners of that residential building.

## **Ethno-village**

### **Article 25**

Ethno-village means a type of hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, and is situated in the countryside setting, with the minimum capacity of seven accommodation units in the houses built of traditional and authentic style, reflecting culture and historic heritage of such area, in which food is prepared and served in the manner specific for that area.

## **Summer Pasture Cottage**

### **Article 26**

Summer pasture cottage means a type of hospitality facility which provides services of accommodation, preparation and serving of food, drinks and beverages, which is situated in the countryside setting and/or in detached traditional facilities serving the purpose of agricultural production, built from traditional materials (wood and stone) with built-in or mobile toilet (chemical toilet).

## **Rest centre**

### **Article 27**

Rest centre means a hospitality facility intended to provide services of accommodation, preparation and serving of food, drinks and beverages, which is used exclusively (free of charge or with minimum charge) by employees, pensioners, family members of employees or pensioners, members of sports, youth, children and other organisations.

Rest centre shall have accommodation capacity of minimum three rooms or six beds, with the reception counter, kitchen, restaurant, shared toilets and bathrooms.

## **Mountaineering Hut**

### **Article 28**

Mountaineering hut means a hospitality facility intended to provide services of accommodation, preparation and serving of food, drinks and beverages in mountain setting, predominantly in rooms with several beds, and it shall have a reception counter, shared dining room with the kitchen and shared toilets and bathroom.



## **Tourist Vila**

### **Article 29**

Tourist villa means a facility that can be privately owned and is situated in and constitutes part of a tourist resort and uses amenities of the tourist resort managed by one operator.

The share of accommodation units in tourist villas situated in the tourist resort built on the land, the surface area of which does not exceed 10 ha, shall be determined depending on the lot coverage as follows:

- if the lot coverage is below 0.30 the share of accommodation units in tourist villas may not exceed 20% of the total number of accommodation units of tourist resort;
- if the lot coverage is below 0.20 the share of accommodation units in tourist villas may not exceed 30% of the total number of accommodation units of tourist resort;
- if the lot coverage is below 0.10, the share of accommodation units in tourist villas may not exceed 50% of the total number of accommodation units of tourist resort.

The share of accommodation units in tourist villas situated in tourist resort built on the land, the surface area of which exceeds 10 ha, shall be determined depending on the lot coverage as follows:

- if the lot coverage is below 0.30 the share of accommodation units in tourist villas may not exceed 30% of the total number of accommodation units of tourist resort, and 50% if the tourist resort has a golf course with at least 18 holes;
- if the lot coverage is below 0.20, the share of accommodation units in tourist villas may not exceed 40% of the total number of accommodation units of tourist resort, or 55% if the tourist resort has a golf course with at least 18 holes;
- if the lot coverage is below 0.10, the share of accommodation units in tourist villas may not exceed 60% of the total number of accommodation units of tourist resort, or 70% if the tourist resort has a golf course with at least 18 holes.

## **Restaurant**

### **Article 30**

Restaurant means a hospitality facility which prepares *a-la-carte* dishes and serves them at tables, as well as hot and cold dishes which require a more complex preparation, drinks and beverages, as a rule during the main meals (breakfast, lunch and dinner).

Restaurant shall consist of: dining room with furniture suitable for longer stay of guests, furnished kitchen, toilet facilities, storage room and other ancillary rooms, and waste disposal area.

Notwithstanding paragraph 2 of this Article, restaurants situated on the beach or immediately next to the beach which operate exclusively during summer tourism season provide services on the balcony if they do not have dining rooms.

Restaurants can be national, classic, specialised and other.

National restaurant means a type of a specialised restaurant which predominantly (a minimum of 70% of the overall offer) prepares and serves

traditional dishes and whose interior reflects national culture and historical heritage of Montenegro.

Classic restaurant prepares and serves classic dishes of domestic and international cuisine.

Specialised restaurants (fish, vegetarian, game, dietetic, healthy food restaurants etc.) are restaurants which prepare and serve special types of dishes and whose offer must have at least 70% of dishes of the specialisation that was awarded to them.

Self-service restaurant (express restaurant) means a type of restaurant which serves hot and cold dishes, drinks and beverages prepared in advance, provides services by following the principle of self-selection and self-service and is not awarded a rating.

General, mandatory and qualitative standards for the categorisation of restaurants are set out in Annex 1.

## **Bar**

### **Article 31**

Bar means a hospitality facility which predominantly serves drinks and beverages, simple hot and cold dishes, sweets and fruits.

Bar (aperitif, coffee, cocktail, pub, snack bar/bistro, art clubs etc.) should have a counter/bar, kitchen/area for the preparation of dishes, refrigerated showcases for keeping drinks, drinks storage area and waste disposal area.

Bar should offer a diverse selection of drinks, which includes domestic and foreign types of alcoholic and non-alcoholic drinks, while it should also have drinks dispensers (taproom).

Bar which offers live entertainment as a part of its offer should have a separate dancing podium, separate dressing rooms for performers (male and female) and special rooms for music instruments.

Hospitality facilities referred to in paragraph 2 of this Article can also use another name (lounge bar, cocktail bar, pub, internet bar and the like), depending on the type of the service they provide.

## **Disco Club/Bar**

### **Article 32**

Disco club/bar means a hospitality facility, the surface area of which is minimum 100 m<sup>2</sup>, which organises live music performance and other types of music entertainment and serves drinks and beverages, while it can also prepare and serve simple dishes as well.

Disco club/bar shall consist of a bar, dancing area, cloakroom for guests, dressing room for performers of the programme with washbasins and shower cubicles, if artistic and similar programmes are performed at the club, and special emergency exits.

## **Night Club/Bar**

### **Article 33**

Night club/bar means a hospitality facility, the surface area of which is minimum 200 m<sup>2</sup>, which organises live music performances or other types of music

entertainment that starts at 10 PM, which serves drinks and beverages, while it can also prepare and serve simple dishes.

Night club/bar shall consist of a dancing area, cloakroom for guests, dressing room for performers of the programme with hand wash basin and shower cabin, if artistic and similar programmes are performed at the club, and special emergency exits.

### **Beach Bar**

#### **Article 34**

Beach bar means assembled temporary hospitality facility, which operates exclusively during the day and provides services in the bathing area which it belongs to, while it shall also have proper sanitary area.

Notwithstanding paragraph 1 of this Article, beach bar situated at a detached site, outside of the urban core, may also operate during the night, in accordance with special regulation.

Beach bar shall be assembled at the edge of the bathing area or immediately next to the bathing area and shall serve non-alcoholic and alcoholic drinks and beverages, simple hot and cold dishes at the counter or on the balcony which is adjoined to the facility.

### **Coffee-house/Inn/Tavern**

#### **Article 35**

Coffee-house/inn/tavern mean hospitality facilities which serve drinks and beverages, predominantly simple dishes and sweets and they shall consist of the serving area, kitchen, refrigerated showcase made of glass intended for storing sweets, storage room and other areas for storing food and drinks and waste disposal area.

### **Cafeteria/Snack Counter/Bistro**

#### **Article 36**

Cafeteria/snack bar/bistro mean hospitality facilities with self-service, broad offer of hot and cold dishes and sweets, and hot and cold beverages which can also include alcoholic drinks.

Food and drinks are displayed in hot and cold showcases at the self-service counter or are served by staff at the service counter.

Cafeteria/snack bar/bistro shall consist of a serving area, showcase for foods and drinks, kitchen, storage room and other area for storing food and drinks, and waste disposal area.

### **Beer Hall/Wine Cellar**

#### **Article 37**

Beer hall/wine cellar mean hospitality facilities whose offer predominantly includes different types of beer/wine, beverages and light dishes of specific range (sausages, salty pastries and the like).

Beer hall shall consist of a serving room, room for food preparation, storage room and other area for storing food and drinks, and waste disposal area.

## **Pizzeria/Meat Pie Shop**

### **Article 38**

Pizzeria/meat pie shop mean hospitality facilities which predominantly prepare and serve dishes made of dough, pastries, pasta, as well as drinks and beverages.

Pizzeria/meat pie shop shall consist of serving area, kitchen, storage room and other area for storing food and drinks and waste disposal area.

## **Inn**

### **Article 39**

Inn means specialised hospitality facility, with specific architecture and interior setting, which predominately serves home-made wine and brandy and prepares and serves specific dishes according to the specificities of the area in which it is situated.

Inn shall consist of the serving area, kitchen, storage room and other area for storing food and drinks and waste disposal area.

## **Fast Food Facilities**

### **Article 40**

Fast food facilities ("fast food", grilled meats restaurant, steak house) mean hospitality facilities which prepare and serve simple hot and cold dishes, drinks and beverages, to be consumed on the spot or packed for take-away, in original packaging or one-off packaging, while serving is carried out over the counter.

Fast food facilities shall consist of a food preparation area, storage room and other area for storing food and drinks, and waste disposal area.

## **Cake Shop, Barbecue Stall and Bakery**

### **Article 41**

Cake shop, barbecue stall, bakery and other similar facilities mean facilities that provide simple hospitality services, provided that food is consumed in such facilities.

Cake shop means hospitality facility which serves sweets, cakes, different pastries, ice-creams, non-alcoholic drinks and beverages.

Barbecue stall means hospitality facility in which all kinds of roasted meat, drinks and beverages may be consumed on the spot in a separate room or in a part of the room which has a counter and tables for consumption.

Bakery means hospitality facility in which food prepared with dough, pastries, non-alcoholic drinks and beverages can be consumed on the spot in a special room or in a part of the room which has a counter and tables for consumption.

Facilities referred to in paragraph 1 of this Article shall consist of the serving area, kitchen, storage room and other space for storing food and drinks and waste disposal area.

## **Catering Facility**

### **Article 42**

Catering facility means hospitality facility which prepares dishes, drinks and beverages that are delivered for the purpose of consumption in another place with or without being served (performances, festivities, home delivery and the like).

Catering facility shall consist of the kitchen, storage room and other area for storing food, drinks and beverages, and waste disposal area.

## **Minimum Technical Conditions to be met by Hospitality Facilities**

### **Article 43**

Hospitality facilities must meet minimum-technical conditions, depending on the type of facility, in terms of:

- 1) spatial arrangement and exterior;
- 2) free movement and stay of guests and staff;
- 3) potable water supply;
- 4) waste water and solid waste;
- 5) electricity supply;
- 6) provision of phone connection;
- 7) fire protection;
- 8) room with equipment:
  - for receiving guests (reception and lobby);
  - for horizontal and vertical communication (hallways, stairs and elevators);
  - accommodation units (room and apartment) and
  - service rooms, rooms for preparation and serving of food, toilet and other rooms;and
- 9) parking space.

Hospitality facilities, in addition to the conditions referred to in paragraph 1 of this Article, should also meet other conditions set out for the provision of hospitality services in accordance with this Rulebook.

## **Spatial Arrangement and Exterior**

### **Article 44**

Hospitality facility should have a developed access to the entrance to the facility, built from solid material (concrete, stone and asphalt), while free areas surrounding the hospitality facility should be horticulturally cultivated.

Accesses to the entrance, entrance and name of the hospitality facility should be well-lit when facility is open at night.

The main entrance and external inscriptions on the hospitality facility should reflect style and characteristics of the facility.

Open parking areas in the hospitality facility should be developed, well-lit, secured and if possible roofed over.

Hospitality facility outside of inhabited place must have a secured parking space, matching the number of accommodation units, i.e. number of tables at the restaurant, depending on the type of hospitality facility.

Hospitality facility should have separate rooms or areas outside of the hospitality facility for goods delivery and waste disposal, which are functionally independent from rooms and premises intended for guests.

## **Free Movement and Stay of Guests and Staff**

### **Article 45**

Hospitality facilities should be developed and furnished in the manner which guarantees security, safety and comfort to all guests, rational use of space, unhindered and free movements of guests and staff, free movement of objects etc.

## **Potable Water Supply**

### **Article 46**

Hospitality facility should be connected to the public water supply system, whereas in the settlements and on other sites without infrastructural facilities it must have a steady supply of sufficient quantity of hygienically safe potable water, in accordance with special regulation.

Hospitality facilities providing simple services, vessels or floating facilities and other similar facilities must at all times provide sufficient quantities of hygienically safe potable water.

## **Waste Water and Solid Waste**

### **Article 47**

Hospitality facilities should be connected to the public sewerage system.

All surface drains, gutters, pipelines, sewage pipes, ventilation outlets and drains inside and outside of the building must be kept in good condition.

Hospitality facilities must have a wastewater drainage connected to the controlled wastewater treatment facility or to a separate facility, before wastewater is discharged into the natural environment.

Concrete area with waste disposal equipment shall be provided for the purpose of disposing solid waste substances.

## **Electricity Supply**

### **Article 48**

Hospitality facility should be connected to the public electric grid or supplied with electricity in some other manner (alternative energy sources), in accordance with separate legislation.

Rooms in the hospitality facility, including parking space and access paths around the facility, must be well-lit.

Rooms, and areas in which guest move and stay at night, must be well-lit or must have orientation light.

Hospitality facilities such as disco clubs and night clubs should, in addition to the connection to the electric grid, also have mandatory alternative electricity supply, so as to make sure that users of services are safe.

## **Telephone Connection**

### **Article 49**

Hospitality facility should be connected to the public telephone network or should have telephone communication or some other communication.

Telephone service in the hospitality facility should be computerised, with automatic counters and sufficient number of parallel and direct telephone, fax and internet lines.

Accommodation units in hospitality facilities should have a direct telephone line or some other kind of connection to the reception.

## **Fire Protection**

### **Article 50**

Hospitality facility should meet conditions set out in separate regulation governing fire protection.

Hospitality facility should have proper exits, as well as fire signalisation, for the purpose of ensuring safe exit from the facility in the event of fire.

Hospitality facility should have:

- a written instruction for staff displayed in a prominent position in the event of fire, of which each staff member must be informed in detail;
- containers and waste baskets made from water resistant material, and fire extinguishers;
- a written prohibition displayed in a prominent position next to each lift stating that the use of lifts is forbidden in the event of fire, except for security lifts;
- functioning of safety and standardised panic lights along all evacuation routes.

In the hospitality facility, the distance from exit in the event of emergency or the distance from stairs to rooms must not exceed 30 m, while exit signalisation must be well-lit with own source of energy.

In multi-storey hospitality facility, evacuation instructions must be printed in two languages (Montenegrin and foreign) and must be posted on the inside of the room door.

## **Room for Receiving Guests (Reception and Lobby)**

### **Article 51**

Room for receiving guests (reception and lobby) in the hospitality facility should cover the surface area of minimum:

- 9 m<sup>2</sup> for one-star and two-star facilities with the capacity of up to 25 rooms, increased by 0.5 m<sup>2</sup> per room for each subsequent room;
- 15 m<sup>2</sup> for three-star facilities with the capacity of up to 25 rooms, increased by 0.5 m<sup>2</sup> for each subsequent room;
- 30 m<sup>2</sup> for four-star facilities with the capacity of up to 25 rooms, increased by 0.6 m<sup>2</sup> for each subsequent room; and
- 30 m<sup>2</sup> for five-star facilities with the capacity of up to 25 rooms, increased by 0.8 m<sup>2</sup> for each subsequent room.

Reception counter must be installed in the manner which prevents guests from seeing records of guests.

Reception should be equipped with: a computer, key holder, credit cards device, safe, telephone installed on the reception counter and luggage room.

Lobby should have sufficient number of seats in accordance with capacity of the facility, as well as the toilet for guests (for both, men and women) which must be detached from the reception hall.

Reception must be well-lit.

## **Height of Rooms, Horizontal and Vertical Communication (Hallways, Stairs and Lifts)**

### **Article 52**

Height of rooms in hospitality facility (from the floor to the ceiling) should at least amount to:

- 1) 2.20 m for parking in underground garages;
- 2) 2.30 m for hallways and stairs (and minimum 1.40 m width) and 2.30 m for living room and space for moving in rooms in the loft of the facility, while in new facilities the lowest height from the floor to the beginning of the inclination on the ceiling cannot be lower than 1.20 m;
- 3) 2.50 m for bedrooms and ancillary sanitary rooms;
- 4) 2.80 m for storage rooms, sanitary and other ancillary rooms;
- 5) 3.00 m for all public rooms (reception, lobby, restaurant and the like) and kitchens; and
- 6) 4.00 m for ground-level service rooms.

Inside rooms in the house, holiday apartments and rooms for rent shall be minimum 2.30 m high, whereas in new facilities the lowest height from the floor to the beginning of the inclination on the ceiling must not be lower than 1.20 m.

The number of lifts for guests in the hospitality facility should correspond to the capacity of the facility:

- up to 50 rooms, minimum one lift;
- from 51 to 100 rooms, minimum two lifts;
- from 101 to 150 rooms, minimum three lifts; and
- from 151 to 250 and more rooms, minimum four lifts.

Hospitality facility must also have service lifts (for staff and food - platform) depending on the number of storeys and capacity of the facility.

Lifts in hospitality facilities should be equipped with the device for automatic stoppage on the next floor, as well as the device for automatic going down of the lift to the ground-floor in the event of danger.

## **Room and Apartment**

### **Article 53**

Size of room and apartment in the hospitality facility includes the area with inside amenities, excluding balcony.

Room or apartment in the hospitality facility should have the following equipment:

- 1) hotel bed (with the frame, head, and non-fixed mattress) with minimum dimensions of 190 x 90 cm for one person, while bed for two persons should have minimum dimensions of 190 x 140 cm;
- 2) mattress of appropriate lying size, hygienic cover for mattress, two sheets, blanket, cover for blanket/quilt and a pillow for each bed;
- 3) nightstand or appropriate shelf next to the bed, with the lamp;
- 4) mat below the bed, except in the rooms in which floor is covered with rug or carpet;
- 5) dressing table with the mirror, lamp, chair and metal waste bin;
- 6) coffee table with comfortable armchair/chair and floor lamp;
- 7) wardrobe with shelf and section for hanging clothes with minimum four hangers per bed; and



8) full-length mirror, luggage shelf and coat hanger.

At the guest's request, ancillary bed can be placed in the room.

Room and apartment doors should be made from solid material which is fire resistant and provides soundproofing, without glass parts, and with the possibility of locking up, while windows should have curtains and opaque hangings and floors should be made of material which is easy to clean and maintain.

Room and apartment should have a direct telephone line for taking incoming calls and making outgoing calls through the operator, while next to each telephone there should be an instruction on how to establish connection, written in several languages, a directory of internal emergency phone numbers, as well as the pricelist of services, or some other way of communication with the reception should be ensured.

Room and apartment should have a mini-bar or a small cabinet with built-in mini fridge, supplied with the minimum selection of alcoholic and non-alcoholic beverages, whose pricelist must be displayed visibly, a mini safe depending on the rating of the facility, information about the hotel (working hours, list of all the services accompanied by the pricelist), stationery and envelopes, informative tourism materials and the like.

A small safe must be built in the wardrobe, secured against burglaries and fires.

Room and apartment must have a notification displayed in a prominent position about limited liability of the facility management for valuables kept in the mini safe.

Number of accommodation units in the loft of the hospitality facility must not exceed 10% of the total accommodation units in the facility.

### **Bathroom in the Room and in the Apartment**

#### **Article 54**

Bathroom in the room and in the apartment of the hospitality facility must include the following: natural or artificial ventilation, WC with toilet paper, bath tub with minimum dimensions of 170 x 70 cm with the shower or shower cabin with minimum dimensions of 80 x 80 cm, washable floor mat, washbasin with hot and cold water, shelf and cabinet for toiletries, mirror with appropriate light, electric socket next to the mirror, soap holders, towel and hair dryer (if hair dryer is not installed), clothes hanger/rack, one glass per bed, one bigger and one smaller towel per bed and metal waste basket.

Bathroom floors in the hospitality facility must be built from water resistant and non-slipper material which is easy to clean and maintain, while drain with protective cover must be installed into the floor.

### **Shared Bathrooms**

#### **Article 55**

Hospitality facility in which some or all rooms do not have their own bathrooms must have an appropriate number of bathrooms, as well as the appropriate number of shared toilets and shower cubicles.

In the hospitality facility referred to in paragraph 1 of this Article, in which there are up to ten beds in the rooms without bathroom on each storey, must have

on each storey at least one shared toilet with WC cabin and anteroom and one shared bathroom.

Hospitality facility referred to in paragraph 1 of this Article must have a toilet group (toilets separated for men and women) for each ten beds, as well as one shared bathroom, separately for men and women.

Shared bathroom referred to in paras. 1 and 2 of this Article must include: washbasin with hot and cold water, bath tub with shower, clothes hanger/rack, liquid soap, paper towel and hand dryer that uses hot air and metal waste basket, whereas shared toilet must have WC cabin and anteroom, toilet paper and metal waste basket.

## **Change of Bedding and Towels**

### **Article 56**

Bedding and towels in hospitality facility, that are white in colour in compliance with hotel standards, shall be changed each time guests change, in accordance with the standards set out for a specific rating of hospitality facility, and if one guest stays for a longer period of time, bedding shall be changed at least once a week, and towels will be changed every two days.

Rooms in hospitality facility shall be cleaned and made every day, while sanitary facilities shall be disinfected each time guests change.

## **Television and Radio Services**

### **Article 57**

Hospitality facilities must have the system for TV and UHF radio reception through the TV receiver, internet access depending on the rating of the facility, whereas position of the TV set in rooms must ensure that it can be watched from bed, as well as from armchair/chair.

## **Service Rooms**

### **Article 58**

For every 15 rooms or every annex, hospitality facility must have a special room, i.e. area for keeping aids and products for hygiene maintenance, as well as the room for disposal of used bedding, cleaning products, carts and vacuum cleaners.

Changing rooms for staff must contain wardrobes, toilets and shower cubicles.

## **Rooms of the Hospitality Facility Used for Preparation and Serving of Food**

### **Article 59**

Hospitality facility which prepares and serves food should include the following:

- kitchen block (kitchen with ancillary rooms);
- ancillary rooms;
- technical rooms; and
- special entrances for delivery and intake of groceries and dispatch of waste.

Kitchen block shall consist of rooms in which groceries are processed and dishes prepared, room for pouring drinks and for preparation and serving of warm

and cold drinks and beverages and storage rooms, as well as the room for placing and keeping groceries and drinks.

Ancillary rooms consist of rooms or parts thereof which serve the needs of staff (bathroom, toilet, wardrobe and rooms for dining and rest).

Technical rooms shall consist of rooms and parts thereof which are intended for servicing and maintenance of devices and equipment.

A three-star hospitality facility that has more than 80 chairs and four-star and five-star hospitality facilities must provide a special entrance for staff and food delivery.

If the hospitality facility has a window next to the service entrance (service yard), that area should be made of concrete or asphalt, and should have devices (tap, hydrant and the like) for washing and maintenance of hygiene, as well as the water drain, a detached area for the equipment and waste disposal area.

Hospitality facility must have drains on all floors that are washed with water or on which equipment for under pressure washing is used, whereas floors must be built from impermeable material and non-slippery tiles with appropriate inclination for the purpose of water drainage.

Hospitality facilities referred to in paragraph 1 of this Article which are situated at airports, railway and bus stations and in business facilities (shopping malls, department stores, sports centres and similar facilities) do not need to have a separate entrance for delivery and intake of groceries and removal of waste substances, provided that it is ensured there is no contact between intake of groceries and removal of waste substances.

## **Delivery and Storage of Food and Drinks**

### **Article 60**

Food, drinks and supplies are delivered to the controlling intake counter of the hospitality facility which should be detached from the entrance for guests and staff and from waste disposal area.

Room for storage of groceries is situated in the proximity of the controlling intake counter and has direct access to the kitchen.

The capacity of the room referred to in paragraph 2 of this Article should be sufficient to ensure maximum use of fresh food.

Temperature at which easily perishable groceries shall be stored are:

- 1) meat and fish 2 °C;
- 2) butter, eggs, cheese 4 °C;
- 3) fruits and vegetables 6 °C;
- 4) deep freeze groceries - 8 °C.

Hospitality facilities should also have another storage area: drinks warehouse with temperature control, dry warehouses for storing cans and packed food, warehouse for supplies, deep freeze storage and rooms for disposal of cleaning products and equipment.

Room for storing groceries is furnished with appropriate shelves or showcases for disposal of food and drinks and must be detached from rooms intended for processing of groceries and food preparation.

A lower part of entrance door of the room referred to in paragraph 2 of this Article, up to the height of 20 cm, shall be coated with corrosion resistant metal, a net shall be installed on windows to ensure protection against insects, while mechanical/artificial ventilation and cooling shall be installed as well.

Easily perishable groceries are kept in refrigerators (mounted on walls or assembled) or in cooling devices with appropriate capacities, which are separated according to type and origin of groceries (meat, fish, milk products, smoked and cured meat products and the like).

The room referred to in paragraph 2 of this Article must be detached from the room for disposal of cleaning products and equipment.

## **Kitchen Block**

### **Article 61**

Kitchen at the hospitality facility must correspond to the capacity and needs of the dining room.

Kitchen (kitchen block) must have:

- 1) 25% of space for food intake and disposal;
- 2) 15% of space for the preparation of "cold" meals;
- 3) 20% of space for the preparation of cooking "hot" meals and roasting;
- 4) 15% of space for free movement of staff;
- 5) 10% of space for washing and waste disposal;
- 6) 15% of space for staff kitchen.

The ratio between surface area of the kitchen and the restaurant is stated in the following percentages:

- 1) kitchen and banquet room with festive menu - 50%: 50%;
- 2) kitchen and restaurant with full menu - 35%: 65%;
- 3) kitchen and restaurant with standard menu - 30%: 70%; and
- 4) kitchen and restaurant with limited offer (barbecue stall and the like) - 20%: 80%.

Kitchen should have devices for the extraction of smoke, steam and odours (exhaust hoods above heat devices, ventilation and the like), in accordance with regulations.

Kitchen floors should be built from ceramic tiles or some other water resistant non-slippery material, which is easy to clean and maintain.

Kitchen walls, high at least 2 m, must be covered with ceramic tiles or some other water resistant non-slippery material, which is easy to clean and maintain.

Windows and openings in the kitchen must have a protection against insects and rodents.

Working areas in the kitchen must have an upper plate made from corrosion-resistant material suitable for easy cleaning, washing and disinfection, while kitchen utensils must be made from corrosion-resistant material.

Sufficient number of waste baskets should be set at each working position in the kitchen.

## **Rooms of Kitchen Block**

### **Article 62**

In accordance with the rating of the facility, and depending on the type of dishes prepared, the kitchen block must have rooms, or separate areas for:

- 1) cleaning and prior processing of groceries (separate areas for fruits and vegetables, meat and fish);
- 2) additional processing, thermal and final processing of groceries in accordance with established norms and recipes (hot kitchen);

- 3) preparation of cold starters, cold dishes and salads (cold kitchen);
- 4) preparation of sweet meals, treats and pastries (baking-pastry workshop);
- 5) cutlery washing– separate wash-room for washing restaurant cutlery (cutlery and eating utensils) and kitchen cutlery (cutlery and utensils for the preparation of dishes);
- 6) storing groceries for daily needs of kitchens (daily storage).

Distribution of rooms referred to in paragraph 1 of this Article in the kitchen block must be such that it prevents contact of groceries and food with used cutlery during carrying and preparation of food.

Hospitality facility which is supplied with pre-processed groceries from the central kitchen or outside of the facility does not have to have rooms, nor areas for cleaning and pre-processing of groceries.

Hospitality facility in which hot and other dishes are only produced (catering) should have detached premises, i.e. rooms for washing kitchen cutlery and cutlery used for carrying.

## **Kitchen Furnishing**

### **Article 63**

In accordance with the rating of the facility, kitchen shall include the following equipment:

- 1) appropriate thermal devices, depending on the type of dishes prepared in the facility;
- 2) refrigerated showcases for hygienic storage of groceries, particularly for meat, fish, milk and dairy products, smoked and cured meat products, sweets and the like;
- 3) appropriate working areas, devices for cleaning, processing and measuring groceries, cutlery and utensils which must be made from corrosion-resistant material, as well as surfaces, shelves and cabinets for keeping groceries and drinks;
- 4) sufficient number of waste baskets;
- 5) table for intake and disposal of used restaurant cutlery with waste basket;
- 6) tables for cutlery draining and shelves, and cabinets for keeping clean cutlery;
- 7) sinks for washing cutlery;
- 8) detached sinks for washing restaurant and kitchen cutlery, with hot and cold water and collector of fat and other water substances (three-part sink or dishwasher); and
- 9) washbasin with running hot and cold water, brush, aids and products for cleaning, disinfection and hand drying of staff.

## **Kitchen Furnishing at Hotel Garni**

### **Article 64**

Kitchen at hotel garni should include the following equipment:

- 1) device for thermal processing of groceries, with exhaust hood/range hood;
- 2) refrigerated showcases of appropriate capacity for keeping groceries;
- 3) cabinets for glasses and plates;
- 4) shelves for keeping cooking utensils;
- 5) working area for food preparation;
- 6) sinks with hot and cold water for washing groceries and cooking utensils;
- 7) separate sink for staff to wash their hands;
- 8) drawers for eating utensils;

- 9) toast and coffee machines; and
- 10) sufficient number of waste baskets.

## **Counters for Food Preparation**

### **Article 65**

Counters for food preparation should be made from corrosion-resistant material and should have an installed sink with running hot and cold water.

Depending on the type of the restaurant and on the menu, the area for the preparation of food may include the following counters for food preparation: counter for preparing vegetables, counter for preparing cold food, counter for preparing fish, counter for preparing meat, breakfast kitchen, counter for preparing warm food, counter for hot beverages, bakery and pastry shop, banquet room, restaurants or additional kitchens, service bar and area for room service.

## **Kitchen for Preparing Simple Dishes**

### **Article 66**

Hospitality facility which prepares cold or simple warm dishes of specific range (barbecue dishes, dishes made of dough and pastries, dairy dishes, egg made dishes and the like), and which has up to 50 slots for consumption, should have at least one room or area for the preparation of dishes with appropriate heating and cooling devices for keeping groceries and food, working areas and detached sinks for washing groceries and cutlery, and waste disposal area.

## **Area for Washing Eating Utensils and Cutlery**

### **Article 67**

The area for washing eating utensils and cutlery must be detached from the area for washing and preparing groceries.

The area for washing eating utensils and cutlery must contain the following:

- counter made from corrosion-resistant material with waste basket;
- counter for stained cutlery and eating utensils;
- counter for stained glasses; and
- dishwasher and two-part sink.

If the area referred to in paragraph 2 of this Article does not have a dishwasher, it is necessary to provide a three-part sink for cutlery soaking, washing and draining.

The area for washing kitchen cutlery consists of the counter made from corrosion-resistant material for used pots and pans, waste baskets/containers and three-part sinks for cutlery soaking, washing and draining.

## **Waste Disposal and Sorting**

### **Article 68**

Hospitality facility should have the area for waste collection and temporary storage of waste material.

The area referred to in paragraph 1 of this Article should have the area which enables free movement of service vehicles/trucks for waste collection.

The area referred to in paragraph 1 of this Article should feature device with pressurised water.

## **Taproom**

### **Article 69**

Hospitality facility which serves drinks and beverages must have a taproom.

Taproom shall include a coffee machine/ice machine/juicer, two-part sink for washing glasses with hot and cold water and cutlery rack/dishwasher, cooling and heating devices if hot beverages are served and shelves for keeping glasses and drinks.

## **Serving Rooms**

### **Article 70**

Serving of food, drinks and beverages to the guests takes place in serving rooms.

Notwithstanding paragraph 1 of this Article, serving may also be performed in the areas outside of the serving room (on the balcony, in the garden or in a similar area).

The area referred to paragraph 2 of this Article must be enclosed and equipped with suitable equipment (garden tables, chairs, parasols and the like).

If the hospitality facility does not have a separate anteroom, i.e. area for keeping guests' clothes, a sufficient number of clothing racks shall be provided in the serving area which corresponds to the number of chairs.

## **Serving Room in the Hospitality Facility – Hotel**

### **Article 71**

Hospitality facility – hotel and similar facilities, which offer main meals (lunch, dinner) should have a serving room (restaurant room).

Hotel garni must have a room for serving breakfast (breakfast room, aperitif bar and the like).

The size of the restaurant room referred to in paragraph 1 of this Article (number of seating places and surface area) depends on the capacity, type and rating of the facility:

1) number of seating places in the restaurant room is stated in percentages depending on the rating of hospitality facility, i.e. in the hospitality facility – hotel and similar facilities, for:

- one star rating, it is necessary to ensure minimum 20% of seating places relative to the number of beds, and in bed & breakfasts minimum 50% of seating places relative to the number of beds;

- two-star rating, it is necessary to ensure minimum 30% of seating places relative to the number of beds, and in bed & breakfasts the number of seating places should correspond to the number of beds;

- three-star rating, it is necessary to ensure minimum 50% of seating places relative to the number of beds, and in bed & breakfasts the number of seating places should correspond to the number of beds;

- four-star rating, it is necessary to ensure minimum 60% of seating places relative to the number of beds; and

- five-star rating, it is necessary to ensure minimum 80% of seating places relative to the number of beds;

2) surface area of the restaurant in the hospitality facility falling under the "hotels" category shall amount to:

- minimum 1 m<sup>2</sup> per chair for one-star rating;

- minimum 1.20 m<sup>2</sup> per chair for two-star rating;
- minimum 1.50 m<sup>2</sup> per chair for three-star and four star-rating; and
- minimum 1.80 m<sup>2</sup> per chair for five-star rating.

## **Food Serving**

### **Article 72**

Hospitality facility which offers services of breakfast, half board and full board shall serve all meals in the serving room, by using self-service system (buffet, snack counter and the like).

Continental breakfast shall consist of the selection of hot beverages, including home-made coffee, decaffeinated coffee and tea, hot chocolate and milk, various types of bread and pastries, margarine or butter, jams, fruits and fruit juices and the like.

Standard breakfast (snack counter/menu) shall consist of the selection of hot beverages, various types of bread and pastries, jams and honey, cold meats, smoked fish and cheese, eggs of guests' choice, pancakes, yoghurt, cereals, fresh fruit, fruit juices, fruit compote and the like.

If the offer of the breakfast referred to in paragraph 1 of this Article is not organised on the basis of self-service principles (buffet, snack counter and the like), it is necessary to provide a breakfast menu to be used by guests to place orders.

## **Cutlery and Eating Utensils**

### **Article 73**

Eating utensils in the rooms intended for the provision of services involving food serving should be made from (corrosion-resistant) solid material, without showing the signs of wear and tear.

Glass and porcelain cutlery which is used should be clean and undamaged, and depending on the rating of the facility it shall include: water glass, glasses for white and red wine, glass for champagne, for cocktails, spirits and a glass for liqueur.

Depending on the rating of the facility, napkins made from appropriate material shall be used, while all tables should be covered with tablecloths or mats.

Hot dishes shall be served warm, on heated plates, while cold dishes shall be served cold on cold or frozen plates.

Staff should be familiar with the food that can cause allergic reactions.

## **Food and Drink Menus**

### **Article 74**

Hospitality facilities which prepare and serve food and drinks should have a sufficient number of food and drink menus, printed in Montenegrin and in at least one foreign language.

Staff in hospitality facilities referred to in paragraph 1 of this Article must be informed of the offer on the menus, as well as of the specificities of offered wines.

"Menu credibility" is the principle that must be complied with at all times.

Dishes on the menu cannot be replaced without prior approval from the guest.

Depending on the specialisation or concept of the restaurant, menus should include appropriate selection of food classified into basic categories (soups, starters, meat, sea food, pastry, salad, vegetables and desert).



## **Bars in Lobby of the Hospitality Facility - Hotel**

### **Article 75**

Number and type of bars in lobby of the hospitality facility – hotel and similar facilities shall be established according to the type and rating of the facility which provides accommodation service and services of preparation and serving of food, drinks and beverages.

The bar referred to in paragraph 1 of this Article should be detached from the restaurant, while size of the bar depends on the number of accommodation units in the facility.

The bar referred to in paragraph 1 of shall include additional storage area, sinks and bar equipment.

## **Banquet and Conference Rooms in the Hospitality Facility - Hotel**

### **Article 76**

Banquet and conference rooms in the hospitality facility - hotel and in similar facilities shall consist of the special lobby, separate entrance from the outside, special equipment (equipment for interpretation, projections, mobile and dance podiums, storages and balconies in the open), toilet, wardrobe and hallway which is connected to the hospitality facility.

## **Furnishing Hospitality Facilities – Bars**

### **Article 77**

Bars in the serving room of the hospitality facility which provides services of preparation and serving of food, drinks and beverages must have a taproom with exposed refrigerated showcases for cold dishes and sweets, if they serve them.

Taproom referred to in paragraph 1 of this Article should have a counter over which guests may serve themselves directly, while taproom in the bars should also have the machine for coffee making (coffee machine), machine for ice making (ice machine), drink dispensers and chairs set against the counter.

The bars referred to in paragraph 1 of this Article which prepare simple warm dishes in front of guests shall, in addition to taproom, also have refrigerated showcase, working area – manipulation counter with appropriate thermal devices, devices for extraction of odours and steam and two-part sink, and dishwasher.

The bars referred to in paragraph 1 of this Article which provide entertainment services must have a dancing area which is adequate to the size of the bar, and area for performances, with appropriate musical devices, and if musical-entertainment programmes are organised they must have separated dressing rooms for male and female performers, with installed washbasin and shower with hot water.

## **Furnishing Self-service Restaurant (Express Restaurant)**

### **Article 78**

Express restaurants and restaurants with self-service in the serving room should have warm and cold showcases for food and drinks, while self-service restaurants should have a self-service line and are not subject to categorisation.

## **Equipping Beer Tap**

### **Article 79**

Beer tap in the serving room shall have drinks dispenser with draught beer equipment and glasses, and it shall have furniture adjusted to the purpose of the facility (counters, benches, tables and chairs).

## **Furnishing Self-service Cafeteria**

### **Article 80**

Service in the self-service cafeteria shall be so organised that the food is set on the counter or food and drinks are served on several tables, with central cash register and service line of the counter.

Service line of the counter should have a serving belt which contains cutlery and trays.

In the cafeteria referred to in paragraph 1 of this Article, hot food should be exhibited on the installed heated counters or in refrigerated showcases, while showcases should be protected with partitions.

## **Toilets for Guests**

### **Article 81**

Hospitality facility should have adequate number of toilets for guests.

Number of WC cabins, urinals and washbasins in toilets shall be proportionate to the capacity of the facility stated in the number of sitting and standing places, and for the hospitality facility with the capacity of:

1) up to 20 places, it should have minimum one completely furnished toilet, shared by men and women;

2) from 20 to 80 places, it should have a separate toilet with one WC cabin and anteroom with washbasin for women, and one WC cabin, urinal and anteroom with washbasin for men;

3) from 80 to 170 places, it should have a separate toilet with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men;

4) from 170 to 350 places, it should have a separate toilet with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with three washbasins for men;

5) over 350 places, it should have a separate toilet with four WC cabins, and anteroom with three washbasins for women, while for men it should have three WC cabins, four urinals and anteroom with three washbasins.

## **Equipment of Toilet for Guests**

### **Article 82**

Toilet for guests should have a WC toilet bowl with lid and cleaning brush, toilet paper and metal waste basket, automatic refresher, natural or artificial ventilation, liquid hand soap, paper towel or hand dryer using hot air, toilet paper, minimum one clothes hook and metal waste basket, whereas washbasins must have hot and cold running water.

Toilet referred to in paragraph 1 of this Article should have sanitary fittings made from white ceramics, floors should be made from ceramic tiles or some other water-resistant material with the lock system, windows should be opaque, walls covered from the floor to the ceiling, with ceramic tiles made from some other water-resistant material.

Rooms in public toilets must be well ventilated, in good condition and kept clean.

### **Use of Other Toilets**

#### **Article 83**

Hospitality facilities providing services involving food, drinks and beverages which are situated at airports, railway and bus stations and in business facilities (shopping malls, department stores, sports centres and the like) do not have to have their own toilet, if the use of toilet is made possible in that building unit.

### **Laundry and Dry-cleaning Equipment**

#### **Article 84**

Hospitality facility can have its own laundry room, with the detached area for clean and used/stained bedding and restaurant tablecloths.

### **Soundproofing**

#### **Article 85**

Suitable soundproofing must be provided in rooms and apartments of the hospitality facility which provides accommodation services and services of preparation and serving of food, whereas technical equipment which generates noise (lifts, generators), which is situated in the proximity of rooms and apartments, must have appropriate soundproofing.

### **Parking Space**

#### **Article 86**

If possible, parking space should be provided for the hospitality facility depending on the type and rating of the hospitality facility.

### **Holiday Rental Room, Holiday Apartment, Holiday Apartment Block, House and Flat for Rent to Tourists**

#### **Article 87**

Holiday rental room, holiday apartment, holiday apartment block, house and flat for rent to tourists should meet minimum technical conditions set out in Articles 44, 45, 46, 47, 48, 49, 50, 53, 54, 55 and 90 of this Rulebook.

### **Hospitality Facilities for the Provision of Services of Preparation and Serving of Food, Drinks and Beverages**

#### **Article 88**

Hospitality facility which provide services of preparation and serving of food, drinks and beverages should meet minimum technical conditions set out in Articles

44, 45, 46, 47, 48, 49, 50, 60, 61, 62, 63, 65, 66, 67, 68, 69, 70, 73, 74, 89, 90, 91 and 94 of this Rulebook.

## **Temperature in Rooms**

### **Article 89**

Functioning air-conditioning and ventilation system should be provided in all rooms of the hospitality facility in which guests stay or abide.

Temperature in the rooms referred to in paragraph 1 of this Article should amount to minimum 18,5 °C and maximum 24 °C.

## **Displaying Designation of Type and Rating of Facility**

### **Article 90**

Main entrance to the hospitality facility should visibly display type and name of the hospitality facility and designation of the awarded rating, if hospitality facility is subject to categorisation.

## **Uniforms and Premises for Staff**

### **Article 91**

Staff in hospitality facility should wear uniforms with identification plate specifying type and name of the hospitality facility, given name and family name and position of staff member (manager, reception chief, waiter, cook and the like).

Hospitality facility must provide the following: changing room, sufficient number of rooms with products for maintenance of personal hygiene of staff, toilet and washbasins.

If a hospitality facility has up to 20 employees, it needs to provide toilet for staff, and if it has between 20 and 40 employees, it needs to provide separate toilets for men and women, washbasin with hot and cold water, and if it has more than 40 employees, another room also needs to be provided for dining of the staff.

Hospitality facility which prepares and serves food and hospitality facilities offering accommodation in which food is prepared and served should have separate toilets for staff and changing rooms (for men and women).

Hospitality facility which provides simple services, fast food services, group coffee bars is not required to meet conditions referred to in paragraph 2 of this Article if its surface areas does not exceed 15 m<sup>2</sup>.

Staff in the hospitality facility must treat guests in a professional manner, they must be dressed in neat, clean and appropriate clothes, and if they work in the positions of serving at the restaurant they should speak at least one foreign language.

## **Personal Safety and Security**

### **Article 92**

During the night, all access doors of the hospitality facility, except for the main entrance, should be locked or supervised by means of video surveillance, while telephones for emergencies should be directly connected to the reception.

## **Displaying Prices**

### **Article 93**

In the hospitality facility which provides services of accommodation and service of preparation and serving of food, drinks and beverages, price per person should be displayed in a prominent position, along with the type of service included in the price and separately stated amount of sojourn tax.

Promotion material in hard copy and electronic form should display only prices for individual overnights.

Prices referred to in paras. 1 and 2 of this Article shall contain season and off-season prices, while displaying supplementary payments for breakfast, half board and full boards is optional.

## **Protection against Noise**

### **Article 94**

Hospitality facility in which music (live or mechanical) is broadcast or in which entertainment programme is performed and electroacoustic and acoustic devices are used must meet conditions regarding protection against noise, in accordance with separate regulation.

## **Conditions for Persons with Disabilities**

### **Article 95**

Hospitality facility must meet conditions for free access, movement and stay of persons with disabilities, in accordance with this Rulebook and separate regulation.

## **Categorisation of Hospitality Facilities**

### **Article 96**

Hospitality facilities that are subject to categorisation should also meet special conditions prescribed for a specific type and rating of the facility.

Hospitality facilities (existing and new) are categorised into the following categories from the lowest to the highest:

- hotel: one, two, three, four or five stars;
- small hotel: one, two, three, four or five stars;
- hotel garni: one, two, three or four stars;
- apart hotel: one, two, three or four stars;
- boutique hotel: four or five stars;
- holiday village: one, two, three, four or five stars;
- motel: one, two or three stars;
- boarding house: one, two or three stars;
- wild beauty resort: four or five stars;
- holiday rental room: one, two, three or four stars;
- holiday apartments (up to four apartments): one, two, three, four or five stars;
- holiday apartment block (five and more holiday apartments): one, two, three, four or five stars;
- holiday rental house: one, two, three, four or five stars;

- guesthouse: one, two or three stars;
- national restaurant: four or five stars;
- restaurant: one, two, three, four or five stars.

Hospitality facility for certain categories must meet general, mandatory and optional requirements which are set out:

- in Annex 2, for hotel, small hotel, hotel garni, aparthotel, holiday village, motel, boarding house;
- in Annex 3, for holiday rental room, holiday apartment, holiday apartment block and holiday rental house;
- in Annex 4, for categorisation of wild beauty resorts; and
- in Annex 5, for categorisation of boutique hotel.

## **Categories of Hospitality Facilities Intended to Provide Accommodation Services and Services of Preparation and Serving of Food, Drinks and Beverages**

### **Article 97**

Hospitality facility which provides accommodation services and services of preparation of food, drinks and beverages may be categorised into the following categories:

- five-star rating;
- four-star rating;
- three-star rating;
- two-star rating; and
- one-star rating.

### **Five-star Rating (\*\*\*\*\*)**

#### **Article 98**

A five-star hospitality facility which provides accommodation services and services of preparation of food, drinks and beverages shall consist of accommodation capacities of exceptional characteristics, generally known for their level of comfort, services and environment.

Hospitality facility referred to in paragraph 1 of this Article should have lifts for guests and staff, 24-hour service, amenities of famous brands, staff speaking two foreign languages and a number of personalised services: concierge, sommelier (wine serving specialist), mixologist (bar tender-cocktail master), turn-down service (making beds), host lady of the facility, wellness/spa manager and the like.

Hospitality facility referred to in paragraph 1 of this Article should be situated in outstandingly beautiful places, luxuriously furnished, with the capacities to provide wellness and spa services, with more than 10% of apartments in the total number of rooms, top-grade kitchen and quality restaurants.

Hospitality facility referred to in paragraph 1 of this Article should, depending on the type of its specialisation, have properly developed green areas and parks used for recreation, sports and leisure.

## **Four-star Rating (\*\*\*\*)**

### **Article 99**

A four-star hospitality facility which provides accommodation services and services of preparation of food, drinks and beverages shall consist of accommodation units offering high level of comfort and service.

In the hospitality facility referred to in paragraph 1 of this Article the number of apartments may be below 10% of the total number of rooms, while it must have a quality kitchen, restaurants and additional amenities (fitness club, shops and the like).

Hospitality facility referred to in paragraph 1 of this Article should, depending on the type of its specialisation, have properly developed green areas and parks used for recreation, sports, leisure and socialising.

## **Three-star Rating (\*\*\*)**

### **Article 100**

A three-star hospitality facility which provides accommodation services and services of preparation and serving of food, drinks and beverages shall provide standard level of comfort and services.

## **Two-star Rating (\*\*)**

### **Article 101**

A two-star hospitality facility which provides accommodation services and services of preparation and serving of food, drinks and beverages shall consist of accommodation capacities of appropriate level of comfort and basic services.

## **One-star Rating (\*)**

### **Article 102**

A one-star hospitality facility which provides accommodation services and services of preparation and serving of food, drinks and beverages should meet minimum standards prescribed for this type of hospitality facility.

## **Rating of Rooms for Rent to Tourists**

### **Article 103**

Holiday rental room may be categorised into the following categories:

- four-star rating;
- three-star rating;
- two-star rating; and
- one-star rating.

## **Four-star Rating (\*\*\*\*)**

### **Article 104**

Four-star holiday rental room shall consist of accommodation capacities with quality furniture and equipment.

### **Three-star Rating (\*\*\*)**

#### **Article 105**

Three-star holiday rental room shall consist of accommodation capacities with standard quality of furniture and equipment.

### **Two-star Rating (\*\*)**

#### **Article 106**

Two-star holiday rental room shall consist of accommodation capacities of appropriate level of comfort and basic services.

### **One-star Rating (\*)**

#### **Article 107**

One-star holiday rental room should meet minimum conditions prescribed for this type of hospitality facility.

### **Categories of Holiday Apartment, Holiday Apartment Block and Holiday Rental House**

#### **Article 108**

Holiday apartment, holiday apartment block and holiday rental house can be categorised into the following categories:

- five-star rating;
- four-star rating;
- three-star rating;
- two-star rating; and
- one-star rating.

### **Five-star Rating (\*\*\*\*\*)**

#### **Article 109**

Five-star holiday apartment and holiday apartment block shall consist of accommodation capacities with luxury furniture and equipment.

Five-star holiday rental house shall consist of accommodation capacities situated in outstanding environment and surroundings, with luxury furniture, equipment and staff.

### **Four-star Rating (\*\*\*\*)**

#### **Article 110**

Four-star holiday apartment, holiday apartment block and holiday rental house shall consist of accommodation capacities with quality furniture and equipment.



### **Three-star Rating (\*\*\*)**

#### **Article 111**

Three-star holiday apartment, holiday apartments and holiday rental house shall consist of accommodation capacities with standard quality of furniture and equipment.

### **Two-star Rating (\*\*)**

#### **Article 112**

Two-star holiday apartment, holiday apartment block and holiday rental house shall consist of accommodation capacities of appropriate level of comfort and basic services.

### **One-star Rating (\*)**

#### **Article 113**

One-star holiday apartment, holiday apartment block and holiday rental house should meet minimum standards prescribed for this type of hospitality facility.

### **Categories of Facilities which provide Services of Preparation and Serving of Food (Restaurants)**

#### **Article 114**

Restaurants can be categorised into the following categories:

- five-star rating;
- four-star rating;
- three-star rating;
- two-star rating; and
- one-star rating.

### **Five-star Rating (\*\*\*\*\*)**

#### **Article 115**

A five-star restaurant should meet conditions of the highest level of quality of service and comfort, it should have an exclusive appearance and specially designed interior, with minimum surface area of the serving room of 1.8 m<sup>2</sup> per chair.

Table at the restaurant should have high quality tablecloths and napkins, food and drink menus exclusively designed or inserted in leather binding, printed in minimum four languages, with broad offer of international and traditional dishes, menu of the house and 15 dishes that can be ordered à la carte, of which eight must be international specialties, wine card which contains basic data on the types and quality of wines, in Montenegrin and minimum one foreign language.

Serving cutlery should be made from high quality material (porcelain and the like), glasses should have special design, matching the offer of drinks, high quality eating utensils, emblematic glasses, restaurant cutlery and eating utensils, whereas counter (taproom) must have coffee machine, ice machine, juicer and dishwasher.

Offer of wines should include local and foreign wines, as follows: 20 high quality types of different wines, of which ten are quality and five are top-grade wines with

geographic origin, champagne and cognac and these should be served professionally in appropriate glass, with exclusively designed wine card which should have leather binding.

Restaurant should be equipped for the preparation of unique dishes, while combining top-grade culinary techniques.

Restaurant referred to in paragraph 1 of this Article should have its own parking space, situated immediately next to the facility while ensuring that cars are well looked after.

### **Four-star Rating (\*\*\*\*)**

#### **Article 116**

A four-star restaurant is designed in a special manner in terms of its interior, uniqueness, service and kitchen, which is characterised by a sophisticated formal setting, outstanding professional waiters and cooks, elegant table arrangement, porcelain, glass and silver cutlery and eating utensils, creative and diverse offer on the menu, spectacular sweet courses, excellent wine card, refined presentation of dishes and drinks.

### **Three-star Rating (\*\*\*)**

#### **Article 117**

A three-star restaurant means less national or less specialised restaurants, with interesting environment, specialised types of menus and specialties of the house, children menus, quality table arrangements with napkins and tablecloths and trays and good selection of local and imported wines.

### **Two-star Rating (\*\*)**

#### **Article 118**

A two-star restaurant includes pleasant, relaxed setting which attracts families, clean and neat surroundings, diverse offer on food and drink menus, possibility of choosing specialties, children menus and other kinds of menus.

### **One-star Rating (\*)**

#### **Article 119**

A one-star restaurant includes limited restaurant service, with simple delicious dishes, paper napkins and trays, limited selection of alcohol beverages (if they are offered) and a functioning dining area.

### **Swimming Pools**

#### **Article 120**

In the hospitality facility which provides accommodation services and service of preparation and serving of food, the size of the outdoor – open swimming pool shall be:

- for facilities with up to 350 beds, minimum 105 m<sup>2</sup>, with dimensions 15 m x 7 m and minimum depth 1.40 m,

- for facilities with more than 350 beds, swimming pool size shall be 0.40 m<sup>2</sup> per bed.

In the hospitality facility which provides accommodation services and service of preparation and serving of food, drinks and beverages, the size of the indoor – closed swimming pool shall be 0.30 m<sup>2</sup> per bed or minimum 40 m<sup>2</sup> depending on which swimming pool is bigger.

In the hospitality facility referred to in paragraph 1 of this Article, the minimum size of the swimming pool for children shall be 5 m<sup>2</sup>, while depth shall be 0.50 m.

Complex of swimming pools shall consist of swimming pools, swimming pools for children, pool for water massage and the like, while artificial waterfalls may be installed to provide additional enjoyment for guests.

Swimming pool referred to in paragraph 1 of this Article should have an automated cleaning system, pool filters made from stainless steel, hygienically safe water and toilet facilities for users of the swimming pool.

Hospitality facility that has the pool referred to in paragraph 1 of this Article should have a life guard with adequate equipment and emergency aid kit.

Outdoor swimming pool should be situated in the area exposed to sun throughout the day, in the proximity of the beach, with sufficient number of parasols and deckchairs corresponding to the capacity and level of occupancy of the facility which provides accommodation services, whereas snack bar, shower cubicles with changing rooms and storage areas for equipment should be included in the complex of swimming pools.

## **Wellness & Spa Capacities**

### **Article 121**

Diversity of wellness and spa capacities and services depends on the type, rating and location of the hospitality facility which provides accommodation services and services of preparation and serving of food, drinks and beverages.

Surface area of inside premises of hotel, recreational and wellness & spa centres referred to in paragraph 1 of this Article should amount to the minimum of 200 m<sup>2</sup> for the capacity from 50 to 150 beds, with an increase of 0.5 m for each additional bed.

Basic recreational and wellness & spa capacities consist of:

- 1) lobby, reception;
- 2) relaxation area;
- 3) gym;
- 4) massage room;
- 5) solarium;
- 6) sauna with showers;
- 7) swimming pool (classic, hydro massage etc.) and
- 8) changing rooms for men and women, with showers and toilets.

## **Recreational and Sports Facilities Which Constitute Part of the Hotel**

### **Article 122**

Recreational and sports facilities may include various amenities: tennis courts, children playgrounds, playrooms and the like.

Outdoor tennis courts should be set in North-South direction, and they should also feature practice wall and nightlight.

Children playgrounds and areas for taking care of them should be naturally lit with daily light, specially designed and used solely for that purpose, while playrooms should be equipped for different board games.

## **Specialisation of Hospitality Facilities**

### **Article 123**

Specialisation may be awarded to the classified and categorised hospitality facilities which dispose of special amenities and equipment in accordance with special demands made by guests.

Application for the specialisation referred to in paragraph 1 of this Article may be filed by hotel, small hotel, aparthotel and boutique hotel, of minimum three-star rating depending on the type of facility, whereas each facility that meets specialisation conditions may be awarded maximum two specialisations.

## **Types of Specialisation**

### **Article 124**

Depending on amenities, equipment and type of service, and on special demands made by guests, the following types of specialisation may be established for the hospitality facilities with special standards:

1) business hospitality facility is facility which provides services to business people including rooms furnished with desk and accompanying connections for business communication, fully furnished business centres with professional staff, specially furnished premises of smaller capacity intended for seminars, telecommunication services, business library, interpretation service etc.

2) congress hospitality facility is facility which provides special services for congresses and fairs, including special equipment, storage areas for equipment, exhibition areas, interpretation services, fully equipped press centres etc.;

3) unique hospitality facility is a distinctive hospitality facility with specific/unique specificities, building structure or group of buildings which is situated at the locations with unique panoramic view, in historic facilities and the like;

4) wellness & spa is facility which provides special services aimed at increasing level of fitness and general health, including cosmetic centres, health facilities, fitness facilities, therapeutic treatments, saunas, cosmetic centres, heated pools, massages and the like;

5) health resort is facility which provides services involving treatment for the purpose of curing and recovery, natural healing and preventive medicine, including classic and medical treatments with local treatment measures, water therapy, kinesiotherapy, electrotherapy, gymnastics and other methods of treatment;

6) holiday resort is facility which provides special services for families, including activities and amenities for children under surveillance, playgrounds, child care services, special menus, animation programmes for children and the like;

7) historic hospitality facility is facility located in historic buildings, which are registered in the register of cultural monuments or a hotel designated as important by local and international associations engaged in preservation of historic monuments;

8) golf hospitality facility is facility located in the immediate proximity to golf courses with 18 holes with the possibility of using vehicle, which has club with restaurant and bar, changing rooms and showers, specialised shop selling golf

equipment, training centre, golf professionals, services of transportation from golf courses and the like;

9) tennis hospitality facility is facility located in the immediate proximity to tennis complexes, which include tennis courts with diverse court surfaces, lighting, specialised shops with the possibility of renting tennis equipment, intensive tennis courses, tennis professionals, changing rooms, showers and the like;

10) casino hospitality facility is facility which in addition to accommodation services and services of preparation and serving of food and drinks to guests also provides services involving casino and other games of chance;

11) winter centre is hospitality facility situated in mountain centres, equipped with amenities for sports and other activities in the snow;

12) eco-hospitality facility is facility with special focus on ecology and nature conservation, with ecological programmes and programmes for using alternative energy sources which include measures for proper treatment of solid waste, use of recyclable materials to the greatest extent possible and the like.

Conditions for the award of specialisation are set out in Annex 6.

## **Manner of Categorisation of Hospitality Facilities**

### **Article 125**

Hospitality facilities referred to in Article 96 of this Rulebook shall be categorised in accordance with requirements set out by this Rulebook with regard to arrangement, equipment and services, as follows:

- 1) general;
- 2) mandatory; and
- 3) quality standards.

Hospitality facilities which are subject to the obligation of categorisation shall be categorised individually, provided that they meet general, mandatory and quality standards for a given type and rating.

## **Application for the Assignment of Rating**

### **Article 126**

Application for the assignment of rating to the hospitality facility being classified shall include:

- name/given name and family name, address and phone number of the applicant;
- type, name and address of the facility for which application is filed;
- number and date of the decision of the competent body on the performance of hospitality activity/decision on registration in Central Tourism Register;
- current rating of the facility/annex;
- construction year/year of the last reconstruction/renovation of the facility.
- capacity of the facility: number and structure of accommodation units, and total number of beds/number of chairs (for restaurants)
- requested rating,
- signature by authorised person and seal.

Application referred to in paragraph 1 of this Article shall be accompanied by a properly filled out check-list regarding fulfilment of the conditions for the requested rating and proof of payment of an administrative charge into the account of the competent body in accordance with the law.

## **Plate with Rating Designation**

### **Article 127**

Categories of hospitality facilities shall be designated on a uniform standardised rectangular plate, which shall be placed on the outside of the main entrance to the hotel.

Hospitality facilities of one to five stars shall be labelled with an appropriate number of chromised stars, while type of the hospitality facility shall be designated below the stars, and background of the table, stars, letters and symbols shall be chromised.

Technical and graphical solutions of standardised tables referred to in paragraph 1 of this Article are set out in Annexes 7 and 8.

## **Quality Standard**

### **Article 128**

Quality standard marked with the label "Q" may be awarded, at the request of hospitality facility operator, to the hospitality facility classified as four-star and five-star "hotel" in accordance with a separate regulation.

## **Bed & Bike Standard**

### **Article 129**

Hospitality facility which provides accommodation service and service of preparation and serving of food and drinks may be awarded the "bed & bike" standard, provided that it meets conditions set out in Annex 9.

## **Wild Beauty Standard**

### **Article 130**

Hospitality facility which provides accommodation service and services of preparation and serving of food and drinks may be awarded the "wild beauty standard", provided that it meets conditions set out in Annex 4.

## **Facilities Registered in Cultural Goods Register**

### **Article 131**

Services of accommodation, preparation and serving of food, drinks and beverages may be provided in the facilities registered in Cultural Goods Register provided that they meet conditions set out in Annex 10.

## **Annexes**

### **Article 132**

Annexes 1 to 10 shall constitute integral part of this Rulebook.

Annexes referred to in paragraph 1 of this Article shall be published only in electronic edition of the Official Gazette of Montenegro.

## **Repealing**

### **Article 133**

On the day of entry into force of this Rulebook, the Rulebook on types, minimum technical conditions and categorisation of hospitality facilities (Official Gazette of Montenegro 63/11, 47/12 and 8/15) shall be repealed.

## **Entry into Force**

### **Article 134**

This Rulebook shall enter into force one day following the day of its publication of the Official Gazette of Montenegro.

**Number:101-1295/4**  
**Podgorica, 28 May 2018**

**Minister,**  
**Pavle Radulović**

**CATEGORISATION STANDARDS  
GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR  
RESTAURANTS (NATIONAL, CLASSIC AND SPECIALIZED))**

RESTAURANT TYPE AND NAME: \_\_\_\_\_

CREATING A CHECKLIST FOR RESTAURANTS:		
General standards	Condition:	Scores:
<p>Under the section "General Standards" in the HOSPITALITY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility: *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator, **The column: COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control) (Enter the total score per specific criteria for "General Standards" in the Categorisation Table)</p>	Excellent quality and condition/offer	2
	Standard quality and condition/offer	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition/offer	-1
	Repairs/replacements/finishing/additions are needed	-2
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
<p>Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility <b>MUST</b> meet the "Mandatory Standards" for a specific type and category of facility:</p>	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
<p>Qualitative standards relate to amenities that improve the quality of service:</p>	<p>If the facility meets the qualitative standard, circle the number 1. Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil). A facility that must fulfil the MS - DOES NOT get a qualitative point</p>	
Facility categorisation		
<p>In the Categorisation Table, enter the total points for general and qualitative standards:</p>	<p>A facility is categorised on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for the category of facility specified in the Categorisation Table - the facility must have the minimum "general" and "qualitative" points for the relevant category</p>	



GENERAL, MANDATORY AND QUALITATIVE STANDARDS											
	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
<b>FACILITY, APPROACH AND ARRANGEMENT OF SURROUNDINGS</b>											
Condition of facility's exterior/patios/railing	2,1,0,-1,-2										
Condition of windows and doors	2,1,0,-1,-2										
Condition of the access route and entrance	2,1,0,-1,-2										
Condition of the sign posts to the restaurant and markings at the restaurant	2,1,0,-1,-2										
Quality of arrangement and maintenance of green areas and other surfaces	2,1,0,-1,-2										
Condition of the surrounding pathways	2,1,0,-1,-2										
Overall impression	3,2, 1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>CAR PARKING (EXCEPT FOR FACILITIES LOCATED IN THE CITY CENTRE/PEDESTRIAN ZONE)</b>											
<b>Parking lot capacity</b>											
For at least 10% tables in restaurant				MS	MS						
For at least 20% tables in restaurant						MS			1		
For at least 30% tables in restaurant							MS	MS	1		
For restaurants along the road, located outside a populated place, parking space for at least 20% of tables				MS	MS						
For restaurants along the road, located outside a populated place, parking space for at least 40% of tables						MS			1		
For restaurants along the road, located outside a populated place, parking space for at least 60% of tables							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
Supervision of vehicles							MS	MS	1		
At least one parking space is reserved for persons with disabilities				MS	MS	MS	MS	MS			
Covered parking									1		
Marked parking space for buses									1		
Valet parking offered									1		
<b>RESTAURANT ENTRANCE</b>											
Well-arranged guest access route and entrance				MS	MS	MS	MS	MS			
Well-arranged driveway, where applicable				MS	MS	MS	MS	MS			
Porte-cochère covering the main entrance						MS	MS	MS	1		
<b>CONDITION OF PUBLIC AREAS - ANTEROOM/COAT STORAGE CLOAKROOM/CORRIDORS</b>											
Quality of floors, walls and ceilings	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Quality of furniture	2,1, 0,-1, -2										
Overall impression	3, 2, 1, 0,-1, -2, -3										
<b>TOTAL:</b>											
<b>COAT STORAGE CLOAKROOMS</b>											
Clothes hanging space within the serving area				MS	MS						
Clothes hanging space outside of the serving area						MS	MS	MS	1		
<b>LIFTS - where applicable</b>											
A guest lift when the restaurant is on the second floor or above				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
A dumbwaiter for food delivery, if the kitchen and the serving area are on different floors				MS	MS	MS	MS	MS			
<b>HEATING (not applicable to facilities used only in the summer season) AND AIR CONDITIONING</b>											
Heating of guest rooms up to a minimum temperature of 18.5°C				MS	MS						
Heating of guest rooms up to a minimum temperature of 20°C						MS			1		
Heating of guest rooms up to a minimum temperature of 22°C							MS	MS	1		
Air conditioning in dining rooms (where natural ventilation is not possible) in accordance with the serving surface area				MS	MS	MS	MS	MS			
<b>STAFF</b>											
Uniformed staff				MS	MS	MS	MS	MS			
Identification card, badge or tag with the name, surname and position of the employee				MS	MS	MS					
Differently designed work wear for service personnel per sectors of work and badge with employee's name and surname and position							MS	MS	1		
Serving guests in one foreign language				MS	MS	MS					
Serving guests in two and more foreign languages							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Staff demonstrating good levels of food and beverage product knowledge and ability to provide explanations and recommendations to guests				MS	MS	MS	MS	MS			
Staff trained to prepare meals in front of guests						MS	MS	MS	1		
At least one employee in the wine presentation and service shift						MS	MS		1		
At least one employee in the wine presentation and service shift who has a certificate (sommelier)								MS	1		
At least one employee in shift per 40 seats				MS	MS						
At least one employee in shift per 30 seats						MS			1		
At least 2 servers per each 20 guests							MS	MS	1		
At least one employee per shift: waiter, bartender and sommelier per each 20 seats								MS	1		
Staff in charge of receiving guests and seating them							MS	MS	1		
Special staff premises (for personal hygiene and dining) in line with the number of employees				MS	MS	MS	MS	MS			
<b>COMPLAINTS REGISTER</b>											
Complaints register				MS	MS	MS	MS	MS			
<b>RESERVATIONS AND TELEPHONE SERVICES</b>											
Existence of an info desk and/or reception service at entrance								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Possibility to use telephone in the facility				MS	MS						
Portable phone available to guests						MS	MS	MS	1		
Free Wi-Fi in the facility				MS	MS	MS	MS	MS			
Possibility to book a table by phone or on-line							MS	MS	1		
<b>SAFETY AND FIRE SAFETY</b>											
All rooms with a smoke detector				MS	MS	MS	MS	MS			
Standard emergency exit pathway markings				MS	MS	MS	MS	MS			
Fire extinguisher - certified				MS	MS	MS	MS	MS			
First aid kit				MS	MS	MS	MS	MS			
Video surveillance							MS	MS	1		
<b>CONDITION OF GUEST LIFTS (where applicable)</b>											
Elevator cabin quality	2,1,0,-1, -2										
Functioning of the lights indicating the floor	1,0,-1										
Quality of lightning	1,0,-1										
Mechanical efficiency	1,0,-1										
Emergency telephone or alarm bell	1,0,-1										
General cleanliness of the lift	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
<b>RESTAURANT</b>											
<b>CONDITION OF THE SERVING AREA</b>											
Quality and condition of wall coverings	2,1,0,-1, -2										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality and condition of flooring/carpets	2,1,0,-1, -2										
Quality and condition of windows/curtains	2,1,0,-1, -2										
Quality, comfort and condition of furniture	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Operation of the heating, ventilation and air conditioning system (18.5-24°C) fresh air	1,0,-1										
General cleanliness of the restaurant	1,0,-1										
Menus and drinks lists (state and offer)	1, 0,-1										
Decoration of space according to special design and aesthetics standards	2,1,0,-1, -2										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>COMFORTABLE AMBIENCE</b>											
Restaurant functional organisation and interior fittings				MS	MS	MS	MS	MS			
The national restaurant reflects the national culture and historical heritage of Montenegro							MS	MS			
Specialized restaurant reflects the type of specialization (hunting, fish, etc.).				MS	MS	MS	MS	MS			
Aperitif bar, with a capacity of at least 20% of the number of chairs in the serving area, with a surface of at least 1.20 m <sup>2</sup> per chair							MS	MS	1		
The bar is equipped with a coffee maker/ice maker/juicer and a glass washer machine							MS	MS	1		
Live music									1		
Ornamental plants/ floral/decorative arrangements and the like									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>SERVING AREA SURFACE PER SEAT</b>											
minimum 1.00 m <sup>2</sup>				MS							
minimum 1.20 m <sup>2</sup>					MS				1		
minimum 1.50 m <sup>2</sup>						MS	MS		1		
minimum 1.80 m <sup>2</sup>								MS	1		
<b>CONDITION OF TABLE SETTING</b>											
Number of high chairs is at least 2% of the total number of seats							MS	MS	1		
Tables covered with tablecloth or placemats, paper napkins for each guest				MS	MS						
Tables covered with tablecloth, table topper or placemats, paper napkins for each guest						MS			1		
Tables covered with tablecloth, table topper or placemats made of quality materials (damask and the like), paper napkins for each guest							MS	MS	1		
Crockery and cutlery, standard quality				MS	MS						
Crockery and cutlery, of higher quality						MS					
Crockery and cutlery of high quality and design, glasses of appropriate design, aligned with the drinks offered and standard regulations							MS	MS	1		
Salt shaker and other tableware on the tables served						MS	MS	MS	1		
Engraved glasses, restaurant crockery and cutlery									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Tables decorated with floral/decorative arrangements									1		
<b>MENUS AND DRINKS LISTS</b>											
Menus and drinks lists written in Montenegrin and at least one foreign language				MS	MS	MS	MS				
Menus and drinks lists of high quality materials with emblem of the restaurant, in Montenegrin and at least three foreign languages								MS	1		
Special menu for children/dietary/vegetarian, etc.									1		
<b>MEALS OFFERED</b>											
<b>Menu for a classic restaurant, contains at least:</b>											
Five meals, of which minimum two are international				MS							
Seven meals, of which minimum three are international					MS				1		
Specialty of the house and 12 meals, of which at least six international						MS			1		
Specialty of the house, 15 à la carte dishes, of which at least eight are international, as well as vegetarian dishes, etc.							MS	MS	1		
<b>Menu for the national restaurant - min. 70% of traditional meals/specialised restaurant - min. 70% of meals in line with the specialisation, contains at least:</b>											
Five meals				MS							
Seven meals					MS				1		
Ten meals and one international						MS			1		
Fifteen meals and two international							MS	MS	1		



	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>THE MENU AND DRINKS LIST INCLUDE THE FOLLOWING CATEGORIES OF MEALS AND DRINKS:</b>											
Warm and cold appetizers	1, 0, -1										
Selection of soups and chowders	1, 0, -1										
Selection of salads	1, 0, -1										
A wide choice of meals with meat, fish, seafood and pasta	2, 1, 0, -1, -2										
A wide choice of vegetable-based meals	2, 1, 0, -1, -2										
Choice of desserts	1, 0, -1										
Warm and cold soft drinks	1, 0, -1										
Carbonated and non-carbonated juices and mineral water	1, 0, -1										
Choice of alcoholic drinks	1, 0, -1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>CHOICE OF WINES</b>											
Five different types of wines, two of which are good quality wines with geographical origin				MS	MS						
Fifteen different types of wines, ten of which are good quality wines and three are premium wines with geographical origin						MS			1		
Twenty different types of wines, ten of which are good quality wines and five are premium wines with geographical origin							MS	MS	1		
Wine list, including the basic data on the types and quality of wine, in Montenegrin and at least one foreign language							MS	MS	1		
<b>SERVING MEALS AND DRINKS</b>											
Serving hot dishes on hot plates							MS	MS	1		
Serving dishes on warmers with track grill tops									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Presentation of meals (displaying dishes to guests)									1		
Drinks exhibition stand									1		
Vitrine coolers for displaying specialties, desserts and salads									1		
<b>KITCHEN</b>											
<b>CONDITION OF KITCHEN</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1										
Quality of food preparing surfaces	1,0,-1										
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1										
Condition and sufficient number of washers for separately washing eating and kitchen utensils or a triple kitchen sink	1,0,-1										
Condition of the hand-washing sink used by employees	1,0,-1										
Condition of ventilation (range hoods) and anti-fire system	1,0,-1										
Equipped and professionally designed kitchen having capacity to prepare food for at least 50% of the total number of restaurant chairs	1,0, -1										
Till used by waiters	1, 0, -1										
Red wine serving basket	1, 0, -1										
White wine cooler	1, 0, -1										
General cleanliness of the kitchen	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>DELIVERY AND STORAGE OF GROCERIES, RAW MATERIALS AND OTHER GOODS</b>											
Access for delivery vehicles separate from guest entrance				MS	MS	MS	MS	MS			
Covered entrance for delivery of goods							MS	MS	1		
Goods reception premises				MS	MS	MS	MS	MS			
Temporary waste disposal premises				MS	MS	MS	MS	MS			
Special cold stores / refrigerating devices / storerooms for meat, fish, fruit, vegetables, dairy products, canned goods, beverages, paper and textiles etc. as well as for hygiene products				MS	MS	MS	MS	MS			
Grill/open oven (if it exists) it is desirable to be in a separate area or within the hot kitchen									1		
<b>BAR (TAP ROOM)</b>											
Machine with coffee maker/ice maker/juice maker	1,0, -1										
Sink (double) or glass washer machine	1, 0, -1										
Glass/drinks rack	1, 0, -1										
General cleanliness	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>SANITARY FACILITIES</b>											
<b>Number of WC cabins and urinals:</b>											
Up to 20 places: at least one fully furnished toilet, shared by men and women				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
20-80 places: separate toilets with one WC cabin and anteroom for women and one WC cabin, urinal and anteroom for men				MS	MS	MS	MS	MS			
80-170 places: separate toilets with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS	MS	MS	MS			
170-350 places: separate toilets with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
More than 350 places: separate toilets with four WC cabins and anteroom with three washbasins for women and three WC cabins, four urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
Toilet entrance outside of the serving area						MS	MS	MS	1		
For every additional amenity (decorative/floral arrangement, dressing table, chair and mirror with light, etc.) in the anteroom for women									1		
<b>CONDITION OF TOILETS</b>											
Quality of floors, walls and ceilings	2,1,0,-1, -2										
Quality of sanitary ware	2,1,0,-1, -2										
Ventilation system or window	1,0,-1										
Quality of lightning	1,0,-1										
Mirror consistent with the washbasin size	1,0,-1										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Clothes rack next to the washbasin	1, 0, -1										
Paper towel dispenser or hand dryer	1,0,-1										
Condition of the soap dish or liquid soap dispenser	1,0,-1										
General cleanliness of the toilet	1,0,-1										
Automatic air freshener system/ventilation	1, 0, -1										
Clothes rack	1, 0, -1										
Metal sanitary disposal bin	1, 0, -1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
Partitions between urinals (if urinals exist)						MS	MS	MS	1		
WC cleaning schedule								MS	1		
<b>OTHER ROOMS/GUEST AREAS</b>											
Cocktail lounge									1		
Meeting room/themed meetings room									1		
Summer garden or terrace (same capacity standards as for the serving area)									1		
Summer garden or terrace with heating option in winter (partially glazed)									1		
Special room for children/outdoor playground									1		
One point for each additional amenity (cafeteria/pastry-shop/pizzeria/and the like)									1		
<b>ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION</b>											
Solar energy/water saving/recycling, etc. (one point for each form)									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>AMENITIES FOR DISABLED PERSONS - in accordance with a separate regulation</b>											
<b>With impairment of limbs</b>											
Accessible paths around the facility (width min. 120 cm, incline maximum 1:12)									1		
Accessible and designated parking near the entrance to the facility									1		
Accessible entrance to the facility (wheelchair ramps, handrails, etc.)									1		
Toilets adapted to disabled persons									1		
Wide enough doors and cabin in the lift									1		
<b>With visual impairment</b>											
Instructions, menu and info material in Braille alphabet									1		
Sound alarm									1		
<b>With hearing impairment</b>											
Visual (luminous) alarm									1		

RESTAURANT CATEGORISATION TABLE						
<b>I GENERAL STANDARDS</b>	<b>Criteria</b>	*	**	***	****	*****
Facility	Condition of exterior					
Public areas (anteroom/cloakroom/corridors)	Condition and fire protection					
Lift	Interior fittings, functionality and safety					
Serving area	Condition, interior fittings and functionality					
Menu and drinks list	Offer					
Kitchen	Condition, interior fittings and functionality					
Bar (tap room)	Condition and interior fittings					
WC	Condition and interior fittings					
<b>Total points for general standards:</b>						
<b>II QUALITATIVE STANDARDS</b>	<b>Total points for qualitative standards:</b>					
<b>Required number of points for the category:</b>						
<b>Points for general standards:</b>	<b>with public areas and an elevator</b>	<b>15-24</b>	<b>25-39</b>	<b>40 - 59</b>	<b>60 - 79</b>	<b>80 +</b>
	<b>without public areas and elevator</b>	<b>7 - 16</b>	<b>17 - 31</b>	<b>32 - 51</b>	<b>52 - 71</b>	<b>72 +</b>
<b>Scores for qualitative standards:</b>		<b>0</b>	<b>1 - 9</b>	<b>10 - 14</b>	<b>15 - 19</b>	<b>20 +</b>

RESTAURANT CATEGORY: \_\_\_\_\_

STATEMENT OF THE HOSPITALITY OPERATOR: I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

M. P.

Person responsible:

\_\_\_\_\_  
(Name and surname)

\_\_\_\_\_  
(Signature)

**CATEGORISATION STANDARDS**  
**GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR**  
**HOTELS, SMALL HOTELS, HOTELS GARNI, APARTHOTELS, HOLIDAY VILLAGES, MOTELS, BOARDING HOUSES AND GUEST HOUSES**

HOSPITALITY FACILITY TYPE AND NAME: \_\_\_\_\_

**CREATING A CHECKLIST FOR HOSPITALITY FACILITIES:**

General standards	Condition:	Scores:
<p>Under the section "General Standards" in the HOSPITALITY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility:            *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator,            **The column COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control):</p> <p>(Enter the total score per specific criteria for "General Standards" into the Categorisation Table)</p>	Excellent quality and condition	2
	Standard quality and condition	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition	-1
	Repairs/replacements/finishing are needed	-2
	Overall impression (own assessment)	3 to (-3)
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
<p>Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility MUST meet the "Mandatory Standards" for a specific category of facility:</p>	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing	
Qualitative standards		
<p>Qualitative standards relate to amenities that improve the quality of service:</p>	<p>If the facility meets the qualitative standard, circle number 1.            Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil).</p>	
Facility categorisation		
<p>Insert the total score for general and qualitative standards into the Categorisation Table:</p>	<p>A facility is categorised on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for the type and category of facility specified in the Categorisation Table - the facility MUST have the minimum "general" and "qualitative" points for the relevant category</p>	
Categorisation of annexes		
<p>Annexe categorisation standards are analogous to the main building standards (hotel, motel or boarding house) to which the annexe belongs, and which relate to: facility, access, landscaping, entrance, horizontal and vertical communications, accommodation units and other amenities that the annexe has:</p>	<p>The annexe category is determined by comparing the total score for the annexe with the sum of points for the same amenities of the main building:            - where the number of points for the annexe is the same or higher that the number of points for the main building, the annexe will be awarded the same category as to the main building,            - where the number of points is lower than the number of points for the main building,</p>	
Specialisation		
<p>A hospitality facility with three or more stars that has special amenities and fittings may be granted specialisation. Hospitality facilities which may be granted a specialisation are: hotels, small hotels, aparthotels and boutique hotels.</p>	<p>A hospitality facility may have two specialisations at the most.</p>	



GENERAL, MANDATORY AND QUALITATIVE STANDARDS											
	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>FACILITY, APPROCH AND ARRANGEMENT OF SURROUNDINGS</b>											
Condition of facility's exterior/patios/railing	2,1,0,-1,-2										
Condition of windows and doors	2,1,0,-1,-2										
Condition of the facility's access route and entrance	2,1,0,-1,-2										
Condition of the sign posts to the facility and markings on the facility	2,1,0,-1,-2										
Quality of arrangement and maintenance of green areas	2,1,0,-1,-2										
Arrangement of pedestrian paths and solid materials plateau	2,1,0,-1,-2										
Condition of parking area - marked parking spaces	2,1,0,-1,-2										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
Porte-cochère covering the main entrance							MS	MS	1		
<b>PARKING AND TRANSPORT SERVICES</b>											
Parking provided in the vicinity of facility				MS	MS	MS					
Parking directly in front of the facility (if there is no possibility, it must be provided nearby)							MS	MS	1		
Parking service with vehicle supervision								MS	1		
<b>Parking area capacity (number of parking/garage places per accommodation unit)</b>											
For at least 10% of accommodation units, except for <b>motels</b> which must have one parking place provided for each accommodation unit				MS	MS	MS					
For at least 20% of accommodation units							MS	MS	1		
Covered parking								MS	1		
Marked parking spaces for buses								MS	1		
At least one parking place provided for persons with disabilities				MS	MS	MS	MS	MS			
Hotel transfer from/to airport/bus/train station								MS	1		
Hotel garage (for 50% accommodation units)									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>CONDITION OF THE RECEPTION HALL AND RECEPTION</b>											
<b>General conditions:</b>											
Quality and condition of the reception counter	2,1,0,-1,-2										
Quality of lightning	1,0,-1										
Quality and condition of furniture	2,1,0,-1,-2										
Quality and condition of floors/carpets, walls and ceilings	2,1,0,-1,-2										
Quality of windows and curtains	2,1,0,-1,-2										
General cleanliness of the lobby	1,0,-1										
Operation of the ventilation/air-conditioning system (18-24°C)	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
Elegantly decorated and outfitted lobby with seating for guests							MS	MS	1		
Number of places to sit in the lobby counting the lobby bar in, according to the number of accommodation units - for the <b>holiday resort hotel</b> type				10%	10%	20%	30%	40%			
Number of places to sit in the lobby counting the lobby bar in, according to the number of accommodation units - for the <b>city hotel</b> type				10%	10%	10%	15%	20%			
<b>RECEPTION AND LOBBY - minimum surface area</b>											
Up to 25 accommodation units, increased by 0.5m <sup>2</sup> for each subsequent accommodation unit				9m <sup>2</sup>	9m <sup>2</sup>						
Up to 25 accommodation units, increased by 0.5m <sup>2</sup> for each subsequent accommodation unit						15m <sup>2</sup>					
Up to 25 accommodation units, increased by 0.6m <sup>2</sup> for each subsequent accommodation unit							30m <sup>2</sup>				
Up to 25 accommodation units, increased by 0.8m <sup>2</sup> for each subsequent accommodation unit								30m <sup>2</sup>			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>REGISTRATION OF GUESTS</b>											
Uniformed staff				MS	MS	MS	MS	MS			
A special counter with a key rack				MS	MS						
Outfitted 24-hours reception desk for registration and information provision to guests						MS	MS	MS	1		
Complaints register				MS	MS	MS	MS	MS			
First aid kit				MS	MS	MS	MS	MS			
<b>GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE</b>											
Central safe at the reception				MS	MS						
Individual safes at the reception for all accommodation units or mini safe (metal) in all accommodation units						MS			1		
Mini safe (metal) in all accommodation units							MS	MS	1		
Special room for storing guest luggage								MS	1		
<b>ADDITIONAL SERVICES</b>											
Pharmacy, medical/dental services									1		
Hairdressing / beauty salon									1		
Boutiques, stores, souvenir shops, art galleries, etc.									1		
Displayed artistic paintings (for sale)									1		
Within the TS: restaurant, bar, shops and various other amenities				MS	MS	MS	MS	MS			
Dressing room with shower (for guests leaving later in the day)									1		
<b>TELECOMMUNICATIONS</b>											
Phones in all accommodation units with a price list or communication with the reception provided otherwise				MS	MS	MS	MS	MS			
Coverage of the reception and restaurant with wireless internet				MS	MS						
Coverage of the facility with wireless internet						MS	MS	MS	1		
Business centre								MS	1		
Additional phones in bathrooms of suites								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>RECEPTION SERVICES</b>											
Reception working hours, <b>except for motels, which work 24 hours</b>				16 hours	16 hours	18 hours					
Reception working hours							24 hours	24 hours	1		
Availability of staff to guests during 24 hours (night shift)				MS	MS	MS					
Porter services on guest request						MS			1		
Porter services							MS	MS	1		
Concierge service/with a separate and marked counter								MS	1		
<b>MAINTENANCE SERVICES</b>											
Daily cleaning of accommodation units and bathrooms				MS	MS	MS	MS	MS			
Cleaning accommodation units twice a day (turn down service)								MS	1		
Changing towels twice a week, as well as mats in front of the shower or bathtub				MS	MS						
Daily replacement of towels, as well as of mats in front of the shower or bathtub						MS	MS	MS	1		
Change of bedding once a week				MS	MS						
Change of bedding at least twice a week						MS			1		
Change of bedding at least three times a week							MS		1		
Change of bedding every day								MS	1		
Change of bathrobe on guest request (for 3-star facilities, only if they have a pool)						MS	MS	MS	1		
<b>LAUNDRY SERVICES FOR GUESTS</b>											
Dry cleaning (24-hour service)									1		
Washing and ironing service							MS	MS	1		
Laundry bag with a price list							MS	MS	1		
<b>SAFETY AND FIRE SAFETY</b>											
All rooms with a smoke detector				MS	MS	MS	MS	MS			
Standard photoluminescent emergency exit pathway markings				MS	MS	MS	MS	MS			
Fire extinguisher on each floor				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Emergency exit plans on doors (where the corridor is longer than 30 m)				MS	MS	MS	MS	MS			
For all facilities where the entrance to accommodation units is directly from the outside, it is mandatory that the door be additionally secured (safety bolt, chain, etc.)				MS	MS	MS	MS	MS			
Video surveillance							MS	MS	1		
All doors with electronic self-closing system							MS	MS	1		
All doors with built-in "peep holes"									1		
<b>CONDITION OF CORRIDORS AND FLOORS</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Condition and quality of furniture	2, 1, 0,-1, -2										
Condition of staff premises	1,0, -1										
Condition and quality of handrail on steps	2, 1,0,-1, -2										
Condition of fire fighting equipment and certified fire extinguishers on each floor	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
Staircases and corridors - min. width 1.40 m				MS	MS	MS	MS	MS			
Staircases and corridors - min. width 1.50 m									1		
Staircases and corridors - min. width 1.60 m									1		
Coordinated signs leading to accommodation units and other amenities				MS	MS	MS	MS	MS			
Shoe polishing machine									1		
<b>CONDITION OF LIFTS</b>											
Elevator cabin quality	2,1,0,-1,-2										
Functioning of the lights indicating the floor	1,0,-1										
Quality of lightning	1,0,-1										
Mechanical efficiency	1,0,-1										
Emergency telephone or bell	1,0,-1										
General cleanliness of the lift	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>Number of lifts</b>				1*	2**	3***	4****	5*****			
				More than 4 floors	More than 3 floors	More than two	More than one floor	More than one			
At least one lift for 50 accommodation units				MS	MS	MS	MS	MS			
At least two lifts for 51 to 100 accommodation units				MS	MS	MS	MS	MS			
At least three lifts for 101-150 accommodation units				MS	MS	MS	MS	MS			
At least four lifts for 151-250 accommodation units				MS	MS	MS	MS	MS			
Lift for staff for facilities with more than 25 accommodation units							MS	MS	1		
A dumbwaiter lift or platform for food for facilities with more than 50 accommodation units							MS	MS	1		
<b>CONDITION OF PUBLIC TOILETS</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2										
Quality and condition of sanitary ware	2,1,0,-1,-2										
Ventilation system or window	1, 0,-1										
Quality of lightning	1,0,-1										
Mirror consistent with the washbasin size	1,0,-1										
Clothes rack next to the washbasin	1,0,-1										
Paper towel dispenser or hand dryer	1,0,-1										
Condition of the soap dish or liquid soap dispenser	1,0,-1										
General cleanliness of the toilet	1,0,-1										
Automatic air freshener system	1, 0, -1										
Clothes rack	1,0, -1										
Metal sanitary disposal bin	1, 0, -1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
WC cleaning schedule							MS	MS	1		
Urinals with partitions (if any)							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>Number of toilets and urinals:</b>											
Up to 20 places: at least one fully furnished toilet, shared by men and women				MS	MS	MS	MS	MS			
20-80 places: separate toilets with one WC cabin and anteroom with a washbasin for women and one WC cabin, urinal and anteroom with a washbasin for men				MS	MS	MS	MS	MS			
80-170 places: separate toilets with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS	MS	MS	MS			
170-350 places: separate toilets with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
More than 350 places: separate toilets with four WC cabins and anteroom with three washbasins for women and three WC cabins, four urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
<b>ACCOMMODATION UNITS</b>											
<b>CONDITION OF FURNITURE AND FITTINGS</b>											
Condition, quality and size of bed	2,1,0,-1,-2										
Quality and hygienic condition of mattress and mattress topper	2,1,0,-1,-2										
Quality and condition of bedding	2,1,0,-1,-2										
Quality and condition of furniture	2,1,0,-1,-2										
Quality and condition of lighting and switches	2,1,0,-1,-2										
Quality and condition of portable and fixed lamps	2,1,0,-1,-2										
Adequate accommodation (wardrobe, shelves and drawers)	2,1,0,-1,-2										
Quality and condition of flooring, wall coverings and ceilings	2,1,0,-1,-2										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality and condition of curtains/windows	2,1,0,-1,-2										
Windows with sound insulation	1,0,-1										
Walls with sound insulation	1,0,-1										
Floors with sound insulation	1,0,-1										
Doors of good quality material with sound insulation	2,1,0,-1,-2										
Operation of the air conditioning/ventilation system (fresh air) 18.5-24°C	1,0,-1										
General cleanliness of accommodation units	1, 0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL:</b>											
<b>CRITERIA FOR THE SURFACE AREA OF ACCOMMODATION UNITS</b>											
<p><b>In the existing facilities that have been remodelled/renovated/refurbished, the surface area of a room with bathroom/suite may deviate by up to 20% from the prescribed surface area for a particular category, provided that their functional organization and fittings are ensured.</b></p> <p><b>In facilities built after the entry into force of this Rulebook, the surface area of a room with bathroom/suite with bathroom must correspond to the surface area prescribed for a particular category. Facilities in which deviations from the prescribed surface area are allowed until the entry into force of this Rulebook shall be deemed to be permanently allowed deviations for the said category.</b></p>											
<b>MINIMUM ROOM SURFACE AREA, BATHROOM INCLUDED</b>											
Minimum surface area of a single room with a bathroom				9m <sup>2</sup>	12m <sup>2</sup>	14m <sup>2</sup>	17m <sup>2</sup>	18m <sup>2</sup>			
Minimum surface area of a double room with a bathroom				16m <sup>2</sup>	16m <sup>2</sup>	20m <sup>2</sup>	22m <sup>2</sup>	28m <sup>2</sup>			
Minimum surface area for each additional bed				2m <sup>2</sup>	3m <sup>2</sup>	4m <sup>2</sup>	5m <sup>2</sup>	5m <sup>2</sup>			
Minimum bathroom surface area				2.0 m <sup>2</sup>	2.5 m <sup>2</sup>	3.5m <sup>2</sup>	4.5m <sup>2</sup>	5.5m <sup>2</sup>			
<b>MINIMUM SUITE SURFACE AREA, BATHROOM INCLUDED</b>											
Minimum surface area of a studio suite with a bathroom				20m <sup>2</sup>	24m <sup>2</sup>	29m <sup>2</sup>	35m <sup>2</sup>	42m <sup>2</sup>			
Minimum surface area of a suite with a bathroom				25m <sup>2</sup>	29m <sup>2</sup>	36m <sup>2</sup>	45m <sup>2</sup>	55m <sup>2</sup>			
Minimum surface area of a suite with 2 bedrooms and at least one bathroom				30m <sup>2</sup>	36m <sup>2</sup>	42m <sup>2</sup>	50m <sup>2</sup>	75m <sup>2</sup>			
Minimum bathroom surface area				2.0 m <sup>2</sup>	2.5 m <sup>2</sup>	3.5m <sup>2</sup>	4.5m <sup>2</sup>	5.5m <sup>2</sup>			
Additional guest toilet									1		



	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Minimum number of suites as compared to the total number of accommodation units							10%	More than 10%			
<b>COMFORT STANDARDS OF ACCOMMODATION UNITS</b>											
Room functional organisation and interior fittings				MS	MS	MS	MS	MS			
TV that can be viewed from the bed and armchair							MS	MS	1		
Access to both sides of beds						MS	MS	MS	1		
Wardrobe and wardrobe shelves, according to the number of guests in the room						MS	MS	MS	1		
Automatic illumination in wardrobes								MS	1		
Good quality (the same) hangers in the wardrobe, four pcs per person						MS	MS	MS	1		
Additional hangers for trousers and padded hangers for delicate wardrobe								MS	1		
Full length mirror (min. 40 x 100 cm)							MS	MS	MS	1	
Coat rack (fixed or portable)							MS	MS	MS	1	
Luggage rack (fixed or portable), to put one suitcase per bed						MS	MS	MS	1		
Comfortable armchair with floor lamp				MS	MS	MS					
Comfortable armchair (per bed) and floor lamp							MS	MS	1		
Dressing table, chair, metal waste bin				MS	MS						
Dressing table, chair, mirror, lamp, free socket and metal waste bin						MS	MS	MS	1		
Additional power socket at the dressing table level							MS	MS	1		
Information about the facility (working time and a list of all services)				MS	MS	MS					
Brochure with a list of services, stationery and tourist information material							MS	MS	1		
Questionnaire (guest survey)									1		
Outfitted balconies (if any)						MS	MS	MS	1		
In suites - outfitted living room				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>BEDS</b>											
Bedside table with lamp per bed or one bedside table between two beds or shelves next to the Bedside table with lamp per bed				MS	MS						
Additional power socket next to the bed						MS	MS	MS	1		
Single bed, 90x190 cm				MS	MS	MS					
Double bed, 140x190 cm				MS	MS	MS					
Single bed, 100x200 cm							MS	MS	1		
Double bed, 160x200 cm							MS		1		
Double bed, 200x200 cm								MS	1		
Bed size - larger than 200x200 cm for 25% of the total number of beds									1		
Baby cot on guest request								MS	1		
<b>BED COMFORT</b>											
Bed with a solid mattress, hygienic mattress cover, sheet, pillow and blanket (additional bedding in closets must be in a protective package)				MS	MS	MS	MS	MS			
Blanket with washable encasing				MS	MS	MS	MS	MS			
Spare pillow and blanket available on request					MS	MS			1		
Two pillows per person (40x75cm), non-allergenic pillows available on request							MS	MS	1		
Bedding, sheets and pillowcases - 100% cotton or good quality material							MS	MS	1		
Decorative bed cover								MS	1		
Turndown service								MS	1		
Small mat next to the bed - ceramic or wooden floors							MS	MS	1		
<b>ADDITIONAL ACCESSORIES AND SERVICES</b>											
Dailies and magazines for guests								MS	1		
Iron and ironing board (on request)							MS	MS	1		
Sewing kit							MS	MS	1		
Shoe polishing kit							MS	MS	1		
Shoe horn								MS	1		
Coffee/tea maker									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Mini fridge						MS			1		
Fully stocked mini bar with price list							MS	MS	1		
Art pieces							MS		1		
Original artwork								MS	1		
Guest welcome basket with fruit/flowers								MS	1		
Umbrella in accommodation unit or at the reception							MS	MS	1		
'Do not disturb' notice for guests to use							MS	MS	1		
<b>TV SERVICES</b>											
TV in all accommodation units or TV room				MS	MS						
TV with cable connection in all accommodation units						MS	MS	MS	1		
TV both in the bedroom and living room (in suites)							MS	MS	1		
Mini TV or speakers in the bathroom connected to the TV									1		
<b>COMFORTABLE AMBIENCE</b>											
All accommodation units have a fan or heater depending on the location				MS	MS						
All accommodation units have heating/air conditioning						MS	MS		1		
Central air conditioning unit with digital temperature control in all accommodation units								MS	1		
<b>WINDOWS</b>											
Windows with curtains and blackout curtains				MS	MS	MS	MS	MS			
<b>LIGHTING</b>											
Wall/ceiling lighting				MS	MS	MS	MS	MS			
Central lighting switch (entry/exit)							MS	MS	1		
Central lighting switch next to the bed							MS	MS	1		
Floor lighting (built into the floor)									1		
<b>BATHROOMS IN ACCOMMODATION UNIT - CONDITION OF BATHROOM</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2										
Quality and condition of towels, washable mat and bathrobes	2,1,0,-1,-2										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality and condition of shower apparatus	2,1,0,-1,-2										
Quality of lighting	1,0,-1										
Quality and condition of washbasins, shelves and taps	2,1,0,-1,-2										
Quality and condition of the bath tub or shower cubicle	2,1,0,-1,-2										
Quality and condition of the curtain or door to the shower cubicle	2,1,0,-1,-2										
Quality of the toilet bowl with toilet seat	2,1,0,-1,-2										
Safety handle in the bath tub (at the level of 30 cm minimum) or shower cubicle	1, 0,-1										
Operation of ventilation (fresh air)	1,0,-1										
Quality and size of mirrors	2,1,0,-1,-2										
General cleanliness of bathrooms	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL</b>											
All accommodation units have their own bathroom				MS	MS	MS	MS	MS			
50% of accommodation units have a separate WC									1		
Separate shower cubicle and bath tub (50% of bathrooms)									1		
Bidet in 50% of bathrooms									1		
Heater in the bathroom									1		
Towel warmer									1		
Sauna in 10% of bathrooms									1		
Hot tub (jacuzzi) in 25% of bathrooms									1		
Weighing scale									1		
<b>WASHBASIN</b>											
Washbasin with shelves				MS	MS	MS	MS				
Large, good quality shelf with washbasin (one or two depending on the number of beds) and a good quality mirror of appropriate size									MS	1	
Illuminated mirror with side mirrors										1	
Illuminated mirror (60x45 cm)				MS	MS	MS	MS	MS			
Power socket near the mirror				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Two-sided vanity (magnifying) mirror							MS		1		
Two-sided vanity (magnifying) mirror with a light								MS	1		
Small bathroom chair									1		
Hair dryer with minimum 1200 W in each bathroom						MS	MS	MS	1		
Soap dish with packed soap or liquid soap				MS	MS	MS	MS	MS			
Liquid soap or soap bar next to bath tub or shower						MS	MS	MS	1		
Glass per guest (in protective packaging)				MS	MS	MS	MS	MS			
Towel rails				MS	MS	MS	MS	MS			
Washable cotton bath mat				MS	MS	MS	MS	MS			
Bathrobe racks							MS	MS	1		
Single-use slippers							MS	MS	1		
Bathrobe for each guest (for 3-star facilities, only if they have a pool)						MS	MS	MS	1		
Hand towels (50x80 cm)				MS	MS	MS	MS	MS			
Bath towels per guest (70x150 cm)					MS	MS	MS	MS	1		
Face towels (30x30 cm)							MS	MS	1		
Shower cap						MS	MS	MS	1		
Shampoo bags				MS	MS						
Shampoo bottles or fixed shampoo dispensers in shower cubicles						MS	MS	MS	1		
Cosmetic products and toiletries or basket containing luxurious toiletries and cosmetic products							MS	MS	1		
Additional toiletries/cosmetic products								MS	1		
Metal lidded sanitary disposal bin				MS	MS	MS	MS	MS			
<b>BATH TUB/SHOWER CUBICLE AND WC</b>											
Bath tub - min. 170x70 cm with handle with a curtain/screen or shower cubicle - min. 80x80 cm.				MS	MS	MS					
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 90x90 cm.							MS		1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - 1.1x1 m								MS	1		
Shower massagers								MS	1		
Adjustable height shower handle						MS	MS	MS	1		
Towel rails near the bath tub or shower cubicle				MS	MS	MS	MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS	MS	MS	MS			
WB bowl with a hard, sanitary toilet seat				MS	MS	MS					
WC bowl with a high quality toilet seat							MS	MS	1		
Toilet paper roll				MS	MS	MS	MS	MS			
Reserve toilet paper roll						MS	MS	MS	1		
Sanitary bags						MS	MS	MS	1		
<b>RESTAURANT</b>											
<b>CONDITION OF RESTAURANT/BREAKFAST ROOM</b>											
Quality of lighting	1,0,-1										
Quality, comfort and condition of furniture	2,1,0,-1,-2										
Quality and condition of wall coverings	2,1,0,-1,-2										
Quality and condition of flooring/carpets	2,1,0,-1,-2										
Quality and condition of curtains	2,1,0,-1,-2										
Operation of the heating, ventilation and air conditioning system (18.5-24°C) fresh air	1,0,-1										
Buffet table (with protection) for self-service, with hot and cold dishes	2,1,0,-1,-2										
General cleanliness of the restaurant	1,0,-1										
Menus and drinks lists (state and offer)	1, 0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL</b>											
<b>CONDITION OF THE KITCHEN</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2										
Quality of lightning	1,0,-1										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1										
Quality of food preparing surfaces	1,0,-1										
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1										
Condition and sufficient number of washers for utensils or a triple kitchen sink	1,0,-1										
Condition of the hand-washing sink used by employees	1,0,-1										
Condition of the ventilation (range hoods) system	1,0,-1										
Condition of the fire-fighting system	1, 0, -1										
Equipped and professionally designed kitchen having capacity to prepare food for at least 50% of the total number of restaurant chairs (for hotels garni 50% of the total number of beds)	1, 0, -1										
General cleanliness of the kitchen	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
<b>TOTAL</b>											
<b>KITCHEN APPLIANCES IN SUITES</b>											
Sink with cold and hot water				MS	MS	MS	MS	MS			
Electric cooker with at least two plates				MS	MS						
Electric cooker with at least two plates and a range hood						MS	MS	MS	1		
Oven or grill							MS	MS	1		
Storage or kitchen cabinet for storing foodstuffs				MS	MS	MS	MS	MS			
Crockery and cutlery for preparing and serving food				MS	MS	MS	MS	MS			
Sideboard and cutlery (eating and drinking utensils must be commensurate to the number of persons that can be accommodated in the suite)				MS	MS	MS	MS	MS			
Dishwasher								MS	1		
Waste bin of sufficient size for daily needs				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Fridge				MS	MS	MS	MS	MS			
Kitchen sponge and dishcloths						MS	MS	MS			
Smoke detector				MS	MS	MS	MS	MS			
For each additional kitchen appliance									1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN THE RESTAURANT</b>											
Restaurant functional organisation and interior fittings				MS	MS	MS	MS	MS			
ISO, HACCP and/or other relevant standards introduced									1		
Continental breakfast (bread/pastry, butter, jam or honey, fruit juices, eggs, minimum two warm meals, hot drinks and the like)				MS	MS						
Breakfast - buffet table or menu offer (hot and cold dishes), coffee/tea served Wider offer: hot and cold dishes, choice of egg-based dishes, cured meat products and the like						MS	MS	MS	1		
Service staff at the buffet table							MS	MS	1		
Lunch/dinner: buffet table or menu offer - standard selection of dishes				MS	MS						
Lunch/dinner: buffet table or menu offer - variety of hot and cold dishes, desserts, table service obligatory - a wide choice of meals						MS	MS	MS	1		
Cooking in front of guests 'Show Kitchen' concept									1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN HOTEL BAR, COFFEE BAR AND SIMILAR AMENITIES</b>											
Visibly displayed serving hours				MS	MS	MS	MS	MS			
Standard offer of refreshing beverages, sandwiches and salads						MS			1		
Diverse offer of refreshing beverages, warm and cold meals - possibility to serve meals at the hotel bar and the like							MS	MS	1		



	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Menu, drinks list (minimum two languages)						MS	MS	MS	1		
Special menu for children/dietary menu and the like								MS	1		
Live music									1		
<b>SERVICE OF DRINKS</b>											
Hotel bar						MS	MS	MS	1		
Service of drinks in the lobby							MS	MS	1		
Coffee bar by the pool									1		
Cocktail bar/certified cocktail master									1		
Night club - cabaret - discotheque									1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN ACCOMMODATION UNITS</b>											
24 hours service of hot and cold dishes, room service menu in rooms								MS	1		
Serving hot and cold dishes from six in the morning to midnight, room service menu in rooms							MS		1		
<b>RESTAURANTS WITHIN THE FACILITY - Number of seats and surface area:</b>											
At least 20% seats in relation to the number of beds, and at least 50% in <b>Boarding house</b> (1m <sup>2</sup> per seat minimum)				MS							
At least 30% seats in relation to the number of beds, and the number of seats in <b>Boarding house</b> corresponds to the number of beds (1.20 m <sup>2</sup> per seat minimum)					MS				1		
At least 50% of seats in relation to the number of beds, and in <b>Boarding house</b> the number of tables corresponds to the number of beds (1.50 m <sup>2</sup> per seat minimum)						MS			1		
At least 60% seats in relation to the number of beds (1.50m <sup>2</sup> per seat minimum)							MS		1		
At least 80% seats in relation to the number of beds (1.80m <sup>2</sup> per seat minimum)								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Hotel restaurant (or breakfast room for <b>hotel garni</b> ) open seven days during the week and				MS	MS	MS	MS	MS			
Hotel bar/coffee bar/similar amenities							MS	MS	1		
International restaurant (except for small hotels)								MS	1		
National restaurant									1		
Terraced restaurant									1		
Pizzeria and other similar amenities (1 point for each amenity)									1		
<b>TABLE SETUP</b>											
Standard tablecloths, glassware and utensils				MS	MS						
Good quality tablecloths, glassware and utensils						MS			1		
High-quality tablecloths, glassware and utensils							MS	MS	1		
Buffet table (with protection) and standard quality pots for hot and cold dishes						MS			1		
Buffet table (with protection) and high quality pots for hot and cold dishes							MS	MS	1		
<b>STAFF</b>											
Uniformed staff				MS	MS	MS	MS	MS			
Sufficient number of service staff				MS	MS	MS	MS	MS			
Head waiter						MS			1		
Restaurant manager							MS	MS	1		
Highly qualified service staff and kitchen staff							MS	MS	1		
Special staff premises (for personal hygiene and dining) commensurate to the number of employees				MS	MS	MS	MS	MS			
<b>FACILITIES FOR VACATION/LEISURE/BUSINESS SERVICES</b>											
<b>SAUNA/WELLNESS AMENITIES</b>											
Sauna - different types – one point for each type									1		
Tanning bed									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Massage room serviced by licensed masseurs									1		
Fitness room (min. 4 devices) with instructor									1		
Bar/counter									1		
One point for each additional amenity									1		
<b>SPORTS AND RECREATIONAL AMENITIES</b>											
Outdoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool)									1		
Indoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool) or 40m <sup>2</sup> (depending on which one is bigger)									1		
Children's pool, min. surface area 5 m <sup>2</sup> with a depth of 0.5 m (one point for each pool)									1		
Staff on duty at the pool				MS	MS	MS	MS	MS			
Changing room with shower by the pool				MS	MS	MS	MS	MS			
Sanitary block by the pool									1		
Jacuzzi									1		
Sports courts/grounds ( one point for each court/ground)									1		
Rental of sports equipment									1		
Services of professional animator									1		
Stay and play children's room									1		
Hotel beach									1		
One point for each additional amenity									1		
<b>CONFERENCE FACILITIES</b>											
Fully equipped conference room									1		
Booth with interpretation equipment									1		
One point for each additional amenity									1		
<b>ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION</b>											
Solar energy/water saving/recycling, etc. (one point for each form)									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>AMENITIES FOR DISABLED PERSONS - IN ACCORDANCE WITH A SEPARATE REGULATION</b>											
<b>With impairment of limbs</b>											
Accessible paths around the facility (width min. 120 cm, incline maximum 1:12)									1		
Accessible and designated parking near the entrance to the facility									1		
Accessible entry to the facility									1		
Accessible route to amenities in the facility and rooms									1		
Rooms and toilets adapted to disabled persons									1		
Beach access adjusted to persons with disabilities									1		
Wide enough doors and cabin in the lift									1		
<b>With visual impairment</b>											
Instructions, menu and info material in Braille alphabet									1		
Sound alarm									1		
<b>With hearing impairment</b>											
Visual (luminous) alarm									1		
<b>Employees</b>											
Number of employees per room					0.3	0.6	0.8	1.0			

FACILITY CATEGORISATION TABLE:							
		*	**	***	****	*****	
<b>I GENERAL STANDARDS</b>	<b>Criteria:</b>						
Facility	Condition of exterior						
Public areas	Condition of the lobby and reception						
Corridors	Status of corridors and floors and fire safety						
Lifts	Interior fittings, functionality and safety						
Public toilets	Condition of interior fittings and hygiene						
Rooms	Interior fittings, quality, functionality and hygiene						
Bathrooms in bedrooms	Condition of interior fittings and functionality						
Restaurant	Condition of furniture and functionality						
Kitchen	Condition of interior fittings, sufficient number of refrigerators, hygiene conditions						
<b>Total score for general standards:</b>							
<b>II QUALITATIVE STANDARDS</b>	<b>Total score for qualitative standards:</b>						
<b>Required number of points for the type and category of facility:</b>							
<b>I GENERAL STANDARDS</b>	<b>Number of "general" points needed for the category:</b>						
Hotels and small hotels	with a lift		30 - 44	45 - 64	65 - 84	85 - 104	105 +
	without a lift		25 - 39	40 - 59	60 - 79	80 - 99	100 +
Aparthotel	No restaurant		21 - 35	35 - 55	56 - 70	71 +	
Aparthotel with a restaurant and hotel garni	with a lift		25 - 39	40 - 59	60 - 79	80 +	
	without a lift		20 - 34	35 - 54	55 - 74	75 +	
Holiday village			20 - 34	35 - 54	55 - 74	75 - 94	95 +
Motel, bed & breakfast and guest house			15 - 25	26 - 34	35 +		
<b>II QUALITATIVE STANDARDS</b>	<b>Number of "qualitative" points needed for the category:</b>						
Hotel			0	15-24	25-34	35-44	45+
Small hotel			0	11 - 15	16 - 25	26 - 34	35 +
Aparthotel and hotel garni			0	11 - 15	16 - 20	21 +	
Holiday village			0	11 - 19	20 - 29	30 - 39	40 +
Motel, boarding house and guest house			0	1 - 10	11 +		

CATEGORY OF FACILITY: \_\_\_\_\_

NAME OF ANNEXE: \_\_\_\_\_

ANNEXE CATEGORISATION TABLE:			
Amenities provided in the annexe		Number of points in the annexe:	Number of points of the same amenities in
Building	Condition of exterior		
Public areas	Condition of the lobby and reception		
Corridors	Status of corridors and floors and fire safety		
Rooms	Interior fittings, quality, functionality and hygiene		
*			
*			
<b>TOTAL SCORE:</b>			

\* enter other amenities provided in the annexe

ANNEXE CATEGORY: \_\_\_\_\_

**STATEMENT OF THE HOSPITALITY OPERATOR: I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.**

In \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

M. P.

Person responsible:

\_\_\_\_\_  
(Name and surname)

\_\_\_\_\_  
(Signature)

**CATEGORISATION STANDARDS**  
**GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR**  
**HOLIDAY RENTAL ROOMS, HOLIDAY APARTMENTS, HOLIDAY APARTMENT BLOCKS AND HOLIDAY RENTAL HOUSES**

**CREATING A CHECKLIST FOR THE REQUESTED CATEGORY:**

General standards	Condition:	Scores:
<p>Under the section "General Standards" in the HOSPITALTY OPERATOR/LESSOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility:            *The column: HOSPITALTY OPERATOR/LESSOR is to be filled in by the hospitality operator/lessor,            **The column COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control):            (Enter the total score per specific criteria for "General Standards" into the Categorisation Table)</p>	Excellent quality and condition	2
	Standard quality and condition	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition	-1
	Repairs/replacements/finishing needed	-2
	Overall impression (own assessment)	3-(-3)
Mandatory standards		
<p>Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility MUST meet the "Mandatory Standards" for a specific category:</p>	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility meets the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION/INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
<p>Qualitative standards are amenities that improve the quality of service:</p>	<p>If the facility meets the qualitative standard, circle number 1.            Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil).</p>	
Facility categorisation		
<p>In the Categorisation Table, enter the total points for general and qualitative standards:</p>	<p>A category is determined on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for a certain type and category of facility specified in the Categorisation Table - the facility MUST have the minimum "general" and "qualitative" points for the relevant category</p>	

**GENERAL, MANDATORY AND QUALITATIVE STANDARDS**

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
<b>EXTERIOR - CONDITION OF EXTERIOR</b>											
Condition of the sign posts to the facility and markings on the facility	2,1,0,-1, -2										
Condition of building's exterior/balcony/railing	2,1,0,-1, -2										
Condition of windows and doors	2,1,0,-1, -2										
Condition of the access route and entrance	2,1,0,-1, -2										
Quality of arrangement and maintenance of green areas	2,1,0,-1, -2										
Arrangement of pedestrian paths and solid materials plateaux	2,1,0,-1, -2										
Condition of parking area (marked parking spaces)	2,1,0,-1, -2										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>ENTRANCE</b>											
Access ensured				MS	MS	MS	MS	MS			
Room entrance from corridor or ante-chamber				MS	MS	MS					
Separate entry							MS	MS	1		
<b>PARKING</b>											
Parking provided in the vicinity of facility				MS	MS	MS					
Parking directly in front of the facility (if not possible, it should be provided nearby)							MS	MS	1		
Supervision of vehicles								MS	1		
At least one parking place provided for persons with disabilities								MS	1		
<b>Parking capacity</b>											
For at least 50% of accommodation units				MS	MS	MS					



	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
1 parking place per room, holiday apartment or house							MS	MS	1		
Covered parking								MS	1		
Garage									1		
<b>REGISTRATION</b>											
Guest registration (separate counter), key rack				MS	MS	MS	MS				
Outfitted 24-hours reception desk for registration and information provision to guests								MS	1		
<b>COMPLAINTS REGISTER</b>											
Complaints register				MS	MS	MS	MS	MS			
<b>GUEST VALUABLES SAFEKEEPING SERVICE</b>											
Safe							MS	MS	1		
<b>STORING GUEST LUGGAGE</b>											
Room for storing guest luggage									1		
Dressing room with shower (for guests leaving later in the day)									1		
<b>TELECOMMUNICATIONS</b>											
Communication with guests ensured (intercom or telephone)				MS	MS	MS					
Telephone (land line or mobile) in all accommodation units							MS	MS	1		
<b>MAINTENANCE AND LAUNDRY SERVICES</b>											
Cleaning once a week, cleaning products available to guests				MS	MS						
Cleaning every three days, cleaning products available to guests						MS			1		
Daily cleaning							MS	MS	1		
Change of bedding once a week				MS	MS						
Change of bedding at least twice a week						MS			1		
Change of bedding at least three times a week							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Towels changed every third day				MS	MS						
Towels changed every second day						MS			1		
Towels changed every day							MS	MS	1		
Laundry services provided or washing machine available									1		
<b>SAFETY AND SECURITY</b>											
All accommodation units with smoke detector or fire extinguisher in corridor				MS	MS	MS	MS	MS			
All doors with electronic self-closing system								MS	1		
Video surveillance							MS	MS	1		
Evacuation plan on doors of all accommodation units if the corridor is longer than 30 m				MS	MS	MS	MS	MS			
For all facilities where the entrance to accommodation units is directly from the outside, it is mandatory that the door be additionally secured (safety bolt, chain, etc.)				MS	MS	MS	MS	MS			
All doors with built-in "peep holes"									1		
<b>CONDITION OF CORRIDORS AND FLOORS AND FIRE SAFETY</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2										
Quality of lighting	1,0,-1										
Condition of fire fighting equipment and certified fire extinguishers on each floor, where applicable	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
Standard emergency exit pathway markings				MS	MS	MS					
Standard photoluminescent emergency exit pathway markings							MS	MS	1		
Coordinated signs leading to accommodation units and other amenities						MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
<b>CONDITION OF FURNITURE AND FITTINGS</b>											
Condition, quality and size of bed	2,1,0,-1, -2										
Quality and hygienic condition of mattress	2,1,0,-1, -2										
Quality and condition of bedding	2,1,0,-1, -2										
Quality and condition of furniture	2,1,0,-1, -2										
Quality and condition of lighting and switches	2,1,0,-1, -2										
Quality and condition of portable and fixed lamps	2,1,0,-1, -2										
Adequate storage space (wardrobe, shelves and drawers)	2,1,0,-1, -2										
Quality and condition of flooring, wall coverings and ceilings	2,1,0,-1, -2										
Quality and condition of curtains/windows	2,1,0,-1, -2										
Windows with sound insulation	1,0,-1										
Walls with sound insulation	1,0,-1										
Floors with sound insulation	1,0,-1										
Doors of good quality material with sound insulation	2,1,0,-1, -2										
Operation of the air conditioning/ventilation system (fresh air) 18.5-24°C	1,0,-1										
General cleanliness of rooms	1, 0,-1										
Overall impression	3, 2, 1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>MINIMUM ROOM SURFACE AREA - bathroom included</b>											
Minimum surface area of a single room with a bathroom				8 m <sup>2</sup>	9 m <sup>2</sup>	11 m <sup>2</sup>	14 m <sup>2</sup>	15 m <sup>2</sup>			
Minimum surface area of a double room with a bathroom				12 m <sup>2</sup>	14 m <sup>2</sup>	18 m <sup>2</sup>	20m <sup>2</sup>	25m <sup>2</sup>			
Minimum surface area for each additional bed				2.0 m <sup>2</sup>	2.5 m <sup>2</sup>	3 m <sup>2</sup>	3.5 m <sup>2</sup>	3.5 m <sup>2</sup>			
Minimum bathroom surface area	Maximum deviation from the prescribed surface area 10%			2.0 m <sup>2</sup>	2.5 m <sup>2</sup>	3.0 m <sup>2</sup>	3.5 m <sup>2</sup>	4,0 m <sup>2</sup>			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
<b>MINIMUM HOLIDAY APARTMENT SURFACE AREA - bathroom included</b>											
Minimum holiday apartment surface area to accommodate 2-3 persons with a bathroom				20 m <sup>2</sup>	24 m <sup>2</sup>	29 m <sup>2</sup>	35 m <sup>2</sup>	40 m <sup>2</sup>			
Minimum holiday apartment surface area to accommodate 3-4 persons with a bathroom				25m <sup>2</sup>	29m <sup>2</sup>	36 m <sup>2</sup>	45 m <sup>2</sup>	50 m <sup>2</sup>			
Minimum 2 bedroom holiday apartment surface area to accommodate 4-6 persons with a bathroom				30m <sup>2</sup>	36m <sup>2</sup>	42m <sup>2</sup>	50m <sup>2</sup>	60 m <sup>2</sup>			
Minimum bathroom surface area	<b>Maximum deviation from the prescribed surface area 10%</b>			2.0 m <sup>2</sup>	2.5 m <sup>2</sup>	3.0 m <sup>2</sup>	3.5 m <sup>2</sup>	4.0 m <sup>2</sup>			
<b>ROOM/HOLIDAY APARTMENT COMFORT STANDARDS</b>											
Functional organisation and interior fittings				MS	MS	MS	MS	MS			
Bed access from both sides						MS	MS	MS	1		
Wardrobe and underwear shelves, commensurate to the number of beds in						MS	MS	MS	1		
Automatic illumination in wardrobes									1		
Sufficient number of good quality (same) hangers in the wardrobe						MS	MS	MS	1		
Additional hangers for trousers and padded hangers for delicate items								MS	1		
Large mirror (40cm x 100)							MS	MS	1		
Coat rack - fixed or portable									1		
Luggage rack, for one suitcase per bed (fixed or portable)							MS	MS	1		
Comfortable armchair with floor lamp				MS	MS	MS					
Comfortable armchair (per bed) and floor lamp							MS	MS	1		
Table, chair, metal waste bin				MS	MS						
Table, chair, mirror, lamp, additional socket at the table level, metal waste bin						MS	MS	MS	1		
Mini fridge									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Art pieces in every room						MS	MS		1		
Original art pieces in every room								MS	1		
<b>FURNITURE</b>											
Bedside table with lamp per bed or one bedside table between two beds or shelves next to the bed				MS	MS	MS					
Bedside table with lamp per bed							MS	MS	1		
Additional sockets for mobile phones by the bed							MS	MS	1		
Single bed, 90x190 cm				MS	MS	MS					
Double bed, 140x190 cm				MS	MS	MS					
Single bed, 100x200 cm							MS	MS	1		
Double bed, 160x200 cm							MS		1		
Double bed, 200x200 cm								MS	1		
<b>BED COMFORT</b>											
Bed with firm mattress, hygienic mattress topper, sheet, pillow, duvet				MS	MS	MS	MS	MS			
Blanket with washable encasing				MS	MS	MS	MS	MS			
Spare pillow and blanket available on request					MS	MS			1		
Two pillows per person (40x75cm), non-allergenic pillows available on request							MS	MS	1		
Bedding and sheets and pillows 100% cotton							MS	MS	1		
Decorative bedspread								MS	1		
Small mat next to the bed - ceramic or wooden floors							MS	MS	1		
<b>TV SERVICES</b>											
TV in all rooms/holiday apartments				MS	MS						
TV with cable connection in all rooms/holiday apartments						MS	MS	MS	1		
TV both in the living room and bedroom (in holiday apartments)								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
<b>COMFORTABLE AMBIENCE</b>											
All rooms/holiday apartments have a fan or heater depending on the location				MS	MS						
All rooms/holiday apartments have heating/air-conditioning						MS	MS	MS	1		
<b>WINDOWS</b>											
All rooms with curtains and blackout curtains (shutters)						MS	MS	MS	1		
<b>LIGHTING</b>											
Wall/ceiling lighting				MS	MS	MS	MS	MS			
Central lighting switch (entry/exit)							MS	MS	1		
Central lighting switch next to the bed							MS	MS	1		
<b>BATHROOMS</b>											
<b>CONDITION OF BATHROOMS</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2										
Quality and condition of towels, washable mats	2,1,0,-1, -2										
Quality and condition of shower apparatus	2,1,0,-1, -2										
Quality of lighting	2,1,0,-1, -2										
Quality and condition of washbasins, shelves and taps	1,0,-1										
Quality and condition of the bath tub or shower cubicle	2,1,0,-1, -2										
Quality and condition of the curtain or door to the shower cubicle	2,1,0,-1, -2										
Quality of the toilet bowl with toilet seat	2,1,0,-1, -2										
Handle in the bath tub (minimum 30 cm high) or in the shower cubicle	1, 0,-1										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Operation of ventilation (fresh air)	1,0,-1										
Quality and size of mirrors	2,1,0,-1, -2										
General cleanliness of bathrooms	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>WASHBASIN</b>											
Washbasin with shelf				MS	MS	MS	MS				
Large shelf with washbasin (one or two depending on the number of beds)								MS	1		
Illuminated mirror (60x45 cm)				MS	MS	MS	MS	MS			
Power socket near the mirror				MS	MS	MS	MS	MS			
Hair-dryer with min. 1200 W in each bathroom						MS	MS	MS	1		
Soap dish with packed soap bar or liquid soap				MS	MS	MS	MS	MS			
Liquid soap or soap bar next to bath tub or shower						MS	MS	MS	1		
Glass, per guest, in protective packaging				MS	MS	MS	MS	MS			
Towel rails				MS	MS	MS	MS	MS			
Washable cotton bath mat				MS	MS	MS	MS	MS			
Hand towels (50x80 cm)				MS	MS	MS	MS	MS			
Bath towels per guest (70x150 cm)					MS	MS	MS	MS	1		
Face towels (30x30 cm)							MS	MS	1		
Shower cap						MS	MS	MS	1		
Shampoo bags				MS	MS						
Shampoo bottles or fixed shampoo dispensers in shower cubicles						MS	MS	MS	1		
Cosmetic products and toiletries or basket containing luxurious toiletries and cosmetic products							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Additional toiletries or cosmetic products							MS	MS	1		
Metal sanitary disposal bin				MS	MS	MS	MS	MS			
Washing machine for holiday apartments and houses							MS	MS	1		
<b>BATH TUB/SHOWER CUBICLE AND WC</b>											
Bath tub - min. 170x70 cm with handle with a curtain/screen or shower cubicle - min. 80x80 cm				MS	MS	MS					
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 90x90 cm							MS		1		
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 1.1x1 m								MS	1		
Shower massagers								MS	1		
Adjustable height shower handle						MS	MS	MS	1		
Towel rails near the bath tub or shower cubicle				MS	MS	MS	MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS	MS	MS	MS			
WB bowl with a hard, sanitary toilet seat				MS	MS	MS					
WC bowl with a high quality toilet seat							MS	MS	1		
Toilet paper roll				MS	MS	MS	MS	MS			
Reserve toilet paper roll						MS	MS	MS	1		
Sanitary bags							MS	MS	1		



IN ADDITION TO THE PREVIOUSLY MENTIONED CRITERIA, HOLIDAY APARTMENTS AND RENTAL HOUSES MUST FULFILL THE FOLLOWING ONES AS WELL:

GENERAL, MANDATORY AND QUALITATIVE STANDARDS											
	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Entrance hall				MS	MS	MS	MS	MS			
Living room area, dining room, kitchen and bedroom, separate bathroom				MS	MS						
Living room area, dining room, kitchen and separate bedrooms (1 or more rooms), bathroom						MS			1		
Living room with dining area, separate kitchen, separate bedrooms (1 or more rooms), and bathroom in houses and apartments with more than 4 beds and additional toilet with washbasin							MS		1		
Spacious living room with a guest toilet, separate dining room, separate kitchen, separate bedrooms with separate bathrooms								MS	1		
Minimum surface of the house with three bedrooms 150 m <sup>2</sup>								MS	1		
Terraces with high quality fittings							MS	MS	1		
Swimming pool								MS	1		
Wellness and spa and other amenities									1		
Well arranged garden, minimum surface area 100 m <sup>2</sup> per room								MS	1		
Garage								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
<b>CONDITION OF KITCHEN</b>											
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2										
Good quality lighting	1,0,-1										
Operation of ventilation (range hood)	2,1,0,-1, -2										
Condition of fridge and freezer	2,1,0,-1, -2										
Condition of sink	2,1,0,-1, -2										
Condition of electric stove and fire fighting system	1,0,-1										
Furnished kitchen	2,1,0,-1, -2										
General cleanliness of the kitchen	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
<b>TOTAL:</b>											
<b>KITCHEN</b>											
<b>Kitchen appliances</b>											
Sink with cold and hot water				MS	MS	MS	MS	MS			
Electric cooker with at least two plates				MS	MS						
Electric cooker with at least two plates and a range hood						MS	MS	MS			
Oven or grill							MS	MS	1		
Storage or kitchen cabinet for storing foodstuffs							MS	MS	1		
Crockery and cutlery for preparing and serving food				MS	MS	MS	MS	MS			
Sideboard and cutlery (eating and drinking utensils must be commensurate to the number of persons that can be accommodated in the suite)				MS	MS	MS	MS	MS			
Dishwasher							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR/ LESSOR	COMMISSION/ INSPECTION BODY
Waste bin of sufficient size for daily needs				MS	MS	MS	MS	MS			
Fridge				MS	MS	MS	MS	MS			
Kitchen sponge and dishcloths				MS	MS	MS	MS	MS			
Smoke detector							MS	MS			
For each additional kitchen appliance									1		
<b>BREAKFAST SERVICES</b>											
ISO, HACCP and/or other relevant standards introduced									1		
Continental breakfast (bread/pastry, butter, jam or honey, fruit juices, eggs, minimum two warm meals, hot drinks)				MS	MS						
Breakfast - buffet table or menu offer (hot and cold dishes), coffee/tea served Wider offer: hot and cold dishes, choice of egg-based dishes, cured meat products						MS	MS	MS	1		

FACILITY CATEGORISATION TABLE:						
		*	**	***	****	*****
<b>I GENERAL STANDARDS</b>	<b>Criteria:</b>					
Facility	Condition of exterior					
Corridors/floors	Condition of corridors and floors and fire safety					
Rooms	Interior fittings, quality, functionality and hygiene					
Bathrooms	Condition of interior fittings and functionality					
Breakfast kitchen	Condition of interior fittings, sufficient number of refrigerators, hygiene conditions					
<b>Total score for general standards:</b>						
<b>Total score for qualitative standards:</b>						
<b>Required number of points for a particular category:</b>						
Points for general standards	Room	10 - 24	25 - 34	35 - 45	46 +	
	Holiday apartment / house	15 - 29	30 - 43	44 - 55	56 - 65	66 +
Points for qualitative standards	Room / holiday apartment / house	0	2	3	4	7

CATEGORY OF FACILITY: \_\_\_\_\_

STATEMENT OF THE HOSPITALITY OPERATOR/LESSOR: I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

M. P.

Person responsible:

\_\_\_\_\_  
(Name and surname)

\_\_\_\_\_  
(Signature)

**CATEGORISATION STANDARDS  
GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR  
WILD BEAUTY RESORTS**

HOSPITALITY FACILITY TYPE AND NAME: \_\_\_\_\_

CREATING A CHECKLIST FOR HOSPITALITY FACILITIES:		
Selection criteria		
In the procedure of classifying a facility as a Wild Beauty Resort, 70% of requirements from the Selection Criteria Table need to be fulfilled:	Write YES or NO into the Selection Criteria Table, depending on the fulfilment or non-fulfilment of requirements.	
General standards	Scores:	
Under the section "General Standards" in the HOSPITALITY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility: *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator, **The column COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control): (Enter the total score per specific criteria for "General Standards" into the Categorisation Table)	Excellent quality and condition	2
	Standard quality and condition	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition	-1
	Repairs/replacements/finishing needed	-2
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility MUST meet the "Mandatory Standards" for a specific category:	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
Qualitative standards are amenities that improve the quality of service:	If the facility meets the qualitative standard, circle number 1. Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil). A facility that must meet a MS for its category - DOES NOT GET a qualitative point as well.	
Facility categorisation:		
In the Categorisation Table, enter the total points for general and qualitative standards:	The category is determined on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for a certain category of facility specified in the Categorisation Table - the facility MUST have the minimum "general" and "qualitative" points for the relevant category.	

I SELECTION CRITERIA		
CRITERIA	YES	NO
<b>Site</b>		
Is the site in a protected zone?		
Is there a local community in the vicinity?		
Can the local community benefit from the construction of wild beauty accommodation facilities?		
Is the site planned for the development of tourism?		
Are there any interesting natural/cultural amenities for specific experiences?		
Are there opportunities to use solar or wind energy?		
Are there solid waste collection facilities nearby?		
Is there any drinking water?		
Does the site contain panoramic landscapes?		
Is the site close to an area where a high level of biodiversity is present?		
Is there access to a network of hiking trails and mountain routes?		
Is there a botanical garden/garden with organic food/orchard nearby?		
Are there landfills to be removed?		
Is there pollution of surface waters that needs to be eliminated?		
<b>Other facilities and surroundings</b>		
Eco lodge, wellness, eco - spa, houses built in traditional style (with contemporary comfort)		
Visitors' Centre and/or village square		
National restaurant/shops		
Sports and recreation activities (indoor - outdoor)		
Museum/Centre of Culture		
Nature Study Centre (flora and fauna)		
Stables - horse riding in nature		
Flora and fauna/bird-watching points		
Landscape architecture		
The buildings are visually harmonised with the natural environment		
Landscaping in harmony with nature - indigenous plants and trees are used		
Forms, landscapes and colours from the environment are taken into account when designing buildings		
Cultural motifs and traditional architecture are used		
Sustainable local building materials from natural sources are used - wood, stone, vegetable fibres		
Organic, recycled materials are used for the interior - hydrocarbon based products are avoided		
Application of environmental (flora and fauna) protection measures during construction		
Energy generation and environmental protection		
Maximum utilization of natural light		
Efficient insulation to avoid heat loss		
Natural ventilation		
Geothermal heat pumps for heating during winter		

Heating with biomass (wood, wooden pallets or organic oil)		
Solar collectors for hot water		
Energy storage batteries (solar energy/wind power plants/mini-hydro power plants)		
Auxiliary diesel generator - isolated to reduce noise		
Separate electricity meters for all major building units, for monitoring the use of electricity		
Use of low-energy light bulbs		
Motion sensors, for landscape lighting		
Using new technology for solid fuel combustion		
<b>Springs and protection of water</b>		
Sources of fresh water		
Rainwater collecting system		
Toilets with a double wash system (or dry toilets)		
Controlled water use		
Drip irrigation systems - using technical water, processed water from the household		
Separate water meters for individual buildings		
UV disinfection system for drinking water tanks and water tanks		
Compost kitchen waste and dry leaves - use as garden fertilizer		
Efficient collection of solid waste for recycling		
Avoid unloading waste into water wells and waste incineration		
Waste water treatment		
Prevent waste water from reaching surface water level		
Biological plant for waste water treatment		
Fat breaker product - for kitchens		
Dry compost toilets (alternative waste decomposition)		

GENERAL, MANDATORY AND QUALITATIVE STANDARDS								
	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>FACILITY, APPROCH AND ARRANGEMENT OF SURROUNDINGS</b>								
Condition of building's exterior/balcony/railing	2,1,0,-1,-2							
Condition of windows and doors	2,1,0,-1,-2							
Condition of the facility's access route and entrance	2,1,0,-1,-2							
Condition of the sign posts to the facility and markings on the facility	2,1,0,-1,-2							
Quality of arrangement and maintenance of green areas	2,1,0,-1,-2							
Arrangement of pedestrian paths and solid materials plateaux	2,1,0,-1,-2							
Condition of parking area - marked parking spaces	2,1,0,-1,-2							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Porte-cochère covering the main entrance				MS	MS			
<b>PARKING AND TRANSPORT SERVICES</b>								
Parking directly in front of the facility (if there is no possibility, it must be provided nearby)				MS	MS			
Parking service with vehicle supervision					MS	1		
<b>Parking area capacity (number of parking/garage places per accommodation unit)</b>								
For at least 20% of accommodation units				MS	MS			
Covered parking					MS	1		
Marked parking spaces for buses					MS	1		
At least one parking place provided for persons with disabilities				MS	MS			
Hotel transfer from/to airport/bus/train station					MS	1		
Hotel garage (for 50% accommodation units)						1		
<b>CONDITION OF THE RECEPTION HALL AND RECEPTION</b>								



	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>General conditions:</b>								
Quality and condition of the reception counter	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of floors/carpets, walls and ceilings	2,1,0,-1,-2							
Quality of windows and curtains	2,1,0,-1,-2							
General cleanliness of the lobby	1,0,-1							
Operation of the ventilation/air-conditioning system (18-24°C)	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>RECEPTION AND LOBBY</b>								
Elegantly decorated and outfitted lobby with seating for guests				MS	MS			
Minimum surface area for 30 accommodation units, increased by 0.8m <sup>2</sup> for each subsequent accommodation unit				30 m <sup>2</sup>	30 m <sup>2</sup>			
Number of places to sit in the lobby counting the lobby bar in, according to the number of accommodation units				15%	20%			
<b>REGISTRATION</b>								
Uniformed staff				MS	MS			
Outfitted 24-hours reception desk for registration and information provision to guests				MS	MS			
Complaints register				MS	MS			
First aid kit				MS	MS			
<b>GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE</b>								
Mini safe (metal) in all accommodation units				MS	MS			
Special room for storing guest luggage					MS	1		

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>ADDITIONAL SERVICES</b>								
Pharmacy, medical/dental services						1		
Hairdressing / beauty salon						1		
Boutiques, stores, souvenir shops, art galleries, etc.						1		
Displayed artistic paintings (for sale)						1		
Dressing room with shower (for guests leaving later in the day)						1		
<b>TELECOMMUNICATIONS</b>								
Phones in all accommodation units with a price list or communication with the reception provided otherwise				MS	MS			
Wi-Fi coverage of the facility				MS	MS			
Business centre						1		
Additional phones in bathrooms of suites					MS	1		
<b>RECEPTION SERVICES</b>								
Reception working hours				24 hours	24 hours			
Porter services				MS	MS			
Concierge service/with a separate and marked counter					MS	1		
<b>MAINTENANCE SERVICES</b>								
Daily cleaning of accommodation units and bathrooms				MS	MS			
Cleaning accommodation units twice a day (turn down service)					MS	1		
Daily replacement of towels, as well as of mats in front of the shower or bathtub				MS	MS			
Change of bedding at least three times a week				MS				
Change of bedding every day					MS	1		
Change of bathrobe on guest request				MS	MS			
<b>LAUNDRY SERVICES FOR GUESTS</b>								
Dry cleaning (24-hour service)						1		

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Washing and ironing service				MS	MS			
Laundry bag with a price list				MS	MS			
<b>SAFETY AND SECURITY</b>								
All rooms with a smoke detector				MS	MS			
Standard photoluminescent emergency exit pathway markings				MS	MS			
Fire extinguisher on each floor				MS	MS			
Emergency exit plans on doors (where the corridor is longer than 30 m)				MS	MS			
For all facilities where the entrance to accommodation units is directly from the outside, it is mandatory that the door be additionally secured (safety bolt, chain, etc.)				MS	MS			
Video surveillance				MS	MS			
All doors with electronic self-closing system				MS	MS			
All doors with built-in "peep holes"						1		
<b>CONDITION OF CORRIDORS AND FLOORS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2							
Quality of lighting	1,0,-1							
Condition and quality of furniture	1, 0,-1							
Condition of staff premises	1,0, -1							
Condition and quality of handrail on steps	1,0,-1							
Condition of fire fighting equipment and certified fire extinguishers on each floor	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Staircases and corridors - min. width 1.40 m				MS	MS			
Staircases and corridors - min. width 1.50 m						1		
Staircases and corridors - min. width 1.60 m						1		
Coordinated signs leading to accommodation units and other amenities				MS	MS			
Shoe polishing machine						1		

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>CONDITION OF LIFTS</b>								
Elevator cabin quality	2,1,0,-1,-2							
Functioning of the lights indicating the floor	1,0,-1							
Quality of lighting	1,0,-1							
Mechanical efficiency	1,0,-1							
Emergency telephone or alarm bell	1,0,-1							
General cleanliness of the lift	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>Number of lifts</b>				4****	5*****			
				More than one floor	More than one floor			
At least one lift for 50 accommodation units				MS	MS			
At least two lifts for 51 to 100 accommodation units				MS	MS			
At least three lifts for 101-150 accommodation units				MS	MS			
At least four lifts for 151-250 accommodation units				MS	MS			
Lift for staff for facilities with more than 25 accommodation units				MS	MS			
A dumbwaiter lift or platform for food for facilities with more than 50 accommodation units				MS	MS			
<b>CONDITION OF PUBLIC TOILETS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of sanitary ware	2,1,0,-1,-2							
Ventilation system or window	1, 0,-1							
Quality of lighting	1,0,-1							
Mirror consistent with the washbasin size	1,0,-1							
Clothes rack next to the washbasin	1,0,-1							
Paper towel dispenser or hand dryer	1,0,-1							

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Condition of the soap dish or liquid soap dispenser	1,0,-1							
General cleanliness of the toilet	1,0,-1							
Automatic air freshener system	1, 0, -1							
Clothes rack	1,0, -1							
Metal sanitary disposal bin	1, 0, -1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
WC cleaning schedule				MS	MS			
Urinals with partitions (if any)				MS	MS			
<b>Number of toilets and urinals:</b>								
Up to 20 places: at least one fully furnished toilet, shared by men and women				MS	MS			
20-80 places: separate toilets with one WC cabin and anteroom with a washbasin for women and one WC cabin, urinal and anteroom with a washbasin for men				MS	MS			
80-170 places: separate toilets with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS			
170-350 places: separate toilets with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with tree washbasins for men				MS	MS			
More than 350 places: separate toilets with four WC cabins and anteroom with three washbasins for women and three WC cabins, four urinals and anteroom with tree washbasins for men				MS	MS			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>ACCOMMODATION UNITS</b>								
<b>CONDITION OF FURNITURE AND FITTINGS</b>								
Condition, quality and size of bed	2,1,0,-1,-2							
Quality and hygienic condition of mattress and mattress topper	2,1,0,-1,-2							
Quality and condition of bedding	2,1,0,-1,-2							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of lighting and switches	2,1,0,-1,-2							
Quality and condition of portable and fixed lamps	2,1,0,-1,-2							
Adequate storage space (wardrobe, shelves and	2,1,0,-1,-2							
Quality and condition of flooring, wall coverings and ceilings	2,1,0,-1,-2							
Quality and condition of curtains/windows	2,1,0,-1,-2							
Windows with sound insulation	1,0,-1							
Walls with sound insulation	1,0,-1							
Floors with sound insulation	1,0,-1							
Doors of good quality material with sound insulation	2,1,0,-1,-2							
Operation of the air conditioning/ventilation	1,0,-1							
General cleanliness of rooms	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>CRITERIA FOR THE SURFACE AREA OF ACCOMMODATION UNITS</b>								
In the existing facilities that have been remodelled/renovated/refurbished, the surface area of a room/suite with bathroom may deviate by up to 20% from the prescribed surface area for a particular category, provided that their functional organization and fittings are ensured.								
In facilities built after the entry into force of this Rulebook, the surface area of a room with bathroom/suite with bathroom must correspond to the surface area prescribed for a particular category.								
Facilities in which deviations from the prescribed surface area are allowed until the entry into force of this Rulebook shall be deemed to be permanently allowed deviations for the said category.								
<b>MINIMUM ROOM SURFACE AREA, BATHROOM INCLUDED</b>								
Minimum surface area of a single room with a bathroom				17m <sup>2</sup>	18m <sup>2</sup>			
Minimum surface area of a double room with a bathroom				22m <sup>2</sup>	28m <sup>2</sup>			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Minimum surface area for each additional bed				5m <sup>2</sup>	5m <sup>2</sup>			
Minimum bathroom surface area				4.5m <sup>2</sup>	5.5m <sup>2</sup>			
<b>MINIMUM SUITE SURFACE AREA, BATHROOM INCLUDED</b>								
Minimum surface area of a studio suite with a bathroom				35m <sup>2</sup>	42m <sup>2</sup>			
Minimum surface area of a suite with a bathroom				45m <sup>2</sup>	55m <sup>2</sup>			
Minimum surface area of a suite with 2 bedrooms and at least one bathroom				50m <sup>2</sup>	75m <sup>2</sup>			
Minimum bathroom surface area				4.5m <sup>2</sup>	5.5m <sup>2</sup>			
Additional guest toilet						1		
Minimum number of suites in relation to the total number of accommodation units				10%	More than 10%			
<b>COMFORT STANDARDS OF ACCOMMODATION UNITS</b>								
Room functional organisation and interior fittings				MS	MS			
TV that can be viewed from the bed and armchair				MS	MS			
Access to both sides of beds				MS	MS			
Wardrobe and underwear shelves, commensurate to the number of guests in the room				MS	MS			
Automatic illumination in wardrobes					MS	1		
Good quality (the same) hangers in the				MS	MS			
Additional hangers for trousers and padded hangers for delicate items					MS	1		
Full length mirror (min. 40 x 100 cm)				MS	MS			
Coat rack (fixed or portable)				MS	MS			
Luggage rack (fixed or portable), to put one suitcase per bed				MS	MS			
Comfortable armchair (per bed) and floor lamp				MS	MS			
Dressing table, chair, mirror, lamp, spare socket and metal waste bin				MS	MS			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Additional power socket at the dressing table level				MS	MS			
Brochure with a list of services, stationery and tourist information material				MS	MS			
Questionnaire (guest survey)						1		
Outfitted balconies (if any)				MS	MS			
In suites - outfitted living room				MS	MS			
<b>BEDS</b>								
Bedside table with lamp per bed				MS	MS			
Additional power socket next to the bed				MS	MS			
Single bed, 100x200 cm				MS	MS			
Double bed, 160x200 cm				MS		1		
Double bed, 200x200 cm					MS	1		
Bed size - larger than 200x200 cm for 25% of the total number of beds						1		
Baby cot on guest request					MS	1		
<b>BED COMFORT</b>								
Bed with a solid mattress, hygienic mattress cover, sheet, pillow and blanket (additional bedding in closets must be in a protective package)				MS	MS			
Blanket with washable encasing				MS	MS			
Two pillows per person (40x75cm), non-allergenic pillows available on request				MS	MS			
Bedding, sheets and pillowcases - 100% cotton (or high-quality material)				MS	MS			
Decorative bedspread					MS	1		
Turndown service					MS	1		
Small mat next to the bed - ceramic or wooden floors				MS	MS			
<b>ADDITIONAL ACCESSORIES AND SERVICES</b>								
Dailies and magazines for guests					MS	1		
Iron and ironing board (on request)				MS	MS			
Sewing kit				MS	MS			
Shoe polishing kit				MS	MS			
Shoe horn					MS	1		



	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Coffee/tea maker						1		
Fully stocked mini bar with price list				MS	MS			
Art pieces				MS				
Original artwork					MS	1		
Guest welcome basket with fruit/flowers					MS	1		
Umbrella in accommodation unit or at the reception				MS	MS			
'Do not disturb' notice for guests to use				MS	MS			
<b>TV SERVICES</b>								
TV with cable connection in all accommodation units				MS	MS			
TV both in the bedroom and living room (in suites)				MS	MS			
Mini TV or speakers in the bathroom connected to the TV						1		
<b>COMFORTABLE AMBIENCE</b>								
All accommodation units have heating/air conditioning				MS				
Central air conditioning unit with digital temperature control in all accommodation units					MS	1		
<b>WINDOWS</b>								
Windows with curtains and blackout curtains				MS	MS			
<b>LIGHTING</b>								
Wall/ceiling lighting				MS	MS			
Central lighting switch (entry/exit)				MS	MS			
Central lighting switch next to the bed				MS	MS			
Floor lighting (built into the floor)						1		
<b>BATHROOMS IN ACCOMMODATION UNIT - CONDITION OF BATHROOM</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of towels, washable mat and bathrobes	2,1,0,-1,-2							

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Quality and condition of shower apparatus	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of washbasins, shelves and taps	2,1,0,-1,-2							
Quality and condition of the bath tub or shower cubicle	2,1,0,-1,-2							
Quality and condition of the curtain or door to the shower cubicle	2,1,0,-1,-2							
Quality of the toilet bowl with toilet seat	2,1,0,-1,-2							
Safety handle in the bath tub (at the level of 30 cm minimum) or shower cubicle	1, 0,-1							
Operation of ventilation (fresh air)	1,0,-1							
Quality and size of mirrors	2,1,0,-1,-2							
General cleanliness of bathrooms	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
All accommodation units have en suite bathroom				MS	MS			
50% of accommodation units have a separate WC						1		
Separate shower cubicle and bath tub (50% of bathrooms)						1		
Bidet in 50% of bathrooms						1		
Heater in the bathroom						1		
Towel warmer						1		
Sauna in 10% of bathrooms						1		
Hot tub (jacuzzi) in 25% of bathrooms						1		
Weighing scale						1		
<b>WASHBASIN</b>								
Washbasin with shelf				MS				

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Large, good quality shelf with washbasin (one or two depending on the number of beds) and a good quality mirror of appropriate size					MS	1		
Illuminated mirror (60x45 cm)				MS	MS			
Power socket near the mirror				MS	MS			
Two-sided vanity (magnifying) mirror				MS				
Two-sided vanity (magnifying) mirror with a light					MS	1		
Small bathroom chair						1		
Hair dryer with minimum 1200 W in each bathroom				MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS			
Liquid soap or soap bar next to bath tub or shower				MS	MS			
Glass per guest (in protective packaging)				MS	MS			
Towel rails				MS	MS			
Washable cotton bath mat				MS	MS			
Bathrobe racks				MS	MS			
Single-use slippers				MS	MS			
Bathrobes for each guest				MS	MS			
Hand towels (50x80 cm)				MS	MS			
Bath towels per guest (70x150 cm)				MS	MS			
Face towels (30x30 cm)				MS	MS			
Shower cap				MS	MS			
Shampoo bottles or fixed shampoo dispensers in shower cubicles				MS	MS			
Cosmetic products and toiletries or basket containing luxurious toiletries and cosmetic products				MS	MS			
Additional toiletries or cosmetic products					MS	1		

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Metal lidded sanitary disposal bin				MS	MS			
<b>BATH TUB/SHOWER CUBICLE AND WC</b>								
Bath tub - min. 170x70 cm with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 90X90 cm				MS				
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 1.1x1 m					MS	1		
Shower massagers					MS	1		
Adjustable height shower handle				MS	MS			
Towel rails near the bath tub or shower cubicle				MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS			
WC bowl with a high quality toilet seat				MS	MS			
Toilet paper roll				MS	MS			
Reserve toilet paper roll				MS	MS			
Sanitary bags				MS	MS			
<b>RESTAURANT</b>								
<b>CONDITION OF RESTAURANT/BREAKFAST ROOM</b>								
Quality of lighting	1,0,-1							
Quality, comfort and condition of furniture	2,1,0,-1,-2							
Quality and condition of wall coverings	2,1,0,-1,-2							
Quality and condition of flooring/carpets	2,1,0,-1,-2							
Quality and condition of curtains	2,1,0,-1,-2							
Operation of the heating, ventilation and air conditioning system (18.5-24°C) fresh air	1,0,-1							
Buffet table (with protection) for self-service,	2,1,0,-1,-2							
General cleanliness of the restaurant	1,0,-1							
Menus and drinks lists (state)	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>CONDITION OF KITCHEN</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1							
Quality of food preparing surfaces	1,0,-1							
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1							
Condition and sufficient number of washers for utensils or a triple kitchen sink	1,0,-1							
Condition of the hand-washing sink used by employees	1,0,-1							
Condition of the ventilation (range hoods) system	1,0,-1							
Condition of the fire-fighting system	1, 0, -1							
Equipped and professionally designed kitchen having capacity to prepare food for at least 50% of the total number of restaurant chairs (for hotels garni 50% of the total number of beds)	1, 0, -1							
General cleanliness of the kitchen	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
<b>KITCHEN APPLIANCES IN SUITES</b>								
Sink with cold and hot water				MS	MS			
Electric cooker with at least two plates and a range hood				MS	MS			
Oven or grill				MS	MS			
Storage or kitchen cabinet for storing foodstuffs				MS	MS			
Crockery and cutlery for preparing and serving food				MS	MS			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Sideboard and cutlery (eating and drinking utensils must be commensurate to the number of persons that can be accommodated in the suite)				MS	MS			
Dishwasher					MS	1		
Waste bin of sufficient size for daily needs				MS	MS			
Fridge				MS	MS			
Kitchen sponge and dishcloths				MS	MS			
Smoke detector				MS	MS			
For each additional kitchen appliance						1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN THE RESTAURANT</b>								
Restaurant functional organisation and interior fittings				MS	MS			
ISO, HACCP and/or other relevant standards introduced						1		
Breakfast - buffet table or menu offer (hot and cold dishes), coffee/tea served Wider offer: hot and cold dishes, choice of egg-based dishes, cured meat products				MS	MS			
Guest service staff at the buffet table				MS	MS			
Lunch/dinner: buffet table or menu offer - variety of hot and cold dishes, desserts, table service obligatory				MS	MS			
Cooking in front of guests 'Show Kitchen' concept						1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN BAR, COFFEE BAR AND SIMILAR AMENITIES WITHIN THE FACILITY</b>								
Visibly displayed serving hours				MS	MS			
Diverse offer of refreshing beverages, warm and cold meals - possibility to serve meals at the hotel bar and the like				MS	MS			
Menu, drinks list (minimum two languages)				MS	MS			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Special menu for children/dietary menu and the like					MS	1		
Live music						1		
<b>SERVICE OF DRINKS</b>								
Hotel bar				MS	MS			
Service of drinks in the lobby				MS	MS			
Coffee bar by the pool						1		
Cocktail bar/certified cocktail master						1		
Night club - cabaret - discotheque						1		
<b>ROOM SERVICE</b>								
24 hours service of hot and cold dishes, room service menu in rooms					MS	1		
Serving hot and cold dishes from six in the morning to midnight, room service menu in rooms				MS				
<b>RESTAURANTS WITHIN THE FACILITY - Number of seats and surface area:</b>								
At least 60% seats in relation to the number of beds (1.50m <sup>2</sup> per chair minimum)				MS				
At least 80% seats in relation to the number of beds (1.80m <sup>2</sup> per chair minimum)					MS	1		
Hotel restaurant open seven days during the week and serving breakfast and dinner (main meals)				MS	MS			
Hotel bar/snack bar/similar amenities				MS	MS			
International restaurant					MS	1		
National restaurant						1		
Terraced restaurant						1		
Pizzeria and other similar amenities (1 point for each amenity)						1		
<b>TABLE SETUP</b>								
High-quality tablecloths, glassware and utensils				MS	MS			

	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION /INSPECTION BODY
Buffet table (with protection) and high quality pots for hot and cold dishes				MS	MS			
<b>STAFF</b>								
Uniformed staff				MS	MS			
Sufficient number of service staff				MS	MS			
Restaurant manager				MS	MS			
Highly qualified service staff and kitchen staff				MS	MS			
Special staff premises (for personal hygiene and dining) commensurate to the number of employees				MS	MS			
<b>FACILITIES FOR VACATION/LEISURE/BUSINESS SERVICES</b>								
<b>SAUNA/WELLNESS AMENITIES</b>								
Sauna - different types – one point for each type						1		
Tanning bed						1		
Massage room serviced by licensed masseurs						1		
Fitness room (min. 4 devices) with instructor						1		
Bar/counter						1		
One point for each additional amenity						1		
<b>SPORTS AND RECREATIONAL AMENITIES</b>								
Outdoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool)						1		
Indoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool) or 40m <sup>2</sup> (depending on which one is bigger)						1		
Children's pool, min. surface area 5 m <sup>2</sup> with a depth of 0.5 m (one point for each pool)						1		
Staff on duty at the pool						1		
Changing room with shower by the pool						1		
Sanitary block by the pool						1		



	GENERAL STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
Jacuzzi						1		
Sports courts/grounds ( one point for each court/ground)						1		
Rental of sports equipment						1		
Services of professional animator						1		
Stay and play children's room						1		
Hotel beach						1		
One point for each additional amenity						1		
<b>CONFERENCE FACILITIES</b>								
Fully equipped conference room						1		
Booth with interpretation equipment						1		
One point for each additional amenity						1		
<b>ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION</b>								
Solar energy/water saving/recycling, etc. (one point for each form)						1		
<b>AMENITIES FOR DISABLED PERSONS - IN ACCORDANCE WITH A SEPARATE REGULATION</b>								
<b>With impairment of limbs</b>								
Accessible paths around the facility (width min. 120 cm, incline maximum 1:12)						1		
Accessible and designated parking near the entrance to the facility						1		
Accessible entry to the facility						1		
Accessible route to amenities in the facility and rooms						1		
Rooms and toilets adapted to disabled persons						1		
Beach access adjusted to persons with disabilities						1		
Wide enough doors and cabin in the lift						1		
<b>With visual impairment</b>								
Instructions, menu and info material in Braille alphabet						1		
Sound alarm						1		
<b>With hearing impairment</b>								
Visual (luminous) alarm						1		
<b>EMPLOYEES</b>								
Number of employees per room				0.8	1.0			

FACILITY CATEGORISATION TABLE:			
		****	****
<b>GENERAL STANDARDS</b>	<b>Criteria:</b>		
Building	Condition of exterior		
Public areas	Condition of the lobby and reception		
Corridors	Condition of corridors and floors and fire safety		
Lifts	Interior fittings, functionality and safety		
Public toilets	Condition of interior fittings and hygiene		
Rooms	Interior fittings, quality, functionality and hygiene		
En suite bathrooms	Condition of interior fittings, functionality and safety		
Restaurant	Condition of furniture and functionality		
Kitchen	Condition of interior fittings, sufficient number of refrigerators,		
<b>Total score for general standards:</b>			
<b>Total score for qualitative standards:</b>			
<b>Required number of points for a particular category:</b>			
Points for general standards	with a lift	85 - 104	105 +
	without a lift	80 - 99	100 +
Points for qualitative standards		35 - 44	45 +

CATEGORY OF FACILITY: \_\_\_\_\_

I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In \_\_\_\_\_  
Date: \_\_\_/\_\_\_/\_\_\_

M. P.

Person responsible:

\_\_\_\_\_  
(Name and surname)

\_\_\_\_\_  
(Signature)

**CATEGORISATION STANDARDS  
GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR  
BOUTIQUE HOTELS**

HOSPITALITY FACILITY TYPE AND NAME: \_\_\_\_\_

CREATING A CHECKLIST FOR HOSPITALITY FACILITIES:		
General standards		Scores:
In the procedure of classifying a facility as a boutique hotel, 70% of requirements from the Selection Criteria Table need to be fulfilled:	Write YES or NO into the Selection Criteria Table, depending on the fulfilment or non-fulfilment of requirements.	
Under the section "General Standards" in the HOSPITALTY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility: *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator, **The column COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control): (Enter the total score per specific criteria for "General Standards" into the Categorisation Table)	Excellent quality and condition	2
	Standard quality and condition	1
	Non existent or Not applicable (in case there is no requirement to comply with	0
	Unsatisfactory quality and condition	-1
	Repairs/replacements/finishing needed	-2
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility MUST meet the "Mandatory Standards" for a specific category:	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
Qualitative standards are additional amenities which improve the level of service quality:	If the facility meets the qualitative standard, circle number 1. Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil). A facility that must meet a MS for its category - DOES NOT GET a qualitative point as well.	
Facility categorisation:		
In the Classification Table, enter the total points for general and qualitative standards:	The category is determined on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for a certain category of facility specified in the Categorisation Table - the facility MUST have the minimum "general" and "qualitative" points for the relevant category.	

**SELECTION CRITERIA**

CRITERIA	YES	NO
<b>Surroundings:</b>		
A unique landscape (resort location) or an attractive environment (city location or resort)		
<b>Appearance of the facility:</b>		
Unique and superior architectural appearance of the building - classical, historic, contemporary, and so on.		
Specific light effects		
Surroundings of the facility specifically landscaped (gardens, fountains, and the like)		
<b>Facility interior:</b>		
Traditional elegance with contemporary trends and functional requirements		
Uniqueness, functionality and harmony, with original artwork, antiquities, etc.		
Specific light effects		
Walls, floors and ceilings with authentic details, handmade		
High quality and functional living and sleeping rooms with furniture that is unique (handmade or faithful reproduction), functional and comfortable		
High quality bedding bearing the facility's monogram (mattresses, pillows, sheets, decorative bedspread, etc.)		
Integrated workspace with table, chair and ports for internal, wireless and others		
Wardrobe with full size mirror (preferably entry directly from the bathroom)		
Quality mini bar accessories - crystal glasses, espresso and tea machine		
Mansard (penthouse) with a separate pool on		
Spacious bathrooms with high-quality accessories and functional design		
Sauna including massagers		
Spacious, high quality shower cubicles/ bath tubs of renowned manufacturers		
High quality bathrobes and single use slippers with the hotel monogram		
Spacious wardrobes with good quality hangers-including silk padded hangers		
High quality swimming pool equipment (if available)		

GENERAL, MANDATORY AND QUALITATIVE STANDARDS								
	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>FACILITY, APPROCH AND ARRANGEMENT OF SURROUNDINGS</b>								
Condition of building's exterior/balcony/railing	2,1,0,-1,-2							
Condition of windows and doors	2,1,0,-1,-2							
Condition of the facility's access route and	2,1,0,-1,-2							
Condition of the sign posts to the facility and markings on the facility	2,1,0,-1,-2							
Quality of arrangement and maintenance of green areas	2,1,0,-1,-2							
Arrangement of pedestrian paths and solid materials plateaux	2,1,0,-1,-2							
Condition of parking area - marked parking spaces	2,1,0,-1,-2							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Porte-cochère covering the main entrance				MS	MS			
<b>PARKING AND TRANSPORT SERVICES</b>								
Parking directly in front of the facility (if there is no possibility, it must be provided nearby)				MS	MS			
Parking service with vehicle supervision					MS	1		
<b>Parking area capacity (number of parking/garage places per accommodation unit)</b>								
For at least 20% of accommodation units				MS	MS			
Covered parking					MS	1		
Marked parking spaces for buses					MS	1		
At least one parking place provided for persons with disabilities				MS	MS			
Hotel transfer from/to airport/bus/train station					MS	1		
Hotel garage (for 50% accommodation units)						1		
<b>CONDITION OF THE RECEPTION HALL AND RECEPTION</b>								
<b>General conditions:</b>								

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality and condition of the reception counter	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of floors/carpets, walls and ceilings	2,1,0,-1,-2							
Quality of windows and curtains	2,1,0,-1,-2							
General cleanliness of the lobby	1,0,-1							
Operation of the ventilation/air-conditioning system (18-24°C)	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>RECEPTION AND LOBBY - minimum surface area</b>								
Elegantly decorated and outfitted lobby with seating for guests				MS	MS			
Up to 25 accommodation units, increased by 0.5m <sup>2</sup> for each subsequent accommodation unit				30m <sup>2</sup>				
Up to 25 accommodation units, increased by 0.7m <sup>2</sup> for each subsequent accommodation unit					30m <sup>2</sup>			
Minimum number of places to sit in the lobby counting the lobby bar in, according to the number of accommodation units				15%	20%			
<b>REGISTRATION</b>								
Uniformed staff				MS	MS			
Outfitted 24-hours reception desk for registration and information provision to guests				MS	MS			
Complaints register				MS	MS			
First aid kit				MS	MS			
<b>GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE</b>								
Mini safe (metal) in all accommodation units				MS	MS			
Special room for storing guest luggage					MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>ADDITIONAL SERVICES</b>								
Pharmacy, medical/dental services						1		
Hairdressing / beauty salon						1		
Boutiques, stores, souvenir shops, art galleries, etc.						1		
Displayed artistic paintings (for sale)						1		
Dressing room with shower (for guests leaving later in the day)						1		
<b>TELECOMMUNICATIONS</b>								
Phones in all accommodation units with a price list or communication with the reception provided otherwise				MS	MS			
Coverage of the facility with wireless internet				MS	MS			
Business centre						1		
Additional phones in bathrooms of suites					MS	1		
<b>RECEPTION SERVICES</b>								
Reception working hours				24 hours	24 hours			
Porter services				MS	MS			
Concierge service/with a separate and marked counter					MS	1		
<b>MAINTENANCE SERVICES</b>								
Daily cleaning of accommodation units and bathrooms				MS	MS			
Cleaning accommodation units twice a day (turn down service)					MS	1		
Daily replacement of towels, as well as of mats in front of the shower or bathtub				MS	MS			
Change of bedding at least three times a week				MS				
Change of bedding every day					MS	1		
Change of bathrobe on guest request				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>LAUNDRY SERVICES FOR GUESTS</b>								
Dry cleaning (24-hour service)						1		
Washing and ironing service				MS	MS			
Laundry bag with a price list				MS	MS			
<b>SAFETY AND FIRE SAFETY</b>								
All rooms with a smoke detector				MS	MS			
Standard photoluminescent emergency exit pathway markings				MS	MS			
Fire extinguisher on each floor				MS	MS			
Emergency exit plans on doors (where the corridor is longer than 30 m)				MS	MS			
For all facilities where the entrance to accommodation units is directly from the outside, it is mandatory that the door be additionally secured (safety bolt, chain, etc.)				MS	MS			
Video surveillance				MS	MS			
All doors with electronic self-closing system				MS	MS			
All doors with built-in "peep holes"						1		
<b>CONDITION OF CORRIDORS AND FLOORS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2							
Quality of lighting	1,0,-1							
Condition and quality of furniture	1, 0,-1							
Condition of staff premises	1,0, -1							
Condition and quality of handrail on steps	1,0,-1							
Condition of fire fighting equipment and certified fire extinguishers on each floor	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Staircases and corridors - min. width 1.40 m				MS	MS			



	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Staircases and corridors - min. width 1.50 m						1		
Staircases and corridors - min. width 1.60 m						1		
Coordinated signs leading to accommodation units and other amenities				MS	MS			
Shoe polishing machine						1		
<b>CONDITION OF LIFTS</b>								
Elevator cabin quality	2,1,0,-1,-2							
Functioning of the lights indicating the floor	1,0,-1							
Quality of lighting	1,0,-1							
Mechanical efficiency	1,0,-1							
Emergency telephone or alarm bell	1,0,-1							
General cleanliness of the lift	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>Number of lifts</b>				4****	5*****			
				More than one floor	More than one floor			
At least one lift				MS	MS			
Lift for staff for facilities with more than 25 accommodation units				MS	MS			
<b>CONDITION OF PUBLIC TOILETS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of sanitary ware	2,1,0,-1,-2							
Ventilation system or window	1, 0,-1							
Quality of lighting	1,0,-1							
Mirror consistent with the washbasin size	1,0,-1							
Clothes rack next to the washbasin	1,0,-1							
Paper towel dispenser or hand dryer	1,0,-1							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Condition of the soap dish or liquid soap dispenser	1,0,-1							
General cleanliness of the toilet	1,0,-1							
Automatic air freshener system	1, 0, -1							
Clothes rack	1,0, -1							
Metal sanitary disposal bin	1, 0, -1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
WC cleaning schedule				MS	MS			
Urinals with partitions (if any)				MS	MS			
<b>Number of toilets and urinals compared to the number of restaurant seats:</b>								
Up to 20 places: at least one fully furnished toilet, shared by men and women				MS	MS			
20-80 places: separate toilets with one WC cabin and anteroom with a washbasin for women and one WC cabin, urinal and anteroom with a washbasin for men				MS	MS			
80-170 places: separate toilets with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS			
170-350 places: separate toilets with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with three washbasins for men				MS	MS			
More than 350 places: separate toilets with four WC cabins and anteroom with three washbasins for women and three WC cabins, four urinals and anteroom with three washbasins for men				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>ACCOMMODATION UNITS</b>								
<b>CONDITION OF FURNITURE AND FITTINGS</b>								
Condition, quality and size of bed	2,1,0,-1,-2							
Quality and hygienic condition of mattress and mattress topper	2,1,0,-1,-2							
Quality and condition of bedding	2,1,0,-1,-2							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of lighting and switches	2,1,0,-1,-2							
Quality and condition of portable and fixed lamps	2,1,0,-1,-2							
Adequate storage space (wardrobe, shelves and drawers)	2,1,0,-1,-2							
Quality and condition of flooring, wall coverings and ceilings	2,1,0,-1,-2							
Quality and condition of curtains/windows	2,1,0,-1,-2							
Windows with sound insulation	1,0,-1							
Walls with sound insulation	1,0,-1							
Floors with sound insulation	1,0,-1							
Doors of good quality material with sound insulation	2,1,0,-1,-2							
Operation of the air conditioning/ventilation system (fresh air) 18.5-24°C	1,0,-1							
General cleanliness of rooms	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								

**CRITERIA FOR THE SURFACE AREA OF ACCOMMODATION UNITS**

In the existing facilities that have been remodelled/renovated/refurbished, the surface area of a room/suite with bathroom may deviate by up to 20% from the prescribed surface area for a particular category, provided that their functional organization and fittings are ensured.

In facilities built after the entry into force of this Rulebook, the surface area of a room with bathroom/suite with bathroom must correspond to the surface area prescribed for a particular category. Facilities in which deviations from the prescribed surface area are allowed until the entry into force of this Rulebook shall be deemed to be permanently allowed deviations for the said category.

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>MINIMUM ROOM SURFACE AREA, BATHROOM INCLUDED</b>								
Minimum surface area of a single room with a bathroom				17m <sup>2</sup>	18m <sup>2</sup>			
Minimum surface area of a double room with a bathroom				22m <sup>2</sup>	28m <sup>2</sup>			
Minimum surface area for each additional bed				5m <sup>2</sup>	5m <sup>2</sup>			
Minimum bathroom surface area				4.5m <sup>2</sup>	5.5m <sup>2</sup>			
<b>MINIMUM SUITE SURFACE AREA, BATHROOM INCLUDED</b>								
Minimum surface area of a studio suite with a bathroom				35m <sup>2</sup>	42m <sup>2</sup>			
Minimum surface area of a suite with a bathroom				45m <sup>2</sup>	55m <sup>2</sup>			
Minimum surface area of a suite with 2 bedrooms and at least one bathroom				50m <sup>2</sup>	75m <sup>2</sup>			
Minimum bathroom surface area				4.5m <sup>2</sup>	5.5m <sup>2</sup>			
Additional guest toilet						1		
Minimum number of suites in relation to the total number of accommodation units				10%	More than 10%			
<b>COMFORT STANDARDS OF ACCOMMODATION UNITS</b>								
Room functional organisation and interior fittings				MS	MS			
TV that can be viewed from the bed and armchair				MS	MS			
Bed access from both sides				MS	MS			
Wardrobe and underwear shelves, commensurate to the number of guests in the room				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Automatic illumination in wardrobes					MS	1		
Good quality (the same) hangers in the wardrobe, four pcs per person				MS	MS			
Additional hangers for trousers and padded hangers for delicate items					MS	1		
Full length mirror (min. 40 x 100 cm)				MS	MS			
Coat rack (fixed or portable)				MS	MS			
Luggage rack (fixed or portable), to put one suitcase per bed				MS	MS			
Comfortable armchair (per bed) and floor lamp				MS	MS			
Dressing table, chair, mirror, lamp, spare socket and metal waste bin				MS	MS			
Additional power socket at the dressing table level				MS	MS			
Brochure with a list of services, stationery and tourist information material				MS	MS			
Questionnaire (guest survey)						1		
Outfitted balconies (if any)				MS	MS			
In suites - outfitted living room				MS	MS			
<b>BEDS</b>								
Bedside table with lamp per bed				MS	MS			
Additional socket for mobile phones by the bed				MS	MS			
Single bed, 100x200 cm				MS	MS			
Double bed, 140x200 cm				MS				
Double bed, 200x200 cm					MS	1		
Bed size - larger than 200x200 cm for 25% of the total number of beds						1		
Baby cot on guest request					MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>BED COMFORT</b>								
Bed with a solid mattress, hygienic mattress cover, sheet, pillow and blanket (additional bedding in closets must be in a protective package)				MS	MS			
Blanket with washable encasing				MS	MS			
Two pillows per person (40x75 cm), non-allergenic pillows available on request				MS	MS			
Bedding, sheets and pillows - 100% cotton (or high-quality material)				MS	MS			
Decorative bedspread					MS	1		
Turndown service					MS	1		
Small mat next to the bed - ceramic or wooden floors				MS	MS			
<b>ADDITIONAL ACCESSORIES AND SERVICES</b>								
Dailies and magazines for guests					MS	1		
Iron and ironing board (on request)				MS	MS			
Sewing kit				MS	MS			
Shoe polishing kit				MS	MS			
Shoe horn					MS	1		
Coffee/tea maker						1		
Fully stocked mini bar with price list				MS	MS			
Art pieces				MS				
Original artwork					MS	1		
Guest welcome basket with fruit/flowers					MS	1		
Umbrella in accommodation unit or at the				MS	MS			
'Do not disturb' notice for guests to use				MS	MS			
<b>TV SERVICES</b>								
TV with cable connection in all accommodation units				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
TV both in the bedroom and living room (in suites)				MS	MS			
Mini TV or speakers in the bathroom connected to the TV						1		
<b>COMFORTABLE AMBIENCE</b>								
All accommodation units have heating/air conditioning				MS				
Central air conditioning unit with digital temperature control in all accommodation units					MS	1		
<b>WINDOWS</b>								
Windows with curtains and blackout curtains				MS	MS			
<b>LIGHTING</b>								
Wall/ceiling lighting				MS	MS			
Central lighting switch (entry/exit)				MS	MS			
Central lighting switch next to the bed				MS	MS			
Floor lighting (built into the floor)						1		
<b>BATHROOMS IN ACCOMMODATION UNIT - CONDITION OF BATHROOM</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of towels, washable mat and bathrobes	2,1,0,-1,-2							
Quality and condition of shower apparatus	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of washbasins, shelves and taps	2,1,0,-1,-2							
Quality and condition of the bath tub or shower cubicle	2,1,0,-1,-2							
Quality and condition of the curtain or door to the shower cubicle	2,1,0,-1,-2							
Quality of the toilet bowl with toilet seat	2,1,0,-1,-2							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Safety handle in the bath tub (at the level of 30 cm minimum) or shower cubicle	1, 0,-1							
Operation of ventilation (fresh air)	1,0,-1							
Quality and size of mirrors	2,1,0,-1,-2							
General cleanliness of bathrooms	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
All accommodation units have en suite bathroom				MS	MS			
50% of accommodation units have a separate WC						1		
Separate shower cubicle and bath tub (50% of bathrooms)						1		
Bidet in 50% of bathrooms						1		
Heater in the bathroom						1		
Towel warmer						1		
Sauna in 10% of bathrooms						1		
Hot tub (jacuzzi) in 25% of bathrooms						1		
Weighing scale						1		
<b>WASHBASIN</b>								
Washbasin with shelf				MS				
Large, good quality shelf with washbasin (one or two depending on the number of beds) and a good quality mirror of appropriate size					MS	1		
Illuminated mirror with side mirrors						1		
Illuminated mirror (60x45 cm)				MS	MS			
Power socket near the mirror				MS	MS			
Two-sided vanity (magnifying) mirror				MS				
Two-sided vanity (magnifying) mirror with a light					MS	1		
Small bathroom chair						1		



	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Hair dryer with minimum 1200 W in each bathroom				MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS			
Liquid soap or soap bar next to bath tub or shower				MS	MS			
Glass per guest (in protective packaging)				MS	MS			
Towel rails				MS	MS			
Washable cotton bath mat				MS	MS			
Bathrobe racks				MS	MS			
Single-use slippers				MS	MS			
Bathrobe for each guest				MS	MS			
Hand towels (50x80 cm)				MS	MS			
Bath towels per guest (70x150 cm)				MS	MS			
Face towels (30x30 cm)				MS	MS			
Shower cap				MS	MS			
Shampoo bottles or fixed shampoo dispensers in shower cubicles				MS	MS			
Cosmetic products and toiletries or basket containing luxurious toiletries and cosmetic products				MS	MS			
Additional toiletries/cosmetic products					MS	1		
Metal lidded sanitary disposal bin				MS	MS			
<b>BATH TUB/SHOWER CUBICLE AND WC</b>								
Bath tub - min. 170x70 cm with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 90x90 cm				MS				
Bath tub with handle and PVC/toughened glass screen covering up to one half of the bath tub or shower cubicle - min. 1.1x1 m					MS	1		
Shower massagers					MS	1		
Adjustable height shower handle				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Towel rails near the bath tub or shower cubicle				MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS			
WC bowl with a high quality toilet seat				MS	MS			
Toilet paper roll				MS	MS			
Reserve toilet paper roll				MS	MS			
Sanitary bags				MS	MS			
<b>RESTAURANT</b>								
<b>CONDITION OF RESTAURANT/BREAKFAST ROOM</b>								
Quality of lighting	1,0,-1							
Quality, comfort and condition of furniture	2,1,0,-1,-2							
Quality and condition of wall coverings	2,1,0,-1,-2							
Quality and condition of flooring/carpets	2,1,0,-1,-2							
Quality and condition of curtains	2,1,0,-1,-2							
Operation of the heating, ventilation and air conditioning system (18.5-24°C) fresh air	1,0,-1							
Functional organisation	2,1,0,-1,-2							
Buffet table (with protection) for self-service, with hot and cold dishes	2,1,0,-1,-2							
General cleanliness of the restaurant	1,0,-1							
Menus and drinks lists (state)	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
<b>CONDITION OF KITCHEN</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1							
Quality of food preparing surfaces	1,0,-1							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1							
Condition and sufficient number of washers for utensils or a triple kitchen sink	1,0,-1							
Condition of the hand-washing sink used by employees	1,0,-1							
Condition of the ventilation (range hoods) system	1,0,-1							
Condition of the fire-fighting system	1, 0, -1							
Equipped and professionally designed kitchen having capacity to prepare food for at least 50% of the total number of restaurant chairs (for hotels garni 50% of the total number of beds)	1, 0, -1							
General cleanliness of the kitchen	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
<b>KITCHEN APPLIANCES IN SUITES</b>								
Sink with cold and hot water				MS	MS			
Electric cooker with at least two plates and a range hood				MS	MS			
Oven or grill				MS	MS			
Storage or kitchen cabinet for storing foodstuffs				MS	MS			
Crockery and cutlery for preparing and serving food				MS	MS			
Sideboard and cutlery (eating and drinking utensils must be commensurate to the number of persons that can be accommodated in the suite)				MS	MS			
Dishwasher					MS	1		
Waste bin of sufficient size for daily needs				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Fridge				MS	MS			
Kitchen sponge and dishcloths				MS	MS			
Smoke detector				MS	MS			
For each additional kitchen appliance						1		
<b>FOOD AND DRINKS SERVING</b>								
ISO, HACCP and/or other relevant standards introduced						1		
Breakfast - buffet table or menu offer (hot and cold dishes), coffee/tea served Wider offer: hot and cold dishes, choice of egg-based dishes, cured meat products				MS	MS			
Guest service staff at the buffet table				MS	MS			
Lunch/dinner: buffet table or menu offer - variety of hot and cold dishes, desserts, table service obligatory				MS	MS			
Cooking in front of guests 'Show Kitchen' concept						1		
<b>SERVICE OF FOOD, DRINKS AND BEVERAGES IN HOTEL BAR, COFFEE BAR AND SIMILAR AMENITIES</b>								
Visibly displayed serving hours				MS	MS			
Diverse offer of refreshing beverages, warm and cold meals				MS	MS			
Menu, drinks list (minimum two languages)				MS	MS			
Special menu for children/dietary menu and the					MS	1		
Live music						1		
<b>SERVICE OF DRINKS</b>								
Hotel bar				MS	MS			
Service of drinks in the lobby				MS	MS			
Coffee bar by the pool						1		
Cocktail bar/certified cocktail master						1		
Night club - cabaret - discotheque						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>ROOM SERVICE</b>								
24 hours service of hot and cold dishes, room service menu in rooms					MS	1		
Serving hot and cold dishes from six in the morning to midnight, room service menu in rooms				MS				
<b>RESTAURANTS WITHIN THE FACILITY - Number of seats and surface area:</b>								
At least 60% seats in relation to the number of beds (1.50m <sup>2</sup> per chair minimum)				MS				
At least 80% seats in relation to the number of beds (1.80m <sup>2</sup> per chair minimum)					MS	1		
Hotel restaurant open seven days during the week and serving breakfast and dinner (main meals)				MS	MS			
Hotel bar/snack bar/similar amenities				MS	MS			
International restaurant					MS	1		
National restaurant						1		
Terraced restaurant						1		
Pizzeria and other similar amenities (one point for each amenity)						1		
<b>TABLE SETUP</b>								
High-quality tablecloths, glassware and utensils				MS	MS			
Buffet table (with protection) and high quality pots for hot and cold dishes				MS	MS			
<b>STAFF</b>								
Uniformed staff				MS	MS			
Sufficient number of service staff				MS	MS			
Restaurant manager				MS	MS			
Highly qualified service staff and kitchen staff				MS	MS			
Special staff premises (for personal hygiene and dining) commensurate to the number of employees				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>FACILITIES FOR VACATION/LEISURE/BUSINESS SERVICES</b>								
<b>SAUNA/WELLNESS AMENITIES</b>								
Sauna - different types – one point for each type						1		
Tanning bed						1		
Massage room serviced by licensed masseurs						1		
Fitness room (min. 4 devices) with instructor						1		
Bar/counter						1		
One point for each additional amenity						1		
<b>SPORTS AND RECREATION AMENITIES</b>								
Outdoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool)						1		
Indoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m (one point for each pool) or 40m <sup>2</sup> (depending on which one is bigger)						1		
Children's pool, min. surface area 5 m <sup>2</sup> with a depth of 0.5 m (one point for each pool)						1		
Staff on duty at the pool						1		
Changing room with shower by the pool						1		
Sanitary block by the pool						1		
Jacuzzi						1		
Sports courts/grounds ( one point for each court/ground)						1		
Rental of sports equipment						1		
Services of professional animator						1		
Stay and play children's room						1		
Hotel beach						1		
One point for each additional amenity						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>CONFERENCE FACILITIES</b>								
Fully equipped conference room						1		
Booth with interpretation equipment						1		
One point for each additional amenity								
<b>ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION</b>								
Solar energy/water saving/recycling, etc. (one point for each form)						1		
<b>AMENITIES FOR PERSONS WITH DISABILITIES</b>								
<b>With impairment of limbs</b>								
Accessible paths around the facility (width min. 120 cm, incline maximum 1:12)						1		
Accessible and designated parking near the entrance to the facility						1		
Accessible entry to the facility						1		
Accessible route to amenities in the facility and rooms						1		
Rooms and toilets adapted to disabled persons						1		
Beach access adjusted to persons with disabilities						1		
Wide enough doors and cabin in the lift						1		
<b>With visual impairment</b>								
Instructions, menu and info material in Braille alphabet						1		
Sound alarm						1		
<b>With hearing impairment</b>								
Visual (luminous) alarm						1		
<b>EMPLOYEES</b>								
Number of employees per room				0.8	1.0			

FACILITY CATEGORISATION TABLE:			
		****	****
<b>GENERAL STANDARDS</b>	<b>Criteria:</b>		
Building	Condition of exterior		
Public areas	Condition of the lobby and reception		
Corridors	Status of corridors and floors and fire safety		
Lifts	Interior fittings, functionality and safety		
Public toilets	Condition of interior fittings and hygiene		
Rooms	Interior fittings, quality, functionality and hygiene		
Bathrooms in bedrooms	Condition of interior fittings, functionality and safety		
Restaurant	Condition of furniture and functionality		
Kitchen	Condition of interior fittings, sufficient number of refrigerators, hygiene conditions		
<b>Total score for general standards:</b>			
<b>Total score for qualitative standards:</b>			
<b>Required number of points for a particular category:</b>			
Points for general standards	with a lift	85 - 104	105 +
	without a lift	80 - 99	100 +B
Points for qualitative standards		35 - 44	45 +

CATEGORY OF FACILITY: \_\_\_\_\_

I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

M. P.

Person responsible:

\_\_\_\_\_  
(Name and surname)

\_\_\_\_\_  
(Signature)



## REQUIREMENTS FOR SPECIALISATION

The hospitality facilities with three or more stars that have special amenities and equipment may be granted specialisation.				
The hospitality facilities that may be granted specialisation shall be as follows: hotel, small hotel, aparthotel and boutique hotel.				
A hospitality facility may have no more than two specialisations.				
An application for specialisation and for inclusion of the type of specialisation in the logo/name of the facility as well as for marketing purposes, shall be submitted to the competent authority determining the category of the facility.				
Specialisation	Criteria	mandatory (x)	YES/NO	
Holiday resort hotel	Special playroom for children / natural lighting, of minimum size 1.5 m <sup>2</sup> per bedroom	X		
	Licensed nurse / animation staff	X		
	Outfitted outdoor children's playground	X		
	Specially furnished accommodation units for babies (baby alarm etc.)	X		
	Restricted access to TV channels, mini-bar	X		
	Child care services	X		
	Children's menus available	X		
	Special family programme	X		
	Doctor on call	X		
	Baby chairs/seats in a restaurant	X		
	Special activities and contests for children	X		
	More than 10% of overall capacity are connected bedrooms (family room)	X		
	Free stay for children under the age of 6	X		
	Baby cots and additional beds for children available	X		
	Baby dummies and potties on request	X		
	Standard offer of toys and games	X		
	Baby bottle warmers on request	X		
	Children's beds in 25% of rooms	X		
	<b>Services and facilities which are not mandatory but are recommended</b>			
		Arts and crafts programmes		
	Separate/supervised children's pool			
	Organised children's club			
	Choice of amenities for recreation and leisure	X		

	Offer: full board, half board, bed and breakfast	X	
	Services of tours and excursions with a guide	X	
	Professional animation programme	X	
	Choice of shops	X	
	Specific rooms for playing and leisure	X	
	Pools	X	
	Hotel fitness room, at least 6 fitness devices	X	
	Beautician and hairdresser	X	
	Dressing rooms and showers for guests leaving later	X	
	Changing booths/showers (on the beach)	X	
	Beach chairs - umbrellas minimum 70% of beds	X	
	A lifeguard on-duty (from sunrise until sunset)	X	
	Equipment for rental and instructions	X	
	Location of the facility right next to the beach / lake	X	
	Variety of food and beverage services	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Architecture reconciled with the surroundings		
	Diverse entertainment, sports, night life		
	Rental/instructions for canoeing, kayaking etc.		
	Bars - exotic beverages		
	Hotel sauna		
	Massage pools / automatic chemical filter (jacuzzi)		
	Hotel tennis courts with an instructor		
	Hotel squash courts		
	Running track, walking path		
	Mini golf		
	Bowling		
	Horseback riding/polo field, with stables		
	Bike rental/excursions with a guide		
	Biking trail and bike repair services		
<b>Wellness / Spa hotel</b>	Special health programmes and packages	X	
	Special health lectures	X	
	Licensed therapists and estheticians	X	

	Spa cuisine / Choice of vegetarian meals	X	
	Personalised diet plans	X	
	On-duty licensed nutritionist	X	
	Non-smoking zones in restaurants	X	
	Non-smoking floors / rooms	X	
	Choice of saunas	X	
	Spacious massage pools	X	
	Heated swimming pools with hydromassage	X	
	Bathrobes as gifts	X	
	Solarium and relaxation room	X	
	Various body treatments	X	
	Massages (Shiatsu, reflexology, Swedish etc.)	X	
	Manicure and pedicure (with nail polishing)	X	
	Face massage	X	
	Fitness room with certified trainers	X	
	Special cardio-sports-weights equipment	X	
	Personal fitness training	X	
	Relaxation training	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Global "Brand" (name) and SPA services		
	Eastern and Western spa programmes		
	Nature walks/meditation		
	Laconicum (heated benches)		
	Steam baths (eucalyptus/flower)		
	Vitalizing showers (rain, mist, massage)		
	Face and eye masks		
	Skincare ozone treatment		
	Aromatherapies		
<b>Health hotel - Health spa hotel</b>	Licensed medical staff and therapists	X	
	Medical consultations and supervision	X	
	Nutrition and centre for choosing appropriate life style	X	
	Special rehabilitation programmes	X	
	Special treatment programmes	X	
	Special prevention programmes	X	
	Strength exercises / Fitness programmes	X	
	Weight-reduction programmes	X	
	Prescribed personal diet plans	X	

	Stress reducing programmes	X	
	Cardio-fitness programmes	X	
	Aquaerobic/aquafit programmes	X	
	Endurance walking tours	X	
	Meditative yoga	X	
	Thermal-medicinal baths and mud or water treatments	X	
	Medicinal/therapeutic massages	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Cosmetic surgery/face-lifting		
	Multiple vitamin-mineral programmes		
	Rejuvenating/anti-cellulite programmes		
	Eliminating skin impurities		
	Other Eastern/Western treatment programmes		
<b>Business hotel (meetings and conferences)</b>	Fully equipped business centre		
	(computers, fax, printer, photocopier)	X	
	Conference supervisor	X	
	Internet / modem ISDN connection	X	
	Message dissemination (internal)	X	
	Minimum 1 conference hall / 25 rooms	X	
	Seminar room: minimum 60 m <sup>2</sup>	X	
	Minimum 8 spare sockets in a conference hall	X	
	Minimum 2 rooms for work in groups	X	
	Full sound insulation / blackout option	X	
	Detailed layout plan for all conference halls	X	
	Efficient ventilation/temperature control	X	
	Specially designed conference furniture	X	
	Minimum screen size (150x150)	X	
	Overhead projector 400 W / Slide projector	X	
	Portable TV, video and DVD	X	
	Projector, laser pointer / Flip charts (writing maps)	X	
	Podium / wired and wireless microphones	X	
	Exhibition lines	X	
	Separate banquet halls	X	
	Special menus during breaks	X	
	Desk, fax, modem, telephone, additional exit	X	
	One-day (morning-afternoon) laundry and ironing services	X	

	Interpretation services	X	
	Copying/printing services	X	
	Notepad/pen gifts	X	
	Hall capacity of 60 to 275 m <sup>2</sup>	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Business library		
	Urban mail delivery service		
	Cloak room and storage space for equipment		
	Fitness		
	Team building activities and programmes		
	Group recreation activities		
	Hall capacity of 275 to 500 m <sup>2</sup>		
<b>Congress hotel (fairs and congresses)</b>	Congress service desk (airport/hotel)		
	Sign related to the gathering (hall)		
	Clear instructions to exhibition/functional premises		
	Fully equipped business centre		
	Large exhibition area with a safe storage space		
	Exhibition services		
	Choice of wired and wireless microphones		
	Laser pointer		
	Fully equipped meeting / seminar room	X	
	Pictures / exhibition line / magnetic boards	X	
	Internet access	X	
	CD player	X	
	Message dissemination centre	X	
	Fully equipped press centre	X	
	Large conference hall (minimum 500 m <sup>2</sup> )	X	
	Seminar / work rooms	X	
	Power sockets/safe cables	X	
	Telephone/Modem access in all conference halls	X	
	Sound proofing and black-out option	X	
	Efficient ventilation and temperature control	X	
	Approved interpretation booths	X	
	Simultaneous interpretation	X	
	Special lighting effects	X	
	Podium with speaking platforms/microphones	X	
	Mixing console	X	

	Effective sound and light control systems	X	
	Technical equipment/Projection hall	X	
	Projectors and screens of size fitting for the hall	X	
	Interpretation services	X	
	Dictation equipment	X	
	Conference supervisors	X	
	Telephone banking	X	
	Banquet halls/special menus	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Electric curtains		
	Automated screen (hidden)		
	Background projection		
	Notice board/indicator lights		
	Mobile telephone rental		
	Cloak room/luggage store room		
<b>Historic hotel</b>	Building registered in the register of cultural goods	X	
	Special architectural characteristics	X	
	Authentic restoration of the building	X	
	Interior design in the spirit of a historic period	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Reproduction of original furnishings/fixtures		
	Reproduction of original table setting		
	Offering historic menus		
	Special staff uniforms and appropriate menus		
<b>Unique hotel</b>	Unique architecture/characteristics	X	
	Unique combination of building structures	X	
	Collection of foreign lifestyles and art	X	
	Ubiquitous culture/cultural organisation	X	
	Unique/integrated service provision	X	
	List of examples of combinations with a hotel		
	In combination with a museum		
	In combination with hot springs		
	In combination with important vineyards		
	In combination with historic brewery		
	In combination with an important art studio		

<b>Eco-hotel</b>	Certified ecological facility "Green Hotel"	X	
	Environmental management campaign	X	
	Environmental protection training programme	X	
	Solid waste reduction programme	X	
	Ecological notice boards/guests and staff	X	
	Recycling all cans, paper, glass, plastic	X	
	Programme of saving energy and water	X	
	Programme of elimination of hazardous waste	X	
	Use only of recycled paper	X	
	Serving products made of natural ingredients	X	
	Use of fresh spices and flowers	X	
	Choice of vegetarian cuisine	X	
	Use of eco-friendly detergents	X	
	Use of biodegradable soaps, shampoo etc.	X	
<b>Casino hotel</b>	Authorisation to carry on casino activity	X	
	Specialized content for casino operation	X	
	Service of storage of valuable items	X	
	Services of a foreign exchange office	X	
	Bank guarantee services	X	
	Additional food and beverage services during the casino opening hours	X	
	Security services	X	
	Safe room for keeping valuables	X	
<b>Golf hotel</b>	Golf course with 18 holes approved by PGA	X	
	Special hotel/golf packages	X	
	Advisable reservations for hotel guests	X	
	Golf learning centre / Golf academy	X	
	Professional golf training on the course	X	
	Learning lesson (student-instructor ratio - 5:1 maximum)	X	
	Indoor practice grass court	X	
	Driving option and courses with short grass with no obstacles	X	
	Club with a restaurant and bar	X	
	Changing rooms for men and women	X	
	Toilets and showers for men and women	X	
	Storage space for golf bags	X	
	Board with displayed rules of conduct	X	
	Golf professionals with PGA certificate	X	
	Fully equipped professional store	X	
	Golf equipment and golf cart rental	X	

	Equipping/repair services	X	
	Assistant, caddie service	X	
	Marshall service	X	
	Supervised starting position	X	
	Pool, sauna, massage in the hotel	X	
	Professional maintenance of the course (grass)	X	
	Refreshments on pathways	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Swing analysis digital video system		
	Golf course by a famous designer		
	Tournament scoreboard and press centre		
	Golf trolley available in the hotel		
	Social programme for golfers		
<b>Tennis hotel</b>	Courts approved by the National Tennis Federation	X	
	Special hotel/tennis packages	X	
	Advisable reservations for hotel guests	X	
	Accredited tennis school	X	
	Certified tennis instructors	X	
	Individual or group instruction	X	
	Fully equipped professional store / state-of-the-art equipment	X	
	Tennis racket string replacement services and racket rental	X	
	Changing rooms and showers for men and women		
	Board with displayed rules of conduct		
	Pool, sauna, massage in the hotel		
	Minimum 12 outdoor / 4 indoor courts		
	Clay court, hard court, hydro court		
	Min. 50% of courts having lights for night matches		
	Service of matching players into pairs		
	Refreshment centre		
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Zoned practice court with a ball machine		
	Digital video analysis of play		
	Tournament scoreboard and press centre		
	Social programme for tennis players		
<b>Ski resorts</b>	Parking cleared from snow	X	
Parking and transport	Car jump start service	X	



	Ski bus to the field	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Parking garage		
	Covered parking		
Hotel facilities and services	Information centre on snow conditions	X	
	Safe storage of skis	X	
	Ski equipment rental (skis, ice skates...)	X	
	Waxing and repairing skis	X	
	Ski package - ski pass	X	
	Lobby bar with a fireplace	X	
	Hotel sauna and solarium	X	
	Sports massage with a chartered physiotherapist	X	
	Winter sports shop	X	
	Child care service	X	
	Ski school with certified instructors	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Indoor heated pool		
	Full spa services		
	Ski kindergarten		
	Soundproof nightclub		
	Bowling alley		
	Indoor tennis court		
	Ice skating rink		
	Curling rink		
	Renting ski-mobiles		
	Snow-bar		
Ski lifts (managed by the hotel)	Chairlifts	X	
	Ski lifts	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Aerial tramway		
Trails	Groomed and pristine trails	X	
	Marked slopes (blue, red, black)	X	
	Short and long trails	X	
	Children's slopes	X	
	Nordic trails	X	
	Winter hiking trails	X	

	Sledding tracks	X	
	<b>Services and facilities which are not mandatory but are recommended</b>		
	Night skiing - lighted trails		
	Skijoring trails		
	Sled dog trails		
	Downhill courses -various heights		
	Ice hockey rink		
	Horse drawn sleigh rides		
	Ski carnival / other events		
	Daytime competitions		
	Para Alpine skiing		

## TECHNICAL DESIGN FOR STANDARD BOARDS INDICATING THE TYPE AND CATEGORY OF THE FACILITY

### TECHNICAL SPECIFICATIONS OF THE BOARDS FOR:

- I. **Hospitality facilities:** hotel and similar facilities (holiday village (*turističko naselje*), motel, boarding house (*pansion*), eco lodge and wild beauty resort), integrated (combined) hotel, holiday resort (*turistički rizort*), camp and national restaurants:

#### **Material for the board:**

2 mm thick aluminium plate, anodized in silver matt colour.

#### **Material for the letters:**

Polished engraving brass plate.

#### **Material for the stars:**

Zinc alloy.

#### **Method of making the board:**

A board of size 300 x 250 mm (30 x 25 cm) shall be cut out from the anodised aluminium base plate and then the inscription of the relevant Ministry shall be engraved by the method of deep engraving on the board.

The board shall have a security hologram in the form of the coat of arms of Montenegro. The hologram shall be made on a CNC pantograph by a scratch method and must be clear with all necessary details of the State coat of arms.

The engraved inscription shall be filled in black colour so as to be clear, visible and legible.

The letters shall be made of polished engraving brass of the MS 56 designation, 1 mm thick, by the method of cutting out from the base plate on a CNC pantograph.

The inscription "Montenegro" shall be engraved 0.4 mm deep on the first letter in the row.

The inscription shall be filled with transparent dark blue epoxy paint. The letters shall have galvanic protection, a chromating type of protection.

The stars shall be made of zinc alloy by the technique of centrifugal casting. On the bottom the star shall have a 4 mm long M3 screw. The star is protected on the surface by the method of galvanic protection, a chromating type of protection.

In the lower part of the board, a copy protected serial number shall be imprinted discreetly and semi-rigidly by means of a photo impact printer.

The aluminium board shall be attached to the hospitality facility with 4 screws with brackets and protective cap.

The cap shall also have galvanic protection, a chromating type of protection.

**II. Hospitality facilities:** room (*soba*), holiday apartment (*turistički apartman*), holiday apartment block (*turistički apartmanski blok*), house (*kuća*), restaurant (*restoran*) and guesthouse (*gostionica*):

### **Material**

Plastic mass in the form of panel with a grey substrate, coated with the effect foil in white silver colour. The total thickness of the panel shall be 1.6 mm while the thickness of the effect foil shall be 0.3 mm.

The material shall be certified by the manufacturer of materials for outdoor use, resistant to daylight, UV radiation, weather conditions and routine maintenance.

### **Method:**

The board of size 250 x 200 mm (25 x 20 cm) shall be cut out from the base plate and then the desired/requested inscription shall be made on a CNC pantograph by the deep engraving method.

The depth of the engraving shall be 0.4 mm so as to completely remove the effect foil from the place of engraving and for it to be clean and clear.

The board shall have a security hologram in the form of the emblem and the name of the municipality.

The hologram shall be made on a CNC pantograph, by the precision scratch method and must be clear with all necessary details of the State coat of arms.

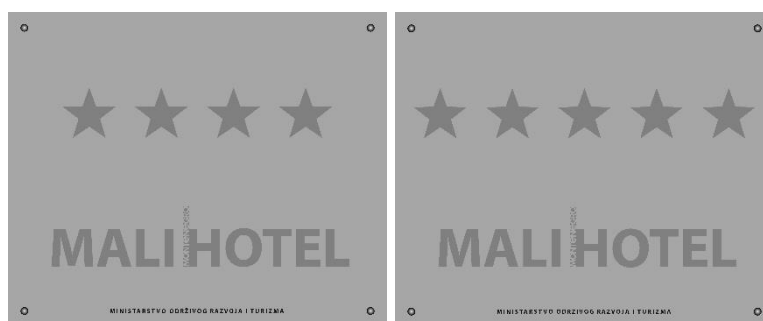
The stars shall be made of zinc alloy by the technique of centrifugal casting.

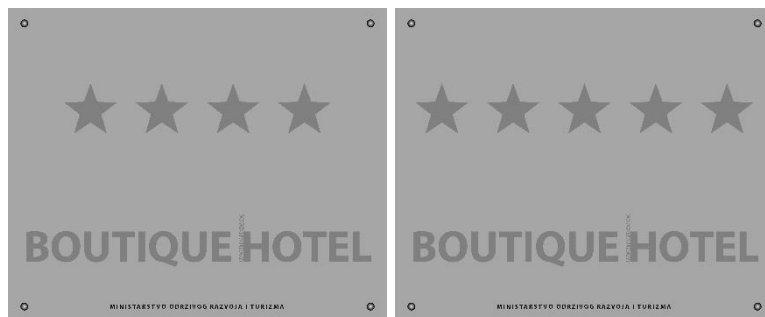
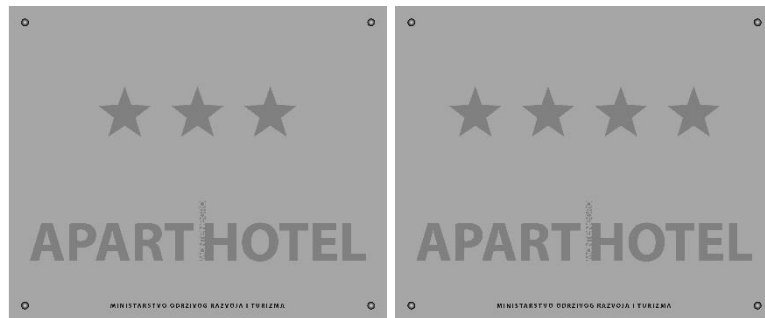
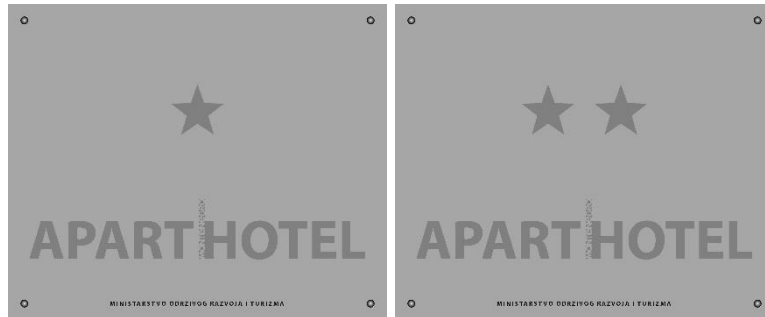
The star shall be protected on the surface by the method of galvanic protection, by means of chromatin.

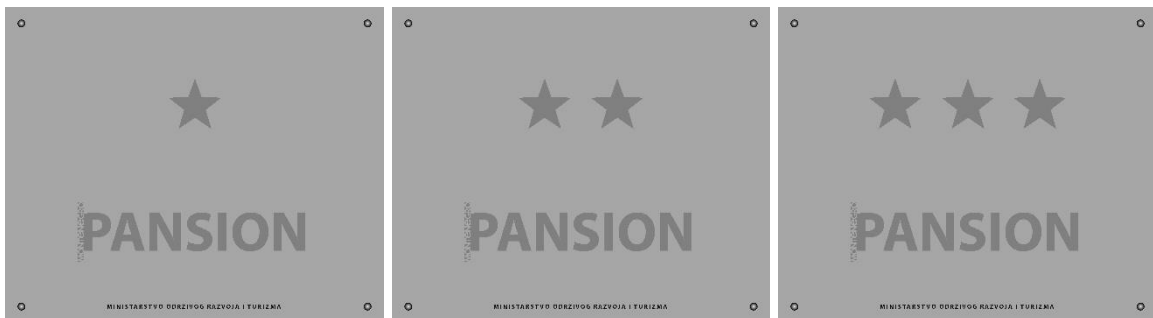
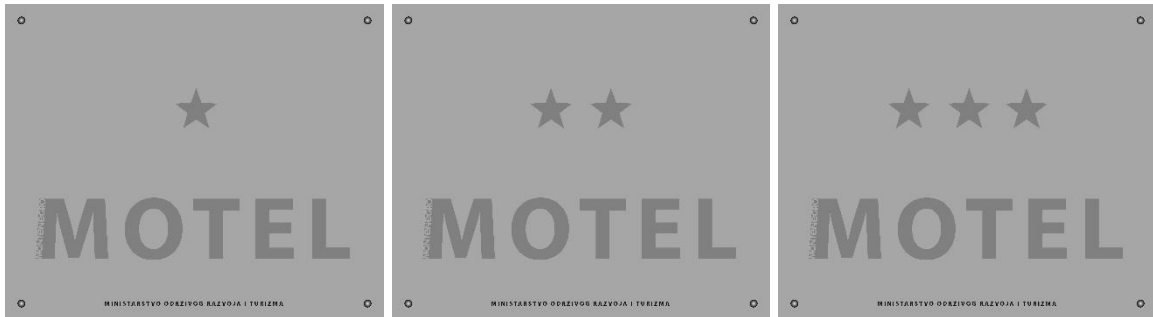
In the lower part of the board, a copy protected serial number shall be imprinted discreetly and semi-rigidly by means of a photo impact printer.

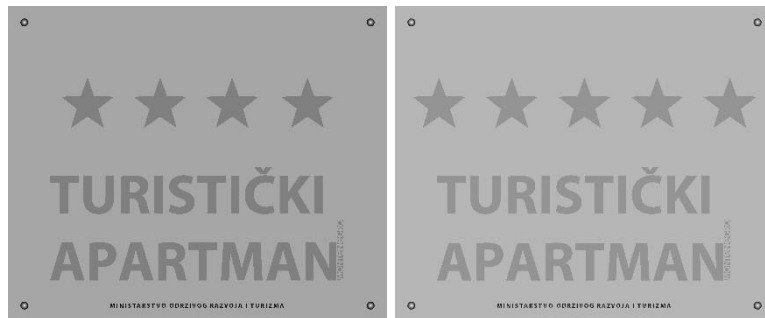
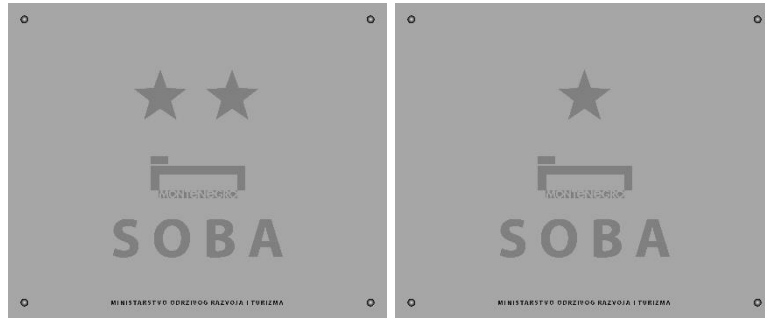
The board shall be attached to the hospitality facility with 4 screws with brackets and protective cap. The cap shall also have galvanic protection, a chromatin type of protection.

# GRAPHIC DESIGN FOR STANDARD BOARDS INDICATING THE TYPE AND CATEGORY OF THE FACILITIES

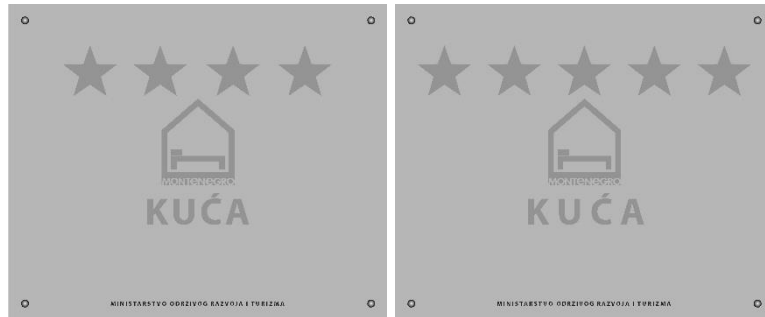
















**BED & BIKE STANDARD**

<b>CRITERIA for setting standards</b>		
<b>MANDATORY:</b>		<b>YES/NO</b>
Provision of services for one overnight stay to cyclists.	X	
Room (that can be locked) for keeping the bicycles	X	
Breakfast services - groceries fortified with vitamins and carbohydrates: muesli, fruit, whole-grain food, juices etc.	X	
Information on the tourism offer in the region for cyclists (map with biking/hiking trails/routes in the region, city map, etc.)	X	
Information on the public transport timetable (buses and trains)	X	
(Daily) weather forecast information	X	
Possibility to dry clothes and equipment	X	
Bicycle repair tool kit	X	
Information on the nearest bicycle repair shop	X	
<b>QUALITATIVE:</b>		
Possibility of washing of clothes and equipment		
Transportation of guests as necessary		
Services - packed lunch etc.		
Maps and descriptions of local and regional biking / hiking trails		
Possibility to transport luggage from the last accommodation facility or to the next accommodation facility/ The possibility of making a reservation for the next night in the accommodation facility suitable for cyclists.		
Spare parts supply, if necessary, by involving the nearest bicycle repair shop		
Rental of high-quality bicycles		
Bicycle washing services		
Organising biking tours with a guide		



**CATEGORISATION STANDARDS**  
**GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR FACILITIES REGISTERED IN THE REGISTER OF CULTURAL GOODS**

HOSPITALITY FACILITY TYPE AND NAME: \_\_\_\_\_

**CREATING A CHECKLIST FOR HOSPITALITY FACILITIES:**

General standards	Scores:	
<p>Under the section "General Standards" in the HOSPITALITY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility:            *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator            ** The column COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control):            (Enter the total score per specific criteria for "General Standards" into the Categorisation Table)</p>	Excellent quality and condition	2
	Standard quality and condition	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition	-1
	Repairs/replacements/finishing needed	-2
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
<p>Under the section "Mandatory Standards", fill in the column corresponding to the required category:</p>	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
<p>Qualitative standards are amenities that improve the quality of service:</p>	<p style="text-align: center;">If the facility meets the qualitative standard, circle number 1.            Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil).            A facility that must meet a MS for its category - DOES NOT GET a qualitative point as well.</p>	
Facility categorisation:		
<p>In the Categorisation Table, enter the total points for general and qualitative standards:</p>	<p style="text-align: center;">The category is determined on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for a certain category of facility specified in the Categorisation Table - the facility MUST have the minimum "general" and "qualitative" points for the relevant category.</p>	

GENERAL, MANDATORY AND QUALITATIVE STANDARDS								
Deviation from the classification standards (general, mandatory and qualitative standards) is allowed in the hospitality facilities registered in the register of cultural goods, if their functional organisation and interior fittings are provided therein.								
	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/INSPECTION BODY
<b>FACILITY, APPROACH AND ARRANGEMENT OF SURROUNDINGS</b>								
Condition of the exterior of the facility/patios/railing	2,1,0,-1,-2							
Condition of windows and doors	2,1,0,-1,-2							
Condition of the facility's access route and entrance	2,1,0,-1,-2							
Condition of the sign posts to the facility and markings on the facility	2,1,0,-1,-2							
Quality of arrangement and maintenance of green areas	2,1,0,-1,-2							
Arrangement of pedestrian paths and solid materials plateaux	2,1,0,-1,-2							
Condition of parking area - marked parking spaces	2,1,0,-1,-2							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Porte-cochère covering the main entrance				MS	MS			
<b>PARKING AND TRANSPORT SERVICES</b>								
Parking directly in front of the facility (if there is no possibility, it must be provided nearby)				MS	MS			
Parking service with vehicle supervision					MS	1		
<b>Parking area capacity (number of parking / garage spaces per accommodation unit)</b>								
for at least 20% of accommodation units				MS	MS			
Covered parking area					MS	1		
Marked parking spaces for buses					MS	1		
At least one parking space provided for persons with disabilities				MS	MS			
Hotel transfer from/to airport/bus/train station					MS	1		
Hotel garage (for 50% accommodation units)						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>CONDITION OF THE RECEPTION HALL AND RECEPTION</b>								
<b>General conditions:</b>								
Quality and condition of the reception counter	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of floors/carpets, walls and ceilings	2,1,0,-1,-2							
Quality of windows and curtains	2,1,0,-1,-2							
General cleanliness of the lobby	1,0,-1							
Operation of the ventilation/air-conditioning system (18-24°C)	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>RECEPTION AND LOBBY - minimum surface area</b>								
Elegantly decorated and outfitted lobby with seating for guests				MS	MS			
Up to 25 accommodation units, increased by 0.5m <sup>2</sup> for each subsequent accommodation unit				9 m <sup>2</sup>	15 m <sup>2</sup>			
Seating in the lobby for up to 25 accommodation units, increased by 0.5m <sup>2</sup> for each subsequent accommodation unit				10%	15%			
<b>REGISTRATION</b>								
Uniformed staff				MS	MS			
Outfitted 24-hours reception desk for registration and information provision to guests				MS	MS			
Complaints register				MS	MS			
First aid kit				MS	MS			
<b>GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE</b>								
Mini safe (metal) in all accommodation units				MS	MS			
Special room for storing guest luggage					MS	1		
<b>ADDITIONAL SERVICES</b>								
Pharmacy, medical/dental services						1		
Hairdressing / beauty salon						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Boutiques, stores, souvenir shops, art galleries, etc.						1		
Displayed artistic paintings (for sale)						1		
Dressing room with shower (for guests leaving later in the day)						1		
<b>TELECOMMUNICATIONS</b>								
Phones in all accommodation units with a price list or communication with the reception provided otherwise				MS	MS			
Wi-Fi coverage of the facility				MS	MS			
Business centre						1		
Additional phones in bathrooms of suites					MS	1		
<b>RECEPTION SERVICES</b>								
Reception working hours				24 hours	24 hours			
Porter services				MS	MS			
Concierge service/with a separate and marked counter					MS	1		
<b>MAINTENANCE SERVICES</b>								
Daily cleaning of accommodation units and bathrooms				MS	MS			
Cleaning accommodation units twice a day (turn down service)					MS	1		
Daily replacement of towels, as well as of mats in front of the shower or bathtub				MS	MS			
Change of bedding at least three times a week				MS				
Change of bedding every day					MS	1		
Change of bathrobe on guest request				MS	MS			
<b>LAUNDRY SERVICES FOR GUESTS</b>								
Dry cleaning (24-hour service)						1		
Laundry and ironing service				MS	MS			
Laundry bag with a price list				MS	MS			



	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>SAFETY AND FIRE SAFETY</b>								
All rooms with a smoke detector				MS	MS			
Standard photoluminescent emergency exit pathway markings				MS	MS			
Fire extinguisher on each floor				MS	MS			
Emergency exit plans on doors (where the corridor is longer than 30 m)				MS	MS			
For all facilities where the entrance to accommodation units is directly from the outside, it is mandatory that the door be additionally secured (safety bolt, chain, etc.)				MS	MS			
Video surveillance				MS	MS			
All doors with electronic self-closing system				MS	MS			
All doors with built-in door viewers						1		
<b>CONDITION OF CORRIDORS AND FLOORS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2							
Quality of lighting	1,0,-1							
Condition and quality of furniture	2, 1, 0,-1, -2							
Condition of staff premises	1,0, -1							
Condition and quality of handrail on steps	2, 1,0,-1, -2							
Condition of fire-fighting equipment and certified fire extinguishers on each floor	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
Staircases and corridors - min. 1.40 m wide				MS	MS			
Staircases and corridors - min. 1.50 m wide						1		
Staircases and corridors - min. 1.60 m wide						1		
Coordinated signage to accommodation units and other amenities				MS	MS			
Shoe polishing machine						1		
<b>CONDITION OF LIFTS</b>								
Lift cabin quality	2,1,0,-1,-2							
Functioning of the lights indicating the floor	1,0,-1							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality of lighting	1,0,-1							
Mechanical efficiency	1,0,-1							
Emergency telephone or alarm bell	1,0,-1							
General cleanliness of the lift	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>Number of lifts</b>				<b>4****</b>	<b>5*****</b>			
				<b>More than one floor</b>	<b>More than one floor</b>			
At least one lift for 50 accommodation units				MS	MS			
At least two lifts for 51 to 100 accommodation units				MS	MS			
At least three lifts for 101 – 150 accommodation units				MS	MS			
At least four lifts for 151 – 250 accommodation units				MS	MS			
Lift for staff for facilities with more than 25 accommodation units				MS	MS			
A dumbwaiter lift or platform for food for facilities with more than 50 accommodation units				MS	MS			
<b>CONDITION OF PUBLIC AREA TOILETS</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of sanitary ware	2,1,0,-1,-2							
Ventilation system or window	1, 0,-1							
Quality of lighting	1,0,-1							
Mirror consistent to the size of wash basin	1,0,-1							
Shelf for a bag next to wash basin	1,0,-1							
Paper-towel dispenser or hand dryer	1,0,-1							
Condition of soap dishes or liquid soap dispensers	1,0,-1							
General cleanliness of the toilet	1,0,-1							
Automatic air freshener system	1, 0, -1							
Clothes rack	1,0, -1							
Metal sanitary disposal bin	1, 0, -1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
WC cleaning schedule				MS	MS			
Urinals with partitions (if any)				MS	MS			
<b>Number of toilets and urinals in relation to the number of seats in the restaurant:</b>								
up to 20 seats: at least one fully furnished toilet, shared by men and women				MS	MS			
20-80 seats: separate toilets with one WC cabin and anteroom with a washbasin for women, and one WC cabin, a urinal and anteroom with a washbasin for men				MS	MS			
80-170 seats: separate toilets with two WC cabins and anteroom with two washbasins for women, and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS			
170-350 seats: separate toilets with three WC cabins and anteroom with three washbasins for women, and two WC cabins, three urinals and anteroom with three washbasins for men				MS	MS			
more than 350 seats: separate toilets with four WC cabins and anteroom with three washbasins for women, and three WC cabins, four urinals and anteroom with three washbasins for men				MS	MS			
<b>ACCOMMODATION UNITS</b>								
<b>CONDITION OF FURNITURE AND FITTINGS</b>								
Condition, quality and size of beds	2,1,0,-1,-2							
Quality and hygienic condition of mattresses and mattress toppers	2,1,0,-1,-2							
Quality and condition of bedding	2,1,0,-1,-2							
Quality and condition of furniture	2,1,0,-1,-2							
Quality and condition of lighting and switches	2,1,0,-1,-2							
Quality and condition of portable lamps and light fixtures	2,1,0,-1,-2							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Adequate storage space (wardrobe, shelves and drawers)	2,1,0,-1,-2							
Quality and condition of flooring, wall coverings and ceilings	2,1,0,-1,-2							
Quality and condition of curtains / windows	2,1,0,-1,-2							
Windows with sound insulation	1,0,-1							
Walls with sound insulation	1,0,-1							
Floors with sound insulation	1,0,-1							
Door made of high-quality material with sound insulation	2,1,0,-1,-2							
Operation of the air-conditioning / ventilation (fresh air) system 18.5-24° C	1,0,-1							
General cleanliness of rooms	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
<b>MINIMUM FLOOR AREA OF A ROOM, BATHROOM INCLUDED</b>								
Minimum floor area of a single room with a bathroom				14 m <sup>2</sup>	17 m <sup>2</sup>			
Minimum floor area of a double room with a bathroom				20 m <sup>2</sup>	22 m <sup>2</sup>			
Minimum floor area for each additional bed/person				4 m <sup>2</sup>	5 m <sup>2</sup>			
Minimum floor area of a bathroom				3.5m <sup>2</sup>	4.5m <sup>2</sup>			
<b>MINIMUM FLOOR AREA OF A SUITE, BATHROOM INCLUDED</b>								
Minimum floor area of a studio suite with a bathroom				29 m <sup>2</sup>	35 m <sup>2</sup>			
Minimum floor area of a suite with a bathroom				36 m <sup>2</sup>	45 m <sup>2</sup>			
Minimum floor area of a two-bedroom suite with at least one bathroom				42 m <sup>2</sup>	50 m <sup>2</sup>			
Minimum floor area of a bathroom				3.5 m <sup>2</sup>	4.5 m <sup>2</sup>			
Additional guest toilet						1		
Minimum number of suites in relation to the total number of accommodation units				10%	more than 10%			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>STANDARDS OF COMFORT FOR ACCOMMODATION UNITS</b>								
Functional organisation and interior fittings of the room				MS	MS			
Television visible from the bed and from easy seating				MS	MS			
Access to both sides of beds				MS	MS			
Wardrobe and underwear shelves, commensurate to the number of guests in the room				MS	MS			
Automatic illumination in wardrobes					MS	1		
High-quality (identical) hangers in the wardrobe, four hangers per person				MS	MS			
Additional trouser hangers and padded hangers for delicate clothes					MS	1		
Full length mirror (min. 40 x 100 cm)				MS	MS			
Coat rack (fixed or portable)				MS	MS			
Luggage rack (fixed or portable) to place one suitcase per bed				MS	MS			
Easy chair (per bed) and a floor lamp				MS	MS			
Dressing table, chair, mirror, lamp, spare socket and metal waste disposal bin				MS	MS			
Additional electrical socket at the dressing table level				MS	MS			
Brochure with a list of services, stationery and tourist information material				MS	MS			
Questionnaire (guest survey)						1		
Outfitted balconies (if any)				MS	MS			
In suites - outfitted living room				MS	MS			
<b>BEDS</b>								
Nightstand with a lamp per bed				MS	MS			
Spare power socket next to bed				MS	MS			
Single bed, 100x200 cm				MS	MS			
Double bed, 160x200 cm				MS				
Double bed, 200x200 cm					MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Bed size - larger than 200x200 cm for 25% of the total number of beds						1		
Baby cot on guest's request					MS	1		
<b>BED COMFORT</b>								
Bed with a solid mattress, hygienic cover for the mattress, sheet, pillow and blanket (additional bedding in wardrobes must be in a protective packaging)				MS	MS			
Blanket with washable encasing				MS	MS			
Two pillows per person (40x75cm), allergy friendly pillows on demand				MS	MS			
Bedding and sheets and pillowcases, 100% cotton (or high-quality material)				MS	MS			
Decorative bedspread					MS	1		
Turndown service					MS	1		
Small bedside carpet – ceramic tile flooring or wood flooring				MS	MS			
<b>ADDITIONAL EQUIPMENT AND SERVICES</b>								
Daily newspapers and magazines for guests					MS	1		
Iron and ironing board (on demand)				MS	MS			
Sewing kit				MS	MS			
Shoe polishing kit				MS	MS			
Shoehorn					MS	1		
Coffee or tea making machine						1		
Fully stocked minibar with a price list				MS	MS			
Art pieces				MS		1		
Original works of art					MS	1		
Guest welcome basket with fruit/flowers					MS	1		
Umbrella in the accommodation unit or at the reception				MS	MS			
"Do not disturb" notice on the door				MS	MS			
<b>TV SERVICES</b>								
Television with cable service in all accommodation units				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Television in the bedroom and in the living room (in suites)				MS	MS			
Mini TV or bathroom speakers connected to the TV						1		
<b>COMFORTABLE AMBIENCE</b>								
All accommodation units have heating and air-conditioning				MS				
Central air-conditioning with digital temperature control in all accommodation units					MS	1		
<b>WINDOWS</b>								
Windows with curtains and blackout drapes				MS	MS			
<b>LIGHTING</b>								
Wall/ceiling lights				MS	MS			
Central light switch for the room light (entrance/exit)				MS	MS			
Bedside light switch for the room light				MS	MS			
Floor lighting (built into the floor)						1		
<b>BATHROOMS IN ACCOMMODATION UNITS - CONDITION OF BATHROOM</b>								
Quality and condition of floors, walls and ceilings	2,1,0,-1,-2							
Quality and condition of towels, washable bath mat and bathrobes	2,1,0,-1,-2							
Quality and condition of the shower apparatus	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Quality and condition of washbasins, shelves and taps	2,1,0,-1,-2							
Quality and condition of bath tub or shower cubicle	2,1,0,-1,-2							
Quality and condition of the shower curtain or door to the shower cubicle	2,1,0,-1,-2							
Quality of the toilet bowl with a toilet seat	2,1,0,-1,-2							
Safety handle in the bath tub (at the level of minimum 30 cm) or shower cubicle	1, 0,-1							
Operation of ventilation (fresh air)	1,0,-1							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Mirror quality and size	2,1,0,-1,-2							
General cleanliness of bathrooms	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL:</b>								
All accommodation units have en suite bathroom				MS	MS			
50% of accommodation units have a separate WC						1		
Separate shower cubicle and bath tub (50% of bathrooms)						1		
Bidet in 50 % of bathrooms						1		
Heater in the bathroom						1		
Towel warmer						1		
Sauna in 10% of bathrooms						1		
Hydromassage bathtub (jacuzzi) in 25% of bathrooms						1		
Bathroom scales						1		
<b>WASH BASIN</b>								
Wash basin with a shelf				MS				
Large, high-quality shelf with a wash basin (one or two depending on the number of beds) and high-quality mirror of adequate size					MS	1		
Mirror with additional side mirrors and adequate lighting						1		
Mirror with adequate lighting (60 x45 cm)				MS	MS			
Power socket next to the mirror				MS	MS			
Vanity (magnifying) dual-sided mirror				MS				
Vanity (magnifying) dual-sided lighted mirror					MS	1		
Small bathroom chair						1		
Hairdryer with minimum 1200 W in each bathroom				MS	MS			



	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Soap dish with packed soap bar or liquid soap				MS	MS			
Liquid soap or soap bar at the bath tub or shower				MS	MS			
A glass per guest (in protective packaging)				MS	MS			
Towel holders				MS	MS			
Washable cotton bath mat				MS	MS			
Bathrobe holder				MS	MS			
Disposable slippers				MS	MS			
Bathrobe for each guest				MS	MS			
Hand towels (50x80 cm)				MS	MS			
Bath towel per guest (70x150 cm)				MS	MS			
Face cloths (30x30 cm)				MS	MS			
Shower cap				MS	MS			
Shampoo in bottles or fixed shampoo dispensers in shower cubicles				MS	MS			
Cosmetics and toiletries or a basket containing luxury toiletries and cosmetics				MS	MS			
Additional toiletries and cosmetics					MS	1		
Metal lidded sanitary disposal bin				MS	MS			
<b>BATH TUB / SHOWER CUBICLE AND WC</b>								
Bath tub - min. 170x70 cm with a grab bar and a screen made of PVC/toughened glass up to one half of the bath tub or shower cubicle - min. 90x90 cm				MS				
Bath tub with a grab bar and a screen made of PVC/toughened glass up to one half of the bath tub or shower cubicle - 1.1x1 m					MS	1		
Shower massagers					MS	1		
Adjustable height shower handle				MS	MS			
Towel holders near the bath tub or shower cubicle				MS	MS			
Soap dish with packed soap bar or liquid soap				MS	MS			
WC bowl with high-quality toilet seat				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Toilet paper roll				MS	MS			
Toilet paper roll in reserve				MS	MS			
Sanitary bags				MS	MS			
<b>RESTAURANT</b>								
<b>CONDITION OF RESTAURANT / BREAKFAST ROOM</b>								
Quality of lighting	1,0,-1							
Quality, comfort and condition of furniture	2,1,0,-1,-2							
Quality and condition of wall coverings	2,1,0,-1,-2							
Quality and condition of flooring/carpets	2,1,0,-1,-2							
Quality and condition of curtains	2,1,0,-1,-2							
Operation of heating, ventilation and air-conditioning system (18.5-24°C) fresh air	1,0,-1							
Functional organization	2,1,0,-1,-2							
Self-service buffet (with protection), with hot and cold dishes	2,1,0,-1,-2							
General cleanliness of the restaurant	1,0,-1							
Food and beverage menus (condition)	1, 0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
<b>CONDITION OF KITCHEN</b>								
Quality and condition of floors, walls and ceiling	2,1,0,-1,-2							
Quality of lighting	1,0,-1							
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1							
Quality of food preparation surfaces	1,0,-1							
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1							
Condition and sufficient number of dish-washing machines or three-compartment sink	1,0,-1							
Condition of the hand-wash basin for the staff	1,0,-1							

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Condition of the ventilation (exhaust hood) system	1,0,-1							
Condition of the fire suppression system	1, 0, -1							
Equipped and professionally designed kitchen, having capacity to prepare food for at least 50% of the total number of restaurant chairs (for hotels garni 50% of the total number of beds)	1, 0, -1							
General cleanliness of the kitchen	1,0,-1							
Overall impression	3, 2, 1, 0, -1, -2, -3							
<b>TOTAL</b>								
<b>KITCHEN APPLIANCES IN SUITES</b>								
Sink with cold and hot water				MS	MS			
Electric cooker with at least two plates and a range hood				MS	MS			
Oven or grill				MS	MS			
Storage or kitchen cabinet for storing foodstuffs				MS	MS			
Crockery and cutlery for preparing and serving food				MS	MS			
Sideboard and cutlery (eating and drinking utensils must be commensurate to the number of persons that can be accommodated in the suite)				MS	MS			
Dish-washing machine					MS	1		
Waste disposal bin of adequate size for daily needs				MS	MS			
Fridge				MS	MS			
Dish sponge and dish wiping cloths				MS	MS			
Smoke detector				MS	MS			
1 point for each additional kitchen appliance						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>FOOD AND BEVERAGE SERVICES - SERVING FOOD, DRINKS AND BEVERAGES</b>								
ISO, HACCP and/or other relevant standards introduced						1		
Breakfast – buffet or menu offer (hot and cold dishes), including serving of coffee/tea Wider offer: hot and cold dishes, choice of egg dishes, cold cuts				MS	MS			
Guest service staff at the buffet table				MS	MS			
Lunch /Dinner: buffet or menu offer – variety of hot and cold dishes, desserts, with obligatory table service				MS	MS			
Preparing dishes in front of guests 'Show kitchen' concept						1		
<b>SERVING FOOD, DRINKS AND BEVERAGES IN THE HOTEL BAR, SNACK BAR AND SIMILAR FACILITIES</b>								
Visibly displayed service opening hours				MS	MS			
Diverse offer of refreshing beverages, hot and cold dishes - possibility to serve food in the hotel bar etc.				MS	MS			
Food menu, beverage menu (minimum two languages)				MS	MS			
Special children's menu/dietary etc.					MS	1		
Music - live						1		
<b>BEVERAGE SERVICE</b>								
Hotel bar				MS	MS			
Serving beverages in the lobby				MS	MS			
Coffee bar by the pool						1		
Cocktail bar / certified cocktail master						1		
Night club - cabaret – discotheque						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>ROOM SERVICE</b>								
24 hour room service of hot and cold dishes, room service menu in rooms					MS	1		
Room service of hot and cold dishes from 6 a.m. until midnight, room service menu in rooms				MS				
<b>RESTAURANTS WITHIN THE FACILITY - Number of seats and floor area:</b>								
At least 60% seats in relation to the number of beds, (at least 1.50m <sup>2</sup> per chair)				MS				
At least 80% seats in relation to the number of beds, (at least 1.70m <sup>2</sup> per chair)					MS	1		
International restaurant					MS	1		
Hotel restaurant open seven days a week and serving breakfast and dinner (main meals)				MS	MS			
Hotel bar / snack bar / similar amenities				MS	MS			
National restaurant						1		
Restaurant with a terrace						1		
Pizzeria and other similar amenities (one point for each amenity)						1		
<b>TABLE SETTING</b>								
High-quality tablecloth, glasses and cutlery				MS	MS			
Buffet (with protection) and high-quality pots for hot and cold dishes				MS	MS			
Hotel coffee bar				MS	MS			
<b>STAFF</b>								
Uniformed staff				MS	MS			
Sufficient number of service staff				MS	MS			
Restaurant manager				MS	MS			
Highly qualified service staff and kitchen staff				MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Special staff premises (for personal hygiene and dining) commensurate to the number of employees				MS	MS			
<b>LEISURE / RECREATION / BUSINESS SERVICES FACILITIES</b>								
<b>SAUNAS/WELLNESS AMENITIES</b>								
Sauna - various types - one point for each type						1		
Tanning salon						1		
Room for massage by licenced masseurs						1		
Fitness room (min. 4 exercise machines) with an instructor						1		
Bar counter						1		
One point for each additional amenity						1		
<b>SPORTS AND RECREATION AMENITIES</b>								
Outdoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m. (one point for each pool)						1		
Indoor pool, min. 0.30 m <sup>2</sup> per bed - 15x7x1.4 m. (one point for each pool) or 40m <sup>2</sup> (whichever is greater of the two)						1		
Children's pool, min. 5 m <sup>2</sup> surface area and 0.5 m deep (1 point for each pool)						1		
Staff on-duty at the pool						1		
Changing room with a shower by the pool						1		
Sanitary facilities by the pool						1		
Jacuzzi						1		
Sports courts / areas (one point for each court/area)						1		
Sports equipment rental						1		
Professional animator services						1		
Playroom for children						1		
Hotel beach						1		
One point for each additional amenity						1		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
<b>CONGRESS FACILITIES</b>								
Fully equipped conference hall						1		
Booth with the equipment for interpretation						1		
One point for each additional amenity						1		
<b>ALTERNATIVE SOURCES OF ENERGY AND ENVIRONMENTAL PROTECTION</b>								
Solar energy/water savings/recycling etc. (one point for each form)						1		
<b>AMENITIES FOR PERSONS WITH DISABILITIES - IN ACCORDANCE WITH SPECIAL LEGISLATION</b>								
<b>With impaired limbs</b>								
Accessible pathways around the facility (min. 120 cm wide, maximum slope of 1:12)						1		
Accessible and marked parking near the						1		
Accessible entrance to the facility						1		
Accessible route to the amenities in the facility and rooms						1		
Rooms and bathrooms adapted for persons with disabilities						1		
Access to the beach adapted for persons with disabilities						1		
Adequately wide lift doors and cabins						1		
<b>Visually impaired</b>								
Instructions, food menu and information material in Braille alphabet						1		
Sound alarm						1		
<b>Hearing impaired</b>								
Visual (flashing) alarm						1		
<b>STAFF</b>								
Number of staff per room				0.8	1.0			

FACILITY CATEGORISATION TABLE:				
			****	*****
<b>GENERAL STANDARDS</b>	<b>Criteria:</b>			
Building	Condition of the exterior			
Public areas	Condition of the lobby and reception			
Corridors	Condition of corridors and floors and fire safety			
Lifts	Interior fittings, functionality and safety			
Public area toilets	Condition of interior fittings and hygiene			
Rooms	Interior fittings, quality, functionality and hygiene			
En suite bathrooms	Condition of interior fittings, functionality and safety			
Restaurant	Condition of furniture and functionality			
Kitchen	Condition of interior fittings, sufficient number of refrigerators, hygiene conditions			
<b>Total score for general standards:</b>				
<b>Total score for qualitative standards:</b>				
<b>Required number of points for a specific category</b>				
<b>Points for general standards</b>		<b>with a lift</b>	<b>60 - 65</b>	<b>66 +</b>
		<b>without a lift</b>	<b>55 - 50</b>	<b>61 +</b>
<b>Points for qualitative standards</b>			<b>31 - 39</b>	<b>40 +</b>

CATEGORY OF THE FACILITY: \_\_\_\_\_

STATEMENT OF THE HOSPITALITY OPERATOR: I hereby declare under moral, material and criminal accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

M. P.

Responsible person:

\_\_\_\_\_  
(given name and surname)

\_\_\_\_\_  
(signature)