

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:</p> <p>*The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator</p> <p>** 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 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>If the facility meets the qualitative standard, circle number 1.</p> <p>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> <p>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>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
FACILITY, APPROACH AND ARRANGEMENT OF SURROUNDINGS								
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							
TOTAL:								
Porte-cochère covering the main entrance				MS	MS			
PARKING AND TRANSPORT SERVICES								
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		
Parking area capacity (number of parking / garage spaces per accommodation unit)								
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
CONDITION OF THE RECEPTION HALL AND RECEPTION								
General conditions:								
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							
TOTAL:								
RECEPTION AND LOBBY - minimum surface area								
Elegantly decorated and outfitted lobby with seating for guests				MS	MS			
Up to 25 accommodation units, increased by 0.5m ² for each subsequent accommodation unit				9 m ²	15 m ²			
Seating in the lobby for up to 25 accommodation units, increased by 0.5m ² for each subsequent accommodation unit				10%	15%			
REGISTRATION								
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			
GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE								
Mini safe (metal) in all accommodation units				MS	MS			
Special room for storing guest luggage					MS	1		
ADDITIONAL SERVICES								
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		
TELECOMMUNICATIONS								
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		
RECEPTION SERVICES								
Reception working hours				24 hours	24 hours			
Porter services				MS	MS			
Concierge service/with a separate and marked counter					MS	1		
MAINTENANCE SERVICES								
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			
LAUNDRY SERVICES FOR GUESTS								
Dry cleaning (24-hour service)						1		
Laundry and ironing service				MS	MS			
Laundry bag with a price list				MS	MS			

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	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
SAFETY AND FIRE SAFETY								
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		
CONDITION OF CORRIDORS AND FLOORS								
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							
TOTAL:								
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		
CONDITION OF LIFTS								
Lift cabin quality	2,1,0,-1,-2							
Functioning of the lights indicating the floor	1,0,-1							

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	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							
TOTAL:								
Number of lifts				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			
CONDITION OF PUBLIC AREA TOILETS								
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							
TOTAL:								

	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			
Number of toilets and urinals in relation to the number of seats in the restaurant:								
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			
ACCOMMODATION UNITS								
CONDITION OF FURNITURE AND FITTINGS								
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							

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	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							
TOTAL:								
MINIMUM FLOOR AREA OF A ROOM, BATHROOM INCLUDED								
Minimum floor area of a single room with a bathroom				14 m ²	17 m ²			
Minimum floor area of a double room with a bathroom				20 m ²	22 m ²			
Minimum floor area for each additional bed/person				4 m ²	5 m ²			
Minimum floor area of a bathroom				3.5m ²	4.5m ²			
MINIMUM FLOOR AREA OF A SUITE, BATHROOM INCLUDED								
Minimum floor area of a studio suite with a bathroom				29 m ²	35 m ²			
Minimum floor area of a suite with a bathroom				36 m ²	45 m ²			
Minimum floor area of a two-bedroom suite with at least one bathroom				42 m ²	50 m ²			
Minimum floor area of a bathroom				3.5 m ²	4.5 m ²			
Additional guest toilet						1		
Minimum number of suites in relation to the total number of accommodation units				10%	more than 10%			

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	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
STANDARDS OF COMFORT FOR ACCOMMODATION UNITS								
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			
BEDS								
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		

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	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		
BED COMFORT								
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			
ADDITIONAL EQUIPMENT AND SERVICES								
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			
TV SERVICES								
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		
COMFORTABLE AMBIENCE								
All accommodation units have heating and air-conditioning				MS				
Central air-conditioning with digital temperature control in all accommodation units					MS	1		
WINDOWS								
Windows with curtains and blackout drapes				MS	MS			
LIGHTING								
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		
BATHROOMS IN ACCOMMODATION UNITS - CONDITION OF BATHROOM								
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							
TOTAL:								
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		
WASH BASIN								
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			
BATH TUB / SHOWER CUBICLE AND WC								
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			

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	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			
RESTAURANT								
CONDITION OF RESTAURANT / BREAKFAST ROOM								
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							
TOTAL								
CONDITION OF KITCHEN								
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							

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	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							
TOTAL								
KITCHEN APPLIANCES IN SUITES								
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
FOOD AND BEVERAGE SERVICES - SERVING FOOD, DRINKS AND BEVERAGES								
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		
SERVING FOOD, DRINKS AND BEVERAGES IN THE HOTEL BAR, SNACK BAR AND SIMILAR FACILITIES								
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		
BEVERAGE SERVICE								
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
ROOM SERVICE								
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				
RESTAURANTS WITHIN THE FACILITY - Number of seats and floor area:								
At least 60% seats in relation to the number of beds, (at least 1.50m ² per chair)				MS				
At least 80% seats in relation to the number of beds, (at least 1.70m ² 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		
TABLE SETTING								
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			
STAFF								
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			
LEISURE / RECREATION / BUSINESS SERVICES FACILITIES								
SAUNAS/WELLNESS AMENITIES								
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		
SPORTS AND RECREATION AMENITIES								
Outdoor pool, min. 0.30 m ² per bed - 15x7x1.4 m. (one point for each pool)						1		
Indoor pool, min. 0.30 m ² per bed - 15x7x1.4 m. (one point for each pool) or 40m ² (whichever is greater of the two)						1		
Children's pool, min. 5 m ² 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
CONGRESS FACILITIES								
Fully equipped conference hall						1		
Booth with the equipment for interpretation						1		
One point for each additional amenity						1		
ALTERNATIVE SOURCES OF ENERGY AND ENVIRONMENTAL PROTECTION								
Solar energy/water savings/recycling etc. (one point for each form)						1		
AMENITIES FOR PERSONS WITH DISABILITIES - IN ACCORDANCE WITH SPECIAL LEGISLATION								
With impaired limbs								
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		
Visually impaired								
Instructions, food menu and information material in Braille alphabet						1		
Sound alarm						1		
Hearing impaired								
Visual (flashing) alarm						1		
STAFF								
Number of staff per room				0.8	1.0			

FACILITY CATEGORISATION TABLE:				
			****	*****
GENERAL STANDARDS	Criteria:			
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			
Total score for general standards:				
Total score for qualitative standards:				
Required number of points for a specific category				
Points for general standards		with a lift	60 - 65	66 +
		without a lift	55 - 50	61 +
Points for qualitative standards			31 - 39	40 +

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)