

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:
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 are 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 of facility:	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		
Qualitative standards relate to 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).	
Facility categorisation		
Insert the total score for general and qualitative standards into the Categorisation Table:	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	
Categorisation of annexes		
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:	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 than 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,	
Specialisation		
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.	A hospitality facility may have two specialisations at the most.	

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
FACILITY, APPROCH AND ARRANGEMENT OF SURROUNDINGS											
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										
TOTAL:											
Porte-cochère covering the main entrance							MS	MS	1		
PARKING AND TRANSPORT SERVICES											
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		
Parking area capacity (number of parking/garage places per accommodation unit)											
For at least 10% of accommodation units, except for motels 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
CONDITION OF THE RECEPTION HALL AND RECEPTION											
General conditions:											
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/carpet, 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:											
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 holiday resort hotel 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 city hotel type				10%	10%	10%	15%	20%			
RECEPTION AND LOBBY - minimum surface area											
Up to 25 accommodation units, increased by 0.5m ² for each subsequent accommodation unit				9m ²	9m ²						
Up to 25 accommodation units, increased by 0.5m ² for each subsequent accommodation unit						15m ²					
Up to 25 accommodation units, increased by 0.6m ² for each subsequent accommodation unit							30m ²				
Up to 25 accommodation units, increased by 0.8m ² for each subsequent accommodation unit								30m ²			

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	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
REGISTRATION OF GUESTS											
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			
GUEST VALUABLES/LUGGAGE SAFEKEEPING SERVICE											
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		
ADDITIONAL SERVICES											
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		
TELECOMMUNICATIONS											
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
RECEPTION SERVICES											
Reception working hours, except for motels, which work 24 hours				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		
MAINTENANCE SERVICES											
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		
LAUNDRY SERVICES FOR GUESTS											
Dry cleaning (24-hour service)									1		
Washing and ironing service							MS	MS	1		
Laundry bag with a price list							MS	MS	1		
SAFETY AND FIRE SAFETY											
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			

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	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		
CONDITION OF CORRIDORS AND FLOORS											
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										
TOTAL:											
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		
CONDITION OF LIFTS											
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										
TOTAL:											

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Number of lifts				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		
CONDITION OF PUBLIC 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 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										
TOTAL:											
WC cleaning schedule							MS	MS	1		
Urinals with partitions (if any)							MS	MS	1		

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	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Number of toilets and urinals:											
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			
ACCOMMODATION UNITS											
CONDITION OF FURNITURE AND FITTINGS											
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										
TOTAL:											
CRITERIA FOR THE SURFACE AREA OF ACCOMMODATION UNITS											
<p>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.</p> <p>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.</p> <p>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.</p>											
MINIMUM ROOM SURFACE AREA, BATHROOM INCLUDED											
Minimum surface area of a single room with a bathroom				9m ²	12m ²	14m ²	17m ²	18m ²			
Minimum surface area of a double room with a bathroom				16m ²	16m ²	20m ²	22m ²	28m ²			
Minimum surface area for each additional bed				2m ²	3m ²	4m ²	5m ²	5m ²			
Minimum bathroom surface area				2.0 m ²	2.5 m ²	3.5m ²	4.5m ²	5.5m ²			
MINIMUM SUITE SURFACE AREA, BATHROOM INCLUDED											
Minimum surface area of a studio suite with a bathroom				20m ²	24m ²	29m ²	35m ²	42m ²			
Minimum surface area of a suite with a bathroom				25m ²	29m ²	36m ²	45m ²	55m ²			
Minimum surface area of a suite with 2 bedrooms and at least one bathroom				30m ²	36m ²	42m ²	50m ²	75m ²			
Minimum bathroom surface area				2.0 m ²	2.5 m ²	3.5m ²	4.5m ²	5.5m ²			
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%			
COMFORT STANDARDS OF ACCOMMODATION UNITS											
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
BEDS											
Bedside table with lamp per bed or one bedside table between two beds or shelves next to the				MS	MS						
Bedside table with lamp per bed						MS	MS	MS	1		
Additional power socket next to 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		
Bed size - larger than 200x200 cm for 25% of the total number of beds									1		
Baby cot on guest request								MS	1		
BED COMFORT											
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		
ADDITIONAL ACCESSORIES AND SERVICES											
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		
TV SERVICES											
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		
COMFORTABLE AMBIENCE											
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		
WINDOWS											
Windows with curtains and blackout curtains				MS	MS	MS	MS	MS			
LIGHTING											
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		
BATHROOMS IN ACCOMMODATION UNIT - CONDITION OF BATHROOM											
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										

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	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										
TOTAL											
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		
WASHBASIN											
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			

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	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			
BATH TUB/SHOWER CUBICLE AND WC											
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		
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/carpet	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										
TOTAL											
CONDITION OF THE KITCHEN											
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										
TOTAL											
KITCHEN APPLIANCES IN SUITES											
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		
SERVICE OF FOOD, DRINKS AND BEVERAGES IN THE RESTAURANT											
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		
SERVICE OF FOOD, DRINKS AND BEVERAGES IN HOTEL BAR, COFFEE BAR AND SIMILAR AMENITIES											
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		
SERVICE OF DRINKS											
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		
SERVICE OF FOOD, DRINKS AND BEVERAGES IN ACCOMMODATION UNITS											
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		
RESTAURANTS WITHIN THE FACILITY - Number of seats and surface area:											
At least 20% seats in relation to the number of beds, and at least 50% in Boarding house (1m ² per seat minimum)				MS							
At least 30% seats in relation to the number of beds, and the number of seats in Boarding house corresponds to the number of beds (1.20 m ² per seat minimum)					MS				1		
At least 50% of seats in relation to the number of beds, and in Boarding house the number of tables corresponds to the number of beds (1.50 m ² per seat minimum)						MS			1		
At least 60% seats in relation to the number of beds (1.50m ² per seat minimum)							MS		1		
At least 80% seats in relation to the number of beds (1.80m ² 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 hotel garni) 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		
TABLE SETUP											
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		
STAFF											
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			
FACILITIES FOR VACATION/LEISURE/BUSINESS SERVICES											
SAUNA/ WELLNESS AMENITIES											
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		
SPORTS AND RECREATIONAL 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 (depending on which one is bigger)									1		
Children's pool, min. surface area 5 m ² 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		
CONFERENCE FACILITIES											
Fully equipped conference room									1		
Booth with interpretation equipment									1		
One point for each additional amenity									1		
ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION											
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
AMENITIES FOR DISABLED PERSONS - IN ACCORDANCE WITH A SEPARATE REGULATION											
With impairment of limbs											
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		
With visual impairment											
Instructions, menu and info material in Braille alphabet									1		
Sound alarm									1		
With hearing impairment											
Visual (luminous) alarm									1		
Employees											
Number of employees per room					0.3	0.6	0.8	1.0			

FACILITY CATEGORISATION TABLE:						
		*	**	***	****	*****
I GENERAL STANDARDS	Criteria:					
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					
Total score for general standards:						
II QUALITATIVE STANDARDS	Total score for qualitative standards:					
Required number of points for the type and category of facility:						
I GENERAL STANDARDS	Number of "general" points needed for the category:					
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 +		
II QUALITATIVE STANDARDS	Number of "qualitative" points needed for the category:					
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		
*			
*			
TOTAL SCORE:			

* 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)