

**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:</p> <p>*The column: HOSPITALITY OPERATOR/LESSOR is to be filled in by the hospitality operator/lessor,</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-(-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.</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>	
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
MINIMUM HOLIDAY APARTMENT SURFACE AREA - bathroom included											
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	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>			
ROOM/HOLIDAY APARTMENT COMFORT STANDARDS											
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)