

**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.	
<p>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:</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	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 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 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 additional amenities which improve the level of service quality:</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 Classification 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>	

SELECTION CRITERIA		
CRITERIA	YES	NO
Surroundings:		
A unique landscape (resort location) or an attractive environment (city location or resort)		
Appearance of the facility:		
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)		
Facility interior:		
Traditional elegance with contemporary trends and functional requirements		
Uniqueness, functionality and harmony, with original artwork, antiques, 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
FACILITY, APPROCH AND ARRANGEMENT OF SURROUNDINGS								
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							
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 places per accommodation unit)								
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		
CONDITION OF THE RECEPTION HALL AND RECEPTION								
General conditions:								

	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							
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				30m ²				
Up to 25 accommodation units, increased by 0.7m ² for each subsequent accommodation unit					30m ²			
Minimum number of places to sit in the lobby counting the lobby bar in, according to the number of accommodation units				15%	20%			
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		

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
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		
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			
Coverage of the facility with wireless internet				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			

	GENERAL STANDARDS			MANDATORY STANDARDS		QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	4*	5*	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
LAUNDRY SERVICES FOR GUESTS								
Dry cleaning (24-hour service)						1		
Washing and ironing service				MS	MS			
Laundry bag with a price list				MS	MS			
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 "peep holes"						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	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							
TOTAL:								
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		
CONDITION OF LIFTS								
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							
TOTAL:								
Number of lifts				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			
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 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							
TOTAL:								
WC cleaning schedule				MS	MS			
Urinals with partitions (if any)				MS	MS			
Number of toilets and urinals compared to the number of restaurant seats:								
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
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 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							
TOTAL:								

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
MINIMUM ROOM SURFACE AREA, BATHROOM INCLUDED								
Minimum surface area of a single room with a bathroom				17m ²	18m ²			
Minimum surface area of a double room with a bathroom				22m ²	28m ²			
Minimum surface area for each additional bed				5m ²	5m ²			
Minimum bathroom surface area				4.5m ²	5.5m ²			
MINIMUM SUITE SURFACE AREA, BATHROOM INCLUDED								
Minimum surface area of a studio suite with a bathroom				35m ²	42m ²			
Minimum surface area of a suite with a bathroom				45m ²	55m ²			
Minimum surface area of a suite with 2 bedrooms and at least one bathroom				50m ²	75m ²			
Minimum bathroom surface area				4.5m ²	5.5m ²			
Additional guest toilet						1		
Minimum number of suites in relation to the total number of accommodation units				10%	More than 10%			
COMFORT STANDARDS OF ACCOMMODATION UNITS								
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			
BEDS								
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
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			
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			
ADDITIONAL ACCESSORIES AND SERVICES								
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			
TV SERVICES								
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		
COMFORTABLE AMBIENCE								
All accommodation units have heating/air conditioning				MS				
Central air conditioning unit with digital temperature control in all accommodation units					MS	1		
WINDOWS								
Windows with curtains and blackout curtains				MS	MS			
LIGHTING								
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		
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							
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							
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		
Hot tub (jacuzzi) in 25% of bathrooms						1		
Weighing scale						1		
WASHBASIN								
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			
BATH TUB/SHOWER CUBICLE AND WC								
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			
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 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							
TOTAL								
CONDITION OF KITCHEN								
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							
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			
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		
FOOD AND DRINKS SERVING								
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		
SERVICE OF FOOD, DRINKS AND BEVERAGES IN HOTEL BAR, COFFEE BAR AND SIMILAR AMENITIES								
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		
SERVICE OF DRINKS								
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
ROOM SERVICE								
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				
RESTAURANTS WITHIN THE FACILITY - Number of seats and surface area:								
At least 60% seats in relation to the number of beds (1.50m ² per chair minimum)				MS				
At least 80% seats in relation to the number of beds (1.80m ² 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		
TABLE SETUP								
High-quality tablecloths, glassware and utensils				MS	MS			
Buffet table (with protection) and high quality pots for hot and cold dishes				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			
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
FACILITIES FOR VACATION/LEISURE/BUSINESS SERVICES								
SAUNA/WELLNESS AMENITIES								
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		
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 (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						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
CONFERENCE FACILITIES								
Fully equipped conference room						1		
Booth with interpretation equipment						1		
One point for each additional amenity								
ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION								
Solar energy/water saving/recycling, etc. (one point for each form)						1		
AMENITIES FOR PERSONS WITH DISABILITIES								
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				0.8	1.0			

FACILITY CATEGORISATION TABLE:				
			****	*****
GENERAL STANDARDS	Criteria:			
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			
Total score for general standards:				
Total score for qualitative standards:				
Required number of points for a particular category:				
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)