

L.N. 351 of 2012

**MALTA TRAVEL AND TOURISM SERVICES ACT
(CAP. 409)**

Tourism Accommodation Establishments Regulations, 2012

IN exercise of the powers conferred by article 47 of the Malta Travel and Tourism Services Act, the Minister for Tourism, Culture and the Environment, acting on the recommendation of the Malta Tourism Authority, has made the following regulations:-

1. The title of these regulations is the Tourism Accommodation Establishments Regulations, 2012. Citation.

2. (1) In these regulations, unless the context otherwise requires: Interpretation.

"accommodation units" means guest bedrooms, suites or self-catering units;

"the Act" means the Malta Travel and Tourism Services Act; Cap. 409.

"agro-tourism", in the context of a special label, means premises of accommodation for tourists being an integral part of an operational farm or agricultural operation in a rural area, providing opportunities for participation in an operational farm or other agricultural operations forming part of the same farm or agricultural operation;

"bed and breakfast", in the context of a special label, means a one, two, three or four star hotel which is exempted from providing a restaurant and restaurant service, but is still required to provide a bar, a breakfast room and breakfast service and which is also exempted from providing a swimming pool;

"bunk beds" means a system of two beds placed over each other;

"Eco Certification" means the certificate issued by the Authority confirming that the hotel conforms to the requirements of the Eco Certification Scheme as established by the Authority;

"farmhouse", in the context of a special label, means any premises, used for the accommodation of tourists, being a self-contained unit with facilities for sleeping, cooking and dining, constructed and finished to represent a typical Maltese farmhouse, generally with rustic furnishings and located in a village or rural

B 3246

environment;

"guest house" has the same meaning as "guest house" in the Act, but in more specific terms, it means any building or part of a building having an independent entrance, provides accommodation in not more than thirty bedrooms but not in shared room accommodation, offers breakfast and limited reception services to the public, in accordance with the standards established in the Fifth Schedule;

"heritage", in the context of a special label, means a building having a heritage or historical significance, as certified by the MEPA;

"hostel" has the same meaning as in the Act, but in more specific terms, it means any building or part of a building, having an independent entrance, providing private or shared room accommodation and amenities of a basic standard to the public and offering breakfast in a breakfast room and limited reception service in accordance with the standards established in the Sixth Schedule;

"hotel" has the same meaning as in the Act, but in more specific terms, it means a building or part of a building or group of connected buildings, sited within a single and defined parcel of land, where ancillary services and amenities are provided to the public in accordance with the standards established by the First, Second and Third Schedules. Accommodation may consist of guest bedrooms, suites, self catering units or a mix of such units;

Cap. 504.

"the MEPA" means the Malta Environment and Planning Authority established under article 6 of the Environment and Development Planning Act and includes any body or other person acting on its behalf under powers delegated by the Malta Environment and Planning Authority under the said Act;

"quality standards" means the standards established by the Authority in order to assess the quality aspects of the tangible elements of hotel and tourist village operations - guest bedrooms, guest bathrooms, exterior of hotel and all public areas;

"rural", in the context of a special label, means a rural locality as determined by the Authority;

"self-catering unit" means an accommodation unit within a tourism accommodation establishment for use by guests which, in addition to the facilities and furnishings of a hotel room, provides also kitchen, living and dining facilities in accordance with the standards indicated in the Second Schedule;

"special label" means the particular label assigned by the

Authority to a hotel, tourist village, guesthouse or farmhouse, which label is granted by the Authority to further distinguish between the different types of accommodation according to their main use or character;

"tourism accommodation establishments" means hotels, tourist villages, guest houses, hostels, and any other tourism accommodation establishment as the Authority may from time to time determine;

"Tourism Compliance Certificate" means the preliminary compliance certificate issued by the Authority with regard to applications for new tourism establishments, extensions, modifications or redevelopments or for reclassification of existing tourism establishments under regulation 5;

"Tourism Design Guidelines Certificate" means the certificate issued by the Authority approving plans of a tourism accommodation establishment following applicant's consultation with the MEPA and prior to the issue of the Development Permit by the MEPA;

"tourist village" means any building howsoever described, which does not exceed the maximum height of three storeys, which is detached from any other building and is situated within an extensive and defined parcel of land in which accommodation, ancillary services and amenities are provided by a common management, whereby the accommodation units consist in guest bedrooms or suites or self-catering units or a combination of the same, and in which sport and, or recreational activities are offered and other outdoor facilities are provided.

(2) Words and expressions used in these regulations and which are also used in the Act have the same meaning as in the Act.

3. These regulations shall apply to hotels, tourist villages, guest houses, hostels, and other tourism accommodation establishments howsoever described. Applicability.

4. (1) The Minister may from time to time, following consultation with the Authority, issue tourism policy guidelines, which shall, however, not be imposed retrospectively. Policy guidelines.

(2) The Authority shall, in order to clarify or to explain such policies or regulations, issue explanatory notes in order to guide the industry on the implementation of these policies and regulations.

(3) Licensees shall ensure that their tourism accommodation establishments conform with the provisions of these regulations and to any policy guidelines that may be established from time to time.

B 3248

Tourism
Compliance
Certificate.

5. (1) Where the applicant submits to the Authority -
- (a) applications for new tourism accommodation establishments, or
 - (b) extensions, modifications or redevelopments of existing tourism establishments, or
 - (c) re-classification of existing establishments,

the Authority shall issue a Tourism Compliance Certificate to the applicant, provided that:

- (i) such development or re-classification conforms with the established tourism policy guidelines and regulations at the time; and
- (ii) the applicant submits to the Authority the requested documentation and information indicated in the appropriate application.

(2) The granting of a Tourism Compliance Certificate referred to in sub-regulation (1) shall not exonerate the applicant from obtaining a licence under regulation 6(1) and from any licence, permit or authorisation which may be required under any other law.

(3) When the plans, which are approved by the Authority according to the Tourism Compliance Certificate, are amended following the applicant's consultation with the MEPA, the applicant shall re-submit to the Authority such plans prior to the final decision on the application being taken by the MEPA. The Authority shall issue a Tourism Design Guidelines Certificate after ensuring that these plans still conform to current tourism policy and design guidelines and with the structural specifications of its regulations. The Authority shall only issue the licence once it is satisfied that the building is compliant to the MEPA permit.

(4) The Tourism Compliance Certificate and the Tourism Design Guidelines Certificate shall have a validity period of three years from date of issue.

Application for
and issue of a
licence.

6. (1) No person shall operate or allow the operation of a tourism accommodation establishment unless such person shall have previously applied for and obtained a valid licence issued by the Authority for this purpose in conformity with the Act, these regulations and any other regulations which may be in force from time to time.

(2) A licence for the operation of a hotel or tourist village shall include the operation of catering establishments forming part of the same premises:

Provided that the guests being accommodated within the accommodation establishment have access to these catering establishments and the catering establishments forming part of the hotel or tourist village are in compliance with the standard criteria specified under the First, Second and Third Schedules:

Provided further that the sale of wine and spirits within a tourism accommodation establishment would require a licence separate from the necessary licence required to operate a tourism accommodation operation to operate a hotel, or tourist village or catering establishment.

(3) (a) Licensees of hotels or tourist villages who require that catering establishment, forming part of their accommodation establishment, be included in the hotel's or tourist village's licence, in terms of sub-regulation (2), shall apply to the Authority for this purpose:

Provided that this shall apply only to catering establishments other than those that are to be provided on a mandatory basis in accordance with the First Schedule.

(b) Full details, including the name and location of the catering establishments required to be exempt from having a separate licence from that of the hotel or tourist village, are to be supplied to the Authority.

(4) The Authority shall consider such requests made in accordance with sub-regulation (3) and, provided it is satisfied that the catering establishment has the required permits for such use, and that it is in compliance with these regulations, it shall approve such request, and include the details of the catering establishment in the licence of the hotel, or tourist village, and inform the licensee accordingly.

(5) (a) Any person whose application for a hotel licence has been filed with the Authority after the coming into force of these regulations shall ensure that within six months from the issue of the licence, the property conforms to the requirements of the Eco Certification Scheme as established by the Authority.

(b) Once licensed, the licensee shall inform the Authority of alterations, if any, affecting the establishment's

B 3250

operation. In the case of alterations that may or shall prejudice the classification assigned to the establishment, the licensee shall seek the Authority's prior approval.

(6) Once licensed, the licensee shall inform the Authority of any alterations affecting the operation of the establishment:

Provided that in the case of alterations that prejudice the classification assigned to the establishment, the licensee shall seek the Authority's prior approval.

Classification.

7. (1) Tourism accommodation establishments shall be classified according to the standard requirements as shown in the First Schedule in the case of hotels, the First Schedule and the Fourth Schedule in the case of tourist villages, the Fifth Schedule in the case of guest houses or the Sixth Schedule in the case of hostels.

(2) The Authority shall classify tourism accommodation establishments as follows:

- (a) hotels in five different classes;
- (b) tourist villages in five different classes;
- (c) guest houses in two different classes; and
- (d) hostels in one class.

(3) Subject to sub-regulations (1) and (2), cells marked 'M' in the First Schedule indicate that the regulation is mandatory for the corresponding classification:

Provided that for the purpose of classification:

- (a) if the licensee of a tourism accommodation establishment fulfils a requirement, the full allotment of points in the fourth column of the First Schedule will be awarded;
- (b) if a requirement is only partially fulfilled, the licensee shall not receive any points;
- (c) the licensee of a One Star tourism accommodation has to attain and maintain ninety points to be classified as a One Star tourism accommodation;
- (d) the licensee of a Two Star tourism accommodation has to attain and maintain one hundred and seventy points to be classified as a Two Star tourism accommodation;

(e) the licensee of a Three Star tourism accommodation has to attain and maintain two hundred and fifty points to be classified as a Three Star tourism accommodation;

(f) the licensee of a Four Star tourism accommodation has to attain and maintain three hundred and eighty points to be classified as a Four Star tourism accommodation;

(g) the licensee of a Five Star tourism accommodation has to attain and maintain five hundred and seventy points to be classified as a Five Star tourism accommodation; and

(h) in the case of licensees of tourism accommodation that manage to attain and maintain a total one hundred and seventy points in the case of One Star tourism accommodation, two hundred and fifty points in the case of Two Star tourism accommodation, three hundred and eighty points in the case of Three Star tourism accommodation, five hundred and seventy points in the case of Four Star tourism accommodation and six hundred and fifty points in the case of Five Star tourism accommodation, the licensee of each respective category will be awarded the 'Superior' label in addition to the basic classification of One, Two, Three, Four or Five Star, as the case may be.

(4) (a) Persons licensed by the Authority to operate tourism accommodation establishments shall at all times ensure that such tourism accommodation establishment complies with the requirements as provided in the First, Second and Third Schedules (Hotels), the Fourth Schedule (Tourist Villages), the Fifth Schedule (Guest Houses) and the Sixth Schedule (Hostels), as the case may be.

(b) Persons licensed by the Authority to operate hotels and tourist villages shall ensure that their tourism accommodation establishment complies with the quality standards as established by the Authority.

(5) No person shall have a right to claim compensation or redress from the Authority in respect of any decision taken by the Authority before the coming into force of these regulations.

8. When a tourism accommodation establishment does not qualify under any of the definitions provided in these regulations, the Authority may consider establishing a new category with appropriate criteria under which such tourism accommodation establishment shall be classified:

Other categories.

Provided that this regulation does not apply to any other

B 3252

establishment that does not meet the minimum requirements established in the First Schedule.

Quality
standards.

9. (1) The Authority shall, by means of quality standards established by the Authority, assess the quality of the tangible elements of tourism accommodation establishments.

(2) The Authority has the power to carry out site visits at tourism accommodation establishments and carry out investigations in order to assess the quality standard of these establishments.

(3) Licensees of hotels and tourist villages shall ensure that their establishments obtain and remain in compliance with the minimum mandatory requirements applicable to their classification as provided in the First, Second and Third Schedules in the case of hotels and the Fourth Schedule in the case of tourist villages.

S.L. 409.08.

(4) Licensees whose hotel or tourist village fails to obtain the minimum mandatory requirements established in the First, Second and Third Schedules in the case of hotels and the Fourth Schedule in the case of tourist villages shall be given a timeframe by the Authority within which to rectify the shortcomings. If these shortcomings are not rectified within the given timeframe, the Authority may downgrade the classification of the establishment or suspend its operating licence as provided for under the Tourism Operations (General) Regulations until the shortcomings have been rectified to its satisfaction or impose fines as stipulated in the regulations.

Special labels.

S.L. 409.11.

10. (1) The Authority may, following a submission of the appropriate application by a licensee of a hotel, tourist village, guest house or farmhouse, assign a particular special label to the hotel, tourist village, guest house or farmhouse licensed under the Holiday Premises Regulations, if in the opinion of the Authority, such label best describes that tourism accommodation establishment or farmhouse.

(2) The special labels that may be assigned by the Authority according to the criteria for each label shown in the Seventh Schedule are: 'agro-tourism', 'B&B', 'heritage', 'resort', 'rural' and 'spa'. The Authority may, from time to time, add other special labels which it deems fit and appropriate.

(3) Licensees of a hotel, tourist village, guest house or farmhouse, as the case may be, may apply to the Authority for the assignment of a special label as described in sub-regulation (2).

(4) The Authority shall, on receipt of such application,

consider the request and assign a special label if the hotel, tourist village, guest house or farmhouse is in conformity with the criteria of that particular label as shown in the Seventh Schedule.

(5) The Authority shall not assign more than three different special labels to the same hotel, tourist village, guest house or farmhouse, at any one time.

(6) The standards that qualify a hotel, tourist village, guest house or farmhouse for a special label are those indicated in the Seventh Schedule.

(7) The licensee of a hotel, tourist village, guest house or farmhouse who has been assigned a special label by the Authority is bound to exhibit the special label when advertising, marketing and publicising the hotel, tourist village, guest house or farmhouse, as the case may be.

(8) The licensee of a hotel, tourist village, guest house or farmhouse who has been assigned a special label by the Authority, shall notify the Authority in writing when the special features by virtue of which the label had been originally assigned by the Authority are no longer in place at the hotel, tourist village, guest house or farmhouse.

(9) The Authority may withdraw the special label which it had previously assigned to a hotel, tourist village, guest house or farmhouse, if, following an investigation, it is confirmed that the description of the special label no longer appropriately applies to that particular hotel, tourist village, guest house or farmhouse.

(10) Any licensee of a hotel, tourist village, guest house or farmhouse who -

(a) does not have the approval of the Authority for a special label, or

(b) has had the special label withdrawn by the Authority, or

(c) has had the special label withdrawn or not renewed by the licensee or operator,

shall not exhibit the special label and shall not advertise, market or promote the hotel, tourist village, guest house or farmhouse as having that particular special label.

(11) When a hotel, tourist village, guest house or farmhouse

B 3254

which has been assigned a special label has had its licence suspended or revoked by the Authority, the special label shall also be considered as suspended or revoked, as the case may be.

(12) Special labels granted by the Authority under these regulations shall be valid for two years. If, after the expiry of the special label, the licensee wants to renew the special label for a further period of two years, then the licensee shall file an application for renewal with the Authority at least two months before the expiry of the two year period.

(13) (a) For hotels or guest houses assigned a special label of 'heritage', the requirements of the Seventh Schedule apply.

(b) For hotels or guest houses assigned the special label of 'B&B' the requirements of the Seventh Schedule apply provided that the licensee or applicant for a licence for a three star hotel, who has been granted the exemption of a swimming pool, pays a one time payment as established by the Authority.

(14) (a) When the Authority approves a hotel, tourist village, guest house or farmhouse for a special label, it shall issue an appropriate plaque according to a style and design as may be established by the Authority indicating that the hotel, tourist village, guest house or farmhouse is authorised to promote itself with that particular label.

(b) The licensee and operator of a hotel, tourist village, guest house or farmhouse which has been assigned a plaque by the Authority denoting such recognition, shall exhibit such plaque in a prominent place on the facade of his establishment.

(15) The assigned special label may be withdrawn by the Authority if any of the standards under the criteria of that particular label, as shown in the Seventh Schedule, is no longer in existence.

(16) When the assigned special label has been withdrawn by the Authority or by the licensee or when the validity period of the special label has expired and has not been renewed, the Authority may reclassify the tourism accommodation establishment in accordance with the schedules to these regulations without considering any exemptions.

Amenities and
services offered
to non-guests.

11. It shall be the responsibility of any licensee of any tourism accommodation establishment to ensure that any offer of services or amenities to persons other than guests, shall not prejudice the provision of such services or amenities to guests residing in the premises.

- 12.** The Authority may allow for limited variations in the figures of the spatial standards as set out in the schedules to these regulations. Limited flexibility.
- 13.** The Authority may consult with other competent authorities prior to the issue or renewal of the licence to operate a tourism accommodation establishment. Certificates of compatibility from competent authorities.
- 14.** All permits and certificates relating to the operation of a tourism accommodation establishment shall be available on the premises of the tourism accommodation establishment at all times. Availability of permits and certificates.
- 15.** Any licensee of a tourism accommodation establishment shall ensure that accommodation rates and tariffs, menus, price lists and other charges, including telephone charges, shall be prominently displayed and shown on demand to any guest or other person making use of, or intending to make use of, any part of the premises of the tourism accommodation establishment or of any amenities or services available within the premises. Display of rates, menus, price lists and other charges.
- 16.** When a licensee of a tourism accommodation establishment requests the Authority to change the name of the establishment, the Authority shall consider such request and if approved, may impose such conditions as it may deem necessary including, but not limited to, an obligation by the licensee to indicate clearly the previous name of such tourism accommodation establishment in addition to the new name, in all the advertising and promotion of the said establishment for a period of six months from the date of such approval. This shall not apply to tourism accommodation establishments whose upgrading of their classification has been approved by the Authority. Change of name of tourism accommodation establishment.
- 17.** Any licensee of a tourism accommodation establishment shall ensure that the whole premises, facilities and equipment are properly maintained and cleaned at all times. Maintenance of premises, facilities and equipment.
- 18.** (1) Compliance with the provisions of these regulations shall be deemed to be a condition to which a licence to operate any tourism accommodation establishment is subject, irrespective of whether reference to these regulations is made in the licence itself. Conditions of licence.
- (2) Any person who fails to comply with any of the provisions of these regulations shall be guilty of an offence and shall be liable to the fines and penalties as indicated in articles 43 and 45 of the Act.

B 3256

Revocation and
saving.
L.N. 82 of 2002;
L.N. 174 of
2004.

19. (1) The Tourism Accommodation Establishment Regulations, 2002, and the Bed and Breakfast (Operations) in Tourism Accommodation Establishments Regulations, 2004, hereinafter referred to as "the revoked regulations", are hereby being revoked.






(2) Any licence issued under the revoked regulations, which is in force immediately before such revocation, shall, subject to compliance with the provisions of the Act and regulations made thereunder, continue to be in force thereafter until such time as its next renewal falls due.

**FIRST SCHEDULE
CLASSIFICATION CRITERIA**

Cells marked with an M indicate that regulation is mandatory for that grade. Blank cells indicate that regulation is not mandatory for that grade

	Standard		Points	1	2	3	4	5
Cleanliness / hygiene	1	Cleanliness and a hygienically perfect offer are basic conditions in each category.	-	M	M	M	M	M
Preservation condition	2	All mechanisms and equipments are functional and in faultless condition.	-	M	M	M	M	M
General impression	3	The general impression of the hotel is sufficient for these requirements.	-	M	M	M	M	M
Reception	4	Separated area. Functionally independent area, a single table or secretary is acceptable	1	M	M			
	5	Separate, independent reception desk	3			M	M	M
Rooms	6	Size of rooms (incl. bathroom) $\geq 14\text{m}^2$	10					
	7	Size of rooms (incl. bathroom) $\geq 18\text{m}^2$	15					
	8	Size of rooms (incl. bathroom) $\geq 22\text{m}^2$	20					
	9	Size of rooms (incl. bathroom) $\geq 30\text{m}^2$	25					
	10	Bathroom/Sanitary facilities $\geq 5\text{m}^2$	10					
	11	Number of suites	2 per suite, max. 6					min. of 2 suites
	12	Min. 50% of the rooms are non-smoking rooms.	3					
Public area	13	All public areas to be non-smoking areas	3	M	M	M	M	M
	14	Lounge for hotel guests (e.g. breakfast room or restaurant)	2					
	15	Sitting facilities for a group at the reception	1			M		
	16	Lobby with seats and beverage service	5				M	

B 3258

		Standard	Points	1	2	3	4	5
	17	Spacious reception hall with several seats and beverage service	10					M
	18	Bar (opened on at least 6 days per week)	4		M			
	19	Bar (opened on at least 7 days per week)	6			M	M	M
Facilities for disabled persons	20	Barrier-free	5					
		 – Category A						
	21	Barrier-free	8					
		 – Category B						
	22	Barrier-free	5					
		 – Category C						
	23	Barrier-free	5					
		 – Category D						
	24	Complete barrier-free	5					
		 – Category E						
Car park	25	Parking directly at the hotel	3					
	26	Parking possibilities for coaches	1					
	27	Garage	5					
Others	28	Balconies or terraces directly at the room	2					
	29	Elevator (if more than three floors including ground floor)	15			M	M	M
II. Furniture / Sanitary comfort								
	30	100% of the rooms with ensuite shower/WC or ensuite bath tub/WC	1	M	M	M	M	
	31	50% of the rooms with bath tub and shower cubicle separately	10					
	31.1	100% of the rooms with ensuite bath tub and WC						M
	32	30% of the rooms with toilet separately	5					
	33	Shower with shower curtain/shower screen	1	M	M	M	M	M
	34	Washbasin	1	M	M	M	M	M
	35	Twin-washbasin in double rooms	5					
	36	Twin-washbasin in suites	2					
	37	Washable bathroom rug	1		M	M	M	M
	38	Appropriate lighting at the washbasin	1	M	M	M	M	M
	39	Mirror	1	M	M	M	M	M

	Standard		Points	1	2	3	4	5
	40	Power socket near to the mirror	1	M	M	M	M	M
	41	Vanity mirror	1					
	42	Flexible vanity magnifying / shaving mirror	2				M	M
	43	Lighted vanity mirror	1					
	44	Towel rails or towel hooks	1	M	M	M	M	M
	45	Heating facility in the bathroom	3			M	M	M
	46	Heated towel rail	3					
	47	Tray	1	M	M	M		
	48	Tray of a large scale	3				M	M
	49	Toothbrush tumbler	1	M	M	M	M	M
	50	Soap or body wash	1	M	M	M	M	M
	51	Bath essence or shower gel	1		M	M	M	M
	52	Shampoo	1			M	M	M
	53	Personal care products in flacons	2					M
	54	Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, body lotion)	1 per item, max. 3				M	M
	55	Cleansing tissue	2			M	M	M
	56	Toilet paper in reserve	1	M	M	M	M	M
	57	1 hand towel per person	1	M	M	M	M	M
	58	1 bath towel per person	2		M	M	M	M
	59	Bath robe on demand	2				M	
	60	Bath robe	4					M
	61	Slippers on demand	1				M	
	62	Slippers	3					M
	63	Hair-dryer on demand	1					
	64	Hair-dryer	2			M	M	M
	65	Stool in the bathroom	3					M
	66	Bathroom scales	1					
	67	Waste bin	1	M	M	M	M	M

B 3260

	Standard		Points	1	2	3	4	5
Sleeping comfort	68	Single beds on the scale of min. 90cm x 190cm and	1	M	M	M		
		double beds on the scale of min. 180cm x 190 cm (applicable to hotels (i) whose application for a Tourism Compliance Certificate is filed with the Authority after the coming into force of these Regulations or (ii) whose application for a Tourism compliance Certificate was filed with the Authority before the coming into force of these Regulations)						
	69	Single beds on the scale of min. 90 cm x 200 cm and double beds on the scale of min. 180 cm x 200 cm (applicable to hotels (i) whose application for a Tourism Compliance Certificate is filed with the Authority after the coming into force of these Regulations or (ii) whose application for a Tourism compliance Certificate was filed with the Authority before the coming into force of these Regulations)	10				M	M
	70	Single beds on the scale of min. 100 cm x 200 cm and double beds on the scale of min. 200 cm x 200 cm	15					
	71	10% of the beds with a length of min. 210 cm	5					
	72	Modern and well-kept mattresses of minimum 13 cm thickness	1	M	M	M	M	M
	73	Hygienic covers for mattresses ("Encasings")	10					
	74	Thorough cleansing of the mattresses at least every two years (The certificate has to be added to the application.)	10					
	75	Additional baby cot on request	3					

	Standard		Points	1	2	3	4	5
	76	Washable bedside carpet	3					M
	77	Wake-up call device (for wake-up call see no. 207)	1	M	M	M	M	M
	78	Modern and well-kept blanket	1	M	M	M	M	M
	79	Modern and well-kept pillow	1	M	M	M	M	M
	80	Hygienic covers for pillows ("Encasings")	3					
	81	Additional pillow on demand	1			M	M	
	82	Two pillows per person	4					M
	83	Various choice of pillows	4				M	M
	84	Additional blanket on demand	2			M	M	M
	85	Possibility to darken room	1	M				
	86	Possibility to black out the room completely (e.g. shutter or blackout)	5		M	M	M	M
Room equipment	87	Adequate wardrobe or clothes niche	1	M	M	M	M	M
	88	Linen shelves	1		M	M	M	M
	89	Adequate number of hangers	1	M	M	M	M	M
	90	Wardrobe or clothing hooks	1	M	M	M	M	M
	91	Possibility to hang up a suit bag (outside the wardrobe)	1			M	M	M
	92	1 chair	1	M	M			
	93	1 seating-accommodation per bed, at least a chair	2			M	M	M
	94	1 comfortable seating- accommodation (upholstered chair/couch) with side table/tray	4				M	M
	95	1 additional comfortable seating- accommodation (upholstered chair or twin-couch) in double rooms or suites	4					M
	96	Table, desk or desk top	1	M	M			
	97	Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting	5			M	M	M
	98	Power socket in the room	1	M	M	M	M	M
	99	Additional power socket next to the table, desk or desk top	2			M	M	M
	100	Appropriate room lighting	1	M	M	M	M	M
	101	Bedside table/tray	2			M	M	M
	102	Reading light next to the bed	2		M	M	M	M
	103	Central power button for the room lighting	3					

B 3262

	Standard		Points	1	2	3	4	5
	104	Bedside power button for the room lighting	2					
	105	Bedside power button for the complete room lighting	3					
	106	Power socket next to the bed	1			M	M	M
	107	Dressing mirror	2			M	M	M
	108	Place to put the luggage/suitcase	1			M	M	M
	109	Waste paper basket	2			M	M	M
Deposit	110	Deposit possibility (e.g. at the reception)	1	M	M			
	111	Central safe (e.g. at the reception) or safe in the room for the 3 and 4 star	3			M	M	M
	112	Safe in the room or at reception for the 3 and 4 star.	6			M	M	M
	113	Safe with integrated power socket in the room	8					
Noise control / air conditioning	114	Appropriate noise control of the windows	8					
	115	Sound-absorbing doors or double doors	8					
	116	Rooms with central adjustable air conditioning	8					
	117	Rooms with individual adjustable air conditioning	15			M	M	M
	118	Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room)	4					
	119	Harmonious room atmosphere (light, smell, music, colour etc.) in the public area	4					
Entertainment electronics	120	Radio, (via TV or central PA system acceptable)	1			M	M	M
	121	CD-/ DVD-/ MP3-player or docking station	2					
	122	Loudspeaker in the bathroom	5					
	123	Colour-TV together with remote control	2	M	M			
	124	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey	4			M		

	Standard		Points	1	2	3	4	5
	125	Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda.	6				M	M
	126	Additional colour-TV in suites in an appropriate size to the room	2					
	127	Satellite-/DVB-T- or cable television in the room	2					
	128	Pay-TV or videogames with the possibility to lock the use by children	5					
Telecom-munication	129	Facsimile at the reception	1	M	M	M	M	M
	130	Publicly available telephone for guests	1	M	M	M	M	M
	131	On demand (mobile) telephone in the room along with a multilingual instruction manual	3			M		
	132	Telephone in the room along with a multilingual instruction manual	8				M	M
	133	Internet access in the public area (e.g. broadband, WLAN) or internet access in the room of the three star hotels.	2			M	M	M
	134	Internet access in the room (e.g. broadband, WLAN) or internet access in the public area for the three star.	8			M	M	M
	135	Accessible internet terminal for the guest	5				M	
	136	Internet-PC in the room on demand	1					M
	137	Internet-PC in the room	3					
Miscellaneous	138	Hotel information to include the duration of the breakfast, checkout time and the opening hours of the hotel facilities. (The hotel information has to be added to the application.)	1	M	M			

B 3264

	Standard	Points	1	2	3	4	5
	139 Service manual A-Z (The service manual A-Z has to be added to the application.)	2			M		
	140 Multilingual service manual A-Z (The service manual A-Z has to be added to the application.)	3				M	M
	141 Regional information material at the reception available	1	M	M	M	M	M
	142 Daily newspaper in the room	3					
	143 Guest magazine in the room	1					M
	144 Writing utensils and note pad	1			M	M	M
	145 Correspondence folder	1				M	M
	146 Trouser press	3					
	147 Laundry bag	1			M	M	M
	148 Sewing kit on demand or the provision of a sewing service.	1			M		
	149 Sewing kit in the room	2				M	M
	150 Shoehorn in the room	1					M
	151 Shoe polish utensils on demand or a shoe polish service or a shoe polish machine.	1			M		
	152 Shoe polish utensils in the room	2				M	M
	153 Shoe polish machine in the hotel or in the case of the three star hotel a shoe polish service or shoe polish utensils in the room. In the case of a four and five star hotels a shoe polish service can substitute a shoe polish machine.	3			M	M	M
	154 Door viewer	2					
	155 Additional locking mechanism at the room door	3					
III. Service Cleaning of rooms / change of laundry	156 Daily room cleaning	1	M	M	M	M	M
	157 Daily change of towels on demand	1	M	M	M	M	M
	158 Change of bed linen at least every three days or on guest's demand	1	M	M	M		

	Standard		Points	1	2	3	4	5
	159	Change of bed linen at least every other day or on guest's demand	2				M	M
	160	Daily change of bed linen on guest's demand	4				M	M
Beverages	161	Beverage offer in the hotel	1	M	M			
	162	Beverage dispenser/beverage station in the hotel	1					
	163	Beverage offer in the room	2			M	M	M
	164	16 hours beverages via <i>room service</i>	2					
	165	24 hours beverages via <i>room service</i> or minibar for a four star hotel	4				M	M
	166	Minibar or for the four star hotel 24 hours beverages via room service	5				M	M
Breakfast	168	Extended breakfast that includes at least one hot beverage (e.g. tea or coffee) a fruit juice, some fruits or fruit salad, a choice of bread and rolls with butter, jam cold cuts and cheese.	1	M				
	169	Breakfast buffet or equivalent breakfast menu card. If self service to include at least the same choice of products as the extended breakfast in standard 168 with an egg or an egg-plate and muesli.	2		M	M		
	170	Breakfast buffet with service or equivalent breakfast menu card also via <i>room service</i>	5				M	M
	171	Breakfast menu card via <i>room service</i>	2					M
Food (Lunch and Dinner)	172	Lunch time for at least two hours	2					M
	173	Dinner time for at least three hours	2					M
	174	Three-course menu or "à la carte" or buffet	1	M	M			
	175	Three-course menu with choice or "à la carte" or buffet	2			M	M	M

B 3266

	Standard		Points	1	2	3	4	5
	176	Food offer via <i>room service</i> until 10 pm	5				M	
	177	Food offer via <i>room service</i> during 24 hours	10					M
	178	Restaurant opened at least 5 days per week. Each restaurant with a different concept, choice of food and location.	5 per each, max. 10	M (min. 1)	M (min. 1)	M (min. 1)		
	179	"À la carte"-restaurant opened at least 6 days per week	8 per each,				M (min. 1)	
	180	"À la carte"-restaurant opened at least 7 days per week	10 per each, max. 20					M (min. 1)
	181	Dietary-kitchen (dietary skilled cook, dietician or nutrition scientist)	2					
	182	Kitchen offering a significant number of local Maltese dishes preferably using local products.	4					
Reception	183	Reception service, accessible by telephone from inside and outside	1	M	M			
	184	Reception opened 14 hours, accessible by phone 24 hours from inside and outside	3			M		
	185	Reception opened 18 hours, accessible by phone 24 hours from inside and outside	4				M	
	186	Reception opened 24 hours, accessible by phone 24 hours from inside and outside	6					M
	187	Bilingual staff (including English)	2			M	M	
	188	Multilingual staff (at least one more foreign language)	4					M
	189	Photocopier or the possibility to get photocopies	2				M	M
	190	Doorman-service or valet parking	4					M
	191	Valet Parking	15					
		(191 – 194 each with separate personal)						

	Standard		Points	1	2	3	4	5
	192	Doorman (191 – 194 each with separate personal)	15					
	193	Concierge (191 – 194 each with separate personal)	15					M
	194	Page boy (191 – 194 each with separate personal)	15					M
	195	Luggage service on demand	2			M	M	
	196	Luggage service. Luggage delivered promptly to room	5					M
	197	Secure left-luggage service for arriving or departing guests	5				M	M
Laundry and ironing service	198	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24 h)	1					
	199	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 12 h)	2					
	200	Ironing service (return within 1 h)	2					M
	201	Laundry and ironing service (return as agreed)	1			M		
	202	Laundry and ironing service (delivery before 9 am, return on the same day – weekend excluded)	2				M	
	203	Laundry and ironing service (delivery before 9 am, return within 12 h)	4					M
Payment	204	Credit cards	2		M	M	M	M
	205	Debit cards (e.g. electronic cash or debit advice procedure)	2		M	M	M	M
Miscellaneous	206	Professional support for in-house IT	2				M	M
	207	Wake-up call (for wake-up call device see no. 77)	2					
	208	Umbrella at the reception/in the room	1					
	209	Sale of tickets or ticket service at the reception (e.g. for theatre, cinema)	1					
	210	Up-to-date magazines	1					M
	211	Daily newspapers at reception	2				M	M
	212	Sewing service	2				M	M
	213	Shoe polish service	2			M	M	M

B 3268

	Standard	Points	1	2	3	4	5
	214 Shuttle or limousine service	2					M
	215 Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit)	2		M	M	M	M
	216 Banquet options for at least 50 persons (excludes the restaurant area)	2					
	217 Banquet options for at least 100 persons (excludes the restaurant area)	4					
	218 Banquet options for at least 250 persons (excludes the restaurant area)	8					
	219 Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen)	6					M
	220 Accompanying the guest to the room at the arrival	2					
	221 Turndown service in the evening as an additional room check	10					M
	222 Secretary service	3					
	(separate office and available staff)						
	223 Conference service	5					
	(separate department, separate staff; points only if at least one of the criteria 253 – 255 is fulfilled)						
IV. Leisure House equipment and facilities							
	224 Reading and writing room (separate location)	1					
	225 Library (separate location)	2					
	226 Children's area (playroom/playground)	4					
	227 Fitness room with a minimum size of 20 square metres and with at least four different exercise machines (e.g. ergo meter, dumb bell, machine for weight training, treadmill, rowing machine, Stairmaster)	4					

	Standard		Points	1	2	3	4	5
Spa / beauty care	227.1	Spa area is accessible without crossing the conference or restaurant areas.	0					
	228	Solarium	2					
	229	Massages (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology). Room for massage to be at least 10 square metres.	2 per cabin, max. 6					
	230	Separate relaxation room of at least 20 square metres in area	3					
	231	Jacuzzi	3					
	232	Sauna	5 per sauna type, max. 15					
		(with a minimum size of 6 seats)						
	233	Beauty farm if there are offered at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage). Cabins to be at least 10 square metres.	5					
	234	Bath/wading pool section if there are offered at least 4 different treatments (e.g. bath, Kneipp, hydrotherapy, moor, hammam). Cabin area to be at least 10 square metres.	5					
	235	Outdoor Swimming pool (not applicable to 3 star hotels which were either operating with a licence originally issued by the Hotels and Catering Establishments Board or approved by the Authority prior to the issue of a Tourism Compliance Certificate.)	10			M	M	M

B 3270

	Standard		Points	1	2	3	4	5
	236	Indoor Swimming pool (not applicable to 4 star hotels which were either operating with a licence originally issued by the Hotels and Catering Establishments Board or approved by the Authority prior to the issue of a Tourism Compliance Certificate).	15				M	M
Miscellaneous	237	Host / Animation programme	3					
	238	Babysitter on demand	1					
	239	In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff	10					
	240	In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff	10					
	241	Rental of sports equipment (e.g. skis, boats, bicycles)	2					
	242	Hotel-own beach or lawn	4					
V. Arrangement of offer	243	Systematic complaint	3			M	M	M
	244	Systematic guest questioning	5				M	M
	245	Mystery guesting at least during classification by profession entities. Mandatory for the Four Star Superior. (A proof has to be added to the application.)	15				M	M
	246	Quality management system according EHQstep 1 ("Q")	4					
	247	Quality management system according EHQ step 2 ("QQ")	6					
	248	Quality management system according EHQ step 3 ("QQQ")	10					
	249	Homepage with meaningful, realistic pictures of the hotel at least showing the exterior view, public area and a room.	5			M	M	M

	Standard		Points	1	2	3	4	5
	250	Online reservation via electronic reservations systems possible. A simple email is not accepted.	5					
	251	Direction sketch / location plan on demand or in the internet	1		M	M	M	M
	252	Invitation to departing/departed guests to write a review on a portal or on the homepage	5					
VI. In-house Rooms								
	253	Conference room(s) of at least 36 m ² to 100 m ² , ceiling height of at least 2,50 m	5					
	254	Conference room(s) larger than 100 m ² , ceiling height of at least 2,75 m	8					
	255	Conference room(s) larger than 250 m ² , ceiling height of at least 3,00 m	10					
	256	Conference office / typing pool (acceptable only if one of standards 253 to 255 is fulfilled)	1					
	257	Group work rooms (acceptable only if one of the standards 253 to 255 is fulfilled)	4					
Telecommunication / media	258	Telephone (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	1					
	259	Internet access (e.g. broadband, WLAN) (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	2					
	260	Data projector (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	2					

B 3272

	Standard		Points	1	2	3	4	5
	261	Workshop material (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	1					
	262	3 pin boards per conference room (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	1					
	263	1 flip chart per conference room (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	1					
Equipment / technology	264	Projection screen (acceptable only if one of the standards 253 to 255 is fulfilled) (appropriate to the ceiling height and room size, at least 1,50 x 1,50 m) (minimum criterion for each conference room)	1					
	265	Coat rack or locker in the conference room (acceptable only if one of the standards 253 to 255 is fulfilled)	1					
	266	Speaker's desk (acceptable only if one of the standards 253 to 255 is fulfilled)	1					
	267	At least 8 power sockets, extension cable, and power distribution (acceptable only if one of the standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	1					
	268	Daylight in the conference room and possibility to darken the room (acceptable only if one of standards 253 to 255 is fulfilled) (minimum criterion for each conference room)	3					

	Standard		Points	1	2	3	4	5
	269	Appropriate lighting with artificial light producing 300 lux. Light intensity or positioning can be controlled. (acceptable only if one of the standards 253 to 255 is fulfilled)	2					
	270	Individual adjustable air conditioning of the conference rooms (acceptable only if one of the standards 253 to 255 is fulfilled)	3					
VII. Minimum points		For a Bed and Breakfast Hotel (from one to Four Star only), the number of points to be reached is lowered by 20 points in each category. A five Star hotel cannot be a Bed and Breakfast hotel.						
Hotels		Minimum number of points for a One, Two, Three, Four and Five Star Category		90	170	250	380	570
Supplement "Superior"		Minimum number of points for a Superior One Star, Superior Two Star, Superior Three Star, Superior Four Star and Superior Five Star Category.		170	250	380	570	650

B 3274

Second Schedule Part 1
Operational Requirements for all Categories of hotels and tourist villages

Exterior / Façade	1	The exterior of the hotel, including entrances, outdoor and car park areas, shall be well maintained, clean, well lighted and do not pose any health and safety hazard to the guests, the employees and the public.
Public area	2	Corridors and staircases to be free from any obstructions
	3	Bunk beds are not allowed
	3.1	Maximum number of additional beds:2
	3.2	Maximum number of persons per room: 4, provided that no more than two of the guests are over sixteen of age in the 4 and 5 star categories
	3.3	Minimum size of additional beds 85cm by 190cm
	3.4	If two additional beds are provided, the minimum additional bedrooms size shall be 4 square metres per additional bed in addition to minimum size of bedrooms
	3.5	If a total of more than 4 guests are accommodated, an additional bedroom must also be provided
	3.6	If a total of more than 6 guests are accommodated, an additional bathroom must also be provided
	3.7	Terrace furniture (at least two chairs and one table per terrace) if terrace is available in the 3, 4 and 5 star categories.
	3.8	Adaptors available on request
	3.9	Information on any charges for services and use of facilities (including telephone) that may be levied to guests shall be clearly shown in the room
	3.10	'Do Not disturb' sign (or similar)
	3.11	Detailed emergency exit plan clearly displayed in the room
Restaurant	4	Cutlery, crockery and glassware shall be in good condition and adequate to serve the maximum number of diners capable of being seated in the dining area
	4.1	Guest greeting and shown to table, presentation of menu to guest where applicable in the 4 and 5 star categories
Kitchen	5	Cleaning products to be stored separately from food
	5.1	Kitchen to be kept clean, organised and in a good state
	5.2	Kitchen equipment to be kept in good functioning order
	5.3	Non slip kitchen floor
	5.4	Extraction chamber in good and clean condition
	5.5	First Aid box adequately equipped
	5.6	All kitchen staff with uniform and head cap
	5.7	Dry products stored in a ventilated area with natural or mechanical ventilation
Reception	6	Rooms price list available at reception
	6.1	Uniform and personal identification tag for front office staff for the 3, 4 and 5 star categories
	6.2	Organised display of tours and visitor attractions brochures

	6.3	Display of hotel information
	6.4	First Aid box, properly equipped
	6.5	Emergency medical call system
	6.6	Foreign exchange availability for services rendered for the 3, 4 and 5 star categories
	6.7	Complimentary mineral water available in room on arrival for the 5 star category
Pool	7	Pool opening hours on display
	7.1	When pool is not attended by a responsible person, the telephone number and location of the immediate contact person shall be prominently displayed in the pool area
	7.2	Guests using the pool to be provided with adequate towelling for the five star category
	7.3	Brand advertising on furniture, canopies and umbrellas in the sun or pool terrace not allowed for the 4 and 5 star categories
	7.4	Facilitated swimming pool access with ladders or stairs
	7.5	Depth markings clearly visible
	7.6	Diving prohibition signs prominently displayed where water depth is less than 150cm
	7.7	Life-Ring buoyancy aids complete with rope, clearly visible, sited and accessible
	7.8	Flooring around the pool is of non-slip material
	7.9	Lifts, swimming pools and other facilities to be in a good state
	7.10	Swimming pool area adequately lighted
Maintenance and Cleaning	8.10	Installations, fittings, ventilation, air-conditioning systems and any other equipment to be in good operating condition.
	8.2	Furniture, soft furnishings, apertures, linen and towelling to be in a good state.
	8.3	All light sockets and any other electrical installations to be properly maintained and functioning
	8.4	Self catering units, guest rooms, bathrooms, toilets, public and service areas, corridors, staircases and passage ways are to be kept clean at all times.
	8.5	The illumination and lighting of the façade of the hotel and other grounds to be in a good state and sufficient.
	8.6	The façade, exterior and interior walls, floors and ceiling to be in a good state.
	8.7	Emergency maintenance service to be available 24 hours a day on call for the 4 and 5 star categories
	8.8	Staff in contact with guests shall be well groomed
	8.9	The hotel shall be staffed by persons trained to maintain the standards of service set out in these Regulations.
	8.10	Staff are to be provided with training on a regular basis.

B 3276

Second Schedule Part 2
Requirements for Establishments providing Self Catering apartments.

Kitchen in a self catering unit	1	Kitchen (applicable to self catering units in hotels and tourist villages)
	1.1	coffee / tea pot or machine
	1.2	bread toaster
	1.3	can opener
	1.4	cork screw
	1.5	bottle opener
	1.6	gas detection system if cooking facilities are run on gas
	1.7	cooking facilities with at least two fire rings or heating elements
	1.8	cooker hood with extractor
	1.9	oven in the case of the 4 and 5 star categories
	1.10	microwave oven in the case of the 5 star category
	1.11	refrigerator with freezer
	1.12	wash basin
	1.13	adequate quantity of necessary cutlery, crockery and glassware
	1.14	adequate quantity of necessary cooking utensils
Dining area in a self catering unit	2	Dining Area (applicable to self catering units in hotels and tourist villages)
	2.1	natural light and ventilation in the room
	2.2	one dining table
	2.3	chairs (one per person)
	2.4	effective air conditioning with individual controls available at all times in the 3, 4 and 5 star categories
	2.5	black out curtains if room is equipped with an extra bed
	2.6	telephone for internal and external calls in addition to the one in the bedroom in the case of the 5 star category
Additional beds in a self catering unit	3	No bunk beds are allowed
	3.1	Maximum number of additional bed: 2
	3.2	Maximum number of persons per bedroom: 4
	3.3	Minimum size of additional beds: 85 cm x 190 cm
	3.4	If two additional beds are provided, the minimum additional bedroom size shall be 4 sq m in addition to minimum size of bedrooms
	3.5	If a further 2 additional beds are provided, then an additional bedroom must also be provided
	3.6	If a total of more than 6 guests are accommodated, an additional bathroom must also be provided

Third Schedule
HOTELS SPATIAL AND STRUCTURAL REQUIREMENTS

(A) - Column A is applicable to new developments, re-developments, extensions or upgrading of hotels/aparthotels (i) whose application for a Tourism Compliance Certificate is filed with the Authority after the coming into force of these Regulations; or (ii) whose application for a Tourism Compliance Certificate, with regard to new development, redevelopment, extensions or upgrades, was approved by the Authority before the coming into force of these Regulations

(B) - Column B is applicable to hotels/aparthotels which were either operating with a licence originally issued by the Hotels and Catering Establishments Board or approved by the same Board up to May 31st 2000

(C) A shaded cell indicates that it is mandatory for that category

1	EXTERIOR/FACADE	Column A					Column B				
		1*	2*	3*	4*	5*	1*	2*	3*	4*	5*
1.1	The exterior of the hotel, including entrances, outdoor and car park areas, shall be well maintained, clean, well lighted and do not pose any health and safety hazard to the guests, the employees and the public										
1.2	The hotel shall have its own independent entrance.										
1.3	A service entrance, suitably located for the reception of goods, shall be available separate from the guests entrance										
2	Floor space and Site area per Room	Column A					Column B				
		1*	2*	3*	4*	5*	1*	2*	3*	4*	5*
	Maximum built floor space of hotel within development zone (%). Allowable variation not to exceed 5%.	NA	90	85	80	70					
	Proportion of building to site area of hotel Outside Development Zone (%). Allowable variation not to exceed 5%.	NA	NA	30	30	25					

B 3278

	Site area per room of hotel Outside Development Zone (sq m). Allowable variation not to exceed 5%. (e.g. A 3-star aparthotel with site area of 1000 sq m equals 19 rooms maximum)		NA	52	55	58						
3	Landscaping											
		Column A					Column B					
		1*	2*	3*	4*	5*						
	Proportion of site area of hotel within Development Zone required to be landscaped (%). Allowable variation not to exceed 10%.	NA	NA	5	10	15						
	Proportion of site area of hotel Outside Development Zone required to be landscaped (%). Allowable variation not to exceed 10%.		NA	40	40	45						
4	Corridors, staircases and other public areas											
		Column A					Column B					
		1*	2*	3*	4*	5*	1*	2*	3*	4*	5*	
	minimum width in metres of the corridors	1.5	1.5	1.5	1.8	1.8						
5	MINIMUM FLOOR AREA OF GUEST BEDROOM											
Minimum floor area for room (bedroom)												
	Description of Room	Column A					Column B					
		1*	2*	3*	4*	5*	1*	2*	3*	4*	5*	
	Double room of built hotel (sq m). Allowable variation not to exceed 5%.	17	17	21	28	35		14	16	19	23	
	Single room of built hotel (sq m). Allowable variation not to exceed 5%.							12	14	16	17	
	Suites or similar premises (if available). Allowable variation not to exceed 5%.	175% of minimum size of double room										

[illegible]

Fourth Schedule

TOURIST VILLAGE STANDARDS

Tourist village has the same general meaning as a 'hotel' providing accommodation in bedrooms, suites, self-catering units or a mix of any such units. It shall be detached from any other building; sited within an extensive and defined parcel of land; be designed as not to exceed a building height of three floors; and offers sport, recreation and other outdoor facilities.

Cells marked with an M indicate that regulation is mandatory for that grade.						
	A Tourism Accommodation establishment shall qualify for a ‘Tourist Village’ category if it satisfies the Authority on the following conditions:-					
	1 General Requirements	1*	2*	3*	4*	5*
1.1	It conforms with the standard requirements for hotels as laid down in the First, Second and Third Schedules	M	M	M	M	M
1.2	It is sited within a single and defined parcel of land and does not exceed a building height of three floors	M	M	M	M	M
1.3	Premises is fully detached from any other building	M	M	M	M	M
1.4	It offers sport, recreation and other outdoor facilities	M	M	M	M	M
	2 Additional Facilities					
2.1	Open-air swimming pool of at least 25m x 10m in surface measurement	M	M	M	M	M
2.2	The area and safety features for swimming pool and terrace as indicated in Part I of the Second Schedule, shall also apply for swimming pool and terrace of a tourist village	M	M	M	M	M
2.3	Mini-market	M	M	M	M	M
2.4	Recreational day and night programmes	M	M	M	M	M
2.5	Two outdoor sports installations	M	M	M	M	M
2.6	Open-air children playground	M	M	M	M	M
	Items hereunder 3.1 to 5.3 are applicable to new developments, re-developments, extensions or upgrading of tourist villages (i) whose application for a Tourism Compliance Certificate is filed with the Authority after the coming into force of these Regulations; or (ii) whose application for a Tourism Compliance Certificate, with regard to new development, redevelopment, extensions or upgrading, was filed with the Authority before the coming into force of these Regulations					

B 3282

3	SPATIAL STANDARDS					
	Floor space and Site area per Room (subject to flexibility as per regulation 12 of these Regulations)					
		1*	2*	3*	4*	5*
3.1	Maximum built floor space of <u>Tourist Village within Development Zone</u> (%). Allowable variation not to exceed 5%	80	85	80	75	65
3.2	Proportion of building to site area of <u>Tourist Village Outside Development Zone</u> (%). Allowable variation not to exceed 5%	NA	NA	30	25	20
3.3	Site area per room of <u>Tourist Village Outside Development Zone</u> (sq m). Allowable variation not to exceed 5%. (e.g. A 3-star hotel with site area of 1000 sq m equals 19 rooms maximum)	NA	NA	52	55	58

4	Landscaping (subject to flexibility as per regulation 12 of these Regulations)					
		1*	2*	3*	4*	5*
4.1	Proportion of site area of <u>Tourist Village within Development Zone</u> required to be landscaped (%). Allowable variation not to exceed 10%	NA	5	10	15	20
4.2	Proportion of site area of <u>Tourist Village Outside Development Zone</u> required to be landscaped (%). Allowable variation not to exceed 10%	NA	NA	40	45	50

5	ROOMS WITH OPEN VIEWS (1, 2 and 3-star tourist villages are subject to flexibility as per regulation 12 of these					
		1*	2*	3*	4*	5*
5.1	Tourist Village within Development Zone: (%). Allowable variation of 5% ONLY in 2 and 3 -star establishments	70	70	75	100	100
5.2	Tourist Village Outside Development Zone:(%). Allowable variation of 5% ONLY in 2 and 3 -star establishments	95	95	95	100	100
5.3	Open views DO NOT INCLUDE views onto internal shafts.	M	M	M	M	M

Fifth Schedule

PART 1

GUEST HOUSE - STANDARDS

Guest house has the same meaning as “guest house” in the Act, but in more specific terms, it means any building or part of a building; having an independent entrance; is attended by a responsible person; provides accommodation in not more than 30 bedrooms; offers breakfast and limited reception services to the public in accordance with the following standards; guesthouses whose operator resides on the premises may also be promoted as 'B&B accommodation'.

Cells marked **M** indicate that regulation is mandatory

	PREMIUM GUEST HOUSE STANDARDS	
		Premium
1	The Premium Guest House shall conform with the following MANDATORY CRITERIA FOR 4-STAR HOTELS as per the First, Second and Third Schedules	M
1.1	Regulations 1.1 and 1.2 of the Third Schedule, (exterior/façade)	M
1.2	Regulation 5 of the Third Schedule (minimum floor area of guest bedroom for 4-star hotel) subject to flexibility as per regulation 12 of these Regulations.	M
1.3	Mandatory Regulations 72 to 124 of the First Schedule (Guest bedroom for 4-star hotel)	M
1.4	Regulations 176 of the First Schedule (Room Service for 4-star hotel)	M
1.5	Regulations 170 of the First Schedule (Breakfast for 4-star hotel)	M
1.6	Regulations 5 to 5.7 of Part I of the Second Schedule (Kitchen for 4-star hotel)	M
1.7	Regulations 8.1 to 8.10 of Part I of the Second Schedule (maintenance and cleaning)	M
	ADDITIONAL STANDARDS	
2	In addition the Premium Guest House shall also conform to the following ADDITIONAL STANDARDS	
2.1	GENERAL	
2.1.1	Accommodation may be provided in hotel type rooms, suites, family rooms or similar BUT not in self catering units or similar	M
2.1.2	The furniture, furnishings and decor of the guest house shall be of a high standard and of a design and style which reflects and complements the character of the premises.	M
2.1.3	Newspapers/magazines available daily to guests using the reception/lounge/welcoming area	M
2.1.4	If Guest House consists of more than one floor in addition to the ground floor a passenger lift shall be provided	M
2.1.5	Room price list available	M

B 3284

2.2	SERVICE	
2.2.1	Hairdressing/beautician service in room on request	M
2.2.2	Host or other responsible person to be available at all hours and able to offer assistance to guests	M
2.2.3	Laundry, pressing and dry cleaning service	M
2.2.4	Instructions for obtaining emergency assistance	M
2.2.5	First aid kit fully equipped shall be available and accessible to guests	M
2.2.6	A breakfast room and breakfast service is to be provided	M
2.2.7	The guest house is to be professionally managed and operated	M
2.2.8	Impeccable attitude of host/management/staff	M
2.2.9	A high level of professional and personalised service is expected at all times	M
2.3	GUEST BEDROOMS/BATHROOMS	
2.3.1	The guestrooms shall be provided with TV plasma/LCD screen. Internet connectivity (e.g. Wi-Fi) in all bedrooms	M
2.3.2	Fresh flowers to be provided on request	M
2.3.3	High standard of bathroom fixtures and fittings; Wash hand basins with vanity top; Full range of toiletries to be available and replenished; Quality bath towels	M
2.3.4	All guestrooms shall have interconnecting or private bathroom	M
3	MISCELLANEOUS	
3.1	If the guesthouse provides catering facilities or a bar - apart from the obligatory breakfast- a separate license as provided for in the Catering Establishment Regulations, shall be required.	M
3.2	If facilities or services, not obligatory under this Schedule are available or provided, the Regulations for that facility or service in respect of 4-Star hotels under the First, Second and Third Schedules, shall apply.	M

PART 2

GUEST HOUSE STANDARDS

Guest house has the same meaning as “guest house” in the Act, but in more specific terms, it means any building or part of a building; having an independent entrance; is attended by a responsible person; provides accommodation in not more than 30 bedrooms; offers breakfast and limited reception services to the public in accordance with the following standards; guesthouses whose operator resides on the premises may also be promoted as 'B&B accommodation'.

Cells marked **M** indicate that regulation is mandatory

	STANDARD GUEST HOUSE STANDARDS	
1	GENERAL	Standard
1.1	Additional beds	
1.1.1	No bunk beds are allowed	M
1.1.2	Maximum number of additional beds: 2	M
1.1.3	Maximum number of persons per room: 4	M
1.1.4	Minimum size of additional beds: 90x190 cm	M
2	GUEST BEDROOM	
2.1	Room Spatial Standards	
	(applicable only to Guest Houses approved by the Authority with effect from 1st January 2013)	
2.1.1	Minimum floor area of a guesthouse room (standard class) for one person, not including the bathroom if provided	9 sq m
2.1.2	Minimum floor area of a guesthouse room (standard class) for two persons, not including the bathroom if provided	13 sq m
2.1.3	Additional floor area of room for each additional person	4 sq m
2.1.4	Minimum internal room width for room hosting two or more persons	3.25 m
2.2	General	
2.2.1	All rooms have separate and independent entrance	M
2.2.2	All guest rooms are clearly numbered or named.	M
2.3	Bed	
2.3.1	Minimum bed sizes: 85cm x 190cm for single; 135cm x 190cm for double.	M
2.3.2	Bed linen: 2 sheets, pillow cover, blanket and cover.	M
2.3.3	One pillow per person	M
2.3.4	Additional pillow per person on request	M
2.3.5	Extra blanket per person on request	M
2.3.6	Bed sheets changed once a week or on guest's request.	M

B 3286

2.4	Furniture and Comfort	
2.4.1	Window / balcony allowing natural light and ventilation into room	M
2.4.2	Blackout curtain (or similar) completely excluding natural/external light.	M
2.4.3	One chair or armchair	M
2.4.4	One dressing table	M
2.4.5	At least one bedside table to be shared by every two persons OR two bedside tables to be shared by every three persons	M
2.4.6	One wastepaper basket	M
2.4.7	One mirror of adequate size	M
2.4.8	Wardrobe with 5 clothes hangers per person	M
2.4.9	Heating system	M
2.4.10	Fan (ventilation system) if there is no air conditioning	M
2.4.11	Individual bedside reading light	M
2.5	Additional services	
2.5.1	Facility to make at least internal phone calls from room	M
2.5.2	Directory of house services including instructions for obtaining emergency assistance	M
2.5.3	Wake-up call service (or alarm-clock) available	M
2.5.4	"Do Not disturb" sign or similar	M
2.5.5	Emergency exit plan clearly displayed	M
3	BATHROOM	
3.1	Sanitary facilities	
3.1.1	At least one bath/ shower for every 6 persons or one per floor	M
3.1.2	At least one water closet for every 6 persons or one per floor	M
3.1.3	Continuous supply of cold and hot water	M
3.1.4	Toilet paper	M
3.1.5	Wash-hand basin	M
3.1.6	Wrapped soap or distributor in the room	M
3.1.7	Sanitary bin	M
3.2	Bath/Shower	
3.2.1	Bath or Shower	M
3.2.2	Bath/ shower wall and floor covered with impervious material	M
3.2.3	Towels hanger	M
3.2.4	Two towels per person (hands towel and bath towel):	M
3.2.5	Floor mat near shower or bath	M
3.2.6	Shelving or facility for holding toiletries	M
3.2.7	Mirror	M
3.2.8	Hairdryer available on request	M
3.2.9	General lighting to enable correct vision in all bathroom areas	M
3.2.10	Each sanitary area shall with an effective system of natural or mechanical ventilation.	M
3.2.11	One clothes hook	M
4	PUBLIC AREAS	

4.1	Reception	
4.1.1	Reception/Lounge/Welcoming area	M
4.1.2	Receptionist/responsible person on duty able to speak English	M
4.1.3	Responsible person on site available at least from 07:00hrs to 19:00hrs daily	M
4.1.4	Responsible person accessible by phone during the hours when the reception is not manned	M
4.1.5	Rooms price list available at reception/lounge/welcoming area.	M
4.1.6	Facility to make external phone calls	M
4.1.7	Local information available	M
4.2	Corridors, staircases, passages and other common areas	M
4.2.1	Well positioned directional signage to emergency exits, bedrooms, lifts, reception and other facilities	M
4.2.2	Effective ventilation system: natural or mechanical	M
4.2.3	Public area with seating facilities.	M
4.2.4	Corridors and staircases to be free of any obstruction	M
4.2.5	Lighting in all areas	M
4.3	General	
4.3.1	Safe deposit system available at reception or room	M
4.3.2	Availability of payment by International credit card	M
4.3.3	Luggage keeping service	M
4.3.4	First Aid Box properly equipped	M
4.3.5	Emergency medical call system	M
4.4	Toilet facilities	
4.4.1	Wash hand basin with a continuous supply of cold and warm water	M
4.4.2	Soap dispenser	M
4.4.3	Automatic hand dryer or disposable paper towels	M
4.4.4	Mirror with suitable lighting	M
4.4.5	Each public toilet with an effective system of natural or mechanical ventilation.	M
4.4.6	Sanitary bin with lid in female toilets	M
4.4.7	Toilet brush in each cubicle.	M
4.4.8	Toilet rolls holder with toilet paper.	M
5	BREAKFAST AREA	
5.1	THE SERVICE	
5.1.1	Breakfast room area. This need not be provided if a restaurant is available.	M
5.1.2	Breakfast service	M
5.1.3	A selection of cold and hot beverages	M
5.1.4	One bread product	M
5.1.5	One bakery product	M
5.1.6	Cereals	M
5.1.7	A selection of jams or marmalades or other spreads	M

B 3288

5.1.8	Cutlery, crockery and glassware shall be adequate to serve the maximum number of guests capable of being seated in the breakfast area.	M
5.1.9	Cutlery, crockery, glassware, linen and equipment shall be clean and in good condition.	M
5.1.10	A kitchen or preparation area shall be available to service the breakfast room	M
5.1.11	Proper area for storage - clean and organised - shall be available.	M
5.1.12	Toilet facilities for guests using the breakfast room but not necessarily in the same area.	M
6	MANAGEMENT AND STAFF	
6.1	The guest house shall be under the regular supervision of a person capable of operating the premises to the standards set out in these regulations.	M
6.2	Staff shall be properly dressed, clean and well mannered at all times	M
7	MAINTENANCE AND CLEANING	
7.1	Good state of furniture, soft furnishings, apertures, linen and towelling	M
7.2	Good state of the façade, exterior and interior walls, floors and ceiling	M
7.3	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
7.4	All light sockets and other electrical installations to be properly maintained and functional	M
7.5	Rooms, bathrooms, toilets, public and service areas, corridors and passage ways are to be kept clean at all times	M
7.6	Good state and proper lighting of the façade and of other grounds managed by the guest house	M
7.7	Maintenance service to be provided 12 hours a day	M
8	MISCELLANEOUS	
8.1	If the guest house provides catering facilities or a bar - apart from the obligatory breakfast- a separate license as provided for in the Catering Establishment Regulations, shall be required.	M
8.2	If facilities or services, not obligatory under this Schedule are available or provided, the Regulations for that facility or service in respect of 2 Star hotels under the First, Second and Third Schedules, shall apply.	M

Sixth Schedule

HOSTEL STANDARDS

Hostel has the same meaning as in the Act, but in more specific terms, it means any building or part of a building

Cells marked M indicate that regulation is mandatory

1	GENERAL	Standard
1.1	Bedroom Capacity	
1.1.1	Maximum number of persons per room: 12	M
1.1.2	Sufficient space to allow persons staying in room free movement and a good degree of comfort.	M

2	HOSTEL BEDROOM	
2.1	Room Spatial Standards	
	(applicable only to hostels approved by the Authority with effect from 1st January 2013)	
2.1.1	Minimum floor area of a room for one person, not including the bathroom if provided	7 sq m
2.1.2	Minimum floor area of a room for two persons, not including the bathroom if provided	10 sq m
2.1.3	Additional floor area of room for each additional person in single bed	3 sq m
2.1.4	Additional floor area of room for each additional person in bunk bed	2 sq m
2.1.5	Minimum internal room width for a room hosting two or more persons	3.25 m

2.2	General	
2.2.1	All rooms have separate and independent entrance	M
2.2.2	All guestrooms clearly numbered or named	M

2.3	Bed	
2.3.1	Minimum bed size: 85 cm X 190cm for single; 135cm x 190cm for double	M
2.3.2	Bed linen: 2 sheets and blanket with cover, or sheet and quilt with case cover, pillow case	M
2.3.3	One pillow per person	M
2.3.4	Additional pillow per person on request.	M
2.3.5	Extra blanket per person on request.	M
2.3.6	Bed sheets changed at least once a week or on guest's request	M

B 3290

2.4	Furniture and Comfort	
2.4.1	Window / balcony allowing natural light and ventilation in room	M
2.4.2	Blackout curtain (or similar) completely excluding natural/external light.	M
2.4.3	One table or similar surface	M
2.4.4	At least one bedside table, surface or container for personal effects to be shared by a maximum of every two persons	M
2.4.5	One waste paper basket	M
2.4.6	One mirror	M
2.4.7	Cupboard minimum size 50 x 60 x 70cm per person. Cupboard lockable in shared accommodation	M
2.4.8	Effective heating system	M
2.4.9	Effective fan (ventilation system) if there is no air conditioning	M
2.5	Additional services	
2.5.1	Facility to make internal and external calls, not necessarily from bedroom	M
2.5.2	Emergency exit plan clearly displayed in room	M

3	BATHROOM FACILITIES	
3.1	General	
3.1.1	One bath/shower for every 8 persons or one per floor	M
3.1.2	One water closet for every 8 persons or one per floor	M
3.1.3	Wash-hand basin supplied with liquid soap for every 8 persons or one per floor	M
3.1.4	Continuous supply of cold and hot water	M
3.1.5	Sanitary bin to each water closet	M
3.1.6	Effective system of lighting and of natural or mechanical ventilation.	M

3.2	Bath/Shower	
3.2.1	Continuous supply of cold and warm water	M
3.2.2	Bath/Shower facilities with curtain or similar	M
3.2.3	Bath / shower wall and floor covered with impervious material.	M
3.2.4	Towels hanger per bath/shower room/cubicle	M
3.2.5	Shelving or facility for holding toiletries per bath/shower room/cubicle or wash-hand basin	M
3.2.6	Mirror over and per wash-hand basin	M
3.2.7	One clothes hook per bath/shower room/cubicle	M

4	PUBLIC AREAS	
4.1	Reception/Lounge Area	
4.1.1	Reception/Lounge area	M
4.1.2	Reception/Lounge area to be supplied with a desk or counter to service guests	M
4.1.3	Reception/Lounge area with seating and information display facilities	M
4.1.4	Receptionist/responsible person on duty able to speak English and to attend to guest needs	M
4.1.5	Responsible person on site available at least for six hours daily	M
4.1.6	Responsible person accessible by phone during the hours when not available on site.	M
4.1.7	Prominent display in Reception/Lounge area of reception opening times and name and availability of responsible person on site	M
4.1.8	Prominent display in Reception/Lounge area of 24 hour contact phone number and name of responsible person	M
4.1.9	Prominent display in Reception/Lounge area of 24 hour emergency contact numbers for ambulance, fire, police and medical practitioner.	M
4.1.10	Prominent display in Reception/Lounge area of location and availability of First Aid box	M
4.2	Corridors, passages, staircases and other common areas	
4.2.1	Prominent display of directional signage to emergency exits, fire hydrants, First Aid box, bedroom, lifts, reception and other facilities.	M
4.2.2	Ventilation system: natural or mechanical	M
4.2.3	Corridors and staircases to be free of any obstruction impeding rapid easy emergency access	M
4.2.4	General lighting to enable correct vision in all areas	M
4.3	General	
4.3.1	Safe deposit system available at reception (or room)	M
4.3.2	Luggage keeping service	M
4.3.3	First Aid Box properly equipped, prominently displayed and easily accessible	M
4.3.4	Staff to be properly dressed, clean and well mannered at all times	M
4.4	Public Toilet Facilities	
4.4.1	Water closet	M
4.4.2	Wash hand basin with a continuous supply of cold and warm water	M
4.4.3	Soap Dispenser	M
4.4.4	Automatic hand dryer or disposable paper towels	M
4.4.5	Mirror	M
4.4.6	Each water closet with an effective system of lighting and of natural or mechanical ventilation.	M
4.4.7	Sanitary bin with lid in female toilets	M
4.4.8	Toilet brush to each water closet.	M
4.4.9	Toilet roll holder with toilet paper and additional toilet paper roll	M

B 3292

5	COMMON FACILITIES	
5.1	Common lounge/relaxing area for use by guests.	M
5.2	The following minimum breakfast items shall be made available in the kitchen for guests - tea, coffee, milk, sugar, bread, butter and jam.	M
5.3	Common kitchen and dining facilities for guests to store, prepare and consume hot and cold meals and wash up.	M
5.4	Common kitchen and dining facilities shall include food and beverage storage spaces, refrigeration, cooking/heating rings, oven or microwave, kitchen sink with continuous supply of cold and warm water, crockery and cooking utensils, cutlery, area with dining table/tops and seating. Facilities for washing up shall also be provided.	M
5.5	All common facilities shall be kept clean, organised and in a good state of hygiene. The kitchen equipment is to be in good functioning order.	M
6	MAINTENANCE AND CLEANING	
6.1	Good state of furniture, soft furnishings, apertures, linen and towelling	M
6.2	Good state of the façade, exterior and interior walls, floors and ceiling	M
6.3	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
6.4	All light sockets and other electrical installations to be properly maintained and functional	M
6.5	Maintenance service to be provided 12 hours a day	M
6.6	Rooms, bathrooms, toilets, public and service areas, corridors and passage ways are to be kept clean at all times	M
6.7	Good state and proper lighting of the façade and of other grounds managed by the hostel operator	M
7	MISCELLANEOUS	
7.1	The provision of restaurant, cafeteria, bar or similar catering facilities is not compulsory and if provided, shall be subject to a separate license as provided for in the Catering Establishments Regulations.	M
7.2	If facilities or services, not obligatory under this Schedule are available or provided, the Regulations for that facility or service in respect of two Star hotels under the First, Second and Third Schedules, shall apply.	M

Seventh Schedule
SPECIAL LABEL STANDARDS

Special label means the particular label assigned by the Authority to a hotel, tourist village, guesthouse or farmhouse, which label is granted by the Authority to further distinguish between the different types of accommodation according to their main use or character;

APPLICABILITY

Licensees of hotels, tourist villages, guest houses or farmhouses applying for a special label as per Regulation 10 of these Regulations, shall ensure that the premises conforms with the requirements listed under the particular special label being applied for, as indicated hereunder: -				
1	AGRO-TOURISM			
	Applicable categories			
	Special features and facilities	Guest House	Farmhouse (self-catering)	Farmhouse (host family)
1.1	General			
1.1.1	This label is applicable (a) to guesthouses licensed by the Authority as per the Fifth Schedule, (b) to farmhouses licensed by the Authority as per the Second Schedule of Holiday Premises and Farmhouses Regulations and (c) to farmhouses licensed by the Authority as per the First Schedule of the Host Family Accommodation Regulations.	M	M	M
1.1.2	Located in a rural area and on a working farm or other agricultural operation	M	M	M
1.1.3	The location of the premises shall be such as to enable the guest to experience and/or participate in local agricultural/rural life.	M	M	M
1.1.4	The agricultural operation is duly registered with the Department of Agriculture to carry out agricultural activities.	M	M	M
1.1.5	The atmosphere of the premises and its surroundings shall be such as to enable the guest to relax and feel close to nature.	M	M	M
1.1.6	A responsible person shall be available on the working farm or at the agricultural operation in order to attend to guests' needs.	M	M	M
1.1.7	Agro-tourism establishments providing food and beverage products are to ensure that such provision constitute mainly of products which are locally produced and manufactured using local raw materials.	M	M	M

B 3294

1.2	Premises					
1.2.1	Consists of farmhouse-type of accommodation or other type of accommodation forming part of a working farm	M	M	M		
1.2.2	The design, décor and furnishings of the room/unit is to reflect the farmhouse/rural environment.	M	M	M		
1.3	Activities					
1.3.1	Provides facilities/activities to offer an agrarian experience to the guest	M	M	M		
1.3.2	Provides opportunities for guest to sample 'home-grown' and/or traditional Maltese food products	M	M	M		
1.3.3	Provides guest with contact opportunities with farm/agriculture workers	M	M	M		
2	BED AND BREAKFAST					
2.1	Applicable to the One to the Four Star Categories					
2.1.1	This label is applicable to hotels which are classified and licensed by the Authority as 1 or 4 star hotels but is not applicable to a hotel which has the 'Resort' Special Label	M				
2.1.2	A Bed and Breakfast label is assigned under the condition that a breakfast room is available within the hotel and breakfast services are offered to the hotel's guests	M				
2.2	Exemptions					
2.2.1	The premises shall conform with the requirements of a 1 to 4 -star hotel (as the case may be) as per the First, Second and Thirds Schedules, provided that a 1, 2 and 3 star hotel is exempt from providing a restaurant, restaurant services and of a swimming pool while a 4 star hotel is exempt from providing a restaurant and restaurant services but has to provide a swimming pool.	M				
2.2.2	The licensee and/or operator of the hotel with a Bed and Breakfast label shall , during the validity period of the exemption, always promote the hotel as a '1,2,3 or 4-star Bed and Breakfast' hotel.	M				
3	HERITAGE					
3.1	Applicable categories					
3.1	Special features and facilities	1*	2*	3*	4*	5*
3.1.1	This label is applicable to hotels and guesthouses licensed by the Authority	M	M	M	M	M
3.1.2	The premises shall be sited in a building having heritage/historical significance as authenticated in writing by a competent person or entity.	M	M	M	M	M

3.1.3	It shall however be the sole discretion of the Authority, following consultation with competent authorities, to decide whether the building merits a heritage label.	M	M	M	M	M
3.1.4	An appropriate plaque, showing the heritage / historical significance of the premises, shall be properly displayed in the hotel lobby / reception.	M	M	M	M	M
3.1.5	The premises shall have distinctive features and designs giving the building a personality of its own.	M	M	M	M	M
3.1.6	The premises shall have appropriate period furniture.	M	M	M	M	M
3.1.7	The premises, shall have appropriate decor, settings and atmosphere.	M	M	M	M	M
3.1.8	The Authority may disqualify a building from being assigned a 'heritage' label if, notwithstanding it having heritage/historical significance, its internal/external features have been changed or altered to an extent which, in the opinion of the Authority, have changed significantly the original character of the building.	M	M	M	M	M
3.2	Exemptions					
3.2.1	The premises shall conform with the requirements of a Tourism Accommodation Establishment of its class as stipulated in the Schedules to these Regulations except for the following:	M	M	M	M	M
	(a) multi-purpose room;	M	M	M	M	M
	(b) swimming pool	M	M	M	M	M
3.2.2	In the case of hotels and guesthouses the premises are exempt from conforming with regulations 2 to 6 of the 3rd Schedule	M	M	M	M	M
3.2.3	Double room of a built hotel in square metres. Allowable variation not to exceed 5%	14	14	16	19	23
3.2.4	Single room of a built hotel in square metres. Allowable variation not to exceed 5%	12	12	14	16	17
3.2.5	The licensee and/or operator of the premises with a Heritage label shall , during the validity period of the exemption, promote the premises as a '1, 2, 3, 4 or 5-star heritage' hotel or as a 'Premium or Standard heritage' guesthouse, as the case may be.	M	M	M	M	M

B 3296

4	RESORT					
	Applicable categories					
4.1	Special features and facilities	1*	2*	3*	4*	5*
4.1.1	This label is applicable to hotels and tourist villages licensed by the Authority	M	M	M	M	M
4.1.2	Premises' building shall be detached from any other building	M	M	M	M	M
4.1.3	Sited on a seafront area or is in proximity to a seafront area	M	M	M	M	M
4.1.4	Open-air swimming pool and children's pool or direct access to beach	M	M	M	M	M
4.1.5	Sundeck and Pool Bar services	M	M	M	M	M
4.1.6	Provision of large open spaces	M	M	M	M	M
4.1.7	Restaurant providing lunch and dinner	M	M	M	M	M
4.1.8	Bar / coffee shop services	M	M	M	M	M
4.1.9	Multipurpose room	M	M	M	M	M
4.1.10	Provision of evening entertainment	M	M	M	M	M
4.1.11	Animation/recreational programmes	M	M	M	M	M
4.1.12	Leisure / sports facilities	M	M	M	M	M
4.1.13	Music and dancing facilities	M	M	M	M	M
4.1.14	Hair dressing/beautician services	M	M	M	M	M
5	RURAL					
	Applicable categories					
5.1	Special features and facilities	1*	2*	3*	4*	5*
5.1.1	This label is applicable to hotels, tourist villages and guesthouses licensed by the Authority	M	M	M	M	M
5.1.2	Located in a countryside or village area as may be defined by the Authority	M	M	M	M	M
5.1.3	The environment and atmosphere of the location shall be such as to enable the guest to enjoy the pleasures of country life in a friendly and relaxed setting	M	M	M	M	M
5.1.4	The design, décor and furnishings of the premises shall reflect a rural environment	M	M	M	M	M

6	SPA					
	Applicable categories					
	Special features and facilities	1*	2*	3*	4*	5*
6.1	General					
6.1.1	This label is applicable to hotels and tourist villages which offer a variety of spa and wellness treatments/facilities as well as other functions and services.	M	M	M	M	M
6.1.2	Wellbeing' shall be a clear and recognizable theme in the area reserved for spa services	M	M	M	M	M
6.1.3	The spa and wellbeing centre will be self-contained and of sufficient size to accommodate the various facilities	M	M	M	M	M
6.1.4	The spa and wellbeing centre will have at least 2 treatment rooms	M	M	M	M	M
6.1.5	Separate desk with designated staff member located within the spa/wellbeing area	M	M	M	M	M
6.1.6	Comfortable waiting area with seating for clients	M	M	M	M	M
6.1.7	Changing room facilities and secure lockers for spa users	M	M	M	M	M
6.1.8	Shower and Toilet with wash hand basin facilities for guests using spa area.	M	M	M	M	M
6.1.9	All spa guests must be provided with bathrobes, slippers and a courtesy service (soap, shampoo, bubble-bath)	M	M	M	M	M
6.1.10	Tea, herbal teas, fruit juice and chilled mineral water must be available to the guests in the wellbeing area	M	M	M	M	M
6.1.11	A printed brochure and/or website to be available showing full details of each treatment, the methods and products to be used, time taken to complete treatment and price details.	M	M	M	M	M
6.1.12	Emergency procedures in place for instances when a client with a medical condition/problem needs assistance.	M	M	M	M	M
6.2	Facilities					
6.2.1	All the wellbeing facilities (indoor pool, sauna, steam room, relaxing area, beauty and fitness services) must be located in the same area within the hotel or hotel grounds	M	M	M	M	M
6.2.2	Gymnasium and at least one fitness room	M	M	M	M	M
6.2.3	The fitness section must be adequately equipped with modern machines, which operate efficiently	M	M	M	M	M
6.2.4	Clients must be able to get sufficient information from the spa/wellbeing area desk regarding the use of the spa and gym facilities and equipment	M	M	M	M	M
6.2.5	The indoor pool must be accessible every day of the week, for at least 10 hours a day. The minimum temperature of the water must be 28° and there must be a hydrotherapy area	M	M	M	M	M
6.2.7	The hydro-massage must be accessible every day of the week, for at least ten hours a day. The minimum temperature of the water must be 33 - 35°	M	M	M	M	M
6.2.6	A sauna facility accessible every day	M	M	M	M	M
6.2.7	The wellbeing centre must be equipped with at least one set of scales	M	M	M	M	M

B 3298

6.2.8	Bath and sauna towels are provided to spa guests free of charge.	M	M	M	M	M
6.2.9	A healthy diet section shall be included in the breakfast buffet (with fresh fruit juices, fresh fruit, cereals, natural yoghurts, whole-meal bread etc)	M	M	M	M	M
6.2.10	The restaurant shall, in addition to the normal menu, offer at least one healthy diet menu every day (with light , whole-meal, organic, vegetarian, low-calorie etc foods, coeliac)	M	M	M	M	M
6.2.11	Attention must be paid to the individual dietary requirements of the guests who request such service	M	M	M	M	M
6.2.12	There must be a fruit-basket available for guests throughout the day in the spa and/or well being area	M	M	M	M	M
6.2.13	The number of thermal facilities should be consonant with the size of the spa	M	M	M	M	M
6.3	Treatments					
6.3.1	The reception shall guide a client who wishes to make a booking for spa or beauty and wellbeing treatments	M	M	M	M	M
6.3.2	Guests must be able to make bookings for treatments from home at the time of confirming their hotel reservation	M	M	M	M	M
6.3.3	The beauty section must be open at least 7 hours a day, 5 days a week	M	M	M	M	M
6.3.4	Adequate number of treatment cubicles in the beauty section depending on size of spa and wellness centre	M	M	M	M	M
6.3.5	Minimum of six treatments to be available, some of which should be body treatments including massage and facials as well as a broad selection of both wet and dry treatments should be available on the treatment menu.	M	M	M	M	M
6.3.6	At least 7 different types of massage must be on offer	M	M	M	M	M
6.3.7	Comfortable room temperatures in the treatment rooms.	M	M	M	M	M
6.3.8	There must be a display for products on sale at the spa/wellbeing reception desk	M	M	M	M	M
6.3.9	A hairdresser/cosmetician must be available for bookings	M	M	M	M	M
6.3.10	Reasonable space for movement in the treatment rooms for easy access to couches, doors and drawers.	M	M	M	M	M
		M	M	M	M	M
6.4	Staff					
6.4.1	At least one qualified expert in spa and wellness treatment services must be on full-time duty in each section of the spa/wellbeing centre	M	M	M	M	M
6.4.2	All services/treatments are carried out exclusively by appropriately trained and qualified staff/therapists.	M	M	M	M	M
6.4.3	A personal trainer, to conduct training sessions in the fitness and gym areas must be available on appointment.	M	M	M	M	M
6.4.4	The style of the spa may dictate how staff dress - from formal uniforms to informal casual outfits - but all clothing shall be fresh and well ironed.	M	M	M	M	M
6.4.5	Particular attention is to be given to personal hygiene	M	M	M	M	M
6.4.6	A first aid training policy to be in place and available for inspection	M	M	M	M	M

