

# ENQUIRY DRAFT

## Code of Practice for Registration, assessment, grading and licensing of the accommodation sector



**Guyana National Bureau of Standards**

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## Foreword

This Code of Practice was revised by the Guyana National Bureau of Standards (GNBS) through the Technical Committee (TC) 11- Tourism. The original version was developed by the GNBS through the Technical Committee- Tourism and approved by the National Standards Council in 2003.

This revision was necessary to update the standard to meet international requirements with the aim of boosting the Tourism sector in Guyana. The criteria for assessment of hotels and the registration and licensing procedures have been updated in this standard.

This Code of Practice serves as a guide for hoteliers on how registering, assessing, grading and licensing of the accommodation sector is done while simultaneously increasing the quality of services provided.

The following documents were used in revision of this standard:

- *ISO 22483: 2020 Tourism and related services- Hotels- Service requirements*
- AAA Approval Requirements & Diamond Rating Guidelines

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## **Code of Practice for registration, assessment, grading and licensing of the accommodation sector**

### **1 Scope**

This standard specifies the requirements for registration, assessment, grading and licensing of hotels and guesthouses. This standard will ensure effective management of hotels and guesthouses.

### **2 Normative references**

The following referenced documents are indispensable for the application of this document. For undated reference, the latest version of the referenced document (including any amendments) applies.

*ISO 22483: 2020 Tourism and related services- Hotels- Service requirements*

AAA Approval Requirements & Diamond Rating Guidelines

### **3 Definitions**

For the purpose of this standard the following definitions shall apply:

#### **3.1 accommodation**

provision of at least bedroom/s and bathroom in which a guest may stay.

#### **3.2 a la carte**

Menu system in which all dishes offered are individually priced, listed generally in food groups (e.g. starters, main course, dessert or meats, fish, vegetarian dishes) and prepared freshly to guest order.

#### **3.3 appropriate authority**

An authority administering a law which relates to operations of hotels/apartments/guest houses or to its safety, adequacy, design, or location and includes Fire Service Department, the Electrical Inspectorate, the Ministry of Health, Central Housing and Planning Authority, the Liquor Licensing Authority, the Tourism Authority, the Commissioner of Police and the Environmental Protection Agency.

#### **3.4 approved**

Approved by the Tourism Authority or by an appropriate authority.

#### **3.5 approved locality:**

Locality approved for hotels/apartments/guesthouses by the Central Housing and Planning Authority.

#### **3.6 authority**

The Guyana Tourism Authority main function is the development and regulation of the tourism industry.

#### **3.7 buffet**

self-service offer displaying beverages and food of which the guest can freely choose in variety and quantity.

### **3.8 certificate**

A license to operate a hotel/apartment/guesthouse issued by the Authority as provided under **Appendix A** of this standard.

### **3.9 class**

The class assigned to a hotel in accordance with the procedures set out in the is standard **Appendix B**. The classes are designated by number of stars as follows:

- (a) one star, means a good establishment with modest accommodation and offering a minimum of services;
- (b) two stars, means a good establishment with a better quality of accommodation than the minimum, offering basic services;
- (c) three stars, means a very good, well-appointed establishment with a higher quality of accommodation and good range of rooms, offering a good quality of service;
- (d) four stars, means an exceptionally well-appointed establishment offering a high level of comfort, wide range of facilities and very good services; and
- (e) five stars, means an outstanding luxurious hotel offering the highest quality of accommodation, a very wide range of facilities, with a reputation for excellent service.

### **3.10 guest**

Any person received into a hotel/apartment/guesthouse for the purpose of partaking of food or drink or using sleeping accommodation or other services provided by the hotel/apartment/guesthouse.

### **3.11 guesthouse**

Any premises howsoever described, at which sleeping accommodation and breakfast are provided to tourists with or without prior arrangement by way of trade or business.

### **3.12 hotel**

Commercial establishment providing at least reception, accommodation and guest services, recognized or registered as such in the applicable legislation

#### **Net rate**

The lowest room price for resellers without their commission.

### **3.13 operator**

An individual, a partnership or a company operating a hotel/apartment/guesthouse owned or leased to such individual, partnership or company and includes any successor in title.

### **3.14 proprietor in relation to a hotel/ guesthouse**

Any person having the management or control of a hotel/apartment/guesthouse and the conduct of business therein.

### **3.15 rack rate**

The normal rate charged for a room before any discounts.

## **4 Registration, assessment, grading and licensing requirements**

### **4.1 Registration**

**4.1.1** All hotels/ guesthouses operating in Guyana shall be assessed and registered by the Guyana Tourism Authority in accordance with the procedures set out in **Appendix A** of this standard.

All hotels/ guesthouses shall satisfy the minimum requirements set out in Appendix A in order to be registered.

**4.1.2** All hotels shall satisfy the minimum requirements for classification (one star) set out in **Appendix B** in order to obtain a license to operate.

**4.1.3** All operators and proprietors shall display at or near the reception desk the certificate issued by the Authority.

### **4.2 Classification and grading of hotels**

**4.2.1** All hotels shall be classified according to the classification scheme in **Appendix B** by the Guyana Tourism Authority.

**4.2.2** Establishments shall be graded if their quality standards are high enough to merit commendation.

**4.2.3** All establishments participating in the classification scheme shall be subject to periodic inspections and shall receive a National classification in one of five areas:

- (a) one (1) star;
- (b) two (2) stars;
- (c) three (3) stars;
- (d) four (4) stars; and
- (e) five (5) stars.

**4.2.4** Classified establishments shall be issued a certificate to be displayed. This certificate may also be used in their promotional activities.

**4.2.5** The grade of an establishment depends on three factors:

- (a) it's facilities;
- (b) the service it provides; and
- (c) an evaluation, carried out by qualified inspectors of the condition and suitability of these facilities and services.

**4.2.6** The assessment will also include such aspects as warmth of welcome and efficiency of service, as well as standard of the furnishings, fittings and décor. The standard of meals and their presentation to a normal guest will be included in the assessment.

### **4.3 Licensing**

**4.3.1** An operator shall apply to the Authority for licensing which would be valid for one year.

**4.3.2** After application for a licence has been made, the Authority shall arrange for the premises to be assessed by a panel of inspectors. Based on the results of the assessment, the Authority may grant a license or refuse to license the applicant. The panel of inspectors reserve the right to visit any premises on a periodical basis.

**4.3.2** An operator shall apply to the Authority on a prescribed form for the renewal of a licence to operate a hotel/guesthouse.

**4.3.3** Applications for renewal of a licence shall be made at least three months before the expiry date of the current licence.

**4.3.4** Where an operator has applied for renewal of a licence, the hotel/guesthouse may continue to operate until the licence is renewed or refused.

**4.3.5** An applicant, owner or operator may within fifteen days make an appeal in writing against refusal to renew a licence. Where an applicant has made an appeal, the hotel/guesthouse may continue to operate until the determination of such appeal.

**4.3.6** The Authority may cancel, suspend or refuse to renew a licence to operate a hotel/guesthouse for any of the following:

- (a) the hotel /guesthouse does not comply with the requirements of this standard or with any Guyana law applicable to the establishment.
- (b) a licence to operate a hotel/guesthouse was previously issued to the owner, lessee or operator and such licence was suspended or cancelled, and the grounds for such suspension or cancellation still exist; or
- (c) the owner, lessee or operator of the establishment has been convicted of any offence for conduct that affords reasonable grounds for believing that the establishment will not be operated in accordance with the laws of Guyana.

**4.3.7** Where the Authority cancels, suspends or refuses to issue or renew a licence, the Authority shall inform the applicant in writing of its decision within twenty-eight days of the visit of the panel of inspectors.

**4.3.8** Upon cancellation, suspension or refusal to issue or renew a licence, the Authority shall allow the operator a period of not less than fifteen working days to achieve compliance with the requirements of this standard.

**4.3.9** Where there is any change in the ownership of a hotel/guesthouse, the operator of the hotel/guesthouse, or in the control of any company or partnership owing or operating a hotel/guesthouse, the Authority shall be informed of any such change in writing within twenty-eight days.

**4.3.10** A licence to keep or manage a premises may, with the written consent of the Authority previously obtained, be transferred to any person who possess the

qualifications contained in the **Regulations governing the Registration and Grading of Hotels and other Tourist Accommodation**, the Authority may:

- (a) transfer or re-issued the certificate in the name of the heirs of the deceased, or in the name of the executor of his estate; or,
- (b) transfer or re-issue the certificate in the name of the person taking up the interest in the business of the hotel/ guesthouse.

**4.3.11** Where the authority has:

- (a) refused to issue or renew a certificate;
- (b) suspended or cancelled a certificate; or
- (c) refused to transfer a certificate;

The applicant, owner, lessee or operator may appeal to an Appeal Committee to reconsider its decision.

**4.3.12** If upon inspection, it is deemed that the hotel/guesthouse is not meeting the requirements, a letter is sent to the owner/manager of the establishment describing the non-conformities and the allotted time to rectify the issues.

## **5 General requirements**

### **5.1 Requirement for electrical installation and supply**

#### **5.1.1 Regulations**

The electrical installation shall comply with Electrical Regulations of Guyana, therein after referred to as “the regulations”.

#### **5.2 Fire safety requirements**

**5.2.1** The establishment shall comply with the Fire Safety Act of Guyana.

**5.2.2** The establishment shall retain a copy of their safety certificate.

## **6 Staff requirements**

### **6.1 General requirements**

All staff shall be trained and qualified for their intended field of work.

Qualification shall be ensured by one of the following:

- a) an apprenticeship (training on the job) that is guided and supervised by a person that has the skills regarding the relevant subject as well as the skills to communicate this knowledge with respect to the apprentice;
- b) experience in the field of work (ideally documented with references from the former employer(s) or the related authority);
- c) vocational training;

- d) experience in a related field of work, combined with a training program that ensures that any missing qualifications can be addressed. Such an additional training course can be undertaken alongside the work or sometimes simultaneously;
- e) academic training related to the intended field of work (ideally supplemented by practical experience during the studies).

Certain profiles related to particular tasks may be developed by accredited staff (e.g. entertainment activities, handling of chemicals).

## **6.2 Training program**

A training program shall be designed, implemented and periodically reviewed by the hotel management to improve staff competence, according to the identified needs. The training program shall meet the following requirements:

- a) after recruitment of the new member of staff, a training, including instructions on how to welcome different types of guests, shall be provided;
- b) for staff in contact with guests, guest service training, including instructions on how to welcome different types of guests, shall be provided;
- c) emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included;
- d) other training, such as environmental good practices, hygiene and safety issues, IT skills, foreign languages and sign language, can be considered.

## **6.3 Guest service**

All staff are responsible for the quality of guest service and shall:

- a) be polite and courteous;
- b) be clean, tidy and well groomed;
- c) provide service promptly and diligently in accordance with the hotel's procedures;
- d) be identifiable; it is recommended that the staff member's name is displayed on a tag;
- e) avoid making loud noises as much as possible or raised voices during the performance of tasks;
- f) not enter rooms without the authorization of the guest when he/she is in the room;
- g) know how to act in case of emergency;
- h) be aware of the tips policy defined by management;
- i) be aware of any specific accommodation/ arrangements available for guests with any kind of disability.

## **6.4 Services and facilities for staff**

Top management shall define the services and facilities offered to staff and conform to the following:

- a) if the hotel management decides that the staff use uniforms, the defined uniforms shall be provided by the establishment;
- b) there shall be changing facilities; if needed, the changing facilities should provide separate men's and women's employee locker rooms and vestibule entrances to block sightlines into the locker rooms;
- c) there shall be bathrooms and closets with toilet paper, paper towels or hand dryers, soap or sanitizer, wastepaper baskets and hangers. Solid soap shall be avoided;

- d) a dining area should be provided for staff.
- e) if the hotel offers staff transportation, this service shall be covered by an accident insurance;
- f) all staff facilities shall be clean and well maintained.

The hotel should provide the adaptation of the workplace if it employs a person with any kind of disability.

## **6.5 Requirements for food and beverage storage, preparation and service**

**6.5.1** All establishments providing food and drink for guests and the public shall provide adequate equipment and utensils in accordance with Public Health Regulations.

**6.5.2** All facilities provided for the storage of food and food items shall be maintained at adequate temperatures at all times. These include chillers, freezers (both walking and standing); and or mechanical dishwashing machines.

**6.5.3** All food and drink shall be stored and displayed in a manner as to be protected from dust, flies, vermin, unnecessary handling, over-head leakage, sewage, back flow, and other contamination. Food and drink shall not be stored or prepared beneath over-head sewer or drain pipes.

**6.5.4** All unwrapped food and drink on display shall be protected by glass or otherwise from public handling or other contamination. Approved openings for self-service may be permitted on counter fronts, but the direct line from the customers breath to the displayed food shall be intercepted by glass or other except in case of self-service counters.

**6.5.5** All food and drink shall be handled and served in such manner as to minimize the opportunities for contamination.

## **6.6 Hazardous and Non-hazardous waste**

**6.6.1** Food and beverage preparation and service areas shall be equipped with adequate, covered receptacles for collection and storage of garbage within work stations.

**6.6.2** All establishments shall provide adequate outside storage, conveniently located, rodent and insect proof for refuse storage prior to disposal at an authorised location.

**6.6.3** All garbage shall be removed with sufficient frequency to prevent the occurrence of a nuisance from odour, flies and vermin or encourage them breeding therefrom.

**6.6.4** All food and beverage premises shall be free of litter, well drained, and all articles properly stored.

## **7 General hygiene in establishments**

**7.1** Kitchen, food stores, restaurants, bars and places where food and drink are prepared or served, shall be inspected annually and registered by the appropriate health authority and a certificate of registration shall be available in each restaurant, bar or other area where food and drinks are served.

**7.2** All enclosed spaces which provide harborage for rodents shall be eliminated. All intersections between double walls and floors shall be protected against gnawing by rats, by the installation of rat proof materials and all openings in floors, walls and ceilings through which pipes, cables or conduits pass, shall be properly sealed with snugly fitting collars or approved rat-proof material; and the propagation of rats and invasion/infestation of the premises by them shall be permanently prevented.

**7.3** Kitchens shall be completely separated from any part of the premises used as living quarters. With the exclusion of studio rooms, no room in which food is stored, prepared or served shall be used as a sleeping place.

**7.4** All pesticides and toxic substances shall be clearly labelled and, when not in use, shall be kept in separate locked compartments away from food items.

**7.5** Work surfaces coming into contact with prepared foods shall be non-porous, cleaned and sanitized daily.

**7.6** Floors of food and beverage facilities shall be covered with a non-skid, impervious, durable and easily cleanable material.

**7.7** Kitchen utensils shall be cleaned and sanitized as often as needed and at the end of the day's activities.

## **Appendix A- Minimum requirements for registration of hotels and guesthouses**

The operator of every hotel shall provide the following minimum requirements for registration:

### **A1.1 Legal requirements**

The operator of a hotel/ guesthouses

- (1) planning approval from the Central Housing and Planning Authority (CHPA) for operation of a hotel.
- (2) Licence issued under the Guyana Revenue Authority;
- (3) Fire safety precautions approved by the Chief Fire Officer;
- (4) All operators of hotels should submit an application to the Environmental Protection Agency;

### **A1.2 Building/ Environs requirements**

- (5) A reasonable standard of exterior and interior decoration;
- (6) A high degree of general safety and cleanliness as approved by the Environmental Health Unit of the Ministry of Health;
- (7) A sign in the reception area specifying the name and type of establishment. The licence to operate a hotel for the current year displayed in the reception area;
- (8) There shall be proper signages across the establishment, for example, the main routes of access starting from reception and lifts on every floor of the building, gym, restaurant, business areas, fire exits, first aid etc.

NOTE: Signposting shall be uniform. When using pictograms, these shall be simple and easy to understand. Located in visible places and at an appropriate height to be read.

- (9) Instructions displayed in each bedroom regarding the procedures to be followed in the event of a natural or man-made disaster;

### **A1.3 Room requirements**

(10) Letting rooms; each of which shall have:

- (a) Adequate lighting;
- (b) sufficient size to allow freedom of movement of the guest occupying the room; with minimum floor area (exclusive of space occupied by any balcony, built-in cupboard, corridor or ante-room) as follows:

- (i) single room occupancy;
- (ii) double room occupancy; and
- (iii) triple room occupancy.
- (c) The minimum size of a room shall be no less than 10 feet x10 feet.
- (d) windows equipped with blinds, curtains or other means of ensuring privacy;
- (e) beds with modern mattress, clean sheets, pillow cases and bedcovers and of comfortable proportions,
- (f) bedside table, cabinet or shelf with shaded light;
- (g) dressing table or vanity unit;
- (h) a chair per person;
- (i) wardrobe or other provision for hanging clothes;
- (j) wastepaper receptacle;
- (k) chest of drawers or shelves for clothes;
- (l) carpet or rug for each bed;
- (m) means of securing doors from balconies and patios from inside;
- (n) means of securing doors from inside and outside;
- (o) information to guests indicating the location of safety deposit facilities;
- (p) a hotel information sheet detailing services and facilities;
- (q) adequate ventilation in accordance with minimum Central Housing and Planning Authority requirements; and
- (r) a number placed on the door.

#### **A1.4 General requirements**

- (11) There shall be adequate parking available for customers in accordance to the Central Housing and Planning Authority minimum requirements;
- (12) A satisfactory standard for furnishing and equipment;
- (13) Prompt and courteous service;
- (14) Access for residents of the hotel during the day and evening and at all hours if pre-arranged;
- (15) An adequately lighted and ventilated sitting room area;
- (16) A telephone in the hotel for use by guests;
- (17) A safety deposit facility in the hotel;
- (18) For a hotel establishment, there shall be a kitchen/ restaurant which facilitates breakfast, lunch and dinner for residents in the hotel at reasonable times on every day of the week;

- (19) For guesthouses, Lunch and dinner for residents on request;
- (20) For hotels, individual seating accommodation for each guest or party in the dining area;
- (21) For hotels, A priced menu available for perusal both in and outside the dining area;
- (22) A sign displayed at convenient locations indicating how to obtain emergency assistance at nights.
- (23) Sufficient lighting of bedroom corridors and stairs to ensure safety during the hours of darkness;
- (24) Each room should contain a private bathroom facility with 50% of the room being for the shower and 30% of the room with toilet separately. The bathroom facility shall contain curtains or equivalent separations, washbasin, accessible power socket, sanitary bin, toilet paper in reserve, towel (s), towel rails, mirror and soap or body wash.
- (25) Separate lavatory and washing facilities with running water, soap and towel or other hand drying method for non-resident men and women;
- (26) First-aid emergency kits with adequately trained personnel;
- (27) Gardens and grounds maintained in tidy condition and the footpaths, car park and roads in serviceable state;
- (28) A tank of the collection of water constructed in consultation with the Guyana Water Incorporated;
- (29) In the case of properties with swimming pools proper maintenance of swimming pools in accordance with the requirements of the Environmental Health Unit of the Ministry of Health;
- (30) The kitchen waste disposal system provided with grease traps. All garbage on the site to be collected, stored and disposed of in a manner approved by the Public Health Authority; and
- (31) Availability of access facility for disable persons.

## Appendix B- Criteria for the assessment of hotels (one star to five star)

Items	Requirements				
	One star ★	Two stars ★★	Three stars ★★★	Four stars ★★★★	Five stars ★★★★★
<b>Bedrooms</b>					
<b>B- 1.1 Beds</b>	Minimum size of bed is a <b>double</b> bed	Minimum size of bed is a <b>double</b> bed	Minimum size of bed is a <b>double</b> bed	Minimum size of bed is a <b>Queen</b> sized-bed	Minimum size of bed is a <b>Queen</b> sized-bed
<b>Suites</b>	-	-	-	Minimum of one (1) suite	Minimum of two (2) suites
<b>B- 1.2 Lighting</b>	Three (3) or more lighting fixtures reflect <b>basic</b> materials, design and/or functionality	Three (3) or more lighting fixtures reflect <b>modest</b> materials, design and/or functionality	Four (4) or more lighting fixtures reflect <b>decorative</b> materials, design	Four (4) or more lighting fixtures reflect <b>upscale</b> materials, design  Multiple functions <i>E.g. dimmers, point lighting, multiple switches, remote control</i>	Four (4) or more lighting fixtures of outstanding quality  Multiple functions <i>E.g. dimmers, point lighting, multiple switches, remote control</i>
<b>Mirror</b>	Less than full length	Full-length mirror  Unframed/beveled Or Simple metal/wood frame	Full-length mirror  Decorative frame/design enhancement	Full-length mirror  Upscale frame/design enhancement  Multiple locations	Full-length mirror  Custom frame/design enhancement  Multiple locations
<b>Work Space/ Writing surface</b>	Minimal area	Medium- size desk or task table	Large-size desk, task table	Large-size desk, task table	Large-size desk, task table

			Electrical outlet and USB port at desktop	Multiple electrical outlets and USB ports at desktop	Multiple electrical outlets and USB ports at desktop  Work space is appropriately enhanced by unique style/design
<b>B-1.3 Closet space</b>	Open wall-mounted clothes rack  Basic wire, plastic/non detachable hangers  Drawers/shelving available	Recessed area or modestly enhanced, freestanding armoire  Detachable wood or heavy metal/plastic hangers  Drawers/shelving available	Fully enclosed area or enhanced quality freestanding armoire  Closet can enclose full-length apparel Matching, open-hook, wood/sculptured plastic hangers (heavy gauge with metal hook)  Some with skirt or pant hanging attachments  Ample supply (for two guests)	Upscale quality enclosure Closet can enclose full length apparel  Matching, open-hook, wood/sculptured plastic hangers (heavy gauge with metal hook)  Some with skirt or pant hanging attachments  Ample supply (for two guests)  Two or more additional features e.g., <i>illumination, drawers, shoe rack, walk-in capability, two or more shelves, upgraded luggage racks/designer style benches</i>	Upscale quality enclosure  Closet can enclose full-length apparel  Comprehensive selection of hangers for $\geq$ three guests  At least two satin hangers  Closet is illuminated  Three or more additional features e.g., <i>illumination, drawers, shoe rack, walk-in capability, two or more shelves, upgraded luggage racks/designer style benches</i>
<b>B- 1.4 Furniture</b>	One chair	Seating for two guests	Seating for two guests  Enhanced desk chair  Additional multifunctional seating	Seating for three guests e.g., <i>loveseat, sofa or two chairs (in addition to desk chair)</i>  Enhanced desk chair	Seating for three guests e.g., <i>loveseat, sofa or two chairs (in addition to desk chair)</i>  Enhanced desk chair (ergonomic or coordinated

			option	(ergonomic or coordinated with décor) Chair positioned for television viewing Additional multifunctional seating option One additional furniture piece Exceptional degree of comfort	with décor)  Furniture layout clearly designed for small grouping  Two additional furniture pieces
<b>Wall coverings</b>	Basic materials, design	Modest enhancements	Decorative enhancements  Wood, ceramic tile or enhanced composite baseboards	Decorative enhancements  One upscale design enhancement <i>e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</i>	Decorative enhancements  Multiple enhancements <i>e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</i>
<b>Window Coverings</b>	Basic window covering provides for guest privacy	Modestly enhanced materials, design or function	Decorative enhancements to design	The overall treatments are upscale and provide a significant visual interest	Custom design, luxurious materials

<b>B-1.5 Television Type &amp; Placement</b>	≤ 32-inch screen	<p>&gt; 32-inch flat-panel Channel directory</p> <p>Two additional features e.g., <i>all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i></p>	<p>≥ 40-inch flat-panel Channel directory</p> <p>Cables and cords are hidden from view</p> <p>Three additional features e.g., <i>all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i></p>	<p>≥ 43-inch flat-panel Channel directory</p> <p>Cables and cords are hidden from view</p> <p>Four additional features e.g., <i>all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i></p>	<p>&gt; 43-inch flat-panel Seamlessly integrated with room design</p> <p>Channel directory</p> <p>Cables and cords are hidden from view</p> <p>Five additional features e.g., <i>all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i></p>
<b>B-1.6 Ventilation</b>	<p>Window style air conditioning units</p> <p>Heat and/or air conditioning available on a seasonal basis as needed</p>	<p>Heat and air conditioning available on demand</p> <p>Conveniently located through-wall HVAC units</p> <p>Easily accessible controls</p>	<p>Conveniently located through-wall HVAC units</p> <p>Modern and quiet</p> <p>Digital thermostat control on wall</p>	<p>Central system</p> <p>Digital thermostat control on wall</p>	<p>Central system</p> <p>Quiet and inconspicuous form and function</p> <p>Digital thermostat control on wall</p>
<b>Bathrooms</b>					

<b>B-2.1 Toilet</b>	Basic design  Two-piece, round (with/without lid)	Two-piece, elongated (with lid)	Two-piece, elongated (with lid)  Decorative design enhancement	Upscale design  -Or-  increased functionality Recessed area	Upscale design  -Or-  increased functionality Enclosed toilet-only area
<b>B-2.2 Mirror</b>	Basic materials, design	Modest design/size enhancement <i>e.g., framed, beveled, etched</i>  Proportionally sized	Decoratively framed/designed E.g., floating, illuminated  Proportionally sized	Upscale materials, design  Makeup mirror	Upscale materials, design  Leading-edge effect E.g., television, defogger  Illuminated makeup mirror
<b>B-2.3 Personal care</b>	Two small-size bars of soap (or equivalent)  One packet or bottled item	Two medium-size bars of soap (or equivalent)  Two bottled items	Multi-piece personal care package includes: <ul style="list-style-type: none"> <li>• Two large-size bars of soap</li> <li>• Three bottled items</li> </ul> Decorative presentation	Multi-piece personal care package includes: <ul style="list-style-type: none"> <li>• Two large-size bars of soap</li> <li>• Four bottled items</li> <li>• Two additional items</li> </ul> Enhanced by fragrance, natural supplement, packaging, etc.  Upscale presentation	Comprehensive and luxurious selection of fashionable bath products  Ample-size bars of soap and bottled items  Leading-edge effect  Scale
<b>B-2.4 Shower Curtain/Door</b>	Basic materials, design <i>e.g., plastic or vinyl curtain</i>	Modest materials, design enhancement  Lightweight curtain	Decorative materials, design  Double curtain	Upscale materials, design <i>e.g., linen texture, hemp,</i>	Leading-edge effect  Double curtain

		<i>e.g., vinyl/polyester</i>  Or- lightweight glass door with aluminum frame	-Or- glass door with aluminum frame  -Or- door-less design	<i>cotton/cotton-poly blend</i>  Double curtain  -Or- heavyweight glass door with/without metal frame  -Or- door-less design	-Or- heavyweight glass door with/without metal frame  Additional luxury enhancement (etched, frosted, embossed, tinted, upscale custom hardware, etc.)
<b>B-2.5 Shower Fixtures</b>	Metal or plastic  Basic design, single function	Metal or plastic  Adjustable settings	Decorative materials, design and enhanced function <i>e.g., rain showerhead, oversize wall-mounted showerhead, massage feature</i>	Upscale materials, design  One custom water feature <i>e.g., body jets, hand-held sprayers, multiple shower heads, oversize ceiling rain shower, panel systems, steam shower</i>	Upscale materials, design  Multiple custom water features <i>e.g., body jets, hand-held sprayers, multiple shower heads, oversize ceiling rain shower, panel systems, steam shower</i>
<b>B- 2.6 Sink</b>	Basic materials, design  Wall-mounted (no base)	Modest enhancement to materials, design  Wall-mounted, vanity style  Self-rimming porcelain/porcelain on steel  -Or- seamless poured acrylic or cultured	Decorative materials, design <i>e.g., under-mounted, pedestal, vessel</i>	Upscale materials and/or functionality <i>e.g., glass, stainless steel, colored vitreous china, brass, nickel, copper, marble, real/synthetic stone</i>	Upscale materials and/or functionality <i>e.g., glass, stainless steel, colored vitreous china, brass, nickel, copper, marble, real/synthetic stone</i>  Multiple sinks

		marble/granite			
<b>B-2.7 Towels</b>	<p>Basic, lightweight</p> <p>Rough to touch</p> <p>Low absorbency</p> <p>Displayed on caddies</p>	<p>Modest enhancements in design, lightweight</p> <p>Rough to touch</p> <p>Low absorbency</p> <p>Displayed on bars and/or shelves</p>	<p>Modest enhancements in design, medium weight</p> <p>Soft to touch</p> <p>Medium absorbency</p> <p>Displayed on bars and/or shelves</p>	<p>Upscale design, heavyweight</p> <p>Plush to touch</p> <p>Firm, self-supporting feel</p> <p>Premium cotton with high absorbency</p>	<p>Luxurious appearance, with intricate and detailed enhancements to design</p> <p>Heavyweight</p> <p>Plush to touch</p> <p>Firm, self-supporting feel</p> <p>Premium cotton with high absorbency</p> <p>Generous-size towels or bath sheets</p>
<b>B-2.8 Tub / Shower Surround</b>	<p>Basic materials, design e.g., fiberglass, metal</p>	<p>Modest enhancement to materials, design e.g., acrylic, ceramic tile, cultured marble/granite</p>	<p>Decorative materials, design</p> <p>Ceramic tile/solid surface</p> <p>Tub and shower height soap dishes</p>	<p>Upscale materials, design</p> <p>Solid surface e.g., marble, granite, stone or glass/porcelain tiles</p> <p>Tub and shower height soap dishes</p>	<p>Upscale materials, design</p> <p>Solid surface e.g., marble, granite, stone or glass/porcelain tiles</p> <p>Leading-edge effect</p> <p>Custom treatment Integrated seating/shelving</p>
<b>Public areas</b>					
<b>B-3.1 Front desk and reception services</b>	<p>Basic, small counter registration</p> <p>Available for 24 hours</p>	<p>Enhanced front desk e.g., size or design</p> <p>Multiple guest service capability</p>	<p>Enhanced front desk/pods/alternative check-in methods</p> <p>Multiple guest service</p>	<p>Enhanced front desk/pods/alternative check-in methods</p> <p>Multiple guest service</p>	<p>Enhanced front desk/pods/alternative check-in methods</p> <p>Multiple guest service areas</p>

		Available for 24 hours	<p>capability</p> <p>Part of a spacious common area</p> <p>Uniformed staff</p> <p>Available for 10 hours</p>	<p>areas e.g., front desk, bell stand, concierge, video kiosk</p> <p>Part of a spacious common area</p> <p>Uniformed staff</p> <p>Available for 16 hours</p>	<p>e.g., front desk, bell stand, concierge, video kiosk</p> <p>Part of a spacious common area</p> <p>Uniformed staff</p> <p>Staffed concierge area (24 hours)</p>
<b>B-3.2 Drinking water facilities</b>	<p>There should be two (2) sealed bottles of water upon check-in.</p> <p>Additional bottles can be purchased from the hotel.</p>	<p>There should be two (2) sealed bottles of water upon check-in.</p> <p>Additional bottles can be purchased from the hotel.</p>	<p>There should be two (2) sealed bottles of water upon check-in.</p> <p>Additional bottles may be provided based on occupancy of the room.</p>	<p>There should be two (2) sealed bottles of water upon check-in.</p> <p>Additional bottles may be provided based on occupancy of the room.</p>	<p>There should be two (2) sealed bottles of water upon check-in.</p> <p>Additional bottles may be provided based on occupancy of the room.</p>
<b>B-3.3 Breakfast</b>	<p>Standard continental breakfast minimum: juice, pastry, and hot beverage</p>	<p>Expanded breakfast including at least one hot item. <i>e.g., waffles/pancakes, eggs, breakfast meats</i></p> <p>Dedicated area with modest restrictions due to size and/or placement of appointments</p> <p>Limited seating is available</p>	<p>Expanded breakfast includes multiple hot items <i>e.g., waffles/pancakes, eggs, breakfast meats</i></p> <p>Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment</p>	<p>Clearly refined menu</p> <p>Full service</p> <p>Upscale surroundings</p> <p>Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment</p>	<p>Clearly refined menu</p> <p>Full service</p> <p>Upscale surroundings</p> <p>Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment</p>
<b>B-3.4 Restaurant</b>	Not applicable	Not applicable	<p>One full-service restaurant</p> <p>Grab-and-go option</p>	<p>Upscale, full-service restaurant i.e., comparable to a Three stars restaurant</p>	<p>Multiple outlets including an upscale, full-service restaurant i.e., at least one is comparable to a Four stars</p>

			available	<p>Separate lounge or bar area</p> <p>Room service available for breakfast, lunch and dinner</p>	<p>restaurant</p> <p>Separate lounge or bar area</p> <p>Room service available 24/7</p>
<b>B- 3.5 Meeting rooms</b>	Not available	Not available	Small meeting room available	<p>Ample variety of meeting rooms e.g., ballroom, boardroom, theater, and/or meeting rooms of various sizes</p> <p>Upscale appointments</p> <p>Comprehensive facility</p> <p>Latest technology</p>	<p>Ample variety of meeting rooms e.g., ballroom, boardroom, theater, and/or meeting rooms of various sizes</p> <p>Luxuriously appointed, first-class facilities</p> <p>Comprehensive facility</p> <p>Latest technology</p>
<b>B- 3.6 Swimming pools</b>	Not available	Not available	Pool area reflects the use of modest materials and design	<p>Well-appointed with upscale materials and design</p> <p>Good variety of comfortable, coordinated pool furniture</p> <p>Includes at least one additional feature e.g., hot tub, whirlpool spa, steam room, sauna, fountain, waterfall, zeroentry, infinity edge,</p>	<p>Luxurious materials</p> <p>Leading-edge appointments e.g., in-pool seating, sculptures, water feature, exotic plants and gardens, stone/tile surfaces with designer inlays</p> <p>Good variety of upscale pool furniture</p> <p>Includes at least one additional feature e.g., hot tub, whirlpool</p>

				<p><i>children's splash pad, kiddie pool, water slide</i></p> <p>Food and beverage service is available poolside</p>	<p><i>spa, steam room, sauna, fountain, waterfall, zeroentry, infinity edge, children's splash pad, kiddie pool</i></p> <p>Additional poolside amenities  <i>e.g., cabanas, Bali beds, umbrellas, lotions, food and beverage outlet</i></p> <p>Attendants on duty</p> <p>Food and beverage service is available poolside</p>
<b>B-3.7 Restrooms</b>	Basic design	Basic design	One shower and one toilet	At least two (2) toilets and two showers.	<p>At least two (2) toilets and two showers.</p> <p>Baby changing room.</p>
<b>B- 3.8 Exercise facility</b>	Not available	Not available	<p>Designated room on site</p> <p>Three pieces of cardio/strength equipment</p> <p>Shower area</p>	<p>Upscale facility</p> <p>Full array of state-of-the-art fitness equipment appropriate with room count</p> <p>Provides an obvious degree of spaciousness</p> <p>Additional personal training options  <i>e.g., free weights,</i></p>	<p>Leading-edge facility</p> <p>Full array of state-of-the-art fitness equipment appropriate with room count</p> <p>Provides an obvious degree of spaciousness</p> <p>Luxurious health club environment with attendants</p>

				<i>benches, floor mats, physio balls, toning bars/rollers</i>  Specialized, high impact flooring  Multiple televisions or Individual televisions for each piece of cardio equipment  Three or more additional amenities <i>e.g., infused water, bottled water, chilled towels, aromatherapy scents, earbuds, fresh fruit</i>	Personal training options / guided programs  In-room exercise programs available  Specialized, high impact flooring  Multiple televisions or Individual televisions for each piece of cardio equipment  Comprehensive array of amenities  Dressing area includes lockers, showers and restrooms  Athletic gear available
<b>Parking</b>	There shall be parking available at the establishment	There shall be parking available at the establishment	There shall be parking available at the establishment	There shall be a garage or designated parking space available	There shall be a garage or designated parking space available  Valet parking service
<b>Sundries and shops</b>	Not available	Not available	Modest selection of amenities available at the front desk	Dedicated sundry area  OR Conventional gift shop offering a moderate variety of merchandise	Upscale gift shop providing a wide variety of merchandise  OR Property is conveniently connected to shopping area

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