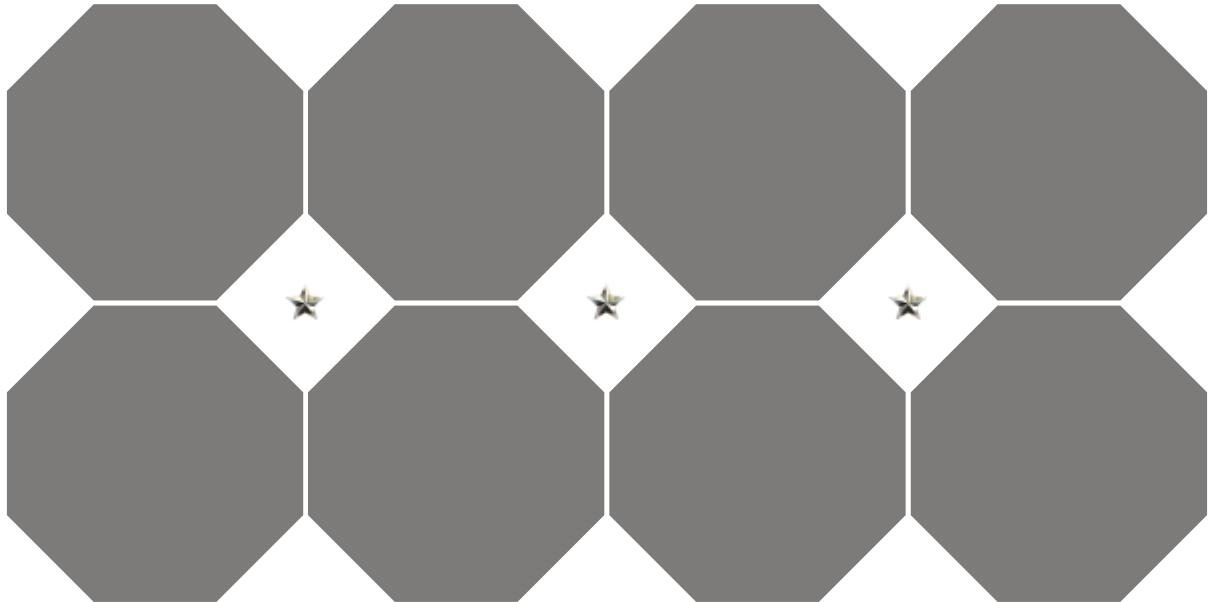




www.classification.dubaitourism.ae



Hotel 3 Star Check List

A Hotel is a Hotel Establishment that provides paid lodging, meals, and other services for travellers and tourists on a short-term basis.



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Instructions and Scoring

In order to secure the rating being applied for, the establishment must fulfil the following relevant to that particular rating:

Fulfil all Licensing Standards. Failure to comply may result in an immediate full or partial closure of the establishment, or downgrade to a lower rating.

Fulfil all Operating Standards. Grace periods may be granted for the rectification of any unfulfilled areas, if there are less than 10 occurrences of unfulfilled Operating Standards, in total. There may however be no more than 5 occurrences per department e.g. no more than 5 unfulfilled standards in bedrooms, 5 in leisure etc. More than 5 occurrences in one department, or a total of more than 10 throughout, may result in an assessment being scheduled for the rating level below that currently being assessed.

Fulfil at least 50% of the Enhancing Standards. Grace periods may be granted for the rectification of any unfulfilled areas, if at least 40% of the enhancing standards are fulfilled, however less than 40% fulfilment will result in an assessment being scheduled for the rating level below that currently being assessed.

**Indicates criteria for new building.

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

1.1 General Requirements

Omit	1.1.1 Exterior & Entrance	CC	Cleanliness	Condition	
	1.1.1.01 Exterior				
☐	Grounds and gardens, where provided, are landscaped.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	All pavements, car parks and roads belonging to the hotel are free of litter and tidy				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Car parking spaces are available and approved by Dubai Municipality				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Parking areas clearly defined and signed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Functioning lighting in parking areas: - All areas of the parking space are illuminated at night - All Bulbs in working order				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Designated car spaces for disabled guests and approved by Dubai Municipality				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Designated parking facility for buses may be provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Designated taxi waiting area may be provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	1.1.1.02 Exterior Signage				
☐	Exterior signage should be clear and visible, and either: visible from the main road (illuminated at night) unless the Hotel is located within a multi purpose building; signed by RTA approved Road Signage; or for Hotels with gated entrances, has signage on / in the vicinity of the gate				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Signboard with the name of the Hotel in Arabic & English, placed in a prominent place on the building				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	The Arabic & English names are of the same size and equally take 50% of the space on the signboard				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	The Arabic & English names mentioned in the signboard are written identically to those listed on the Establishment's License.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	No spelling mistakes in the signboard must occur				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Signboard is securely affixed				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Classification board positioned in a prominent place at the main entrance (i.e. visible on entry to the Hotel)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Architectural features and decorations, in keeping with overall building design					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel entrance clearly identifiable and doorway illuminated when it is dark					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	1.1.2 Internal Public Areas	CC	Cleanliness	Condition		
	1.1.2.03 Universal Access					
☐	All entrance areas have access for disabled guests. If main entrance is a revolving door, additional doorway/s available					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All public areas have sufficient space between furniture to facilitate movement for disabled guests (UA) (e.g. so that a wheelchair can pass without obstruction)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	1.1.2.04 Lobby / Lounge					
☐	Clearly designated lobby / reception area					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lobby and reception area well appointed, with seating areas provided					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Seating provided is equivalent to not less than 5% of keys					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Seating areas with sufficient circulation area to provide generous personal space, and privacy, for guests					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where F&B Service is provided, both seating and tables are present					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Free wireless in Public Areas offering high speed for upload and download at all times					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	1.1.2.05 Interior Signage and Information Displays					
☐	Interior signage with directions to various facilities such as outlets, washrooms, beach/spa facilities, conference and banqueting etc, in both Arabic & English					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Signage in corridor on each floor indicating the direction of specific room numbers					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Classification certificate is visible and positioned in a prominent place in the Reception area					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	General tariff rates to be available on official hotel paper e.g. headed. Placed in a prominent place in the building in Arabic & English, or on request					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	General Service timings available: - Can be in an information sheet format - Can be displayed / signed if hotel so wishes					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Other languages frequently used by the majority of the guests are also provided for					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Where service timings are not 24 hours, actual operating times are displayed in a prominent place in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Name correctly listed on all invoices, correspondence and brochures	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.06 Interior Decoration / Design						
☐	Decoration of all public areas includes artefacts, floral arrangements, and/or decorative items	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Pictures of the required Dignitaries placed prominently upon entrance to the Hotel, and in the correct order, as stipulated by Dubai Protocol Department	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.07 Walls and Floorings						
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where present, carpets fitted correctly and with underlay	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.08 Cultural awareness						
☐	There is a location / display exhibiting items pertaining to local heritage in the lobby area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.09 Lifts						
☐	** Main Building: If 2 levels or more (including ground floor) guest lift present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lift/s travel to all floors in the building /s	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.10 Corridors & Stairwells						
☐	Corridors are wide and spacious allowing freedom of movement for guests and service trolleys: - Corridors are wide enough for luggage trolleys / persons to pass comfortably - Corridors are wide enough for 2 luggage trolleys or 2 room-service Trolleys or house-keeping trolleys to pass comfortably - Corridors are free of obstructions which may prevent freedom of movement	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Stairwells present, as approved by Dubai Municipality, and accessible from all floors, with entrances identified: - Entrance door with signage - Signage in corridors to indicate direction	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Stairwells should be permanently lit and activated through sensors	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.11 Service / Delivery / Staff Entrance						
☐	Separate service / delivery entrance for goods	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate staff entrance (may also be through the same entrance for goods delivery)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.12 Public Phones						
☐	Internal (House) phone available in reception area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A pay (public) telephone, or an internal house phone with access to local and international calls available.					

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.13 Cloakrooms					
☐ 1 set of public toilets for gents, and 1 for ladies, to service the lobby area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ ** At least 1 independent toilet for disabled guests, that allows wheelchair access	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Entrance cloakroom doors:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Entrance to the cloakroom must prevent viewing from the Public areas into the cloakroom area. I.e. second internal door, a paravent screen, or that the door opens towards the wall rather than towards the bathroom.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Each cloakroom should contain:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Lidded WC's in line with Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Separate cubicles if more than one WC	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Internal lock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Washbasins	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ One mirror for each Washbasin	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Separate bidet or spray washer in each cubicle	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Toilet roll holder	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Toilet paper	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ At least 1 spare toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Liquid soap	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Hot and cold running water	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Tissue paper or other means of drying hands e.g. an air hand dryer machine	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐ Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule					

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bins provided in Ladies' cloakroom				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fireproof waste bin in common area				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate make up area provided in Ladies' cloakroom				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.14 Prayer Area					
☐	A prayer area / Masjid is available within 500m of the establishment. If not, then Separate Male and female prayer areas (including Ablution area) are provided, in a prominent location in the hotel (e.g.: Public Area, Lobby, Mezzanine NOT at Basement or Car Park or other unsuitable location)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** Where Prayer areas on site, Minimum prayer area (excluding Ablution area) 16 sqm each				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.15 Ventilation, AC & Lighting					
☐	There are good levels of ventilation, providing adequate air flow into the building - Functioning air handling units providing fresh air intake into the building				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all Public Areas - Individual controls to adjust temperate control if applicable - Ambient Temperature 18 - 23 Degrees Celsius				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is good light intensity, which is adjustable to suit day or night time operation (e.g.: dimmers): - Ceiling, wall and table lighting present throughout public areas - Units can be controlled individually - Lighting levels can be adjusted - Bulbs in working order - All bulbs are covered (unless lighting design does not require)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
1.1.2.16 Waste Management					
☐	Covered waste bins present in all public areas				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

2.1 General

Omit	2.1.1 General Requirements	CC	Cleanliness	Condition	
	2.1.1.01 Ventilation, AC & Lighting				
☐	Room and table lighting sufficient to read menus, or additional lighting is available if required - Ceiling, table and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There are good levels of ventilation, providing adequate air flow into the outlet, so that there is a fresh odour free atmosphere - Functioning air handling units providing fresh air intake into the outlet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all indoor outlets - Individual controls to adjust temperature control if applicable - Ambient Temperature 18 - 23 Degrees Celsius				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	2.1.1.02 Walls and Floorings				
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where present, carpets fitted correctly and with underlay				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	2.1.1.03 Furniture, Fittings & Decorations				
☐	Tables and seating options (e.g. chairs, stools etc) are present				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	For each seating option, tables and chairs used are consistent throughout the outlet, or fitting with an overall theme (i.e. there may be permanently fixed seating e.g. a booth, and moveable seating, however all fixed seating should be consistent, and all moveable seating consistent)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	2.1.1.04 Housekeeping				
☐	All outlets are clean and well maintained				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There is a daily housekeeping schedule for outlets				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	2.1.1.05 F&B Cloakrooms				
☐	1 set of public toilets for gents, and 1 for ladies provided on the same floor as each outlet, in near vicinity or located inside the outlet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** At least 1 independent toilet for disabled guests, that allows wheelchair access				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

☐	Entrance Cloakroom doors:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Entrance to the cloakroom must prevent viewing from the Public areas into the cloakroom area. I.e. second internal door, a paravent screen, or that the door opens towards the wall rather than towards the bathroom.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Each cloakroom should contain:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded WC's in line with Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate cubicles if more than one WC	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Internal lock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Washbasins	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One mirror for each Washbasin	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate bidet or spray washer in each cubicle	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet roll holder	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet paper	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 spare toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Liquid soap	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold running water	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tissue paper or other means of drying hands e.g. an air hand dryer machine	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bins provided in Ladies' cloakroom	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fireproof waste bin in common area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
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2.2 Restaurant Outlets

Omit	2.2.1 Outlets & Capacity	CC	Cleanliness	Condition	
	2.2.1.06 Outlets				
☐	** Minimum of 1 restaurant to be available which offers all day dining.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Restaurant is operational 7 days a week				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Seating provided is equivalent to not less than 50 % of keys (calculated as the combined total of all the restaurants)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If smoking is permitted by current legislation, a separate section is designated for smokers				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.2.1.07 Greeting i.e. Hostess Service				
☐	Hostess Desk / Area located at entrance of all outlets				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All guest greeted and escorted to their table (for all meal services)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	2.2.2 Other	CC	Cleanliness	Condition	
	2.2.2.08 Room Layout				
☐	Room is spacious and there is sufficient space between tables for staff and guests to pass each other comfortably, without disturbing seated diners				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tables are well located / distributed, allowing a minimum of 1.6 sqm gross space per seat				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Restaurant allows access for disabled guests				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.2.2.09 Table Set Up				
☐	Table set up in the outlet is consistent throughout the meal period e.g. Crockery, glassware and cutlery used are consistent across all tables				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional features e.g. bud vases, candlesticks, coasters etc are present				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.2.2.10 Furniture, Fittings & Decorations				
☐	Seating options to maximise guest comfort: - Correct table: Seat height ratio (distance from seat to table should be approximately 25-35 cm) - Positioned where there is free access to the table and sufficient legroom i.e. not in front of a table leg, or too close to a central support of the table				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	High chairs are available for children. Can be stored in public view				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.2.2.11 Kitchens				
☐	Main kitchen in line with Dubai Municipality requirements.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

2.3 Restaurant Service

Omit	2.3.1 Service Provision	CC	Cleanliness	Condition	
	2.3.1.12 Menu & Service Information				
☐	Breakfast, lunch and dinner for residents and non residents, in at least one outlet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 2 of the following 3 options available for dinner service: A la Carte Menu / Set Menu / Buffet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold dishes available, unless menu or theme does not permit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Menu/s are available in Arabic and English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Menu/s are displayed outside the restaurant for each meal, with current prices. Buffet prices also available / displayed where applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All menus are legible. - Recommended font size of no less than 12 pts. for heading and 10 pts. for the plate description - Font colour is in strong contrast to the material used in the menu				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cover charges, minimum charges, municipality fees service charges & any others applicable specified on the menu				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Prices listed are inclusive of Municipality fees and Services Charges				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel does not levy municipality fees or service charges in excess of the current amount as advised by the Governing Authority, for Food & Beverage				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel must distinguish between the Municipality fee and the service charges, on all guest invoices				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Menu/s in are presented to the tables, for any A La Carte or Set menu service				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Items containing pork, alcohol and nuts are clearly highlighted on the menu				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least one healthy option available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least one allergy option offered e.g. gluten free, lactose free etc. on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.3.1.13 Buffets				
☐	Buffets are presented in a logical and appealing manner:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Permanently fixed areas or moveable secure tables, with clean surfaces				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold dishes available, unless menu or theme does not permit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Courses are grouped together e.g. for dinner / lunch / appetizer / salads, entrees and deserts are separated				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Chafing dishes or other means utilised to maintain heat of hot foods				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Means of cooling provided for cold items e.g. ice bed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All buffet items are labelled (In Arabic & English), and items containing pork, alcohol and nuts are clearly highlighted				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Buffet items are consistently replenished				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Each buffet item is provided with appropriate serving tools				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Serving tools for hot buffet items. Have an allocated space in which, to be placed, while not in use. I.e. may be inbuilt area in serving dish or separate dish				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Starter and main plates are provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold (room temperature) plates are provided, unless no hot food is served				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bowls or soup plates are provided, if applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot crockery is stored in warmers				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Specialised cutlery provided where required e.g. oyster knife, steak knife, miniature spoons etc				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
2.3.1.14 Breakfast					
☐	Breakfast in the restaurant is served for at least 3 hours				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least Continental breakfast offered				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Buffet and / or menu options include, as a minimum:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cold - cereal selection, milk (chilled), yogurt selection, pastry and bread selection, preservatives (jams, marmalade etc) and butter cold meats and cheese selection, fruit and juice selection (can be concentrated)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	In addition at least 3 cooked options, to include choice of egg dishes e.g. scrambled, omelette etc (prepared or cooked to order)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot Beverages available (from the buffet or table service), served with a choice of sugars (including low calories option)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Buffet orientation offered on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Appropriate children's crockery and cutlery utilised in outlets where children's menu available				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
		2.3.1.15 Lunch / Dinner				
	☐	Lunch served for at least 3 hours				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Dinner served for at least 4 hours				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Restaurant's policy on last order should not be before 11pm in at least one restaurant				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Meat, poultry, fish and vegetarian options provided, unless the outlet concept excludes e.g. a vegetarian restaurant				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Separate Children's menu available in outlets where children permitted				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Appropriate children's crockery and cutlery utilised in outlets where children's menu available				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
		2.3.1.16 Beverages				
	☐	Comprehensive range of drinks available: - Includes at least still and sparkling water, soda's, fruit juices (can be concentrated) and a selection of mocktails - includes international brands - Includes hot beverages such as teas and coffees				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Table service provided for all beverages				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
Omit		2.3.2 Other Services & Facilities	CC	Cleanliness	Condition	
		2.3.2.18 Music & Entertainment				
	☐	As a minimum background music to be provided in all F&B outlets				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

2.4 Room Service

Omit		2.4.1 General	CC	Cleanliness	Condition	
		2.4.1.19 General				
	☐	Food & Beverage service provided from 6am - 11pm with full service at meal times.				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	A printed version of the room service menu, in Arabic and English, is available in each bedroom (In Guest Services Directory or stand alone)				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	An Additional electronic version of the room service menu, in Arabic and English, is available in each bedroom (in Guest Services Directory or stand alone)				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Hot box underneath room service trolley to keep hot food items warm				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Options for Breakfast, lunch, dinner, snacks and drinks, are provided on the menu				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	☐	Separate telephone extension for Room Service				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

2.5 Bar & Lounge

Omit	2.5.1 General	CC	Cleanliness	Condition	
	2.5.1.20 Outlets				
☐	Should the property hold a liquor license, and operate a bar, there is a dedicated and enclosed bar / service area. Measures must be in place to ensure that the public can not see inside the bar area, either from inside (i.e. inside the lobby) or outside the property (from the street), as per Dubai Police Regulation				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Alcoholic Beverages are served only during the approved licensing hours				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.5.1.21 Windows Coverings				
☐	Where the outlet overlooks the main street, window coverings (curtains or blinds) present provide full window coverage.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.5.1.22 Furniture & Fittings				
☐	Selection of lounge, arm chairs and bar stools				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If food is served, at least some tables and chairs are positioned for dining				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.5.1.23 Light Refreshments				
☐	Where offered, a menu in Arabic and English is provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.5.1.24 Beverages				
☐	Comprehensive range of drinks available: - Includes at least still and sparkling water, soda's, fruit juices (can be concentrated) - Includes hot beverages such as teas and coffees				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Table service provided for all beverages				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	2.5.1.25 Other				
☐	Glass washing facility capable of sterilisation				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Ashtrays provided where smoking permitted				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

3.1 General

Omit	3.1.1 General Requirements	CC	Cleanliness	Condition	
	3.1.1.01 Number / Capacity of Rooms				
☐	Well appointed, designed and functional rooms exist				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	3.1.1.02 Telecommunications, Equipment & Service				
☐	Telephone line with access to local, national and international calls available				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Telephone and Video conferencing facilities available				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Adjustable in room temperature controls				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Black out screens/curtains required in rooms where there is natural daylight				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Power sockets available to number of delegates that can be accommodated boardroom style. Extension cables permitted.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	The following equipment is available, either via the hotel directly, or through an external party, and arranged by the hotel:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Equipment for presenters (e.g. felt pens, laser lights etc)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Speakers desk				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Flip-charts; and / or Writing board e.g. a white board				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Universal adaptors, and extension cables				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Projection screen (must also have portable unit if fixed)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	LCD Projector				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

☐	Video/DVD with remote control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Monitor / colour TV with remote control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
3.1.1.03 Ventilation, AC & Lighting						
☐	Room lighting sufficient - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There are good levels of ventilation, providing adequate air flow into the outlet, so that there is a fresh odour free atmosphere - Functioning air handling units providing fresh air intake into the outlet	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all indoor outlets - Individual controls to adjust temperate control if applicable - Ambient Temperature 18 - 23 Degrees Celsius	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
3.1.1.04 Walls and Floorings						
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where present, carpets fitted correctly and with underlay	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
3.1.1.05 Furniture, Fittings & Decorations						
☐	Tables and seating options (e.g. chairs, stools etc) are present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	For each seating option, tables and chairs used are consistent throughout the outlet	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
3.1.1.06 Food & Beverage Service						
☐	Food and beverage service available	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Specific menus for Conference & Banqueting areas / functions, with as a minimum, a choice of finger food, buffet and plated options, and hot and cold options.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A combination of a full kitchen, satellite kitchens and / or serving pantry/ies (depending on volume required) are dedicated to C&B. - If rooms are located on separate floors, satellite kitchens or serving pantries are required per floor - Note that where the meeting space is adjacent to the main kitchen, service can be directly from it, so long as dedicated areas, and if required personnel, are provided%	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
3.1.1.07 Cloakrooms						
☐	1 set of public toilets for gents, and 1 for ladies, to service the Banqueting facilities	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** At least 1 independent toilet for disabled guests, that allows wheelchair access	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Entrance Cloakroom doors:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Entrance to the cloakroom must prevent viewing from the Public areas into the cloakroom area. I.e. second internal door, a paravent screen, or that the door opens towards the wall rather than towards the bathroom.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Each cloakroom should contain:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded WC's in line with Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate cubicles if more than one WC	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Internal lock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Washbasins	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One mirror for each Washbasin	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate bidet or spray washer in each cubicle	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet roll holder	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet paper	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 spare toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Liquid soap	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold running water	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tissue paper or other means of drying hands e.g. an air hand dryer machine	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bins provided in Ladies' cloakroom	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fireproof waste bin in common area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate make up area provided in Ladies' cloakroom	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

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☒ Licensing
 ☒ Operating
 ☒ Enhancing

4.1 Staffing

Omit	4.1.1 General	CC	Cleanliness	Condition	
	4.1.1.01 General				
☐	All staff are uniformed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Uniforms are consistent within each dedicated area / division etc				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There is a staff grooming policy in place which addresses areas such as hygiene, jewellery, hair presentation, make up etc				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	All staff are presented in keeping with the Staff Grooming Policy				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	All staff wear a name badge, or badge indicating that they are a staff member				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There are staff training programmes in place, for all staffing roles within the hotel				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There is a training calendar, and records which demonstrate that all staff members have attended the relevant training programmes				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Staff canteen or dedicated eating space provided, with food service (can be in-house / external catering or vending machine)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Separate male and female staff cloakrooms with changing facilities provided, located out of public view (Back of House)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	There is evidence and accounts which demonstrate that service charge revenues are allocated as per the Department of Tourism & Commerce Marketing Circulars (refer to most up-to-date version available)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

4.2 Operator Service

Omit	4.2.1 General	CC	Cleanliness	Condition	
	4.2.1.02 General				
☐	24 Hours Operator service available				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Answers phone promptly within five rings				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Confirms hotel name to all external callers				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
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4.3 Hotel Website

Omit	4.3.1 General	CC	Cleanliness	Condition	
	4.3.1.03 General				
☐	Functioning website available in Arabic (this applies to the specific Hotel Establishment website, the group/other websites are not affected by this regulation)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Functioning website available in English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Full hotel name, any chain affiliations and official star rating referenced				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Detailed, current and accurate hotel information provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A reservation enquiry facility with a maximum response time of 24 hours				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Real-time on line reservation and booking confirmation available on Hotel website				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel image gallery, show casing as a minimum 4 current images, with images present of both public areas and bedrooms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Contact section on website with full contact details and enquiry submission facility				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Location map provided with detailed directions				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lost and Found information, or a contact for the Lost & Found department				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is information regarding any construction work nearby or in the hotel, if applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Website address and e-mail contact displayed on all printed promotional materials				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

4.4 Reservations

Omit	4.4.1 General	CC	Cleanliness	Condition	
	4.4.1.04 General				
☐	Voice reservations accepted during business hours, either at property, or through a central reservation service				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Calls answered promptly within five rings and introduction provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotels caller's name and addresses caller by name prior to closing				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Provides rate structure and room availability				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Confirms rate inclusions and explains government fees and service charge policy, and any other applicable charges or supplements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Provides an overview of facilities and services	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Exhibits competent knowledge of all associated facilities and hours of operation	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Explains deposit and cancellation policies	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Provides confirmation number or reference	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Written confirmation offered to guest	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Provides a thank you to guest for calling	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

4.5 Reception

Omit	4.5.1 Arrival & Rooming	CC	Cleanliness	Condition	
	4.5.1.05 General				
☐	Clearly designated reception area/s within a foyer or entrance hall.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Property Management System in place	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Reception staffed 24 hours	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Arabic and English speaking personnel on duty at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	4.5.2 Services	CC	Cleanliness	Condition	
	4.5.2.06 General				
☐	Assistance with luggage available on request throughout the day and evening.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Short term luggage storage facility in a designated secure area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Central individual safety deposit boxes available at reception	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 3 local newspapers (2 must be Arabic) should be available at a public place in the hotel for guests to read free of charge	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Foreign Exchange Service available with current rates clearly displayed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fax service available to guests via business centre or reception	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Universal adaptor provided at least through reception / housekeeping	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The availability of Universal adaptors is to be published in the Guest Services Directory	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Means of obtaining newspapers, postcards, stamps, films and toiletries through the reception	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone wake up service available and can be automated or booked directly with the hotel operator / reception.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least two credit cards accepted	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	An approved form of prepayment, sufficient to cover the estimated guest bill, is secured in advance of, or on arrival of the guest, and prior to room access, as follows: - A credit card pre-authorisation; or - A cash advance deposit; or - A Pre-paid voucher; or - A letter from the guest's company Note: where a voucher or letter covers defined charges only, additional payment should be secured direct from the guest	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is a means of maintaining accounts and records pertaining to the hotels business	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel does not levy service charges or municipality fee in excess of the current amount as advised by the Governing Authority, for room rates and other services	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel must distinguish between the Municipality fee and the service charges, on all guest invoices	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel does not retain guest's passport during their stay, unless visa service has been provided by the hotel	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is evidence that the Hotel informs guest and tour operators in advance of stay if construction work is taking place, nearby or in hotel	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Paging system, if available, is in working order. Alternatively a paging service may be offered manually	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.5.2.07 Babysitting						
☐	If children permitted, Service available on request. Either available in-house or through outside sources.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Staff trained in first aid and/or child services	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Rates are defined and available	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.5.2.08 Messages						
☐	Message taking system in place, via written messages, voicemail service or Interactive TV	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.5.2.09 Information						
☐	Staff can assist with relevant and current hotel and tourist information in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

4.6 Guest Relations

Omit	4.6.1 General	CC	Cleanliness	Condition	
	4.6.1.10 General				
☐	Complaint handling programme in place				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

4.8 Tourist Information

Omit	4.8.1 General	CC	Cleanliness	Condition	
	4.8.1.13 General				
☐	Services include some or all of the following: - Theatre bookings - Sight-seeing trips - Taxi bookings - Travel and other requests				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Car hire available on request, either through reception, or provided by an agency				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If provided by agency: then with set hours, and enquiries are directed through the reception when agency is closed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	4.8.2 Travel Services	CC	Cleanliness	Condition	
	4.8.2.14 General				
☐	Travel services available through reception, concierge or special travel office				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Can arrange local tours and excursion, taxi bookings and provide travel / tourism information.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Transportation company used by the hotel is licensed and approved by Dubai Transport				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All tours are booked via an external and licensed operator, and not provided by the hotel themselves				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Overland Tourist Safari provider used by the hotel is approved by the Department of Tourism & Commerce Marketing and holds a current annual permit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Airport transfer available to / from, on request, and in a timely manner				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

4.9 Other

Omit	4.9.1 General	CC	Cleanliness	Condition	
	4.9.1.13 Business Centre				
☐	Business services provided on request:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	General computer usage				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fax services				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Free wireless offering high speed for upload and download at all times				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Colour Photocopying				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Colour Printing	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Binding	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.9.1.14 Security						
☐	Responsible person on site and on call 24-hours per day.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fire alarm system present and functioning.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Security cameras present and functioning	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All hotel entrances are controlled at night	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Functioning locks provided on each window overlooking a common walkway, or on the ground-floor	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.9.1.15 First Aid / Emergencies						
☐	Medical service available 24 hours, either on call or in-house	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	First aid box provided in all outlets, at the reception, and near leisure facilities. Contains all medical items listed as per Dubai Corporation for Ambulance Services.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Automated External Defibrillator (AED) provided in the lobby of the main building, health clubs or other annexes	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Qualified staff available to handle emergencies - minimum of 3 staff, one who should be available 24 hours	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Qualified staff have completed a training course in Basic Life Support (BLS) including First Aid, and Cardio Pulmonary Resuscitation (CPR) at the Dubai Corporation for Ambulance Services	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
4.9.1.16 Wheelchair						
☐	Wheelchair available for guest use	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	4.9.2 Environmental Awareness	CC	Cleanliness	Condition		
4.9.2.18 General						
☐	There is a written environmental policy, with initiatives for both employees and guests (without consequences for non compliance for guests)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is evidence of a plan to implement the policy for employees, which may be supported by organised events, trainings etc	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is evidence of efforts to reduce waste, without reducing guest comfort	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is evidence of efforts to improve energy efficiency, without reducing guest comfort	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	4.9.3 Universal Access	CC	Cleanliness	Condition		

4.9.3.19 General					
☐	There is a written Universal Access policy pertaining to disabled guests, which clearly explains to employees, guidelines and procedures for:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dealing with guests with mobility impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dealing with guests with hearing impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dealing with guests with visual impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is evidence of a plan to implement the policy for employees, which may be supported by organised events, trainings etc				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	There is a written policy pertaining to emergency procedures for disabled guests, with clearly defined emergency and evacuation procedures for:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Guests with mobility impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Guests with hearing impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Guests with visual impairments				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hotel Establishments shall comply with any universal access policy issued by the Dubai Municipality				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

5.1 General Requirements

Omit	5.1.1 Fitness room	CC	Cleanliness	Condition	
	5.1.1.02 Fitness				
☐	Fitness room may be present or guest access to an independently operated exercise facility provided (which may be chargeable)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Fitness room allows wheelchair access				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Reception area for guests providing towels and locker keys on arrival				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where fitness room present, There is evidence that only female staff are scheduled to work in female only areas (timings) of the gymnasium / health club / spa, and vice versa for male staff and male areas (timings)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where fitness room present, Staff attendant available during operating hours				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where fitness room present, Evidence of cleaning and sanitation program for all machinery				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where fitness room present, Service contract in place for all machinery				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where fitness room present, Operating hours must be clearly stated for guest to view available in Arabic and English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
Omit	5.1.1 Where Spa Exists	CC	Cleanliness	Condition	
	5.1.1.01 Facilities, Treatments & Signage				
☐	A basic beauty treatment facility may be present, with a minimum of 2 treatment rooms: This can be part of the gymnasium				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where beauty treatment facility present, Provides a range of treatments including at least 3 of the following: facials, pedicures, body treatments, alternative therapies, massages, manicures and reflexology				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where beauty treatment facility present and male and female treatments are offered, there is evidence that therapists only conduct treatments of the guests of the same gender e.g. male and female staff are scheduled concurrently				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where beauty treatment facility present, At least one treatment room allows wheelchair access				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Where beauty treatment facility present, Evidence that treatment rooms are cleaned, stocked and frequently checked e.g. a cleaning schedule				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

☐	Where beauty treatment facility present, Signage present in Arabic & English, at entrance and in changing rooms, alerting visitors to dress modestly at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where beauty treatment facility present, Operating hours must be clearly stated for guest to view available in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	5.1.6 Pool & Beach	CC	Cleanliness	Condition		
	5.1.6.10 General					
☐	Pool may be provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, All pools should be temperature controlled	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, Ladders available in all pools	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, Lifeguard operating hours must be clearly stated for guest to view	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, At least one certified Lifeguard on duty during stated hours of operation; or more if full pool area cannot be viewed in its entirety by one person from monitoring position	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least one certified Lifeguard on duty during stated hours of operation at the beach - where beach available	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Designated swimming areas on the beach, clearly marked by buoys	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, Depth signage on all pools, and level indicated at every change in depth	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, Evidence that all pools are cleaned and frequently checked e.g. a cleaning schedule	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Pool provided, Tiling is non slip both around and inside the pool	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
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 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

6.1 General Requirements

Omit	6.1.1 Rooms & Sizes	CC	Cleanliness	Condition	
	6.1.1.01 Rooms				
☐	Minimum 10 rooms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Minimum 1 room with disabled facilities if total guest rooms is less or equal to 50; 1 additional room if total guest rooms is between 51 - 100, and 1 further additional room for every 100 rooms thereafter				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	10% rooms are non smoking				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Non smoking rooms are located together so that the entire corridor is non smoking (may require more than 10% of inventory). If the floor has only one corridor, all rooms must be non smoking. If the floor has wings, it is sufficient that a wing is non smoking, assuming that minimum 10% requirement is met				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Single Room: Minimum 16 sqm (including bathroom and excluding entrances any outdoor areas e.g. balcony)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Double Room: Minimum 18 sqm (including bathroom and excluding entrances any outdoor areas e.g. balcony)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Triple Room: Minimum 20 sqm (including bathroom and excluding entrances any outdoor areas e.g. balcony)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** Bathroom: - If Bathtub and Shower available, Minimum 3.8 sqm - If Shower only available, Minimum 3.5 sqm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
Omit	6.1.2 Other	CC	Cleanliness	Condition	
	6.1.2.02 Door & Signage				
☐	Each guest unit has an entrance door				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Door knocker or bell				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Spy hole in door or other means of viewing the exterior side of the door. E.g. Intercom system				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Door stopper or other means present to hold door in open position				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	All entrance doors should lock automatically, preventing access from the outside. Door lock can be mechanical or electronic.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

☐	Secondary locking mechanism present e.g. double lock, switch etc	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Door chain or latch present in addition to the primary and secondary locking mechanism (Note: May be a built in chain if the secondary locking mechanism is a switch)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All entrance doors to be fitted with door closers to enable a controlled / slow close	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Internal connecting doors with deadbolt lock or double door system	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Door signage showing room number	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Do Not Disturb available as a sign or electronic indicator	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Make Up My Room sign, or electronic indicator	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fire evacuation plans displayed in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fire evacuation plans displayed in other languages	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Prayer sign affixed and positioned correctly on ceiling/wall	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.1.2.03 Lighting, Temperature Control & Soundproofing						
☐	Air Conditioning with in-room adjustable controls. Some rooms may have split units.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Air conditioning unit does not omit noise	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency lighting provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lighting master switch, or power shut off option at door e.g. key card activator	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Preferably 1 light / reading lamp per bed but 1 acceptable for 2 guests if appropriately placed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional lighting at desk / vanity area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All lights must have shades	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.1.2.04 Balcony						
☐	Balcony measurements and design layout as per Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)					

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Secondary locking mechanism present to additionally secure door from the inside e.g. a latch					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The latch is out of the reach of children (where children permitted)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	When unlocked, it is possible to open the door from the outside, so that guests may re-enter					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where rooms have balconies with sufficient space to accommodate furniture; a table and chairs with soft seat or seat cushions may be provided					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	6.1.2.05 Windows					
☐	Window present in every habitable room					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Windows are double glazed					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheer and dress curtains, or blinds, and black out to completely darken room					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Working curtain / blind mechanisms					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	6.1.2.06 Walls and Flooring					
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where present, carpets fitted correctly and with underlay					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Wooden/tiled floors have a rug covering the area immediately surrounding the bed					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	6.1.2.07 Interior Decoration / Design					
☐	Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

6.2 Room, Furniture & Equipment

Omit	6.2.1 Beds & Linen	CC	Cleanliness	Condition	
	6.2.1.08 Beds & Linen				
☐	Rooms available with double occupancy bed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Single Bed size minimum 90 cm x 190 cm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Double bed size minimum 150 cm x 190 cm				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All double occupancy beds have access from both sides				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Headboard provided or built in				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	2 sheets provided for the mattress (bottom sheet and intermediate sheet)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheets are as a minimum 60/40 (60% cotton, 40% other)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Blanket with cover sheet or bedspread; or Duvet with cover provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 1 pillow with case per person for single and 2 pillows with cases per Double / Queen				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress fitted with mattress protector or under blanket				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress rotated with signage, or replaceable cartridges				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bed base valance, if applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional Pillows/Bedding available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If feather duvets / pillows used, non allergic alternative available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Evidence of blanket and duvet cleaning programme				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Evidence of spring and deep cleaning programmes in place				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cots and extra beds are available on request, provided guest limit per room is not exceeded				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	6.2.2 Furniture	CC	Cleanliness	Condition	
	6.2.2.09 General				
☐	1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 Dressing Table / Work Desk per room				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 arm chair per single and 2 armchairs or 2 seater sofa per double				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	1 Coffee table per room or 1 side table adjacent to the seating area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Luggage Rack / storage provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dressing Table Mirror	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	6.2.2.10 Wardrobe					
☐	Minimum 1 fitted or free standing wardrobe with integral lighting	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** Wardrobe dimensions at least: - 60 cm deep - 30 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 3 hangers provided per person	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hangers are of uniform standard, and the following are provided:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Wooden trouser hangers	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Skirt hangers	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 enclosed shelf and 1 drawer is included in the wardrobe per person	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	6.2.3 Equipment	CC	Cleanliness	Condition		
	6.2.3.11 Minibar					
☐	Minibar available for guest use (may be stocked on request)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If alcohol present in the minibar, hotel holds a current Liquor License	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minibar Price List	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bottle Opener (if applicable i.e. non screw top items present)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	6.2.3.12 Safety Deposit Box					
☐	Safety Deposit Box provided in 50% of all bedrooms	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where Safety Deposit Box provided, Instruction in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

6.2.3.13 Iron / Iron board					
☐	Iron & board available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

6.3 Amenities

Omit	6.3.1 General	CC	Cleanliness	Condition	
6.3.1.14 General					
☐	Breakfast Card				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shoe Polish Utensils on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sewing Kit on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A hair dryer must be provided in the room and can be located in the bedroom or bathroom. Can be a wall mounted hose type unit, and must have an automatic shut off if in bathroom				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 2 available sockets for guest use (unused by other room equipment), of which one is adjacent to the work desk and one adjacent to each bedside cabinet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fireproof waste bin				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 copy of Laundry lists (including dry cleaning, laundry and pressing) and 1 bag with current prices in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tea / coffee making facilities with suitable china on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Quran (English version). (Arabic version available on request)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Prayer mat				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A selection of glassware with coasters				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 ashtray per room in smoking rooms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

6.4 Communications

Omit	6.4.1 General	CC	Cleanliness	Condition	
6.4.1.15 TV / Radio					
☐	Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	International channels provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Radio, or radio channels may be provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	TV located in a cabinet, or placed on or above a unit	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Usage Instructions in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Remote Control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.4.1.17 Telephone / Internet / Alarm						
☐	1 telephone in bedroom on beside/near bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Direct dial for local and international calls	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Access to dial hotel departments directly	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone Rate Card	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Alarm facility / service or clock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Room number or bedroom extension number on all phones in room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.4.1.18 Stationary / Magazines						
☐	Guest stationary (writing paper / notepad and pen/pencil)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Guest Questionnaire available on paper in room or evidence that guest questionnaire is being sent after guest departure	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.4.1.19 Newspapers						
☐	Minimum 3 local newspapers (2 must be Arabic) should be offered in room or on request. May be chargeable	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
6.4.1.20 Guest Services Directory & Information						
☐	Printed Guest Services Directory provided, with:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Detailed hotel information, addressing all available services, in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency procedures in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Other languages	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	General Tariffs in Arabic & English					
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 	
☐	Other languages					
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 	
☐	Telephone directory available (may be yellow pages beside bed or list on the television, etc...)					
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 	

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

7.1 General Requirements

Omit	7.1.1 En-suite	CC	Cleanliness	Condition	
	7.1.1.01 General				
☐	En-suite Bathroom Present in each room				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	7.1.1.02 Fixtures & Fittings				
☐	At least 25% of all rooms have a bathtub				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Safety handle in bath (where bathtub present)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Shower or shower over bath Present - which must have a tempered glass door / partition, or a shower curtain, with removable liner				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** If stand alone shower, minimum 0.6 sqm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Shower curtains, where present, must have a removable liner, that is changed on each guest departure				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** All shower and bath surfaces to be non slip				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Tempered glass partition should be (minimum width 80 cm) and minimum height should be positioned above the highest position of the shower head				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Lidded WC in line with Dubai Municipality requirements				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Separate bidet or spray washer				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Washbasin				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Bathroom door present with locking and emergency unlocking facilities				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	7.1.1.03 Walls, Tiling & Flooring				
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material)						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	7.1.1.04 Lighting, Ventilation & Water flow						
☐	Functional lighting for shaving and make-up.						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Ventilation & Extraction provided						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	7.1.1.05 Facilities						
☐	Shelving to store guest items						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Soap dishes (for individual soaps) or Soap Dispenser						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Toilet Roll Holder						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Conveniently located electric shaver point, with voltage indicated						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Mirror situated above or adjacent to the washbasin with integral or dedicated lighting						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Telephone						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	At least one clothes hook on/near door						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Magnifying shaving mirror provided in upgraded room categories						
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		

7.2 Amenities

	Omit	7.2.1 General	CC	Cleanliness	Condition	
		7.2.1.06 Towelling				
	☐	Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	☐	One set towels per person - at least 1 hand towel and 1 bath sheet				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	☐	Additional bathmat for floor				
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
		7.2.1.07 Toiletries				

☐	Branded toiletries. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the hotel brand. Minimum 30 ml for mandatory liquid items and 25 grams for individually packaged soaps.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Individually packaged, or liquid soap	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower gel	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shampoo	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
7.2.1.08 Amenities						
☐	Other amenities may include:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tissues	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower caps	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emery board	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cotton buds	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Face Pads	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency cosmetic kit/dental and shaving kits available on request	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
7.2.1.09 Other						
☐	At least 1 toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One glass per guest	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bin with disposal bags	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☐ 1 Public Areas
 ☐ 2 Food & Beverage
 ☐ 3 Conference & Banqueting
 ☐ 4 Services
 ☐ 5 Leisure
 ☐ 6 Bedrooms
 ☐ 7 Bathrooms
 ☐ 8 Suite
 ☐ 9 Housekeeping
 ☐ 10 Maintenance

☐ Licensing
 ☐ Operating
 ☐ Enhancing

8.1 General Requirements

Omit	8.1.1 Entrance	CC	Cleanliness	Condition	
	8.1.1.01 Door & Signage				
☐	Each Suite has an entrance door	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Door signage showing Suite number	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Door knocker or bell	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Spy hole in door or other means of viewing the exterior side of the door. E.g. Intercom system	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Door stopper or other means present to hold door in open position	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	All entrance doors should lock automatically, preventing access from the outside. Door lock can be mechanical or electronic.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Secondary locking mechanism present e.g. double lock, switch etc	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Door chain or latch present in addition to the primary and secondary locking mechanism (Note: May be a built in chain if the secondary locking mechanism is a switch)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Internal connecting doors where present have deadbolt lock or double door system	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	All entrance doors to be fitted with door closers to enable a controlled / slow close	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Do Not Disturb available as a sign or electronic indicator	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Make Up My Room sign, or electronic indicator	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
Omit	8.1.2 General Amenities	CC	Cleanliness	Condition	
	8.1.2.02 Stationary / Magazines				
☐	Guest stationary (writing paper / notepad and pen/pencil)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N
☐	Guest Questionnaire available on paper in room or evidence that guest questionnaire is being sent after guest departure				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.1.2.03 Newspapers					
☐	Minimum 3 local newspapers (2 must be Arabic) should be offered in room or on request. May be chargeable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.1.2.04 Guest Services Directory & Information					
☐	Printed Guest Services Directory provided, with:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Detailed hotel information, addressing all available services, in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency procedures in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Other languages				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	General Tariffs in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Other languages				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone directory available (may be yellow pages beside bed or list on the television, etc...)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.1.2.05 Iron / iron board					
☐	Iron & board available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.1.2.06 Beverages etc					
☐	Tea / coffee making facilities with suitable china on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A selection of glassware with coasters				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

8.2 Lounge

Omit	8.2.1 General	CC	Cleanliness	Condition	
8.2.1.07 Furniture					
☐	The lounge has the following facilities:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum of 2 seater sofa and 1 arm chair however must accommodate the maximum number of sleepers in unit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 dining table to accommodate the maximum number of sleepers in unit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dining chairs to accommodate the maximum number of sleepers in unit				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 coffee table				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Additional Ambience Elements such as artwork, flowers, books, magazines, etc...	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Must be adequately lit	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All lights must have shades	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.2.1.08 TV / Radio						
☐	Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	International channels provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Radio, or radio channels may be provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	TV located in a cabinet, or placed on or above a unit	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Usage Instructions in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Remote Control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.2.1.09 Telephone / Internet / Alarm						
☐	1 telephone in bedroom on beside/near bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Direct dial for local and international calls	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Access to dial hotel departments directly	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone Rate Card	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Room number or bedroom extension number on all phones in room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.2.2 Equipment	CC	Cleanliness	Condition		
8.2.2.09 Minibar						
☐	Minibar available for guest use (may be stocked on request), if the Lounge has an access door to the main Hotel Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Hotel has the flexibility to have the minibar in either the Master Bedroom or the Lounge)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If alcohol present in the minibar, hotel holds a current Liquor License					

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minibar Price List				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bottle Opener (if applicable i.e. non screw top items present)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.2.2.10 Ashtray / Matches				
☐	1 ashtray provided in smoking suites				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

8.3 Master Bedroom

Omit	8.3.2 Room, Furniture & Equipment	CC	Cleanliness	Condition	
	8.3.2.01 General				
☐	If Guest Suite present (must have 2 separate rooms i.e. separate Lounge divided by a wall).				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** Minimum 27 sqm (including master bedroom and master bathroom, but excluding entrances, living areas, and any outdoor areas e.g. balcony)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	**Any Additional Room for suites will be governed depending on regular room configuration (single 16sqm, double 18sqm, triple 20sqm)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	**Bathroom: - If Bathtub and Shower available, Minimum 3.8 sqm - If Shower only available, Minimum 3.5 sqm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.3.2.02 Beds & Linen				
☐	Rooms available with double occupancy bed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Single Bed size minimum 90 cm x 190 cm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Double bed size minimum 150 cm x 190 cm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All double occupancy beds have access from both sides				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Headboard provided or built in				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	2 sheets provided for the mattress (bottom sheet and intermediate sheet)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheets are as a minimum 60/40 (60% cotton, 40% other)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Blanket with cover sheet or bedspread; or Duvet with cover provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 1 pillow with case per person for single and 2 pillows with cases per Double / Queen				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress fitted with mattress protector or under blanket				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress rotated with signage, or replaceable cartridges				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bed base valance, if applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional Pillows/Bedding available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If feather duvets / pillows used, non allergic alternative available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cots and extra beds are available on request, provided guest limit per room is not exceeded				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.03 Door & Signage					
☐	Each bedroom has a door				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Door stopper or other means present to hold door in open position				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All entrance doors should lock automatically, preventing access from the outside. Door lock can be mechanical or electronic.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fire evacuation plans displayed in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fire evacuation plans displayed in other languages				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Prayer sign affixed and positioned correctly on ceiling/wall				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.04 Lighting, Temperature Control & Soundproofing					
☐	Air Conditioning with in-room adjustable controls. Some rooms may have split units.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Air conditioning unit does not omit noise				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency lighting provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lighting master switch, or power shut off option at door e.g. key card activator				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Preferably 1 light / reading lamp per bed but 1 acceptable for 2 guests if appropriately placed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional lighting at desk / vanity area				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All lights must have shades				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.05 Balcony					

☐	Balcony measurements and design layout as per Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Secondary locking mechanism present to additionally secure door from the inside e.g. a latch	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The latch is out of the reach of children (where children permitted)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	When unlocked, it is possible to open the door from the outside, so that guests may re-enter	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where rooms have balconies with sufficient space to accommodate furniture; a table and chairs with soft seat or seat cushions may be provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.06 Windows						
☐	Window present in every habitable room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Windows are double glazed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheer and dress curtains, or blinds, and black out to completely darken room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Working curtain / blind mechanisms	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.07 Walls and Flooring						
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where present, carpets fitted correctly and with underlay	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Wooden/tiled floors have a rug covering the area immediately surrounding the bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.08 Interior Decoration / Design						
☐	Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.09 Furniture						
☐	1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 Dressing Table / Work Desk per room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 arm chair per single and 2 armchairs or 2 seater sofa per double	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 Coffee table per room or 1 side table adjacent to the seating area	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Luggage Rack / storage provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Dressing Table Mirror	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.10 Wardrobe						
☐	Minimum 1 fitted or free standing wardrobe with integral lighting	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	**Wardrobe dimensions at least: - 60 cm deep - 30 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 3 hangers provided per person	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hangers are of uniform standard, and the following are provided:	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Wooden trouser hangers	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Skirt hangers	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 enclosed shelf and 1 drawer is included in the wardrobe per person	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.11 Minibar						
☐	Minibar available for guest use (may be stocked on request), if the Lounge has an access door to the main Hotel Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Hotel has the flexibility to have the minibar in either the Master Bedroom or the Lounge)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If alcohol present in the minibar, hotel holds a current Liquor License	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minibar Price List	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bottle Opener (if applicable i.e. non screw top items present)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.3.2.12 Safety Deposit Box						

☐	Safety Deposit Box Provided, if the Suite Lounge has an access door to the main Hotel Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Hotel has the flexibility to have the Safety Deposit Box in either the Master Bedroom or the Lounge.)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Instruction in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
Omit	8.3.3 Amenities	CC	Cleanliness	Condition			
	8.3.3.14 General						
☐	Breakfast Card	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Shoe Polish Utensils on request	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Sewing Kit on request	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	A hair dryer must be provided in the room and can be located in the bedroom or bathroom. Can be a wall mounted hose type unit, and must have an automatic shut off if in bathroom	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	At least 2 available sockets for guest use (unused by other room equipment), of which one is adjacent to the work desk and one adjacent to each bedside cabinet	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Fireproof waste bin	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	At least 1 copy of Laundry lists (including dry cleaning, laundry and pressing) and 1 bag with current prices in Arabic & English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Quran (English version). (Arabic version available on request)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Prayer mat	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
Omit	8.3.4 Communications	CC	Cleanliness	Condition			
	8.3.4.15 TV / Radio						
☐	Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	International channels provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Radio, or radio channels may be provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	TV located in a cabinet, or placed on or above a unit	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
☐	Usage Instructions in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		

☐	Remote Control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.3.4.17 Telephone / Internet / Alarm					
☐	1 telephone in lounge	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Direct dial for local and international calls	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Access to dial hotel departments directly	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone Rate Card	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Alarm facility / service or clock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Room number or bedroom extension number on all phones in room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

8.4 Master Bathroom

Omit	8.4.1 En-suite	CC	Cleanliness	Condition	
	8.4.1.18 General				
☐	En-suite Bathroom Present in each room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.4.1.19 Fixtures & Fittings				
☐	Safety handle in bath (where bathtub present)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower or shower over bath Present - which must have a tempered glass door / partition, or a shower curtain, with removable liner	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** If stand alone shower, minimum 0.6 sqm	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower curtains, where present, must have a removable liner, that is changed on each guest departure	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** All shower and bath surfaces to be non slip	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	tempered Glass partition should be (minimum width 80cm) and minimum height should be positioned above the highest position of the shower head	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded WC in line with Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

☐	Separate bidet or spray washer present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** 2 Washbasins	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bathroom door present with locking and emergency unlocking facilities	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.4.1.20 Walls, Tiling & Flooring					
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.4.1.21 Lighting, Ventilation & Water flow					
☐	Functional lighting for shaving and make-up.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Ventilation & Extraction provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.4.1.22 Facilities					
☐	Shelving to store guest items	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Soap dishes (for individual soaps) or Soap Dispenser	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet Roll Holder	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Conveniently located electric shaver point, with voltage indicated	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mirror situated above or adjacent to the washbasin with integral or dedicated lighting	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least one clothes hook on/near door	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Magnifying Shaving mirror provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.4.2 Amenities	CC	Cleanliness	Condition		
	8.4.2.23 Towelling					
☐	Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying					

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One set towels per person - at least 1 hand towel and 1 bath sheet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional bathmat for floor				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.4.2.24 Toiletries					
☐	Upgraded luxurious / branded toiletries as below. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the hotel brand. More than 40 ml for mandatory liquid items and 25 grams for individually packaged soaps:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Individually packaged, or liquid soap				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower gel				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shampoo				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.4.2.25 Amenities					
☐	Other amenities may include:				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tissues				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower caps				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emery board				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cotton buds				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Face Pads				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency cosmetic kit/dental and shaving kits available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.4.2.26 Other					
☐	At least 1 toilet roll				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One glass per guest				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bin with disposal bags				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

8.5 Additional Bedrooms

Omit	8.5.1 Room Furniture & Equipment	CC	Cleanliness	Condition
	8.5.1.01 Beds & Linen			
☐	Rooms available with double occupancy bed			

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Single Bed size minimum 90 cm x 190 cm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Double bed size minimum 150 cm x 190 cm				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All double occupancy beds have access from both sides				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Headboard provided or built in				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	2 sheets provided for the mattress (bottom sheet and intermediate sheet)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheets are as a minimum 60/40 (60% cotton, 40% other)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Blanket with cover sheet or bedspread; or Duvet with cover provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minimum 1 pillow with case per person for single and 2 pillows with cases per Double / Queen				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress fitted with mattress protector or under blanket				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mattress rotated with signage, or replaceable cartridges				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bed base valance, if applicable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional Pillows/Bedding available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	If feather duvets / pillows used, non allergic alternative available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cots and extra beds are available on request, provided guest limit per room is not exceeded				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.5.1.02 Lighting, Temperature Control & Soundproofing					
☐	Air Conditioning with in-room adjustable controls. Some rooms may have split units.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Air conditioning unit does not omit noise				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency lighting provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lighting master switch, or power shut off option at door e.g. key card activator				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Preferably 1 light / reading lamp per bed but 1 acceptable for 2 guests if appropriately placed				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional lighting at desk / vanity area				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All lights must have shades				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.5.1.03 Balcony				
☐	Balcony measurements and design layout as per Dubai Municipality requirements				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Secondary locking mechanism present to additionally secure door from the inside e.g. a latch				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The latch is out of the reach of children (where children permitted)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	When unlocked, it is possible to open the door from the outside, so that guests may re-enter				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where rooms have balconies with sufficient space to accommodate furniture; a table and chairs with soft seat or seat cushions may be provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.5.1.04 Windows				
☐	Window present in every habitable room				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Windows are double glazed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sheer and dress curtains, or blinds, and black out to completely darken room				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Working curtain / blind mechanisms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.5.1.05 Walls and Flooring				
☐	Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Where present, carpets fitted correctly and with underlay				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Wooden/tiled floors have a rug covering the area immediately surrounding the bed				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.5.1.06 Interior Decoration / Design				
☐	Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
		8.5.1.07 Furniture					
	☐	1 Coffee table per room or 1 side table adjacent to the seating area					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Luggage Rack / storage provided					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Dressing Table Mirror					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet.					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	1 Dressing Table / Work Desk per room					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	1 arm chair per single and 2 armchairs or 2 seater sofa per double					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
		8.5.1.08 Wardrobe					
	☐	Minimum 1 fitted or free standing wardrobe with integral lighting					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	** Wardrobe dimensions at least: - 60 cm deep - 30 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Minimum 3 hangers provided per person					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Hangers are of uniform standard, and the following are provided:					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Wooden trouser hangers					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	Skirt hangers					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	At least 1 enclosed shelf and 1 drawer is included in the wardrobe per person					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
		8.5.1.09 Minibar					
	☐	Minibar available for guest use (may be stocked on request)					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N		
	☐	If alcohol present in the minibar, hotel holds a current Liquor License					

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Minibar Price List				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bottle Opener (if applicable i.e. non screw top items present)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.5.1.10 Safety Deposit Box				
☐	Safety Deposit Box Provided in all additional bedrooms				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Instruction in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.5.3 Amenities	CC	Cleanliness	Condition	
	8.5.3.11 General				
☐	Breakfast Card				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shoe Polish Utensils on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Sewing Kit on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A hair dryer must be provided in the room and can be located in the bedroom or bathroom. Can be a wall mounted hose type unit, and must have an automatic shut off in bathroom				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 2 available sockets for guest use (unused by other room equipment), of which one is adjacent to the work desk and one adjacent to each bedside cabinet				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Fireproof waste bin				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 copy of Laundry lists (including dry cleaning, laundry and pressing) and 1 bag with current prices in Arabic & English				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Quran (English version). (Arabic version available on request)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Prayer mat				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	A selection of glassware with coasters				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	1 ashtray per room in smoking Suites				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.5.4 Communications	CC	Cleanliness	Condition	
	8.5.4.12 TV / Radio				
☐	Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	International channels provided				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Radio, or radio channels may be provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	TV located in a cabinet, or placed on or above a unit	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Usage Instructions in Arabic and English	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Remote Control	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
8.5.4.14 Telephone / Internet / Alarm						
☐	1 telephone in bedroom on beside/near bed	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Direct dial for local and international calls	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Access to dial hotel departments directly	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Telephone Rate Card	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Alarm facility / service or clock	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Room number or bedroom extension number on all phones in room	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

8.6 Additional Bathrooms

Omit	8.6.1 En-suite / family bathroom	CC	Cleanliness	Condition	
	8.6.1.01 General				
☐	There must be at least one bathroom for every 2 bedrooms. Can either be a sharing bathroom located between two bedrooms, with access directly from each bedroom or a family bathroom	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	8.6.1.02 Fixtures & Fittings				
☐	Safety handle in bath (where bathtub present)	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Shower or shower over bath Present - which must have a tempered glass door / partition, or a shower curtain, with removable liner	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	** If stand alone shower, minimum 0.6 sqm	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Shower curtains, where present, must have a removable liner, that is changed on each guest departure				

	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	** All shower and bath surfaces to be non slip				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tempered Glass partition should be (minimum width 80cm) and minimum height should be positioned above the highest position of the shower head				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded WC in line with Dubai Municipality requirements				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate bidet or spray washer present				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Washbasin				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Bathroom door present with locking and emergency unlocking facilities				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.6.1.03 Walls, Tiling & Flooring					
☐	All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.6.1.04 Lighting, Ventilation & Water flow					
☐	Functional lighting for shaving and make-up.				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Ventilation & Extraction provided				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
8.6.1.05 Facilities					
☐	Shelving to store guest items				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Soap dishes (for individual soaps) or Soap Dispenser				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet Roll Holder				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Conveniently located electric shaver point, with voltage indicated				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mirror situated above or adjacent to the washbasin with integral or dedicated lighting				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Telephone				

		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least one clothes hook on/near door					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Magnifying shaving mirror may be provided					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.6.2 Amenities	CC	Cleanliness	Condition		
	8.6.2.06 Towelling					
☐	Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One set towels per person - at least 1 hand towel and 1 bath sheet					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Additional bathmat for floor					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.6.2.07 Toiletries					
☐	Upgraded luxurious / branded toiletries as below. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the hotel brand. More than 40 ml for mandatory liquid items and 25 grams for individually packaged soaps:					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Individually packaged, or liquid soap					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower gel					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shampoo					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.6.2.08 Amenities					
☐	Other amenities may include:					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Tissues					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Shower caps					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emery board					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Cotton buds					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Face Pads					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Emergency cosmetic kit/dental and shaving kits available on request					
		☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
	8.6.2.09 Other					

☐	At least 1 toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	One glass per guest	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded Sanitary bin with disposal bags	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
Omit	8.6.3 Guest toilet	CC	Cleanliness	Condition		
	8.6.3.10 General					
☐	Guest Toilet Present in Suite	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Lidded WC in line with Dubai Municipality requirements	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Separate bidet or spray washer present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Soap holder beside the bidet, if bidet present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Washbasin	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Guest toilet door present with locking facility	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Soap dishes (for individual soaps) or Soap Dispenser	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Toilet Roll Holder	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least 1 toilet roll	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Mirror situated above or adjacent to the washbasin with integral or dedicated lighting.	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Rail/s for hand towels provided	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	At least hand towel present	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 
☐	Individually packaged, or liquid soap	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

Self-Assessment => Assessment Area

☒ 1 Public Areas
 ☒ 2 Food & Beverage
 ☒ 3 Conference & Banqueting
 ☒ 4 Services
 ☒ 5 Leisure
 ☒ 6 Bedrooms
 ☒ 7 Bathrooms
 ☒ 8 Suite
 ☒ 9 Housekeeping
 ☒ 10 Maintenance

☒ Licensing
 ☒ Operating
 ☒ Enhancing

9.1 General Requirements

Omit	9.1.1 General	CC	Cleanliness	Condition	
	9.1.1.01 Room Cleaning				
☐	Room cleaning provided daily (may be set hours)				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Room Cleaning service provided on request outside these hours				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Towels / linen changed daily and on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Special requests accommodated e.g. non - feather pillows or bedding types				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	9.1.1.02 Housekeeping Cupboard / Clearing pantry				
☐	Sufficient Service pantries (e.g. for housekeeping / room service etc) located throughout the establishment to service all floors				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	9.1.1.03 Laundry & Dry Cleaning				
☐	Minimum next day Laundry & Dry Cleaning service provided 7 days of week				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Express Laundry & Dry Cleaning service available on request				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	9.1.1.04 Lost & Found				
☐	Lost & Found Service available				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Evidence that items are securely stored, recorded and forwarded on request to the owner				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Evidence that hotel abides by the Dubai Police policy for "Procedures of Found Items at Hotel Establishment"				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Hotel guests are informed about the Lost & Found Policy through a publication/s, in addition to the hotel website. E.g. in the guest service directory				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
	9.1.1.05 Shoe Cleaning Service				
☐	Shoe cleaning service available. Can be chargeable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	
☐	Shoe-cleaning machine available in either public area or guest floor				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	

		9.1.1.06 Packing / Unpacking			
☐	Packing / Unpacking available on request, may be chargeable				
	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	☐ Y ☐ N	 

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 ☐ Operating
 ☐ Enhancing

10.1 General Requirements

Omit	10.1.1 General	CC	Cleanliness	Condition	
	10.1.1.01 General Maintenance				
☐	There is evidence of a general maintenance programme for the upkeep of the hotel, grounds and facilities				
	Y N	Y N	Y N	Y N	
	10.1.1.02 Other				
☐	There is evidence of a window cleaning programme in place both internal and external				
	Y N	Y N	Y N	Y N	
☐	Back up generator available with evidence of a maintenance programme, and which complies with the relevant authority's guidelines.				
	Y N	Y N	Y N	Y N	