

**L.N. 92 of 2026**

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

**Tourism Accommodation Regulations 2026**

IN EXERCISE of the powers conferred by article 47 of the Malta Travel and Tourism Services Act, the Minister responsible for tourism, on the recommendation of the Malta Tourism Authority, has made the following regulations:-

1. (1) The title of these regulations is the Tourism Accommodation Regulations, 2026. Citation and commencement.

(2) These regulations shall come into force within two (2) months from their date of publication in the Gazette with the following exceptions:

(a) item 3 of Category C: Guest Houses of Annex 2 and Item 3 of Category D: Hostels of Annex 2 and Part F of the Fifth Schedule of Annex 5 shall come into force on such date or dates as the Minister responsible for tourism, may by notice in the Gazette establish and different dates may be so established for different provisions and, or purposes of these regulations;

(b) Standard 2.49 of the Third Schedule to Annex 5, Standard 2.49 of the Fourth Schedule to Annex 5, Standards 2.4.12, 5.2.5 and 6.2.7 of the Sixth Schedule to Annex 5 shall come into force two years after the publication of these regulations;

(c) Standard 2.1 of the Sixth Schedule - Private Rented Accommodation in respect of Annex 4, Category E, shall come into force only for establishments in respect of which the contract of sale was entered into after the coming into force of these regulations, unless it is demonstrated that the relative promise of sale was entered into before the coming into force of these regulations.

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

"accommodation" means a room or rooms furnished and equipped to provide living accommodation to a person;

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

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"Act" means the Malta Travel and Tourism Services Act;

"advertisement" means the making of a representation in any form in connection with a trade or business in order to promote the supply of goods or services, including the making of any such representation, any words, letters, models, signs, placards, boards, notices, brochures or devices, whether illuminated or not, in the nature of and employed wholly or in part for the purposes of advertisement, announcement or direction, and any boarding or similar structure used or adapted for use for the display of advertisements and "advertise" shall be construed accordingly;

"all-inclusive accommodation" means a type of lodging offered at a single fixed price that includes, as a minimum, the provision of accommodation, breakfast, lunch and dinner, non-alcoholic beverages, and a range of additional services or amenities such as snacks, alcoholic drinks, entertainment, recreational activities and taxes, without requiring separate payment for each component during the guest's stay;

"Authority" means the Malta Tourism Authority as established by article 3 of the Act and includes any person acting on its behalf under powers delegated by the Authority under the said Act;

"bed and breakfast" means in the context of a special label as established in regulation 5, a two (2) star, three (3) star or four (4) star hotel in accordance with the standards and criteria as established in Part A of the Fifth Schedule of Annex 5;

"bunk beds" means a system of two (2) or more beds placed over each other;

"catering establishment" shall have the same meaning as assigned to it in the Act;

"collective accommodation" means hotels and other hotel-type accommodation establishments, which are offered to the public against payment, and which accommodation includes, but is not limited to hotels, tourist villages, guest houses, hostels, that require a licence issued by the Authority in order to operate, and "collective accommodation establishment" and "collective accommodation operations" shall be construed accordingly;

"complete application" means an application which is deemed to be complete when the Authority is in receipt of a complete filled-in application form, together with all the documentation required to be submitted with the applicable form, and as validated by the Authority accordingly;

"Eco Certification" means a certificate issued by any internationally renowned entity as the Authority may recognize and publish officially from time to time;

"enforcement notice" shall have the same meaning assigned to it in article 41 of the Act;

"farmhouse" means any property used for the accommodation of tourists, which is entirely self-contained and has sleeping, cooking, and dining facilities, built and finished in such a way as to represent a typical Maltese farmhouse, generally furnished in a rustic style and located in a village or rural setting;

"guest" means a person who is provided with accommodation at a hotel, tourist village, guest house, hostel, holiday premises, lodging house or other premises used for the provision of accommodation to tourists, or who has such accommodation placed at his disposal in any such place;

"guest house" shall have the same meaning assigned to it in the Act and, more specifically, in accordance with the standards established in the Third Schedule to Annex 5;

"hostel" shall have the same meaning assigned to it in the Act and, more specifically, in accordance with the standards established in the Fourth Schedule of Annex 5;

"hotel" shall have the same meaning assigned to it in the Act and, more specifically, in accordance with the classification standards established in the First Schedule of Annex 5;

"incomplete application" means an application which is not deemed as such where either the Authority is not in receipt of all the information or documentation required to be submitted with the application form, or where such information or documentation is incorrect, or where the application form is incomplete or not filled in correctly;

"licence" or "operating licence" means a licence issued in accordance with these regulations by the Authority;

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"licensee" means the person, natural or legal in whose name the licence is issued;

"operator" shall have the same meaning assigned to it in the Act;

"resident host" means a person in whose name a licence for the accommodation of tourists has been issued and who resides in any building, howsoever described, not being a hotel, tourist village, guesthouse, hostel or short-let rented accommodation, which is normally used for the permanent or temporary habitation of the licensee and is used or intended to be used, for the concurrent habitation of guests;

"special label" means a label of a particular type assigned by the Authority to a hotel, tourist village, guesthouse or farmhouse to distinguish between different types of accommodation according to their main use or character;

"self-catering unit" means an accommodation unit within a tourism accommodation establishment for use by guests which, in addition to the facilities and furnishings of a hotel room, also provides kitchen, living and dining facilities in accordance with the standards established in Part 2 of the First Schedule to Annex 5;

"Tourism Policy Compliance Certificate" means the preliminary compliance certificate issued by the Authority with regard to applications for new collective accommodation insofar as extensions, modifications or redevelopments or for reclassification of existing collective accommodation;

"tourism operation" shall have the same meaning assigned to it in the Act and "operator" shall be construed accordingly;

"tourist" means any person who is travelling to and staying in places outside his usual environment for not more than one (1) consecutive year for leisure, business and other personal purposes, other than for the purpose of taking up employment or establishing a business in the place visited;

"tourist village" means any building, howsoever described, which shall not exceed the maximum height of three (3) storeys, is detached from any other building and is situated within an extensive and defined parcel of land in which accommodation, ancillary services and amenities are provided by a common management, and which comprises accommodation units

consisting of guest bedrooms, suites or self-catering units, or any combination thereof, and in which sport and, or recreational activities are offered and other outdoor facilities are provided.

(2) Unless the context otherwise requires, words and phrases used in these regulations which are not defined in this regulation shall have the same meaning as is assigned to them in the Act.

3. (1) A Tourism Policy Compliance Certificate shall be required in respect of all categories of collective accommodation listed in the Annexes in the case of:

Tourism Policy  
Compliance  
Certificates.

- (a) new developments;
- (b) redevelopments;
- (c) changes in designation; or
- (d) reclassifications.

(2) A Tourism Policy Compliance Certificate shall be obtained prior to the submission of an application for a development permission or an application for an operating licence from the Authority, where such licence is required in accordance with these regulations and shall have a validity period of three (3) years from the date of issue.

(3) An application for the issuance of a Tourism Policy Compliance certificate shall be submitted to the Authority using the appropriate application form issued by the Authority, which shall be made available on the Authority's website, accompanied by the applicable fee as stipulated in the Fees (Tourism) Regulations.

S.L. 409.05.

(4) The Authority shall, without undue delay, acknowledge receipt of a complete application for a Tourism Policy Compliance Certificate upon submission. The Authority shall render its decision of the application in a durable medium within sixty (60) days from the date of its validation.

(5) At any time, whether before or after validation, if the applicant fails to respond to a request for missing documentation, clarifications, or information within ninety (90) days from the date of the last communication issued by the Authority, the application shall be deemed tacitly withdrawn by the applicant without entitlement to a refund. During such period of non-compliance, the sixty (60) day timeframe stipulated in sub-regulation (4) shall be suspended and shall resume only upon submission of the requested documentation, clarifications and information to the Authority.

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Operating  
Licences.

4. (1) An operating licence shall be required for the operation of any tourism activity listed in the Annexes:

Provided that in the case of a renewal of an operating licence, the Authority may for reasonable justification, exempt the licensee from any conditions established in the Annexes.

(2) An operating license shall be valid for a determinate period, and may be renewed by the Authority.

S.L. 409.05.

(3) An application for the issuance of an operating licence shall be submitted to the Authority using the appropriate application form issued by the Authority, which shall be made available on the Authority's website, accompanied by the applicable fee as stipulated in the Fees (Tourism) Regulations.

(4) No person, whether a natural person or the legal representative of a legal entity, shall be eligible to apply for an operating licence unless that person satisfies the Authority that they are a fit and proper person to operate a tourism activity, and provides a valid police conduct certificate confirming that they have not been convicted, in Malta or in any other jurisdiction, of an offence punishable by imprisonment of six (6) months or more within the preceding five (5) years.

(5) The Authority shall, without undue delay, acknowledge receipt of a complete application for an operating licence upon submission. The Authority shall render its decision of the application within sixty (60) days from the date of its validation.

(6) At any time, whether before or after validation, if the applicant fails to respond to a request for missing documentation, clarifications, or information within ninety (90) days from the date of the last communication issued by the Authority, the application shall be deemed tacitly withdrawn by the applicant, without entitlement to a refund. During this period of non-compliance, the sixty (60) day timeframe referred to in sub-regulation (5) shall be suspended and shall resume only upon submission of the requested documentation, clarifications and information to the Authority.

(7) The licensee shall inform the Authority of any changes or alterations, if any, affecting the establishment's operation including the basic data of the licensee and, or operator.

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

5. (1) A licensee may apply for the issuance of a special label, as regulated under Annex 3. Special labels.

(2) A special label shall be valid for a determinate period and may be renewed by the Authority.

(3) An application for the issuance of a special label shall be submitted to the Authority using the appropriate application form issued by the Authority, which shall be made available on the Authority's website.

(4) The Authority shall, without undue delay, acknowledge receipt of a complete application for a special label upon submission. The Authority shall give its decision on the application within sixty (60) days from the date of its validation.

(5) At any time, whether before or after validation, if the applicant fails to respond to a request for missing documentation, clarifications, or information within ninety (90) days from the date of the last communication issued by the Authority, the application shall be deemed tacitly withdrawn by the applicant, without entitlement to a refund. During this period of non-compliance, the sixty (60) day timeframe stipulated in sub-regulation (4) shall be suspended and shall resume only upon submission of the requested documentation, clarifications and information to the Authority.

(6) The holder of a special label shall inform the Authority of any changes or alterations, if any, affecting the establishment's operation including the basic data of the licensee and, or operator.

(7) In the case of alterations that may or shall prejudice the classification assigned to the establishment, the holder of the special label shall seek the Authority's prior approval.

6. (1) In deciding an application for a Tourism Policy Compliance Certificate, an operating licence, or a special label, or in expressing its formal position as a competent authority in relation to a specific proposal or matter, the Authority shall have due regard to the following criteria: Decision in respect of an application.

(a) the National Tourism Strategy in force at the moment of the decision;

(b) the extent to which the proposed development or operation adds value, enhances the overall quality of the visitor experience, and complies with national objectives relating to climate change and sustainability, including the progressive phasing out of obsolete or undesirable accommodation offerings;

(c) the prevailing levels of bed stock within the relevant locality or region, particularly in the assessment of proposals for new accommodation;

(d) the strategic vision of other competent authorities in promoting managed and targeted growth in areas identified as requiring investment;

(e) the criteria and standards established in the Annexes, insofar as they are applicable to the application in question:

Provided that the Authority may for duly justified and compelling reasons, attribute greater weight to one or more of the listed criteria, or depart from any such criteria, where it considers it reasonable and, or in the public interest and, or in furtherance of the objectives of the Act:

Provided further that any such departure shall be expressly stated, reasoned, and recorded in the decision of the Authority:

Provided further that where the Authority decides to refuse an application or to issue an unfavourable position in relation to any matter referred to in this sub-regulation, it shall state its reasons clearly and in sufficient detail.

(2) Where the subject is not expressly contemplated or designated within any of the Annexes, the Authority may nonetheless consider a favourable outcome, provided that in reaching its decision, a balanced approach is adopted and the outcome of the assessment, insofar as applicable, aligns with the criteria established in sub-regulation (1).

(3) A position taken by the Authority in respect of any matter referred to in sub-regulation (1), after the Authority has received all the requisite information, shall be deemed to constitute a decision for the purposes of these regulations and may be subject to reconsideration or appeal in accordance with the provisions of regulation 8.

Enforcement.

7. (1) The Authority shall have the power to carry out unannounced site inspections at any establishment falling within the scope of these regulations, and to conduct investigations for the purpose of assessing the standards of such establishments:

Provided that any gathered personal data is limited to the extent necessary for the purpose of performing such investigation.

(2) Without prejudice to any other remedy available at law,

where an establishment fails to meet the mandatory requirements established in these regulations, the Authority may grant a reasonable timeframe for the rectification of such shortcomings.

(3) Where shortcomings are not remedied within the timeframe specified by the Authority, the Authority may take appropriate enforcement or regulatory action, including without limitation:

(a) issuance of an enforcement notice in accordance with articles 40 to 42 of the Act;

(b) reconsideration of the classification of the tourism operation;

(c) suspension or revocation of the operating licence.

(4) A position taken by the Authority in respect of any matter referred to in this regulation, shall be deemed to constitute a decision for the purposes of these regulations and may be subject to appeal in accordance with the provisions of regulation 8.

**8.** (1) An applicant who feels aggrieved by a decision issued in accordance with regulations 6 and 7 shall have the right to appeal such decision before the Tourism Appeals Board in accordance with the provisions of Title III of the Act.

Reconsideration and, or appeal from Authority decisions.

(2) An appeal in accordance with sub-regulation (1) shall be made not later than fifteen (15) days from the date on which the Authority's decision is served upon the applicant by means of registered mail:

Provided that in case the applicant is not duly notified by means of registered mail, the said term shall commence to run from the date of the publication of the said decision in the Gazette.

(3) An applicant who feels aggrieved by a decision issued in accordance with regulation 6(3) may request the Authority to reconsider its decision by submitting a request in writing to the Authority clearly stating the grounds for reconsideration. Such request shall be made not later than fifteen (15) days from the date on which the Authority's decision is served upon the application by means of registered mail. In the case that the applicant is not duly served by means of registered mail, the said term shall commence to run from the date of the publication of the said decision in the Gazette. If following the reconsideration the applicant remains dissatisfied with the outcome, the applicant shall have the right to appeal the decision before the Tourism Appeals Board in accordance with sub-regulation (1).

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Processing of  
personal data.

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9. (1) Any processing of personal data conducted by the Authority for the purposes of performing its tasks under these regulations shall fully comply with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and the Data Protection Act, including the regulations made thereunder and the fundamental rights and freedoms of the data subjects.

(2) The Authority acting in its capacity of a controller in terms of Article 4(7) of Regulation (EU) 2016/679 shall perform the relevant processing operations which are strictly necessary for the purposes of these regulations.

(3) The Authority, whilst taking into account the nature, scope, context and purposes of processing as well as the risks of varying likelihood and severity for the rights and freedoms of the data subjects, shall implement appropriate technical and organisational measures, in an effective manner and to integrate the necessary safeguards into the processing, in order to protect the rights of the data subjects and to ensure a level of security appropriate to the risk.

(4) For the purposes of ensuring and of being able to demonstrate that the processing of personal data is performed in accordance with the provisions of Regulation (EU) 2016/679, the Authority shall implement the appropriate data protection policies, which policies shall be periodically reviewed and updated where necessary.

(5) The Authority shall ensure that the physical and, or electronic access to personal data processed for the purposes of these regulations shall be strictly granted to personnel authorised by it on the basis of a role-base access control mechanism and subject to confidentiality and, or professional secrecy obligations, in order to prevent abuse or unlawful access to, or disclosure of personal data.

(6) The data protection officer designated by the Authority in accordance with Article 37(1)(a) of Regulation (EU) 2016/679 shall be involved and consulted properly and in a timely manner on all issues in relation to the protection of personal data.

(7) The Authority may, for the purposes of enforcing these regulations or any other applicable law, disclose or communicate any data or information collected by it, provided that such disclosure or communication is authorised by law.

**10.** (1) The regulations listed hereunder are hereby repealed without prejudice to anything done or omitted to be done thereunder: Repeal and saving.

- (a) Tourism Accommodation Establishments Regulations; S.L. 409.04.
- (b) Host Family Accommodation Regulations; S.L. 409.10.
- (c) Holiday Premises Regulations; and S.L. 409.11.
- (d) Licensed Accommodation Regulations. S.L. 409.21.

(2) Any act, decision or action taken before the coming into force of these regulations shall continue to be regulated by the provisions of the regulations listed in sub-regulation (1) as in force prior to the coming into force of these regulations.

**11.** Sub-regulations (2) and (3) of regulation 3 of the Tourism Operations (General) Regulations shall be deleted. Consequential amendments to the Tourism Operations (General) Regulations. S.L. 409.08.

**12.** Sub-regulation (4) of regulation 10 of the English Language Teaching Council Regulations shall be substituted by the following new sub-regulation: Consequential amendments to the English Language Teaching Council Regulations. S.L. 605.05.

"(4) An ELT permit for Home Tuition may only be issued to an English Language Teacher on application and who, in the opinion of the Council has the required knowledge and skills to satisfy the conditions of these regulations, Schedule 1 and the requirements of Category F, Annex 4, Resident Host Accommodation of the Tourism Accommodation Regulations."

S.L. 409.24.

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### ANNEX 1 – GENERAL DESIGN CRITERIA

**1.** Where the Authority is requested to provide its position on the prospects of new hotels it shall have regard to the following criteria: New hotels.

(1) The request shall be considered once the applicant submits, together with the required documentation, a business plan outlining the scope of the proposed development, its projected benefits, and its consistency with the current National Tourism Strategy.

(2) Only applications for new three (3), four (4) or five

(5) star hotel establishments shall be considered.

(3) Save in the case of heritage buildings characterised by the property's distinctive architectural features and heritage elements, sites shall not be considered eligible if they have a frontage of less than twenty-five (25) metres or if they lack sufficient depth to allow for an internal layout that meets the standards applicable to the proposed category, as established in Part 3 of Schedule 1 of Annex 5.

(4) Proposed developments shall demonstrate alignment with identified market niches and segments as well as address the issue of seasonality.

(5) Partnership or affiliation agreements with internationally recognised hotel brands for purposes of management and, or branding are encouraged.

(6) The development of themed hotels, as well as the incorporation of innovative design and advanced technological features are also encouraged.

(7) Applications proposing more than two hundred (200) guest rooms shall not be considered.

(8) Only guest rooms that enjoy a satisfactory external outlook shall be approved.

(9) The number of guest rooms overlooking internal courtyards or backyards shall be kept to a minimum. Any such rooms shall comply with a minimum separation distance of four (4) metres measured from the bedroom aperture.

(10) Applications proposing development exceeding the maximum permitted height established in the relevant Local Plan Height Limitation Maps or Development Briefs shall not be considered.

(11) Any development intended to provide all-inclusive accommodation shall be strictly prohibited.

(12) Residential units shall not be permitted as part of the hotel development. Where residential units form part of the overall site, they shall be clearly delineated and separated from the hotel premises on all plans submitted to the Authority.

Extension to, or  
redevelopment  
of a hotel.

2. Where the Authority is requested to provide its position on the prospects of an extension to, or redevelopment of a hotel within the

statutory building height limitation, it shall have regard to the following criteria:

(1) Only applications for hotels that aim to achieve an upgrade from a two (2)-star to a three (3) star classification shall be considered, as well as applications concerning existing three (3) star, four (4) star, or five (5) star hotels with the objective of maintaining or improving their current classification.

(2) A site shall remain eligible where its frontage measures less than twenty-five (25) metres, provided that all other standards applicable to the proposed category, as established in Part 3 of Schedule 1 to Annex 5, are fully complied with.

(3) Proposals shall demonstrate alignment with identified market niches and segments, which address issues of seasonality.

(4) Partnership or affiliation agreements with internationally recognised hotel brands for purposes of management and, or branding are encouraged.

(5) The development of themed hotels and the incorporation of innovative design and advanced technology are encouraged.

(6) Applications proposing more than two hundred (200) guest rooms shall not be considered.

(7) Only guest rooms that enjoy a satisfactory external outlook shall be approved.

(8) The number of guest rooms overlooking internal courtyards or backyards shall be minimised. Any such rooms shall maintain a minimum distance of four (4) metres from the bedroom aperture.

(9) Applications proposing development exceeding the maximum permitted height established in the relevant Local Plan Height Limitation Maps or Development Briefs shall not be considered.

(10) Any development intended to provide all-inclusive accommodation shall be prohibited, unless it consists of works relating solely to the upgrading of existing operations.

(11) Residential units shall not be permitted as part of the hotel development. Where residential units form part of the

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overall site, they shall be clearly delineated and separated from the hotel premises on all plans submitted to the Authority.

Tourist villages.

**3.** Where the Authority is requested to provide its position on the prospects of tourist villages, it shall have regard to the following criteria:

(1) New development applications for the establishment of tourist villages shall not be accepted.

(2) Where the development proposal concerns an operating tourist village, the request shall be considered once the applicant submits, together with the required documentation, a business plan outlining the scope of the proposal, its projected benefits, and its consistency with the current National Tourism Strategy.

Guest houses.

**4.** Where the Authority is requested to provide its position on guest houses, it shall have regard to the following criteria:

(1) New guest houses shall only be permitted in Urban Conservation Areas, within Scheduled Properties, or in buildings exhibiting special architectural character, where the proposed development is primarily focused on the preservation, enhancement and celebration of the property's distinctive architectural features and heritage elements and, or expressly allowed in the rural policy of the Planning Authority.

(2) Guest houses shall provide a maximum of twenty (20) bedrooms, with not more than forty (40) beds in total, whether established under a new licence application or as an extension to an existing licensed guest house.

(3) Incremental additions to the accommodation capacity of existing guest houses shall not be favourably considered unless the proposed development demonstrably results in a final product of high-level added value, in terms of quality, design, and service offered.

Hostels.

**5.** Where the Authority is requested to provide its position on hostels, it shall have regard to the following criteria:

(1) Any new hostel shall be physically integrated within a school or other educational institution, forming an integral part thereof.

(2) The redevelopment of existing hostels may be considered, provided the proposal is duly justified and

demonstrates a clear improvement in the quality of accommodation and services offered.

(3) New hostels and any extensions to licensed hostels in residential zones designated by local plans shall provide a maximum of forty (40) beds in total inclusive of the existing number of beds. This limit shall not apply in other zones.

(4) All new hostels, as well as extensions, upgrades, or redevelopment of existing hostels, shall provide accommodation in single rooms, twin rooms, or rooms containing not more than six (6) beds, each of which shall be equipped with en-suite or dedicated sanitary facilities. Dormitory-style rooms of large capacity shall not be permitted.

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## ANNEX 2 – COLLECTIVE ACCOMMODATION

### CATEGORY A: Hotels

1. A person shall not operate a hotel unless a licence has been duly issued by the Authority in accordance with the provisions of these regulations. Requirement for a licence.

2. A licence to operate a hotel classified as three star, including also when such classification constitutes an upgrade from an existing two (2) star classification, or classified as three (3) star, four (4) star or five (5) star from inception, subject to compliance with the standard requirements established in Parts 1 to 3 of the First Schedule of Annex 5, as applicable, shall only be issued by the Authority upon the fulfilment of all the following essential criteria: Application for a licence.

(a) submission of complete and accurate information regarding the licensee and designated operator, as applicable;

(b) a valid development permission;

(c) certification by an architect that the premises are in conformity with the approved development planning permission;

(d) certification issued by the relevant competent authorities confirming compliance, as applicable;

(e) submission of valid proof of insurance;

(f) fulfilment of any other requirements as may be established by the Authority;

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(g) evidence to demonstrate that the Tourism Policy Compliance Certificate was issued pursuant to an application submitted to the Authority in accordance with these regulations, and only after the applicant has fully satisfied all of the requirements;

(h) compliance with the classification criteria established in Part 1 of the First Schedule of Annex 5:

Provided that the licensee shall comply with all the mandatory requirements listed in Part 1 of the First Schedule of Annex 5 and attain at least the minimum number of points required for the relevant hotel category:

Provided further that the full number of points indicated in the fifth (5) column of the table in Part 1 shall be awarded only where a requirement is fully satisfied:

Provided further that no points shall be awarded in respect of requirements that are only partially fulfilled:

Provided further that a hotel may be awarded the designation "Superior" in addition to its basic classification if it attains the additional threshold of points as specified in Part 1 of the First Schedule of Annex 5;

(i) compliance with the operational requirements established in Part 2 of the First Schedule of Annex 5;

(j) compliance with the hotel spatial requirements specified in Part 3 of the First Schedule of Annex 5.

Eco  
Certification.

**3.** Any person operating a hotel licence shall ensure that, within the timeframe as determined by the Authority from the date of issue of the licence, the property attains Eco Certification, in accordance with criteria established or recognised by the Authority.

Catering  
establishments.

**4.** A licence for the operation of a hotel shall include the operation of catering establishments forming part of the same premises, provided that they are operated by the same management of the hotel and subject to such conditions as the Authority considers appropriate.

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## CATEGORY B: Tourist villages

Requirement for  
a licence.

**1.** A person shall not operate a tourist village unless a licence

has been issued by the Authority in accordance with the requirements established in these regulations.

**2.** A licence to operate a tourist village shall be issued by the Authority only upon the satisfaction of all the following essential criteria: Essential criteria for a licence.

(a) submission of complete and accurate information regarding the licensee, and where applicable, the designated operator;

(b) a valid development permission;

(c) certification by an architect that the premises are in conformity with the approved development planning permission;

(d) certification issued by the relevant competent authorities confirming compliance, as applicable;

(e) submission of valid proof of insurance;

(f) fulfilment of any other requirements as may be expressly established by the Authority;

(g) evidence to demonstrate that the Tourism Policy Compliance Certificate was issued pursuant to an application submitted to the Authority in accordance with these regulations, and only after the applicant had fully satisfied all of the requirements;

(h) compliance with the classification criteria established in the Second Schedule of Annex 5.

**3.** Any person operating a tourist village shall ensure that, within the timeframe determined by the Authority from the date of issue of the licence, the property attains Eco Certification, in accordance with criteria established or recognised by the Authority. Eco Certification.

**4.** A licence for the operation of a tourist village shall include the operation of catering establishments forming part of the said premises, provided that they are operated by the same management of the hotel and subject to such conditions that the Authority considers appropriate. Catering establishments.

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## CATEGORY C: Guest houses

Requirement for a licence.

**1.** A person shall not operate a guest house unless a license has been duly issued by the Authority in accordance with the provisions of these regulations.

Application for a licence.

**2.** A licence to operate a guest house shall be issued by the Authority only upon satisfaction of all the following essential criteria:

(a) submission of complete and accurate information regarding the licensee, and where applicable, the designated operator;

(b) a valid development permission;

(c) certification by an architect that the premises are in conformity with the approved development planning permission;

(d) certification issued by the relevant competent authorities confirming compliance, as applicable;

(e) submission of valid proof of insurance;

(f) fulfilment of any other requirements as may be established by the Authority;

(g) evidence to demonstrate that the Tourism Policy Compliance Certificate was issued pursuant to an application submitted to the Authority in accordance with these regulations, and only after the applicant has fully satisfied all of the requirements;

(h) compliance with the classification criteria established in Third Schedule of Annex 5.

Eco Certification.

**3.** Any person operating a guest house licence shall ensure that within nine (9) months from the date of issue of the licence, the property attains Eco Certification in accordance with criteria established or recognised by the Authority.

Catering establishments.

**4.** Where catering establishments are provided and permitted, they shall be subject to a separate licence in accordance with the applicable law.

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## CATEGORY D: Hostels

Requirement for a licence.

**1.** A person shall not operate a hostel unless a licence has

been duly issued by the Authority in accordance with the provisions of these regulations.

2. A licence to operate a hostel shall be issued by the Authority only upon the satisfaction of all the following essential criteria: Application for a licence.

(a) submission of complete and accurate information regarding the licensee, and where applicable, the designated operator;

(b) a valid development permission;

(c) certification by an architect that the premises are in conformity with the approved development planning permission;

(d) certification issued by the relevant competent authorities confirming compliance, as applicable;

(e) submission of valid proof of insurance;

(f) fulfilment of any other requirements as may be established by the Authority;

(g) evidence to demonstrate that the Tourism Policy Compliance Certificate was issued pursuant to an application submitted to the Authority in accordance with these regulations, and only after the applicant has fully satisfied all of the requirements;

(h) compliance with the classification criteria established in the Fourth Schedule of Annex 5.

3. Any person operating a hostel licence shall ensure that within nine (9) months from the date of issue of the licence, the property attains Eco Certification, in accordance with criteria established or recognised by the Authority. Eco Certification.

4. Where catering establishments are provided and permitted, they shall be subject to a separate licence in accordance with the applicable law. Catering establishments.

### ANNEX 3 – SPECIAL LABELS

1. The Authority may assign a special label to a hotel, tourist village, guest house, or other form of tourism accommodation as determined by the Authority from time to time, where in the opinion of the Authority such label accurately reflects the unique characteristics of the establishment, in accordance with the criteria established in the Assignment of special labels.

Fifth Schedule to Annex 5.

2. A licensee who has been assigned a special label shall be obliged to display and reference the label, in the format and manner prescribed by the Authority, in all advertising, marketing, and promotional material related to the establishment.

3. The validity of each special label shall be determined by the Authority in accordance with the specifications applicable to such label as established in the Fifth Schedule to Annex 5:

Provided that any licensee intending to renew a special label without interruption shall submit a renewal application to the Authority not less than two (2) months prior to the expiry of its validity period.

4. The Authority may withdraw any special label previously granted if, following an investigation by the Authority, it is determined that the establishment no longer meets the criteria or description associated with such label.

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**ANNEX 4 - RENTED ACCOMMODATION**

**CATEGORY E: SHORT-LET RENTED ACCOMMODATION**

Requirement for  
a licence.

1. A person shall not operate short let rented accommodation for tourists unless a licence has been duly issued by the Authority in accordance with the provisions of these regulations.

Application for  
a licence.

2. A licence to operate short let rented accommodation under this category shall be issued by the Authority under the following types: studio, apartment, house, villa, farmhouse only upon the applicant's full satisfaction of all the following essential criteria:

(a) submission of complete and accurate information regarding the licensee and operator;

(b) possession of a valid development permission;

(c) certification that the premises are in conformity with the approved development planning permission;

(d) submission of valid proof of insurance covering also the common parts, where applicable;

(e) compliance with the classification criteria as

established in the Sixth Schedule to Annex 5;

(f) the identification of a designated natural person who shall be available on a twenty-four (24) hour basis to receive complaints and to address any problems that can arise in connection with the licensed activity:

Provided that the name, surname, and contact number of the said responsible person shall be kept updated at all times.

(g) fulfilment of the following additional conditions:

i. licences shall be issued only to the proprietor in title of the property, who shall declare whether the property shall be operated directly, by means of a sub-contract, or otherwise by third parties:

Provided that for the purposes of this provision, "proprietor in title" means the owner in title and includes any agent or other person mandated by the owner to carry out the activity, any lessee, emphyteuta, or usufructuary, and in the case of a legal person, any director acting on its behalf;

ii. upon issuance of the licence, the licensee shall notify the residential block administrator in writing if the property forms part of a condominium and submit a copy of such notification to the Authority;

iii. properties which, in the reasonable opinion of the Authority, have not been finished to a high standard shall not be eligible for consideration;

iv. occupancy shall be limited to two (2) persons per bedroom as approved by the Planning Authority and the total number of occupants, shall not exceed ten (10) persons per unit unless such unit has an independent access from a road, in which case the said ten (10) persons limit shall not apply;

v. properties or portions thereof located underground or at basement level shall not be approved if bedrooms are situated therein;

vi. all licence applications and renewals shall be accompanied by a waste collection management plan;

vii. licences shall not permit individual bookings

exceeding ninety (90) consecutive days;

viii. the Authority may, establish licensing criteria applicable to specific localities, and may vary such criteria from one locality to another, where this is justified by objective considerations including locality characteristics, environmental factors, or tourism management needs. Any such criteria and variations shall form part of these regulations and shall be published in the Gazette and on the website of the Authority;

ix. any additional conditions arising from bye-laws enacted by the local council of the particular locality, in accordance with the provisions of the Local Government Act (Cap. 363.).

Special enforcement.

3. (1) Any person found to be operating a short-let rented accommodation without a valid licence issued by the Authority shall be disqualified from applying for such a licence for a period of three (3) years, without prejudice to the application of any other penalties prescribed by law.

(2) For the same period of disqualification referred to in sub-item (1), and running concurrently therewith, the dwelling in respect of which the unlicensed operation occurred shall be ineligible for the issue of any short-let rental licence. The Authority shall refuse any application relating to such dwelling during such period, whether made by the same person or by any other person.

(3) The Authority may suspend or withdraw a licence, whether temporarily or permanently, in the event of breaches of regulations relating to noise, waste management, health, or other related criteria, as established by final decisions of a competent court having *res judicata* effect, or by enforcement notices issued by other competent authorities that are no longer subject to appeal or review.

#### CATEGORY F: RESIDENT HOST ACCOMMODATION

Requirement for a licence.

1. A person shall not operate as a resident host accommodation unless a licence has been duly issued by the Authority in accordance with the provisions of these regulations.

Application for a licence.

2. A licence to operate rental accommodation under this category shall be issued by the Authority only where the applicant has fully satisfied all of the following essential criteria:

(a) submission of complete and accurate information regarding the applicant being the resident;

- (b) possession of a valid development permission;
- (c) certification that the premises are in conformity with the approved development planning permission;
- (d) submission of valid proof of insurance;
- (e) compliance with the classification criteria established in the Seventh Schedule of Annex 5;
- (f) fulfilment of the following additional conditions:
  - (i) the applicant and all members of the applicant's household, who reside in the property during the period in which it is used to accommodate guests, shall be of good character and deemed fit to accommodate guests within their residence;
  - (ii) the applicant shall submit a valid conduct certificate issued in accordance with the Conduct Certificates Ordinance; Cap. 77.
  - (iii) the applicant shall declare that neither he nor any resident of the applicant's household has been sentenced by a competent court for drug-related offences or of crimes affecting the dignity of persons;
  - (iv) the applicant shall authorise the Authority to access the police records of the applicant and any member of the applicant's household; and
  - (v) the premises intended for guest accommodation shall constitute the applicant's primary and, or current residence and shall not be already licensed for use as tourism accommodation.
- (g) the application shall be accompanied by the following documentation:
  - i. a detailed description of the rooms intended for guest accommodation, including dimensions and the number of beds; and
  - ii. a description and dimensions of the bathrooms to be made available for guest use.
- (h) the number of guest rooms shall not exceed four (4), and the total number of guests accommodated at any one time

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shall not exceed four (4):

(i) bedrooms shall not be located in basement or underground levels:

Provided that the Authority may approve a lower number of rooms or beds where, in its opinion, the premises are not suitable to accommodate the maximum number of guests concurrently with the members of the household.

(j) the licensee shall not use any room for guest accommodation other than those clearly identified in the approved layout plan submitted with the application;

(k) where the applicant intends to provide accommodation to guests registered with a school licensed under the Education Act or any other educational institution:

Cap. 605.

(i) the applicant shall submit documented evidence of a formal allocation agreement with a licensed school or educational institution;

(ii) the applicant shall provide an attestation by the licensed school or educational institution as possessing a good command of the English language; and

(iii) a declaration confirming that the accommodation complies with the applicable standards shall be jointly signed by the applicant and a representative of the licensed school or educational institution.

Operations.

**3.** (1) Travel operators, schools, or other persons entrusted with the arrangement of guest accommodation shall ensure that:

(a) guests are accommodated only with resident hosts duly licensed in accordance with these regulations; and

(b) where the guest is following a course of studies, the resident host is formally contracted with the relevant school or educational institution.

(2) Where the resident host accommodates minors, the licensee shall be bound to exercise a heightened duty of care and shall:

(a) ensure continuous access to the premises for regulatory or welfare inspections; and

(b) provide age-appropriate meals and a household

environment conducive to the well-being of minors.

(3) No representative of a licensed school or educational institution shall provide false or misleading information to the Authority regarding the applicant or the property;

(4) The provisions of Part B, "Non-Academic Services" of the English Language Teaching Council Regulations shall apply *mutatis mutandis* to any person or legal person assigning guests to resident hosts; S.L. 605.05.

(5) A licensee who operates under item 1(b) may use the term "host family" for marketing purposes.

4. (1) Authorised representatives of licensed schools, educational institutions, or the Authority may carry out inspections of the premises of any resident host with whom they are formally contracted, for the purpose of verifying compliance with applicable laws and regulations. Special enforcement.

(2) A person holding a resident host licence shall not obstruct or prevent such authorised representatives from conducting interviews or random inspections of the premises at reasonable times.

(3) The Authority may suspend or withdraw a resident host licence in accordance with article 46 of the Act, and may also in the case of licences allowing the hosting guests in terms of item 3(1)(b), act upon recommendations and, or request of the English Language Teaching Council established under the English Language Teaching Council Regulations. S.L. 605.05.

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ANNEX 5 - SCHEDULES

**First Schedule**  
**Part 1**  
**Classification Standards and Criteria for Hotels**

**Standards and Criteria**

The following standards are applicable to all hotel categories.

The letter "M" in the following Schedules denotes that the requirement is Mandatory.

Criteria under a grey bar (Column 4) are interconnected and points are awarded only for a single criterion.

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆	☆☆☆ ☆☆☆
<b>I. General Hotel Info</b>							
Cleanliness / Hygiene	1	Cleanliness and hygiene are pre-requisites considered as basic conditions in all categories.	-	M	M	M	M
Proper upkeep and maintenance	2	All furniture, furnishings, fittings and equipment as well as the entire internal and external hotel infrastructure are fully functional and kept in faultless condition.	-	M	M	M	M
Overall impression	3	The overall impression of the hotel is sufficient for requirements.	-	medium <sup>1</sup>	advanced <sup>2</sup>	high <sup>3</sup>	highest <sup>4</sup>
	4	Ambience – Harmonious/pleasant atmosphere in public areas (light, smell, music, colour, etc.)	3				
Staff	5	Services are provided by competent and identifiable staff.	-	M	M	M	M
	6	Bilingual staff (front liners)	3		M	M	M
	7	Swift identification of the languages spoken by hotel staff (via indicators like flag pins, etc.)	3				
Car Park	8	Private parking directly at the hotel	3				
	9	Drop-off zone for buses directly at the hotel	3				

1 The overall impression of the hotel in terms of materials meets medium requirements. Furnishing and equipment are maintained, harmonized and functional.

2 The overall impression of the hotel in terms of materials meets advanced requirements. Furnishing and equipment are consistent in form and colour and ensure good comfort.

3 The overall impression of the hotel in terms of materials meets high requirements. Furnishing and equipment are consistent in form and colour, are of high quality and ensure high level of comfort.

4 The overall impression of the hotel in terms materials meets the highest requirements. Furnishing and equipment are consistent in form and colour, luxurious and ensure the highest level of comfort.

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Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆	☆☆☆
	10	Garage	5				
	11	Charging station for electric cars	10				
	12	Dedicated charging station for electric bicycles or other types of electric transport vehicles	3				
	13	Secure bicycle storage	3				
Miscellaneous	14	Minimum 50% of the rooms with balcony or terrace	5				
	15	Lift <sup>5</sup>	10		M	M	M
Facilities for disabled persons <sup>6</sup>	16	Barrier-free accessibility Wheelchair or assistance	5				
	17	Barrier-free accessibility Electronic wheelchair	10				
	18	Barrier-free accessibility Blind or visually impaired	5				
	19	Barrier-free accessibility Deaf or hearing impaired	5				

II. Reception and Services							
Reception area	20	Designated (designed and signalled) area or desk securing privacy	1	M	M	M	M
	21	Separate and designated reception area or desk securing privacy	3				
	22	Lounge suite <sup>7</sup> in the reception area	5		M		
	23	Lobby <sup>9</sup> with seats and beverage service	7			M	M
	24	Reception hall <sup>9</sup> with several seats and beverage service	10				
	25	24-hour guest assistance available digitally or by phone	1	M	M	M	M
	26	8 hours <sup>8</sup> of physical availability <sup>9</sup> in the hotel <b>OR</b> 24-hour self-check-in and -out service	5	M			
	27	10 hours <sup>10</sup> of physical availability <sup>11</sup> in the hotel <b>OR</b>	10		M		

5 For hotels with more than three floors (incl. ground floor).

6 According to national regulations.

7 Criteria 22 to 24 differ in size and sentence interpretation (from small to big, from just a seating corner to a representative hall).

8 Core opening hours must be covered and indicated on the website / booking confirmation.

9 Responsible person is on site and in close walking proximity.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
		8 hours <sup>10</sup> of physical availability <sup>11</sup> in the hotel, <b>additionally</b> , 24-hour self-check-in and -out service					
	28	14 hours staffed <sup>10</sup> reception, 24 hours physically available on request	15			M	
	29	24 hours staffed <sup>12</sup> reception	20				M
	30	Self-check-in facility/service	1				
	31	Self-check-out facility/service	1				
	32	Valet parking service	10				M
	33	Doorman (separate personnel)	15				
	34	Concierge / Guest relation manager (separate personnel)	15				M
	35	Bell boy (separate personnel)	15				
	36	Luggage service on demand	5		M	M	
	37	Luggage service	10				M
	38	Secure left-luggage service for guests	5		M	M	M
	39	Business centre (temporary office incl. computer, printer and photocopy machine and available staff)	5				
Cleaning of rooms / change of laundry	40	Daily room cleaning <sup>11</sup>	1	M	M	M	M
	41	Change of towels on demand	1	M	M	M	M
	42	Change of bed linen at least once a week <sup>13</sup>	1	M	M	M	M
	43	Additional change of bed linen on demand	3			M	M
Laundry and ironing service	44	Ironing service (return within 1 hour)	3				M
	45	Laundry and ironing service (return as agreed; laundry bag provided)	1		M	M	M
	46	Chemical cleaning / dry cleaning (delivery before 9 a.m., return as agreed – weekend excluded, laundry bag provided)	5				
	47	Washing machine	3				
Payment	48	Cashless payment	1	M	M	M	M

10 Responsible person is present in the reception area.  
11 With the option of opting out.

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Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
Miscellaneous	49	Umbrella at the reception or in the room	3		M	M	M
	50	Up-to-date media in the room (printed or digital) <sup>12</sup>	3				M
	51	Sewing kit on demand	1	M	M	M	M
	52	Sewing service	3				M
	53	Shoe polishing machine in the hotel or shoe polishing kit on demand	3			M	M
	54	Shoe polishing service	5				M
	55	Shuttle or limousine service	5				M
	56	Offer of sanitary products on demand (at least toothbrush, toothpaste, shaving kit, bath / shower gel)	1	M	M	M	M
	57	Personalised welcome on arrival for every guest with e.g. flowers or a gift token in the room	5				M
	58	Accompanying the guest to the room on arrival	5				
	59	Turndown service <sup>13</sup> in the evening as an additional room check	7				M

III. Rooms							
General Room Info	60	Size of rooms (incl. bathroom) $\geq 14\text{m}^2$ <sup>14</sup>	10				
	61	Size of rooms (incl. bathroom) $\geq 18\text{m}^2$ <sup>16</sup>	15				
	62	Size of rooms (incl. bathroom) $\geq 22\text{m}^2$ <sup>16</sup>	25				
	63	Size of rooms (incl. bathroom) $\geq 30\text{m}^2$ <sup>16</sup>	30				
	64	Number of suites <sup>15</sup>	3 per suite, max. 9				M
Sleeping comfort	65	Bed system with a well-kept mattress of at least 13 cm	1	M			
	66	Flexible bed system with a well-kept mattress with an overall height of at least 18 cm	5		M	M	M

12 Newspapers, smart TV, tablets etc.

13 Also called "Second service". Change of towels, removal of bedspread, emptying of waste paper basket, etc.

14 If the hotel has a limited number of rooms (max. 15 %) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

15 No "Junior suites". Suites consist of at least two separate rooms, one of which is furnished as a bedroom and one as a living room. The rooms do not need to be connected by a door; an opening is sufficient.

A holiday flat in a dependence, apartments or studios in independent building/s cannot be considered a suite. Suites must be situated within the hotel building to ensure that guests can fully use the hotel services.

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Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
	67	Flexible bed system with a well-kept mattress with an overall height of at least 22 cm	7				
	68	Flexible bed system with a well-kept mattress with an overall height of at least 25 cm	10				
Mattress width <sup>16</sup>	69.1	Single beds with mattresses with min. width of 0.80m <sup>17</sup>	1				
	69.2	Single beds with mattresses with min. width of 0.90m <sup>19</sup>	5				M
	69.3	Single beds with mattresses with min. width of 1.00m <sup>19</sup>	10				
	69.4	Single beds with mattresses with min. width of 1.20m <sup>19</sup>	15				
	70.1	Double beds with mattresses with min. width of 1.40m <sup>19</sup>	1				
	70.2	Double beds with mattresses with min. width of 1.60m <sup>19</sup>	5				
	70.3	Double beds with mattresses with min. width of 1.80m <sup>19</sup>	10				M
	70.4	Double beds with mattresses with min. width of 2.00m <sup>19</sup>	15				
Mattress length	71.1	Beds with mattresses with min. length of 1.90m	1				
	71.2	Beds with mattresses with min. length of 2.00m	5				M
	71.3	Beds with mattresses with min. length of 2.10m	10				
	71.4	Beds with mattresses with min. length of 2.20m	15				
Miscellaneous	72	Baby cot on demand	1	M	M	M	M
	73	Hygienic covers for mattresses <sup>18</sup>	10				
	74	Annual laundry of mattress cover and thorough cleaning of mattresses <sup>19</sup>	15				
	75	Allergy-friendly bed linen and bed inlets available on demand <sup>20</sup>	3				

16 If a hotel has only single rooms or only double rooms, the number of points for the bed width will be doubled.

17 At the time of booking, the guest must be informed, if there are two single beds in the room instead of a double bed or if a single bed is booked as a double bed. If the hotel has a limited number of beds (max. 15 %) that are below this width, the guest must be informed about this fact before the accommodation is booked and confirmed.

18 A "Molleton"- or similar fabric (with elasticated corners) washed in high temperature once a month in combination with a removable mattress cover washed once a year (if feasible) OR encasings washed once a month are accepted. An encasing is a cotton or synthetic bedcover that is (chemo-thermally) washable, breathable, free from mites and mite excrements and open at the bottom side.

19 This criterion is fulfilled, if there is no residual moisture, mites are exterminated and there is no risk of reoccurrence. Washing the mattress cover, which is usually removable with a zip, is preferable to any form of vacuuming or steaming. The mattress core should be professionally washed every five years.

20 Allergy-friendly should not be confused with allergy-free. Allergic pillows, blankets and bed linen should be supported by a certificate. The inlays and covers of the bed linen should also be free from feathers and/or down.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
	76	Well-kept blanket	1	M	M	M	M
	77	Additional blanket on demand	1		M	M	M
	78	Well-kept pillow	1	M	M	M	M
	79	Hygienic covers for pillows <sup>21</sup>	7				
	80	Annual pillow cleaning <sup>22</sup>	1	M	M	M	M
	81	Additional usable, non-decorative pillow on demand	1		M	M	M
	82	Two usable, non-decorative pillows per person	5				M
	83	Pillow menu with a choice of different types	5			M	M
	84	Possibility to darken the room (e.g. curtain)	1	M	M	M	
	85	Possibility to completely darken the room (e.g. shutter or blackout curtain)	5				M
	86	Sheer curtain/screen/blinds or equivalent	3				
	87	Wake-up service	1		M	M	M
Room equipment	88	Adequate clothes storage (open or with doors) with a sufficient number of hangers <sup>23</sup>	1	M	M	M	M
	89	Linen shelves or drawers	1		M	M	M
	90	Sufficient number of hangers of different types	3			M	M
	91	Separate coat hook	1	M	M	M	M
	92	1 seating facility	3	M			
	93	1 seating facility per person	5		M	M	M
	94	1 comfortable seating facility (upholstered chair/armchair/couch) with side table/tray <sup>24</sup>	10			M	M
	95	1 additional comfortable upholstered chair or double sofa in double rooms or suites	10				M
	96	Table, desktop, or similar workstation	1	M			

21 If encasings are used, they should be breathable and washed once a month.

22 The annual replacement of pillows is also accepted, provided this is appropriate.

23 Simple wired hangers do not fulfil this criterion.

24 One (1) comfortable seating facility is substituting the seating facility for one person (No. 93).

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
	97	Table, desktop, or similar workstation with an unencumbered working space, access to power socket and adequate lighting <sup>25</sup>	5		M	M	
	98	Table, desktop, or similar workstation with an unencumbered min. working space of 0.6 m <sup>2</sup> , access to power socket and adequate lighting <sup>27</sup>	10				M
	99	Bedside table/tray	1		M	M	M
	100	Accessible power socket in the room <sup>27</sup>	1	M	M	M	M
	101	Additional accessible power socket next to the table/desk or desk top <sup>27</sup>	3				
	102	Additional accessible power socket next to the bed <sup>27</sup>	3		M	M	M
	103	Accessible power outlet in the room (e.g. USB-A or -C)	3				
	104	Identifiable, permanently useable power socket (live socket)	3				
	105	Central light switch for the entire room light	3				
	106	Bedside light switch for the entire room light	3				
	107	Night light	1				
	108	Adequate room lighting	1	M	M	M	M
	109	Reading light next to the bed	3	M	M	M	M
	110	Dressing (Full-length) mirror	1		M	M	M
	111	Adequate place or rack to put the luggage/suitcase	5		M	M	M
	112	Wastepaper basket	1		M	M	M
Safekeeping	113	Safekeeping facilities (e.g. at the reception)	1	M			
	114	Central safe (e.g. at the reception)	3		M <sup>26</sup>	M <sup>28</sup>	M
	115	Safe in the room	7				M
Noise control / air conditioning	116	Adequate noise protection (windows)	7				
	117	Sound-absorbing doors or double doors	10				M

25 Power sockets must be available and not used by other electrical appliances.  
26 Or a safe in the room (see no. 115).

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆	☆☆☆ ☆☆☆
	118	Rooms with centrally adjustable air conditioning	7				
	119	Rooms with individually adjustable air conditioning	10		M	M	M
	120	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	10				
Entertainment electronics	121	Audio or multimedia entertainment <sup>27</sup>	5				
	122	Fixed electronic media in the bathroom	3				
	123	TV services with a monitor in a size appropriate for the room with a remote function	1	M	M	M	M
	124	Additional TV services with a monitor in suites in a size appropriate for the room	3				
	125	International TV channels available	5			M	M
	126	International power adapter plug, charging station (for multiple electronic devices) and/or different adapters on demand	1	M	M	M	M
Telecommunications	127	Device for internal and external communication on demand with an instruction manual (printed or digital) <sup>28</sup>	5		M	M	
	128	Device for internal and external communication in the room with a bilingual instruction manual (printed or digital)	10				M
	129	Wi-Fi internet access in the public areas and in the rooms	1	M	M	M	M
	130	Printing option on demand	1			M	M
Miscellaneous	131	Guest directory (printed or digital) <sup>29</sup>	1	M			
	132	Bilingual guest directory (printed or digital)	5		M	M	M
	133	Regional information material available (printed or digital)	1				
	134	Writing utensils and notepad	3				
	135	Correspondence folder	3				
	136	Trouser press	3				
	137	Iron or steamer and ironing board on demand or ironing room	1				M

<sup>27</sup> Entertainment options may include radio reception, separate players or streaming services.

<sup>28</sup> The guest must be informed about this offer during check-in; a display, etc. is accepted.

<sup>29</sup> The guest directory includes at least the breakfast time, check-out time, and opening hours of hotel facilities.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points		☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
	138	Iron and ironing board in the room	3					
	139	Shoehorn in the room	1				M	M
	140	Door viewer	3					
	141	Additional locking mechanism at the room's door	5					
General bathroom info	142	Bathroom/Sanitary facilities $\geq 5\text{m}^2$ <sup>30</sup>	10					
	143	Bathroom/Sanitary facilities $\geq 7,5\text{m}^2$ <sup>32</sup>	15					
	144	100% of the rooms with shower/WC or bathtub/WC	1		M	M	M	M
	145	100% of the rooms with shower/WC or bathtub/WC, and <u>thereof</u> 50% of the rooms with bathtub and separate shower cubicle	10					
	146	30% of the rooms with toilet (separate from bathroom)	5					
	147	30% of the rooms with shower toilet	5					
	148	Shower with a curtain or equivalent separations	1		M	M	M	M
	149	Shower with screen or equivalent separations	5					
	150	Wash hand basin	1		M	M	M	M
	151	Twin wash hand basin in double rooms and suites	5					
	152	Washable bathmat	1			M	M	M
	153	Adequate lighting over the wash hand basin	1		M	M	M	M
	154	Permanent or removable anti-slip appliance in shower and bathtub	1					
	155	Safety grab bar	3					
	156	Mirror	1		M	M	M	M
	157	Accessible power socket near the mirror	1		M	M	M	M
	158	Vanity mirror	1					
159	Adjustable vanity mirror	3				M	M	

30 If the hotel has a limited number of bathrooms (max. 15%) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points		☆☆	☆☆☆	☆☆☆ ☆☆	☆☆☆ ☆☆☆
	160	Illuminated vanity mirror	1					
	161	Towel rails or towel hooks	1		M	M	M	M
	162	Heating option in the bathroom (e.g. heated towel rail)	5					M
	163	Storage surface	1		M	M		
	164	Large storage surface	3				M	M
	165	Toothbrush tumbler or holder	1		M	M	M	M
	166	Body wash or shower gel	1		M	M	M	M
	167	Shampoo <sup>31</sup>	1		M	M	M	M
	168	Additional cosmetic and hygiene products	1				M	M
	169	Facial tissues	3			M	M	M
	170	Toilet paper in reserve	1		M	M	M	M
	171	1 hand towel per person	1		M	M	M	M
	172	1 bath towel per person	1		M	M	M	M
	173	Bathrobe on demand	3				M	
	174	Bathrobe	5					M
	175	Slippers on demand	1				M	
	176	Slippers	3					M
	177	Hairdryer on demand	1					
	178	Hairdryer	3			M	M	M
	179	Stool in the bathroom on demand	3					M
	180	Waste bin	1		M	M	M	M

### IV. Food and Beverages

Beverages	181	Beverage offers in the hotel	1		M	M	M	M
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<sup>31</sup> This criterion is considered as fulfilled, if the bath essence or shower gel is suitable as shampoo as well, and this is indicated (on bottle or dispenser).

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
	182	Beverage offers in the room	3		M	M	M
	183	Fridge in the room <sup>32</sup>	3				
	184	Minibar (with drinks and snacks)	5			M <sup>33</sup>	M
	185	Maxi bar or shop with 24-hour self-service	3				
	186	12 hours beverages via room service <sup>34</sup>	10			M <sup>35</sup>	
	187	24 hours beverages via room service	15				M
	188	Electric kettle for tea / coffee together with accessories in the room	3				
	189	Coffee machine with accessories in the room	5				
Bar	190	Serviced bar or lounge area <sup>36</sup> (open at least 5 days per week)	7			M	
	191	Serviced bar or lounge area <sup>38</sup> (open 7 days per week)	10				M
Breakfast	192	Breakfast area	1	M	M	M	M
	193	Continental breakfast	3	M			
	194	Breakfast buffet or equivalent breakfast menu card <sup>37</sup>	5		M		
	195	Staffed breakfast buffet or equivalent breakfast menu card	10			M	
	196	Serviced breakfast buffet or equivalent breakfast menu card	15				M
	197	Breakfast menu card via room service	5				M
	198	Allergen-friendly products (gluten-free, lactose-free etc.)	1	M	M	M	M
Food <sup>38</sup>	199	Regional products <sup>39</sup>	5				
	200	12 hours food offer via room service <sup>36</sup>	10			M	
	201	24 hours food offer via room service	15				M

32 Or Minibar (see no. 184)

33 Or Maxi bar (see no. 185) or 12 hours beverages via room service (see no. 186).

34 Hours can be split according to core hours.

35 Or Minibar (see no. 184) or Maxi bar (see no. 185).

36 A beverage menu card must be available (printed or digital).

37 Self-service offer with at least the same selection of products as the continental breakfast, plus an egg or an egg-plate and cereals.

40 For a hotel that only serves breakfast (with special label "Bed and Breakfast"), criteria no. 200 and 202 do not apply, which is why the score to be achieved in each category is reduced by 20 points. A hotel with a "Bed and Breakfast" special label cannot obtain 5 stars.

39 A significant share of regional products.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆	☆☆☆
	202	Restaurant <sup>40, 41</sup>	5 each, max. 10	M	M	M	
	203	Restaurant <sup>42</sup> open 7 days per week	10 each, max. 20				M

V. Event Facilities (MICE)							
Banquet options	204	Banquet options for at least 50 people <sup>42</sup>	1				
	205	Banquet options for at least 100 people <sup>44</sup>	3				
	206	Banquet options for at least 250 people <sup>44</sup>	5				
Conference rooms	207	Designated co-working spaces / group working rooms <sup>43</sup>	10				
	208	Conference room(s) of at least 100 m <sup>2</sup> , ceiling height of at least 2.75 m <sup>44</sup>	10				
	209	Conference service <sup>45</sup> (separate department, dedicated staff)	5				
	210	Daylight in the conference room and the possibility of darkening the room <sup>47, 46</sup>	1				
	211	Individually adjustable air conditioning of the conference rooms <sup>47</sup>	3				

VI. Leisure							
Sport/Recreation <sup>47</sup>	212	Adequate on-site recreational and/or leisure facilities (indoor or outdoor) <sup>48</sup> (e.g. private garden, tennis court, beach or access to lake, golf course, ski room)	3 per facility, max. 9				
	213	Rental of sports equipment (e.g. skis, boats, bicycles)	3				
	214	Gym <sup>49</sup> with at least 4 different exercising machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stair master)	5				

40 Each of them with a different concept, choice of food and location.

41 Opening days have to be indicated on the website.

42 The restaurant area is not included.

43 A co-working space/ group working room must have appropriate lighting (with artificial light 200lux), appropriate tables and chairs, WIFI and an adequate number of power outlets.

44 A conference room must have appropriate lighting (with artificial light 200lux), WIFI, a projector, a projection screen (appropriate to ceiling height and room size), a coat rack or locker and an adequate number of power sockets.

45 Acceptance only if criterion no. 208 is fulfilled.

46 Minimum criterion for every conference room.

47 Opening periods must be indicated on the website.

48 Facilities are part of the hotel premises and any charges for their use can be billed to the room.

49 The gym has a minimum size of 20m<sup>2</sup>.

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
Spa/Wellness <sup>49, 50</sup>	215	Massage treatment cabins <sup>51</sup> (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	3 per cabin, max. 9				
	216	Separate relaxation room <sup>52</sup>	3				
	217	Whirlpool or equivalent	3				
	218	Sauna	3 per sauna type <sup>53</sup> , max. 9				
	219	Beauty centre <sup>53</sup> with at least 4 different kinds of treatment (e.g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5				
	220	Spa <sup>53</sup> with at least 4 different kinds of treatment (e.g. bath, Kneipp, hydrotherapy, moor, hammam, steam bath)	10				
	221	Private spa cabin	5				
	222	Swimming pool (outdoor) <sup>54</sup> or swimming pond <sup>55</sup>	10		M	M	M
	223	Swimming pool (indoor) <sup>56</sup>	10			M	M
Children	224	In-house childcare (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff	10				
	225	In-house childcare (for children older than 3 years) for at least 3 hours on weekdays by skilled staff	10				
	226	Children's area (playroom/ playground)	3				
	227	Baby equipment on demand (e.g. highchair, food warming equipment, changing mat, baby monitor)	3				
Miscellaneous	228	Central sanitary facilities for hotel guests	3				
	229	Host/animation programme or organised leisure and sports activities	5				

### VII. Quality and Online Activities

- 50 The spa area has to be directly accessible without having to cross the conference or the restaurant area.
- 51 The cabins have a minimum size of 10m<sup>2</sup>.
- 52 The relaxation room has a minimum size of 20m<sup>2</sup>.
- 53 Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/slightly humid" (e.g. Tepidarium), or "warm/heavily humid" (e.g. steam room).
- 54 not applicable to 3-star hotels which were either operating with a licence originally issued by the Hotels and Catering Establishments Board or approved by the Authority prior to the issuance of a Tourism Compliance Certificate.
- 55 A swimming pond is a man-made, standing body of water for swimming or bathing free of chemical water preparation.
- 56 The indoor swimming pool is heated and has a minimum size of 40m<sup>2</sup>. (not applicable to 4-star hotels which were either operating with a licence originally issued by the Hotels and Catering Establishments Board or approved by the Authority prior to the issuance of a Tourism Compliance Certificate).

## VERŽJONI ELETTRONIKA

Area	No.	Criterion	Points	☆☆	☆☆☆	☆☆☆ ☆☆☆	☆☆☆ ☆☆☆
Quality Systems	230	Systematic complaint management system <sup>57</sup>	1		M	M	M
	231	Systematic analysis of guest reviews <sup>58</sup>	3			M	M
	232	Quality controls by mystery guesting <sup>59</sup>	5				
	233	Quality management system according to ISO 9001:2015 or equivalent	15				
Online Activities	234	Bilingual <sup>60</sup> hotel own website with up-to-date information including bed sizes and realistic pictures <sup>61</sup> , location of the hotel and information on public transport connections	1	M	M	M	M
	235	Mobile responsive website or mobile application with a direct booking option	5				
	236	Website with guest reviews	3				
	237	Active invitation to departing/checked-out guests to write a review on a portal or on the website	5				
Miscellaneous	238	Sustainability label / certificate <sup>62</sup> within the upcoming EU Green Claims Directive (COM(2023) 166 final)	20				
	239	Indication of the carbon footprint of the hotel according to the Hotel Carbon Measurement Initiative (HCMI) <sup>63</sup>	10				

VIII. Minimum Points <sup>64</sup>								
Hotels					180	270	410	610
Supplement "Superior" <sup>65</sup>					270	410	610	710

- 57 A systematic complaint management system includes a structured complaint process, evaluation, and response.
- 58 Active and systematic gathering and evaluation of guest opinions about the quality of the hotel services, analysis of weaknesses, and identification of areas that require improvement.
- 59 For the Mystery guesting to be accepted the following aspects need to be fulfilled at least once during a classification period: by professional externals upon initiative and on the account of the hotel, analysed and documented. Hidden (internal) controls e.g. of the hotel chain or cooperation are accepted as equal.
- 60 Automatic translation can be accepted.
- 61 Pictures have to show at least an exterior view, the public area and a room of each category.
- 62 National decision on recognised labels and certificates.
- 63 <https://sustainablehospitalityalliance.org/resource/hotel-carbon-measurement-initiative/>
- 64 For a hotel that only serves breakfast (Hotel "Bed and Breakfast ") the number of points to be reached is lowered by 20 points in each category. A "Bed and Breakfast" hotel cannot obtain 5 stars.
- 65 The accreditation "Superior" indicates excellent hotels having acquired considerable points beyond the threshold points of their category, but which do not comply with the minimum criteria of the next higher category. Such hotels usually offer a higher degree of service. "Superior" is accessible to all hotels including "Bed and Breakfast" Hotels.

**First Schedule**  
**Part 2**  
**Operational Requirements for hotels**

**A Standards and Criteria**

The following standards are applicable and mandatory for all hotel categories.

Area	No.	Criterion
<b>I. General Hotel Information</b>		
General Impression	1	The exterior of the hotel, including entrances, outdoor, car park areas and all areas managed by the hotel, shall be well maintained, clean, well-lighted and shall not pose any health and safety hazard to the guests, the employees and the public.
	2	The interior of the hotel, including entrances, reception, public areas, toilets, rooms furniture, furnishings, linen, towelling and equipment, shall be well maintained, clean, and shall not pose any health and safety hazard to the guests, the employees and the public.
	3	Emergency maintenance service to be available, on call, 24 hours a day.
	4	Brand advertising on furniture, canopies and umbrellas in all areas of the hotel shall not be allowed. Exceptions may be permitted where the branding is part of a curated luxury partnership consistent with aesthetic standards, provided that it does not detract from the guest experience or the character of the premises.
<b>II. Reception &amp; Services</b>		
Price list	5	Rooms price list available at Reception.
Staff	6	Uniformed front office staff with personal identification tag.
	7	Staff in contact with guests to be well-groomed.
	8	Staff shall be trained and skilled to maintain the standards of service established in these regulations.
	9	Staff are to be provided with training on a regular basis.
Information	10	Organised display of tours and information on visitor attractions including brochures.
	11	Organised display of hotel information
Medical	12	First aid box and Automated External Defibrillator (AED) at Reception.
	13	Emergency medical call system.
Adaptors	14	Socket adaptors available on request.
Public Areas	15	Corridors, staircases and other circulation areas to be free from any obstruction.

<b>III. Rooms</b>		
Beds	16	Bunk beds are not allowed.
	17	Maximum number of additional beds in standard room is 2, provided that no more than two of the guests are under the age of 12
Terrace	18	Terrace furniture shall include at least 2 chairs and 1 table.
Information	19	Detailed emergency escape plan clearly displayed in the room.
	20	Information on any charges for services and use of facilities, including phone and internet, that may be levied to guests shall be clearly shown in the room.
Signs	21	"Do not disturb" signs or similar.
Water	22	Complimentary mineral water on arrival in room.
Self-catering Unit		
Kitchen	23	Cooking facilities with at least two fire rings or heating elements.
	24	Forced ventilation or extraction close to the cooking area.
	25	Oven and microwave.
	26	Fridge with freezer.
	27	Washbasin.
	28	Adequate quantity of necessary cutlery, crockery and glassware.
	29	Adequate quantity of necessary cooking utensils including can, wine and bottle openers.
	30	Coffee or tea pot or machine.
	31	Bread toaster.
	32	Gas detection system if cooking facilities are run on gas.
	33	Smoke detection system.
Dining Area	34	Natural light and ventilation in room.
	35	1 dining table.
	36	Chairs (1 per person).
	37	2 armchairs or sofa.
	38	Heating system.
	39	Air conditioning with individual control available at all times.
	40	Possibility to darken the room.
	41	Black-out curtains.

<b>IV. Gastronomy</b>		
Restaurant (where available)	42	Cutlery, crockery and glassware shall be in good condition and adequate to serve the maximum number of diners capable of being seated in the dining area.
	43	Guest greeting and shown to table, presentation of menu to guest in 4- and 5-star hotels.
Kitchen	44	Cleaning products to be stored separately from food.
	45	Kitchen to be kept clean, organised and in a good state.
	46	Kitchen equipment to be kept in good functioning order.
	47	Non-slip kitchen floor.
	48	Extraction chamber in good and clean condition.
	49	First Aid box adequately equipped.
	50	All kitchen staff with uniform and head cap.
	51	Dry products shall be stored in a ventilated area with natural or mechanical ventilation.
<b>V. Event Facilities</b>		
Meetings, Incentives, Conferences and Events - MICE Facilities (where available)	52	Facilities to be in a good state and properly maintained.
<b>VI. Leisure</b>		
Swimming Pool (where available)	53	Pool opening hours on display.
	54	When pool is not attended by a responsible person, the telephone number and location of the immediate contact person shall be prominently displayed in the pool area.
	55	Guests using the pool to be provided with adequate towelling in 4- and 5-star hotels.
	56	Brand advertising on furniture, canopies and umbrellas in the sun or pool terrace shall not be allowed. Exceptions may be permitted where the branding is part of a curated luxury partnership consistent with aesthetic standards, provided that it does not detract from the guest experience or the character of the premises.
	57	Facilitated swimming pool access with ladders or stairs.

	58	Depth markings clearly visible.
	59	Diving prohibition signs prominently displayed where water depth is less than 150cm.
	60	Life-ring buoyancy aids complete with rope, clearly visible, on-site and accessible.
	61	Flooring around the pool is of non-slip material.
	62	Swimming pool/s and other facilities to be in a good state.
<b>VII. Waste</b>		
	63	Waste shall be managed in accordance with Waste Regulations (S.L. 549.63) prioritizing waste prevention and recycling. Segregation of waste at source is to be encouraged, coupled with proper signage and information. There shall be proper waste collection contracts in place with waste collectors registered with the Environment and Resources Authority.

### First Schedule – Part 3 Spatial Requirements for Hotels

#### A Standards and Criteria

The letter "M" next to each standard or criterion denotes that it is mandatory.

(A) Column A is applicable to new developments, re-developments, extensions or upgrading of hotels whose application for a Tourism Policy Compliance Certificate was approved by the Authority after the commencement of the Tourism Accommodation Establishments Regulations (S.L. 409.04) unless otherwise stated in the specific criteria.

S.L. 409.04

(B) Column B is applicable to hotels which were either operating with a licence or approved by the Authority prior to the commencement of the Tourism Accommodation Establishments Regulations (S.L. 409.04).

Spatial Requirements for Hotels									
		A	A	A	A	B	B	B	B
		2*	3*	4*	5*	2*	3*	4*	5*
1.0	<b>Exterior or façade</b>								
1.1	The exterior of the hotel, including entrances, outdoor and car park areas, shall be well designed and planned, well-lighted and shall not pose any health and safety hazard to the guests, the employees and the public.	M	M	M	M	M	M	M	M
1.2	The hotel shall have its own, adequately planned, independent entrance.	M	M	M	M	M	M	M	M
1.3	A service entrance, suitably located for the reception of goods and waste management, shall be available separate from the guest entrance.	M	M	M	M			M	M
2.0	<b>Site Layout</b>								
2.1	Minimum site frontage of hotel in Development Zone expressed in metres and with sufficient depth to allow for a proper layout of a hotel reflecting the classification proposed. (Corner plots are to be measured on one side.) <i>(This criterion is applicable to applications submitted after the coming into force of these regulations.)</i>	NA	25	25	25				

2.2	Proportion of building footprint to site area of hotel in an Outside Development Zone expressed as a percentage. (Allowable variation not to exceed 5%.)	NA	30	30	25				
2.3	Site area per room of hotel in an Outside Development Zone expressed in square metres. (Allowable variation not to exceed 5%.)	NA	52	55	58				
<b>3.0</b>	<b>Landscaping</b>								
3.1	Hotels should offer as much landscaped areas as possible, particularly in entrances, internal courtyards and backyards.	NA	M	M	M				
3.2	Proportion by percentage of site area of hotel in <b>Outside Development Zone</b> required to be landscaped. Allowable variation not to exceed 10%.	NA	40	40	45				
<b>4.0</b>	<b>Corridors, staircases and other public areas</b>								
4.1	Approximate corridor width in metres.	NA	1.5	1.6	1.8				
4.2	Provision of lifts for properties having more than one floor.	NA	M	M	M				
4.3	Provision of service lift.	NA		M	M				
<b>5.0</b>	<b>Guest bedroom</b>								
5.1	The guest bedroom should be designed to provide quality and comfort, including adequate size, lighting, view, furniture, sound proofing, temperature, etc.	NA	M	M	M				
5.1.1	Room area is measured as the net floor area of the rooms forming part of the unit including the corridor and bathroom but excluding wall thicknesses, service shafts and terraces, if provided.	NA	M	M	M				
5.2	Minimum unit floor areas for hotels that are either: (i) Resort-type Hotels and/or (ii) Fully detached and/or (iii) Located within hotel grounds with landscaped areas, pools and other facilities and/or (iv) Hotels in Outside Development Zone.								

5.2.1	Standard double room of built hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	17	21	28	35	14	16	19	23
5.2.2	Suite for 2 persons in hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	26	32	42	52				
5.2.3	Self-catering units (apartments) for 2 persons in hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	21	28	35	42				
5.2.4	Standard single room expressed in square metres.					12	14	16	17
5.3	Minimum unit floor areas for hotels that are City-type Hotels that are not fully-detached and built within an urban setting and do not qualify under any type of hotel in sub-item 5.2 or in the case of extensions in hotels which were operating with a licence and where structural limitations do not permit the room-sizes mentioned in sub-item 5.2.1.								
5.3.1	Standard double room of built hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	NA	18	22	30				
5.3.2	Suite for 2 persons in hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	NA	27	33	45				
5.3.3	Self-catering units (apartments) for 2 persons in hotel expressed in square metres. (Allowable variation for 3- and 4-star is 5% and for 5-star is 10%)	NA	25	29	37				
5.4	Availability of suites	NA			M				
5.5	Additional persons in units (standard bedrooms, suites and self-catering units)								
5.5.1	Maximum number of persons in one room	NA	4	4	4				
5.5.2	Additional size of bedroom for each added person in all cases, expressed in square metres.	NA	4	4	4				
5.5.3	If a total of more than 6 persons are accommodated, an additional bathroom shall also be provided.	NA	M	M	M				
5.6	Minimum internal clear room width of 2 person unit and above, expressed in metres. (Allowable variation 5%)	NA	3.25	3.25	3.25				
5.7	Visual outlook from accommodation units								
5.7.1	Rooms with open views in a hotel within the Development Zone, expressed as a percentage of total number of units. (Allowable variation 5%)	NA	60	75	100				
5.7.2	Rooms with open views in a hotel within the Outside Development Zone, expressed as a percentage of total number of units. (Allowable variation 5%)	NA	75	100	100				

5.7.3	Rooms shall not be located in basement levels or overlook internal service shafts. Internal rooms overlooking internal courtyards and backyards should have at least 4 metres clear in front of the aperture of the room and adequate width.	NA	M	M	M				
6.0	Swimming Pools, Areas and Sun Terraces								
6.1	Provision of outdoor pool and sun terrace, unless otherwise exempted by a special label.	NA	M	M	M				
6.2	Total water area of outdoor swimming pool shall be at least 0.6 square metres per hotel room or 35 square metres, whichever is the highest.	NA	M	M	M				
6.3	Sun terrace with at least a seating capacity of approximately 10% in relation to the number of bedrooms.							M	M
6.4	Sun terrace with at least a seating capacity of approximately 50% in relation to the number of bedrooms.	NA	M	M	M				
6.5	Provision of indoor pool and deck unless otherwise exempted by a special label	NA		M	M				
<b>7.0</b>	<b>Other Amenities</b>								
7.1	Hotel shall have a properly designed reception area with seating area, lounge and, or lobby in accordance with Part 1 of the First Schedule of Annex 5.	NA	M	M	M				
7.2	Serviced bar or lounge area in accordance with Part 1 of the First Schedule of Annex 5.	NA		M	M				
7.3	Breakfast area	NA	M	M	M				
7.4	Restaurant, unless otherwise exempted by a Special Label	NA	M	M	M				
7.5	Event Facilities – Meetings, Incentives, Conferences and Events (MICE)								
7.5.1	Multi-purpose room, expressed in square metres.							50	50
7.5.2	Multi-purpose room, expressed in square metres:			M	M				
(a)	Hotels with maximum of 50 rooms	NA		50	50				
(b)	Hotels with 51 - 200 rooms	NA		100	100				
(c)	Hotels with 201 or more rooms	NA		150	150				
7.6	Examples of other facilities: Conference facilities, designated co-working spaces, business centre, recreational facilities, gym, spa or wellness centre, library, family play areas, etc.								

## Second Schedule Tourist Village Standards

### A Standards and Criteria

The letter "M" next to each standard or criterion denotes that it is mandatory.

Ref	Criterion	Standard
<b>1.0</b>	<b>GENERAL REQUIREMENTS</b>	
1.1	It conforms with the standard requirements for Hotels as laid down in the Parts 1, 2 and 3 of the First Schedule of Annex 5 and subject to additional standards as established under this Schedule.	M
1.2	It is sited within a single and defined parcel of land and does not exceed a building height of three floors.	M
1.3	Premises is fully detached from any other building.	M
1.4	Premises offers sport, recreation and other outdoor facilities.	M
<b>2.0</b>	<b>ADDITIONAL REQUIREMENTS</b>	
2.1	Open-air swimming pool of at least 25m x 10m in surface measurement taking into consideration Pool Standards in Part 2 of the First Schedule of Annex 5.	M
2.2	Mini market.	M
2.3	Recreational day and night programmes.	M
2.4	Two outdoor sports installations	M
2.5	Open-air children playground	M

**Third Schedule**  
**Guest House Standards**

**A Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

Ref	Criterion	Standard
<b>1.0</b>	<b>PUBLIC AREAS</b>	
<b>1.1</b>	<b>Reception or Lounge Area</b>	
1.1.1	The Guest House shall have a Reception or Lounge area with seating, the size of which shall be proportionate with the size of the establishment.	M
1.1.2	Reception or Lounge area to be supplied with a desk or counter to service guests.	M
1.1.3	Reception or Lounge area with seating and information display facilities.	M
1.1.4	Receptionist or responsible person on duty able to speak English and to attend to guest needs.	M
1.1.5	Responsible person on site available at least from 07:00 to 19:00 hour daily.	M
1.1.6	Responsible person accessible by phone or online directly with immediate access during all hours.	M
1.1.7	Prominent display in Reception or Lounge area of reception opening times and name and availability of responsible person on site.	M
1.1.8	Prominent display in Reception or Lounge area of 24-hour contact phone number or online service and name of responsible person.	M
1.1.9	Prominent display in Reception or Lounge area of 24-hour emergency contact numbers for ambulance, fire, police and medical practitioner.	M
1.1.10	Prominent display in Reception or Lounge area of location and availability of adequately equipped First Aid box.	M

Ref	Criterion	Standard
1.1.11	Prominent display of price lists for rooms and services available at reception or online.	M
1.1.12	Facility to make external calls.	M
1.1.13	Local information on the destination and visitor attractions available.	M
<b>1.2</b>	<b>Corridors, passages, staircases and other common areas</b>	
1.2.1	Prominent display of directional signage to emergency exits, fire hydrants, First Aid box, bedroom, lifts, reception and other facilities.	M
1.2.2	Effective ventilation system: natural or mechanical.	M
1.2.3	Corridors and staircases to be free of any obstruction impeding rapid easy emergency access or exit.	M
1.2.4	Corridor width to be not less than 1.2m.	M
1.2.5	Appropriate lighting in all areas.	
	<i>Standard 1.2.6 is applicable to Guest Houses which were licensed after the coming into force of these regulations.</i>	
1.2.6	Passenger lift shall be provided for premises that are higher than two floors (Ground and First Floor) provided that the Authority may exempt such requirement upon being provided reasonable and justifiable grounds due to heritage constraints.	M
<b>1.3</b>	<b>General</b>	
1.3.1	Safe deposit system available at reception or room.	M
1.3.2	Luggage keeping service.	M
1.3.3	Adequately equipped First aid box.	M
1.3.4	Staff to be properly dressed, clean and well-mannered at all times.	M
1.3.5	Availability of cashless payment.	M

Ref	Criterion	Standard
<b>1.4</b>	<b>Public Toilet Facilities</b>	
1.4.1	A toilet in the public area shall be provided with a water closet, that is appropriately ventilated and with an anteroom that is also appropriately ventilated, if so, required by the Development Planning (Health and Sanitary) Regulations (S.L. 552.22)	M
1.4.2	Wash hand basin with a continuous supply of cold and warm water.	M
1.4.3	Soap Dispenser.	M
1.4.4	Automatic hand dryer or disposable paper towels.	M
1.4.5	Mirror with suitable lighting.	M
1.4.6	Each water closet with an effective system of lighting and of natural or mechanical ventilation.	M
1.4.7	Sanitary bin with lid in female toilets.	M
1.4.8	Toilet brush for each water closet.	M
1.4.9	Toilet roll holder with toilet paper and additional toilet paper roll.	M
<b>1.5</b>	<b>Breakfast Area</b>	
1.5.1	There shall be a Breakfast Room or Area that is appropriately sized.	M
1.5.2	There shall be a kitchen or preparation area available to service the Breakfast Area.	M
1.5.3	There shall be a proper storage area available to service the kitchen and Breakfast Area.	M
1.5.4	There shall be Toilet facilities for guests using the Breakfast Area but not necessarily in the same area. Toilets in Public Area shall suffice.	M
1.5.5	The breakfast service, available on a daily basis, shall at least include the following items - selection of cold and hot beverages, one bread product, one bakery product, a selection of cereals and a selection of jams, marmalades and other spreads.	M

Ref	Criterion	Standard
1.5.6	Cutlery, crockery, glassware, linen and equipment shall be adequate to serve the maximum number of guests capable of being seated in the breakfast area and shall be clean and in good condition.	M
1.5.7	All common facilities shall be kept clean, organised and in a good state of hygiene. The kitchen equipment is to be in good functioning order.	M
<b>2.0</b>	<b>GUEST BEDROOM</b>	
<b>2.1</b>	<b>Room Spatial Standards</b>	
	<i>Standards 2.1.1 to 2.1.4 are applicable to Guest Houses which were licensed between 2013 and the coming into force of these regulations.</i>	
2.1.1	Minimum floor area of a bedroom for 1 person shall not be less than 9 square metres - not including the bathroom if provided.	M
2.1.2	Minimum floor area of a bedroom for 2 persons shall not be less than 13 square metres - not including the bathroom if provided.	M
2.1.3	Additional floor area of 4 square metres of bedroom for each additional person in single bed.	M
2.1.4	Minimum internal room width shall not be less than 3.25 metres.	M
	<i>Standards 2.1.5 to 2.1.9 are applicable to Guest Houses which were licensed after the coming into force of these regulations.</i>	
2.1.5	Minimum floor area of a bedroom with en-suite bathroom for 1 person shall not be less than 13 square metres.	M
2.1.6	Minimum floor area of a bedroom with en-suite bathroom for 2 persons shall not be less than 17 square metres.	M
2.1.7	Additional floor area of 4 square metres of bedroom for each additional person.	M
2.1.8	Additional floor area of 5 square metres of bedroom if any kitchen facilities, in addition to tea or coffee facilities, are provided.	M
2.1.9	Minimum internal room width shall not be less than 3.25 metres.	M

Ref	Criterion	Standard
<b>2.2</b>	<b>General</b>	
2.2.1	All rooms shall have a separate and independent entrance.	M
2.2.2	All guestrooms shall be clearly numbered or named.	M
2.2.3	There shall be no bedrooms located underground, below street level or in a basement.	M
2.2.4	Window or balcony allowing natural light and ventilation in room and ensuring adequate outlook, excluding internal service shafts, and requiring at least 3m distance from the aperture and adequate width.	M
2.2.5	Notwithstanding the room sizes, there shall be sufficient space to allow persons staying in room a good degree of comfort.	M
2.2.6	Bunk beds are not allowed.	M
2.2.7	Maximum number of persons allowed per room, taking into consideration the minimum room sizes: 4	M
2.2.8	Additional beds or sofa beds are not allowed anywhere in the room.	M
<b>2.3</b>	<b>Bed</b>	
2.3.1	Minimum bed size: 90cm x 190cm for single; 140cm x 190cm for double.	M
2.3.2	Bed linen: 2 sheets and blanket with cover, or sheet and quilt with case cover, pillowcase.	M
2.3.3	One pillow per person.	M
2.3.4	Additional pillow per person on request.	M
2.3.5	Extra blanket/quilt per person on request.	M
2.3.6	Bed sheets changed at least once a week or on guest's request or on guest checkout.	M
2.3.7	Daily room cleaning with option to opt-out.	M

Ref	Criterion	Standard
2.3.8	Daily change of towels on demand.	M
<b>2.4</b>	<b>Furniture and Comfort</b>	
2.4.1	If any kitchen facilities provided, in addition to tea or coffee facilities, a small dining table with sufficient chairs, cutlery and crockery to occupants in the room are to be provided. (Note additional area required)	M
2.4.2	Blackout curtain, or similar, completely excluding natural or external light.	M
2.4.3	1 dressing table and one chair or armchair.	M
2.4.4	At least one bedside table for every person with electrical socket.	M
2.4.5	1 wastepaper basket.	M
2.4.6	1 full length mirror.	M
2.4.7	Adequate clothes storage (open or with doors) with a sufficient number of hangers (at least 5 per person)	M
2.4.8	Effective heating system and fan ventilation system.	M
2.4.9	Rooms with individually adjustable air-conditioning systems.	M
2.4.10	Individual bedside reading light.	M
<b>2.5</b>	<b>Additional services</b>	
2.5.1	Facility to make internal and external calls from the bedroom.	M
2.5.2	Directory of house services including instructions for obtaining emergency assistance.	M
2.5.3	Wake-up call service or alarm clock available.	M
2.5.4	"Do not disturb" sign or similar.	M
2.5.5	Emergency exit plan clearly displayed in room.	M

Ref	Criterion	Standard
<b>3.0</b>	<b>BATHROOM FACILITIES</b>	
<b>3.1</b>	<b>General</b>	
	<i>Standards 3.1.1 to 3.1.3 are applicable to Guest Houses which were licensed prior to the coming into force of these regulations.</i>	
3.1.1	1 bath or shower for a maximum of 6 persons.	M
3.1.2	1 water closet for a maximum of 6 persons.	M
3.1.3	Wash-hand basin supplied with liquid soap for a maximum of 6 persons.	M
	<i>Standard 3.1.4 is applicable to Guest Houses licensed after the coming into force of these regulations.</i>	
3.1.4	Bathroom (bath/shower, water closet and wash hand basin) in each bedroom.	M
3.1.5	Continuous supply of cold and hot water.	M
3.1.6	Toilet roll holder with toilet paper and additional toilet paper roll.	M
3.1.7	Toilet brush for each water closet.	M
3.1.8	Sanitary bin for each water closet.	M
3.1.9	Effective system of lighting and of natural or mechanical ventilation.	M
<b>3.2</b>	<b>Bath or Shower</b>	
3.2.1	Bath or Shower	M
3.2.2	Continuous supply of cold and warm water.	M
3.2.3	Bath or shower facilities with curtain or similar.	M
3.2.4	Bath or shower wall and floor covered with impervious material.	M
3.2.5	Towels hanger and floor mat per bath or shower room or cubicle.	M

Ref	Criterion	Standard
3.2.6	Shelving or facility for holding toiletries per bath or shower room or cubicle or wash-hand basin.	M
3.2.7	1 clothes hook per bath or shower room or cubicle.	M
3.2.8	Mirror over and per wash-hand basin.	M
3.2.9	Hairdryer available in room.	M
3.2.10	Effective system of lighting and of natural or mechanical ventilation.	M
<b>4.0</b>	<b>MAINTENANCE AND CLEANING</b>	
4.1	Good state of the façade, exterior and interior walls, floors and ceiling.	M
4.2	Good state and proper lighting of the façade and of other grounds managed by the operator.	M
4.3	Good state of furniture, soft furnishings, apertures, linen and towelling.	M
4.4	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
4.5	All light sockets and other electrical installations to be properly maintained and functional.	M
4.6	Maintenance service to be provided 12 hours a day.	M
4.7	Rooms, bathrooms, toilets, public and service areas, corridors and passageways are to be kept clean at all times.	M
4.8	Waste shall be managed in accordance with Waste Regulations (S.L.549.63) prioritizing waste prevention and recycling. Segregation of waste at source is to be encouraged, coupled with proper signage and information. There shall be proper waste collection contracts in place with waste collectors registered with the Environment and Resources Authority.	M
<b>5.0</b>	<b>MISCELLANEOUS</b>	

Ref	Criterion	Standard
5.1	The guest house shall be under the regular supervision of a person capable of operating the premises to the standards established in these regulations.	M
5.2	The provision of restaurant, cafeteria, bar or similar catering facilities is not compulsory and, if provided, shall be subject to a separate licence as provided for in the Catering Establishments Regulations – (S.L.409.15)	M
5.3	If facilities or services, not obligatory under this Schedule are available or provided, they are to be of good standard and well maintained.	M
5.4	Brand advertising on furniture, canopies and umbrellas in all areas of the hotel shall not be allowed. Exceptions may be permitted where the branding is part of a curated luxury partnership consistent with aesthetic standards, provided that it does not detract from the guest experience or the character of the premises.	M

**Fourth Schedule  
Hostel Standards**

**A Standards and Criteria**

The letter "M" next to each standard or criteria denotes that it is mandatory.

No	Criterion	Standard
<b>1.0</b>	<b>PUBLIC AREAS</b>	
<b>1.1</b>	<b>Reception or Lounge Area</b>	
1.1.1	The Hostel shall have a Reception or Lounge area with seating, the size of which shall be commensurate with the size of the establishment.	M
1.1.2	Reception or Lounge area to be supplied with a desk or counter to service guests.	M
1.1.3	Reception or Lounge area with seating and information display facilities.	M
1.1.4	Receptionist or responsible person on duty able to speak English and to attend to guest needs.	M
1.1.5	Responsible person on site available at least for six hours daily.	M
1.1.6	Responsible person accessible by phone or online directly with immediate access during all hours.	M
1.1.7	Prominent display in Reception or Lounge area of reception opening times and name and availability of responsible person on site.	M
1.1.8	Prominent display in Reception or Lounge area of 24-hour contact phone number or online service and name of responsible person.	M
1.1.9	Prominent display in Reception or Lounge area of 24-hour emergency contact numbers for ambulance, fire, police and medical practitioner.	M
1.1.10	Prominent display in Reception or Lounge area of location and availability of adequately equipped First Aid box.	M
1.1.11	Prominent display of price lists for rooms and services available at reception or online.	M

No	Criterion	Standard
1.1.12	Facility to make external calls	M
1.1.13	Local information on the destination and visitor attractions available.	M
<b>1.2</b>	<b>Corridors, passages, staircases and other common areas.</b>	
1.2.1	Prominent display of directional signage to emergency exits, fire hydrants, First Aid box, bedroom, lifts, reception and other facilities.	M
1.2.2	Effective ventilation system: natural or mechanical.	M
1.2.3	Corridors and staircases to be free of any obstruction impeding rapid easy emergency access or exit.	M
1.2.4	Corridor width to be not less than 1.2m.	M
1.2.5	Appropriate lighting in all areas.	M
	<i>Standard 1.2.6 is applicable to Hostels which were licensed after the coming into force of these regulations.</i>	
1.2.6	Passenger lift shall be provided for premises that are higher than two floors (Ground and First Floor) provided that the Authority may exempt such requirement upon being provided reasonable and justifiable grounds due to heritage constraints.	M
<b>1.3</b>	<b>General</b>	
1.3.1	Safe deposit system available at reception or room.	M
1.3.2	Luggage keeping service.	M
1.3.3	Adequately equipped First Aid box.	M
1.3.4	Staff to be properly dressed, clean and well-mannered at all times.	M
1.3.5	Availability of cashless payment.	M
<b>1.4</b>	<b>Public Toilet Facilities</b>	

No	Criterion	Standard
1.4.1	A toilet in the public area shall be provided with a water closet, that is appropriately ventilated and with an anteroom that is also appropriately ventilated, if so, required by the Development Planning (Health and Sanitary) Regulations (S.L. 552.22.).	M
1.4.2	Wash hand basin with a continuous supply of cold and warm water.	M
1.4.3	Soap dispenser.	M
1.4.4	Automatic hand dryer or disposable paper towels	M
1.4.5	Mirror with suitable lighting.	M
1.4.6	Each water closet with an effective system of lighting and of natural or mechanical ventilation.	M
1.4.7	Sanitary bin with lid in female toilets.	M
1.4.8	Toilet brush for each water closet.	M
1.4.9	Toilet roll holder with toilet paper and additional toilet paper roll.	M
<b>1.5</b>	<b>Common Facilities</b>	
1.5.1	There shall be a common lounge or relaxing area for use by guests.	M
1.5.2	There shall be a common kitchen and dining facilities for guests to store, prepare and consume hot and cold meals and wash up.	M
1.5.3	Common kitchen and dining facilities shall include food and beverage storage spaces, refrigeration, cooking or heating rings, oven or microwave, kitchen sink with continuous supply of cold and warm water, crockery and cooking utensils, cutlery, area with dining table or dining tops and seating. Facilities for washing up shall also be provided.	M
1.5.4	The following minimum breakfast items shall be made available in the kitchen for guests: tea, coffee, milk, sugar, bread, butter and jam.	M
1.5.5	All common facilities shall be kept clean, organised and in a good state of hygiene. The kitchen equipment is to be in good functioning order.	M

No	Criterion	Standard
<b>2.0</b>	<b>HOSTEL BEDROOM</b>	
<b>2.1</b>	<b>Room Spatial Standards</b>	
	<i>Standards 2.1.1 to 2.1.4 are applicable to hostels which were licensed by the Authority with effect from 1st January 2012</i>	
2.1.1	Minimum floor area of a bedroom for one person shall not be less than 7 square metres - not including the bathroom, if provided.	M
2.1.2	Additional floor area of 3 square metres of bedroom for each additional person in single bed.	M
2.1.3	Additional floor area of 2 square metres of bedroom for each additional person in bunk bed.	M
2.1.4	Minimum internal room width shall not be less than 3.25 metres.	M
<b>2.2</b>	<b>General</b>	
2.2.1	All rooms shall have a separate and independent entrance.	M
2.2.2	All guestrooms shall be clearly numbered or named.	M
2.2.3	There shall be no bedrooms located underground, below street level or in a basement.	M
2.2.4	Window or balcony allowing natural light and ventilation in room and ensuring adequate outlook, excluding internal service shafts, and requiring at least 3m distance from the aperture and with adequate width.	M
	<i>Standard 2.2.5 is applicable to hostels which were licensed after the coming into force of these regulations.</i>	
2.2.5	Notwithstanding the room sizes, the maximum number of persons allowed per room, taking into consideration the minimum room sizes shall not exceed 6.	M
2.2.6	Notwithstanding the room sizes, there shall be sufficient space to allow persons staying in room a good degree of comfort.	M

No	Criterion	Standard
<b>2.3</b>	<b>Bed</b>	
2.3.1	Minimum bed size: 80 cm x 190cm for single; 135cm x 190cm for double.	M
2.3.2	Bed linen: 2 sheets and blanket with cover, or sheet and quilt with case cover, pillowcase.	M
2.3.3	1 pillow per person.	M
2.3.4	Additional pillow per person on request.	M
2.3.5	Extra blanket per person on request.	M
2.3.6	Bed linen changed at least once a week or on guest's request or on guest checkout.	M
2.3.7	Daily room cleaning with option to opt-out.	M
2.3.8	Daily change of towels on demand.	M
<b>2.4</b>	<b>Furniture and Comfort</b>	
2.4.1	There shall be no kitchen facilities, except for tea or coffee making, directly located in the bedroom.	M
2.4.2	Blackout curtain, or similar, completely excluding natural or external light.	M
2.4.3	1 table or similar surface.	M
2.4.4	At least one bedside table, surface or lockable container for personal effects for every person with electrical socket.	M
2.4.5	1 wastepaper basket.	M
2.4.6	1 full length mirror.	M
2.4.7	Cupboard or locker of approximate size 900mm (h) x 450mm (w) x 600mm (d) per person. Cupboard lockable in shared accommodation.	M
2.4.8	Effective heating system and fan ventilation system.	M

No	Criterion	Standard
2.4.9	Rooms with individually adjustable air-conditioning systems.	M
2.4.10	Individual bedside reading light.	M
<b>2.5</b>	<b>Additional services</b>	
2.5.1	Facility to make internal and external calls, not necessarily from bedroom.	M
2.5.2	Directory of house services including instructions for obtaining emergency assistance.	M
2.5.3	Emergency exit plan clearly displayed in room.	M
<b>3.0</b>	<b>BATHROOM FACILITIES</b>	
<b>3.1</b>	<b>General</b>	
	<i>Standards 3.1.1 to 3.1.3 are applicable to Hostels which were licensed prior to the coming into force of these regulations.</i>	
3.1.1	1 bath or shower for a maximum of 8 persons.	M
3.1.2	1 water closet for a maximum of 8 persons.	M
3.1.3	Wash-hand basin supplied with liquid soap for a maximum of 8 persons.	M
	<i>Standard 3.1.4 is applicable to Hostels licensed after the coming into force of these regulations.</i>	
3.1.4	Bathroom facilities (bath or shower, water closet and wash hand basin) for each bedroom (en-suite or dedicated on same floor).	M
3.1.5	Continuous supply of cold and hot water.	M
3.1.6	Toilet roll holder with toilet paper and additional toilet paper roll.	M
3.1.7	Toilet brush for each water closet.	M
3.1.8	Sanitary bin with lid to each water closet.	M
3.1.9	Effective system of lighting and of natural or mechanical ventilation.	M

No	Criterion	Standard
<b>3.2</b>	<b>Bath or Shower</b>	
3.2.1	Bath or Shower	M
3.2.2	Continuous supply of cold and warm water.	M
3.2.3	Bath or shower facilities with curtain or similar.	M
3.2.4	Bath or shower wall and floor covered with impervious material.	M
3.2.5	Towels hanger per bath or shower room or cubicle.	M
3.2.6	Shelving or facility for holding toiletries per bath or shower room or cubicle or wash-hand basin.	M
3.2.7	1 clothes hook per bath or shower room or cubicle.	M
3.2.8	Mirror over and per wash-hand basin.	M
3.2.9	Effective system of lighting and of natural or mechanical ventilation.	M
<b>4.0</b>	<b>MAINTENANCE AND CLEANING</b>	
4.1	Good state of the façade, exterior and interior walls, floors and ceiling.	M
4.2	Good state and proper lighting of the façade and of other grounds managed by the hostel operator.	M
4.3	Good state of furniture, soft furnishings, apertures, linen and towelling.	M
4.4	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
4.5	All light sockets and other electrical installations to be properly maintained and functional.	M
4.6	Maintenance service to be provided 12 hours a day.	M
4.7	Rooms, bathrooms, toilets, public and service areas, corridors and passageways are to be kept clean at all times.	M

No	Criterion	Standard
4.8	Waste shall be managed in accordance with Waste Regulations (S.L. 549.63.) prioritizing waste prevention and recycling. Segregation of waste at source is to be encouraged, coupled with proper signage and information. There shall be proper waste collection contracts in place with waste collectors registered with the Environment and Resources Authority.	M
<b>5.0</b>	<b>MISCELLANEOUS</b>	
5.1	The hostel shall be under the regular supervision of a person capable of operating the premises to the standards established in these regulations.	M
5.2	The provision of restaurant, cafeteria, bar or similar catering facilities is not compulsory and, if provided, shall be subject to a separate licence as provided for in the Catering Establishments Regulations. (S.L. 409.15.).	M
5.3	If facilities or services, not obligatory under this Schedule are available or provided, they are to be of good standard and well maintained.	M
5.4	Brand advertising on furniture, canopies and umbrellas in all areas of the hotel shall not be allowed. Exceptions may be permitted where the branding is part of a curated luxury partnership consistent with aesthetic standards, provided that it does not detract from the guest experience or the character of the premises.	M

**Fifth Schedule  
Special Labels**

**Reference**      **Category**

**Special Labels – Contents Table**

<b>SL-01</b>	Bed and Breakfast Label
<b>SL-02</b>	Heritage Label
<b>SL-03</b>	Diffuso Label
<b>SL-04</b>	Agro-Tourism Label
<b>SL-05</b>	Spa & Wellness Label
<b>SL-06</b>	Boutique & Luxury Boutique Label

**Part A**

SL-01

**Bed and Breakfast Label**

**Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

<b>01</b>	<b>Bed and Breakfast Label</b>	
1.0	<b>Applicability and Eligibility</b>	
1.1	This label is applicable to the following categories licensed by the Authority: <ul style="list-style-type: none"> <li>▪ 3-star and 4-star hotel</li> </ul>	M

1.2	This label is not applicable to resort-type hotels that are free-standing, fully detached and located within hotel grounds with landscaped areas, pools and other facilities and may be located close to the coast and, or in Outside Development Zone.	M
2.0	<b>Criteria</b>	
2.1	A Bed and Breakfast label is assigned under the condition that a breakfast room is available within the hotel and breakfast services are offered to the hotel's guests.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a hotel of its class as stipulated in these regulations, and shall have the following exemptions:	M
3.1.1	The premises shall conform with the requirements of a 3- or 4-star hotel, as the case may be, in accordance with the First Schedule of Annex 5, provided that a 3 star hotel is exempt from providing a restaurant, restaurant services and of a swimming pool, while a 4-star hotel is exempt from providing a restaurant and restaurant services but has to provide both an external and indoor swimming pool.	M
4.0	<b>Promotion</b>	
4.1	The licensee and, or operator of a hotel with a Bed and Breakfast label shall ensure that the hotel is promoted only as a "3-star Bed and Breakfast" or a "4-star Bed and Breakfast" hotel.	M
5.0	<b>Validity</b>	
5.1	This label shall be valid for an indeterminate period unless the licensee, or operator applies for its withdrawal.	M

**Part B**  
**SL-02**  
**Heritage Label**

**Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

<b>02</b>	<b>Heritage Label</b>	
<b>1.0</b>	<b>Applicability and Eligibility</b>	
1.1	<p>This label is applicable to the following categories licensed by the Authority:</p> <ul style="list-style-type: none"> <li>▪ 3-star to 5-star Hotel</li> <li>▪ Guest house</li> </ul>	M
1.2	<p>This label is not applicable to resort type hotels that are free-standing, fully detached and located within hotel grounds with landscaped areas, pools and other facilities and may be located close to the coast and, or in Outside Development Zone.</p>	M
<b>2.0</b>	<b>Criteria</b>	
2.1	<p>The premises shall be sited in a building having heritage or historical significance as authenticated in writing by a competent person with a minimum qualification of MQF Level 7 in the subject of architectural history or similar or an appointed person by the Superintendent of Cultural Heritage.</p>	M
2.2	<p>It shall be the sole discretion of the Authority, following consultation with competent authorities or persons, to decide whether the building merits a heritage label.</p>	M

2.3	The Authority may refuse a building from being assigned a "Heritage" label if, notwithstanding its location or it is having heritage or historical significance, its internal or external features have been changed or altered to an extent which, in the opinion of the Authority, have changed significantly the character of the building.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a tourism accommodation establishment of its class as stipulated in these regulations, and shall have the following exemptions:	M
3.1.1	The premises shall conform with the requirements of its category and class as per the First or Third Schedule of Annex 5, as the case may be. Provided that a hotel is exempt from Part 3 of the First Schedule of Annex 5, with the exception of Criterion 1.0 of the same Schedule. Provided further that in the case of hotels, room sizes shall not be less than twenty per cent (20%) than those established in the same criteria.	M
3.1.2	Guest Houses eligible for heritage label shall be exempted from the maximum 20 room limit as per Annex 1, but in any case, the maximum number of rooms shall not exceed 30 rooms in total.	M
4.0	<b>Promotion</b>	
4.1	The licensee and, or operator of a hotel with a Heritage label shall ensure that the hotel is promoted only as a "3-star Heritage Hotel ", a "4-star Heritage Hotel" or a "5-star Heritage Hotel " or a "Heritage Guest House", as applicable.	M
4.2	An appropriate plaque, showing the heritage/historical significance of the premises, shall be properly displayed in the hotel lobby or reception.	M
5.0	<b>Validity</b>	
5.1	This label shall be valid for an indeterminate period, unless the Authority deems that the building has been altered to the extent that the criteria in Section 2 are no longer satisfied.	M

**Part C**  
**SL-03**  
**Diffuso Label**

**Standards and Criteria**

The letter "M" next to each standard, or criteria denotes that it is mandatory.

<b>03</b>	<b>Diffuso Label</b>	
1.0	<b>Applicability and Eligibility</b>	
1.1	<p>This label is applicable to the following categories licensed by the Authority:</p> <ul style="list-style-type: none"> <li>▪ 3-star to 5-star Hotel especially if with Heritage Label</li> <li>▪ Guest House</li> </ul>	M
1.2	<p>This label is not applicable to resort type hotels that are free standing, fully detached and located within hotel grounds with landscaped areas, pools and other facilities and may be located close to the coast and, or in Outside Development Zone.</p>	M
2.0	<b>Criteria</b>	
2.1	<p>The Diffuso hotel or guest house is a collective accommodation establishment that is not located in a single block or defined parcel of land but converted out of various buildings located in one Urban Conservation Area within close proximity of the main building where the main facilities, including reception services shall be provided.</p>	M
2.2	<p>All buildings forming part of the premises, including the accommodation units, are located in the same Urban Conservation Area, as indicated by the competent authority for Planning.</p>	M

2.3	Age, heritage or historic significance, if applicable, of the building/s which are to form part of the premises are to be certified accordingly by a competent person with a minimum qualification of MQF Level 7 in the subject of architectural history or similar.	M
2.4	One of the buildings forming part of the premises is identified as the main central building of the premises. The main central building shall provide main facilities, including reception services as established in the applicable Schedules.	M
2.5	All other buildings forming part of the premises, are not located further than two-hundred metres (200m) walking distance from the main building referred to in criterion 2.4. These buildings shall either house additional guest bedrooms, suites, self-catering units and, or any other amenities and services.	M
2.6	<p>All buildings forming part of the premises are run by the same management, irrespective of ownership of each building.</p> <p>In the event that any one or more of the buildings are no longer part of the same management, the Authority shall be informed of such change, and it shall determine whether the label and the licence granted is still applicable or if it is to be withdrawn. This is determined on a case-by-case basis. Such buildings shall be required to obtain a separate licence and provide all minimum requirements.</p>	M
2.7	All buildings to form part of the premises shall have the same use class, as issued by the Planning Authority, and all other buildings are to satisfy same category standards as the main building.	M
2.8	<p>The premises consisting of all connected and, or unconnected buildings shall have the following maximum number of bedroom units, which rooms cannot be shared (hostel-type):</p> <p>Guest Houses: 30 bedrooms</p> <p>Hotels: 50 bedrooms</p>	M
2.9	Any buildings forming part of the premises, not being the main building as referred to in criterion 2.4, shall not have more than twenty (20) bedroom units per building.	M

2.10	The premises satisfies the main objective behind this label as defined in these regulations.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a Tourism Accommodation Establishment of its class as stipulated in these regulations and shall have no exemptions unless eligible under other Special Labels such as the "Heritage Label".	M
4.0	<b>Promotion</b>	
4.1	The licensee and, or operator of an establishment with a Diffuso Label shall ensure that the establishment is promoted as a "Diffuso" Accommodation.	M
5.0	<b>Validity</b>	
5.1	This label shall be valid for an indeterminate period unless the Authority deems that the criteria are no longer satisfied or there is a change in management of one of the properties forming part of the premises.	M

**Part D**  
**SL-04**  
**Agro-Tourism Label**

**Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

<b>04</b>	<b>Agro-Tourism Label</b>	
1.0	<b>Applicability and Eligibility</b>	
1.1	<p>This label is applicable to the following categories licensed by the Authority:</p> <ul style="list-style-type: none"> <li>▪ 3-star to 5-star Hotel</li> <li>▪ Guest House</li> <li>▪ Farmhouses (Holiday Premises)</li> <li>▪ Resident Host (Host Family)</li> </ul>	M
1.2	This label is not applicable to resort-type hotels and Hotels within an Urban setting.	M
2.0	<b>Criteria</b>	
2.1	The premises shall be located on a working farm or other similar agricultural operation.	M
2.2	The location of the premises shall be such as to enable the guest to experience and, or participate in local agricultural or rural life.	M
2.3	The agricultural operation is duly registered with the Agriculture Directorate to carry out agricultural activities as established in the Agriculture Act (Cap. 639.).	M
2.4	Consists of farmhouse-type, rural accommodation or other type of accommodation forming part of a working farm.	M

2.5	Provides facilities or activities to offer a "hands-on" agricultural experience to the guest and opportunities for guest to sample "home-grown" and, or traditional food products and be engaged in their production and, or harvesting.	M
2.4	Agro-tourism establishments providing food and beverage products are to ensure that such provision is constituted mainly of products which are locally produced and manufactured using local raw materials, if possible, from the same holding.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a tourism accommodation establishment of its class as stipulated in these regulations and shall have no exemptions.	M
4.0	<b>Promotion</b>	
4.1	The licensee and, or operator of an establishment with an Agro-Tourism Label shall ensure that the establishment is promoted as an "Agro-Tourism" Accommodation.	M
5.0	<b>Validity</b>	
5.1	This label is valid for a five (5) year period, unless the Authority deems the Criteria are no longer being satisfied.	M

**Part E**  
**SL-05**  
**Spa & Wellness Label**

**Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

<b>05</b>	<b>Spa &amp; Wellness Label</b>	
1.0	<b>Applicability and Eligibility</b>	
1.1	<p>This label is applicable to the following categories licensed by the Authority:</p> <ul style="list-style-type: none"> <li>▪ 3-star to 5-star Hotel</li> </ul>	M
2.0	<b>Criteria</b>	
2.1	The label is applicable to hotels which offer a variety of spa and wellness treatments or facilities as well as other functions and services.	M
2.2	"Wellness" shall be a clear and recognizable theme in the area reserved for spa services.	M
2.3	The "Spa & Wellness" centre shall be self-contained and of sufficient size to accommodate the various facilities.	M
2.4	In order to qualify for the label, the "Spa & Wellness" Centre shall have the standards and criteria in Table 1 below.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a tourism accommodation establishment of its class as stipulated in these Regulations and shall have no exemptions.	M
4.0	<b>Promotion</b>	

4.1	The licensee and, or operator of an establishment with a "Spa & Wellness" Label may promote the accommodation establishment by the inclusion of the word "Spa" or "Spa & Wellness" in the name. Establishments which do not have such a label shall not use the words "Spa" or "Spa & Wellness" when describing the property.	M
<b>5.0</b>	<b>Validity</b>	
5.1	This label shall be valid for a five (5) year period, unless the Authority deems that the criteria are no longer satisfied.	M

**TABLE 1**

Ref	Criterion	Standard
	<b>Spa &amp; Wellness Criteria</b>	
<b>1.0</b>	<b>PUBLIC AREAS</b>	
<b>1.1</b>	<b>Reception Area</b>	
1.1.1	Comfortable waiting area with seating for clients.	M
1.1.2	Separate desk with designated staff member located within the spa or wellness area.	M
1.1.3	Changing room facilities and secure lockers for spa users.	M
1.1.4	Shower and toilet with wash hand basin facilities for guests using spa area.	
1.1.5	All spa guests shall be provided with bathrobes, slippers and a courtesy service (soap, shampoo, bubble-bath).	M
1.1.6	A printed brochure and, or website to be available showing full details of each treatment, the methods and products to be used and time taken to complete treatment and price details.	M
1.1.7	Clients shall be able to get sufficient information from the spa or wellness area desk regarding the use of the spa and gym facilities and equipment.	M

Ref	Criterion	Standard
1.1.8	There shall be a display for products on sale at the spa or wellness reception desk.	M
1.1.9	Bath and sauna towels are provided to spa guests free of charge.	M
1.1.10	Emergency procedures in place for instances when a client with a medical condition or problem needs assistance.	M
<b>2.0</b>	<b>FACILITIES</b>	
2.1	The spa and wellbeing centre shall have at least 2 treatment rooms.	M
2.2	Gymnasium and at least one fitness room.	M
2.3	The fitness section shall be adequately equipped with modern machines, which operate efficiently.	M
2.4	An indoor pool shall be accessible every day of the week, for at least 10 hours a day. The minimum temperature of the water shall be 28°C and there shall be a hydrotherapy area.	M
2.5	The hydro-massage shall be accessible every day of the week, for at least ten hours a day. The minimum temperature of the water shall be 33°C - 35°C.	M
2.6	Sauna facility accessible every day.	M
2.7	The number of thermal facilities shall be consonant with the size of the spa.	M
<b>3.0</b>	<b>TREATMENTS &amp; STAFF</b>	
<b>3.1</b>	<b>Treatments available</b>	
3.1.1	Guests shall be able to make bookings for treatments from home at the time of confirming their hotel reservation.	M
3.1.2	The beauty section shall be open at least 7 hours a day, 5 days a week.	M

Ref	Criterion	Standard
3.1.3	Adequate number of treatment cubicles in the beauty section depending on size of spa and wellness centre.	M
3.1.4	Minimum of six treatments to be available, some of which shall be body treatments including massage and facials as well as a broad selection of both wet and dry treatments shall be available on the treatment menu.	M
3.1.5	At least seven different types of massage must be on offer.	M
3.1.6	Comfortable room temperatures in the treatment rooms.	M
3.1.7	A hairdresser or cosmetician shall be available for bookings.	M
3.1.8	Reasonable space for movement in the treatment rooms for easy access to couches, doors and drawers.	M
<b>3.2</b>	<b>Staff</b>	
3.2.1	At least one qualified expert in spa and wellness treatment services shall be on full-time duty in each section of the spa or wellness centre.	M
3.2.2	All services or treatments are carried out exclusively by appropriately trained and qualified staff or therapists.	M
3.2.3	A personal trainer, to conduct training sessions in the fitness and gym areas shall be available on appointment.	M
3.2.4	The style of the spa may dictate how staff dress, from formal uniforms to informal casual outfits.	M
3.2.5	Particular attention is to be given to personal hygiene.	M
3.2.6	A first aid training policy is to be in place.	M
<b>4.0</b>	<b>MISCELLANEOUS</b>	
4.1	A healthy diet section shall be included in the breakfast buffet.	M
4.2	The restaurant shall, in addition to the normal menu, offer at least one healthy diet menu every day covering a wide variety of preferences.	M

Ref	Criterion	Standard
4.3	Attention shall be paid to the individual dietary requirements of the guests who request such service.	M
4.4	There shall be a fruit-basket available for guests throughout the day in the spa and, or wellness area.	M
4.5	Tea, herbal teas, fruit juice and chilled mineral water shall be available to the guests in the spa and wellness area.	M

**Part F**  
**SL-06**  
**Boutique & Luxury Boutique Label<sup>66</sup>**

**Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

<b>06</b>	<b>Section A - Boutique &amp; Luxury Boutique Label</b>	
<b>1.0</b>	<b>Applicability and Eligibility</b>	
1.1	<p>This label is applicable to the following categories licensed by the Authority:</p> <ul style="list-style-type: none"> <li>▪ 3-star to 5-star Hotel</li> <li>▪ Guest House</li> </ul>	M
1.2	Properties with more than fifty (50) bedroom units shall not be eligible for this label.	M
1.3	Properties shall be buildings that exhibit special architectural qualities or appropriate buildings located in an Urban Conservation Area or in or part of a Scheduled Building as defined in the Development Planning Act (Cap. 552.).	M
1.4	This label is not applicable to resort type hotels that are free standing, fully detached and located within hotel grounds with landscaped areas, pools and other facilities and may be located close to the coast and, or in Outside Development Zone.	M
<b>2.0</b>	<b>Criteria</b>	

<sup>66</sup> Part F of the Fifth Schedule of Annex 5 shall come into force on such future date as may be determined and published by the Minister.

2.1	Boutique accommodation establishments are properties which offer distinct and innovative quality in a smallish, upscale hotel-type environment, which is not necessarily experienced in high-end properties. These types of accommodation establishments are relatively small, distinct, with an accent on design attributes and high level of personalized service.	M
2.2	<p>The Boutique Label refers to tourism accommodation establishments that are:</p> <ul style="list-style-type: none"> <li>▪ small and not more than 50 guest rooms;</li> <li>▪ of superior quality;</li> <li>▪ stylish, distinct, warm, individual, luxurious, unique and with themed concepts;</li> <li>▪ offering impeccable service that is individual and personalised.</li> </ul>	M
2.3	The label has two categories – Boutique and Luxury Boutique.	M
2.4	Hotels or guest houses applying for a Boutique label shall have a distinct quality of design and, or furnishings and services that distinguishes it from other hotels or guest houses and shall abide by the criteria in Section B.	M
2.5	Hotels or guest houses applying for a Luxury Boutique label shall have a distinct high-end design and interior decoration that creates a general ambience of luxury together with impeccable services offered that distinguishes it from other hotels or guest houses and shall abide by the criteria in Section B and Section C.	M
2.6	There shall be a three-phase assessment process to obtain a Boutique or Luxury Boutique Label:	M
2.6.1	The first phase is a written submission by the Applicant according to the requirements issued by the Authority and shall assess the proposed design concept. The assessment shall be carried out by the Authority and appointed experts.	M
2.6.2	The second phase, if the first phase is accepted, is a physical assessment of the premises. The assessment shall be carried out by the Authority and independent experts engaged by the Authority. The label shall be awarded or refused at the end of this stage.	M

2.6.3	The third phase, if the label has been awarded, shall subject the premises to a Mystery Shopping exercise as established or approved by the Authority, within the first year of operation, whereby the management shall have to demonstrate a constant high level of guest satisfaction. Success in meeting the required standards shall maintain the label. Failure to meet the required standards shall result in the withdrawal of the label.	M
2.7	Boutique and Luxury Boutique establishments are encouraged to form part of internationally recognised, curated collections or brands.	
2.8	Boutique and Luxury Boutique establishments shall attain an Eco-certification as recognised by the Authority within nine (9) months from the start of operations.	M
3.0	<b>Exemptions</b>	
3.1	The premises shall conform with the requirements of a tourism accommodation establishment of its class as stipulated in these regulations and shall have no exemptions, unless under any other label, such as the Heritage Label.	M
4.0	<b>Promotion</b>	
4.1	The licensee and, or operator of an establishment with a Boutique or Luxury Boutique Label shall ensure that the establishment is promoted with the word Boutique or Luxury Boutique in its name, however, the word "Hotel" shall not be used unless the original category is that of a hotel.	M
5.0	<b>Validity</b>	
5.1	This label is valid for a two (2) year period, unless the Authority deems that the criteria are not being satisfied and shall be renewed based on successful, independent mystery shopping reports submitted to the satisfaction of the Authority every two (2) years.	M

Ref	Criterion	Standard
<b>Section B - Boutique &amp; Luxury Boutique Criteria</b>		
<b>1.0</b>	<b>General impression</b>	
1.1	<p>Boutique hotels shall have a distinctly unique personal character. There are no restrictions to style or design or limited to any particular period.</p> <p>The hotel's unique atmosphere depends primarily on how the below criteria are satisfied in line with criteria 2.1, 2.2 and 2.4 of Section A.</p>	M
<b>2.0</b>	<b>Public Areas</b>	
2.1	<p>Boutique hotels shall provide a unique public space, exquisitely designed, with a seating lounge in the lobby, or another public area dedicated to guests.</p>	M
<b>3.0</b>	<b>Interior Design</b>	
3.1	<p>Boutique hotels shall feature an overall unique interior that creates a distinctive atmosphere.</p> <p>The overall design shall follow a clearly recognisable concept or theme that shall start at the entrance, public areas and shall extend to the guest rooms. All rooms shall be furnished in high quality finishings and furniture with particular attention to detail and in keeping with the design and character of the hotel or guest house.</p> <p>The furnishings and finishings and the chosen decor shall reinforce the property's distinctive style, making it unique.</p>	M
<b>4.0</b>	<b>Breakfast</b>	
4.1	<p>Breakfast shall be characterised with creative ideas that include local specialities, home-made options with high-quality ingredients that have been thoughtfully selected.</p>	M

Ref	Criterion	Standard
<b>5.0</b>	<b>Personalised Service</b>	
5.1	A boutique label is not only characterised by its physical features but also by an impeccable service provided.	M
5.2	Additional guest experience through the provision of individual and personalised service from booking to innovative reception ideas, impeccable and fast service and satisfying the guest's needs.	M

Ref	Criterion	Standard
<b>Section C - Luxury Boutique Criteria</b>		
		<b>Luxury</b>
<b>1.0</b>	<b>Breakfast Room</b>	
1.1	Breakfast menu card via room service	M
<b>2.0</b>	<b>Beverages</b>	
2.1	Beverage offer in the room	M
<b>3.0</b>	<b>Bedroom</b>	
<b>3.1</b>	<b>Luxury furniture, comfort and fittings:</b>	
3.1.1	Pillow menu to be provided	M
3.1.2	Two (2) usable, non-decorative pillows per person	M
3.1.3	Allergy friendly sleeping alternative available on demand	M
3.1.4	At least two (2) layers of curtain day and night	M
3.1.5	Room light controllable from bed	M
3.1.6	Individual bedside reading light	M
3.1.7	Safe deposit box in the room	M
3.1.8	Dressing table with mirror	M
3.1.9	Coffee table	M
3.1.10	Writing utensils and notepad	M
3.1.11	Preferred newspaper to be delivered to guestroom (print or digital)	M
3.1.12	Updated guest magazine in the room	M

3.1.13	The provision of an umbrella in the room	M
3.1.14	One (1) comfortable seating accommodation, upholstered chair or couch, with side table or tray	M
3.1.15	Accessible power socket next to the bed	M
3.1.16	Telephone in the room along with multilingual instruction	M
3.1.17	Additional modern smart TV in suites in a size appropriate for the room	M
3.1.18	Sewing kit in the room	M
3.1.19	Shoehorn in the room	M
3.1.20	Shoe polishing kit in the room	M
3.2	<b>Noise Control:</b>	
3.2.1	Sound absorbing doors and windows	M
3.3	<b>Communication System:</b>	
3.3.1	Laptop or tablet	M
3.3.2	Internet device with printing option in public area	M
3.3.3	Service manual A-Z (The service manual A-Z has to be added to the application)	M
3.4	<b>Bathroom:</b>	
3.4.1	Twin washbasin in double rooms and suites	M
3.4.2	Luxury fittings in the bathroom	M
3.4.3	Separate shower stall, bathtub and jacuzzi with hot and cold water	M
3.4.4	2 shower heads – raindrop and telephone	M
3.4.5	Flexible vanity mirror	M
3.4.6	TV in bathroom or visible from bathroom	M
3.4.7	Telephone in bathroom	M
3.4.8	Personal care products in bottles	M
3.4.9	Additional cosmetic products (e.g. bath essence, shower cap, nail file, cotton buds, cotton wool pads, body lotion)	M
3.4.10	Bathrobe	M
3.4.11	Slippers	M

4.0	<b>Front Desk Service:</b>	
4.1	Check-in and check-out to be carried out in guest room	M
4.2	Message and preferred newspapers delivered to guest rooms	M
5.0	<b>Secretarial Services:</b>	
5.1	Secretarial services to be offered	M
6.0	<b>Valet Service Delivery:</b>	
6.1	Breakfast served in guestrooms or private dining room or executive lounge	M
6.2	Luggage service	M
7.0	<b>Personalised service which includes the following:</b>	
7.1	Fast response time to guest needs within five minutes	M
7.2	Extra services, such as birthday surprise, anniversary etc.	M
7.3	Accompanying the guest to the room at the arrival	M
7.4	Turndown service in the evening as an additional room check	M
7.5	Fresh flowers in the room	M
8.0	<b>Transportation Services</b>	
8.1	Premium limousine and chauffeur service	M
9.0	<b>Laundry and Valet Services</b>	
9.1	Free ironing service (return within one hour)	M
9.2	Valet services to be offered in guestrooms	M
10.0	<b>Staff:</b>	
10.1	All staff shall be qualified in the hospitality industry and shall be provided with continuous hospitality development training programmes with proof of attendance or completion	M
10.2	Management shall put substantial investment in training of staff	M

**Sixth Schedule  
Private Rented Accommodation Standards**

**A Standards and Criteria**

S.L.409.05.

For the purposes of fees as established in the Fees (Tourism) Regulations, all types of Private Rented Accommodation are to be considered as "comfort".

The letter "M" next to each standard or criterion denotes that it is mandatory.

Ref	Criterion	Standard
<b>1</b>	<b>GENERAL REQUIREMENTS</b>	
<b>1.1</b>	<b>Premises</b>	
1.1.1	If the premises are part of a block or a cluster of units, the approach and public areas shall have lighting and signage to enable guest to approach and identify the premises.	M
1.1.2	Each holiday premises to be clearly numbered and, or named and a sign affixed on the exterior of the unit. Provided that in case of short-term rentals, forming part of a condominium, such sign may be affixed to the exterior of the unit including on or adjacent to the entrance door of the individual unit. Such sign shall indicate the address and that the premises is a licensed short let rented accommodation including the relative official registration/licence number as well as the name and surname and contact number of a designated natural person who shall be available on a twenty-four (24) hour basis to receive complaints and to address any problems arising in connection with the licensed activity.	M
1.1.3	The exterior walls (façade, common areas etc.) of the premises shall be properly maintained.	M
1.1.4	Exterior lights shall be available on all units.	M

<b>1.2</b>	<b>Information</b>	
1.2.1	Responsible person accessible by phone.	M
1.2.2	Prominent display in unit of 24-hour contact phone number and name of responsible person.	M
1.2.3	Prominent display in unit of 24-hour emergency contact numbers for ambulance, fire, police and medical practitioner.	M
1.2.4	Information on services and additional charges available on the premises.	M
1.2.5	Information on facilities and services, including emergency assistance available in the locality, is to be provided on the premises.	M
1.2.6	Copy of energy performance certificate affixed in a visible place.	M
<b>1.3</b>	<b>Furnishings</b>	
1.3.1	Soft furnishings: pictures and decorative ornaments	M
1.3.2	The furniture, furnishings and equipment in the premises shall be of high standard, functional and very well maintained.	M
<b>1.4</b>	<b>General</b>	
1.4.1	Safe deposit system available in unit.	M
1.4.2	Access to Internet or Wi-Fi for the whole premises.	M
1.4.3	First Aid box, prominently displayed and easily accessible.	M
1.4.4	All external apertures lockable and easily opened.	M
<b>1.5</b>	<b>General Fire Safety</b>	

1.5.1	It is the responsibility of licensees and, or operators of holiday premises to ensure that their premises are safe from any fire safety hazard and any fire safety equipment is properly maintained.	M
1.5.2	Adequate internal and external emergency lighting and signage.	M
<b>2.1</b>	<b>Room Spatial Standards</b>	
2.1.1	Minimum floor area of a bedroom for one person shall not be less than 9 square metres, not including the bathroom if provided.	M
2.1.2	Additional floor area of 4 square metres of bedroom for additional person.	M
2.1.3	Minimum internal room width shall not be less than 2.75 metres.	M
<b>2.2</b>	<b>Layout</b>	
2.2.1	Notwithstanding the room sizes, there shall be sufficient space to allow persons staying in room a good degree of	M
2.2.2	Bedroom is separate from kitchen or dining or living if not studio unit.	M
<b>2.3</b>	<b>Bed</b>	
2.3.1	Minimum bed size: 80cm x 190cm for single; 135cm x 190cm for double.	M
2.3.2	Bed linen: 2 sheets and blanket with cover, or sheet and quilt with case cover, pillowcase.	M
2.3.3	1 pillow per person.	M
2.3.4	Additional pillow per person on request.	M

2.3.5	Extra blanket per person on request.	M
2.3.6	Bed sheets changed at least once a week or on guest's request.	M
2.3.7	Bunk beds are not allowed.	M
2.3.8	Maximum number of persons allowed per room: 2, excluding infants making use of cots.	M
<b>2.4</b>	<b>Furniture and Comfort</b>	
2.4.1	Window or balcony allowing natural light and ventilation in room.	M
2.4.2	Blackout curtain, or similar, completely excluding natural or external light.	M
2.4.3	One dressing table and one chair or armchair.	M
2.4.4	One bedside table or night table for single beds. Two bedside tables or night tables for double beds.	M
2.4.5	TV services with monitor in a size appropriate for the room with a remote function including International TV	M
2.4.6	Bedside carpets (applicable to tiled floors) during period from 1st November to 31st May.	M
2.4.7	One wastepaper basket.	M
2.4.8	One mirror.	M
2.4.9	Wardrobe with minimum 5 matching clothes hangers per person. Simple wired hangers shall not fulfil this criterion.	M
2.4.10	Additional matching hangers per person on request	M
2.4.11	Chest of drawers.	M
2.4.12	Air-conditioning system for cooling and heating.	M
2.4.13	Individual bedside reading light.	M

2.4.14	Availability of baby cot upon request.	M
2.4.15	Universal adapter.	M
<b>3.1</b>	<b>General</b>	
3.1.1	When a bathroom is shared, it shall have an independent access.	M
3.1.2	All bedrooms with ensuite bathroom.	
3.1.3	1 bath or shower for a maximum of 4 persons.	M
3.1.4	1 water closet for a maximum of 4 persons.	M
3.1.5	Wash-hand basin for a maximum of 4 persons.	M
3.1.6	Continuous supply of cold and hot water.	M
3.1.7	Sanitary bin and sanitary bags to each water closet.	M
3.1.8	Toilet paper holder with two toilet paper rolls provided on arrival.	M
3.1.9	Toilet brush.	M
3.1.10	Effective system of lighting and of natural or mechanical ventilation.	M
3.1.11	Door with internal lock to ensure privacy.	M
<b>3.2</b>	<b>Bath or Shower</b>	
3.2.1	Bath or Shower	M
3.2.2	Continuous supply of cold and warm water.	M
3.2.3	Bath or shower facilities with curtain or similar.	M

3.2.4	Bath or shower wall and floor covered with impervious material.	M
3.2.5	Soap dispenser or soap dish to be provided in showers.	M
3.2.6	Towels hanger.	M
3.2.7	Three towels per person (hands towel, bath towel, and floor towel).	M
3.2.8	Four towels per person (hands towel, bath towel, an extra towel, and floor towel).	
3.2.9	Towel changing at least twice weekly or on guest request.	M
3.2.10	Shelving or facility for holding toiletries per bath or shower room or cubicle or wash-hand basin.	M
3.2.11	2 drinking glasses.	M
3.2.12	1 clothes hook per bath or shower room or cubicle.	M
3.2.13	Mirror over and per wash-hand basin.	M
3.2.14	Magnifying or shaving mirror.	
3.2.15	Hairdryer.	M
3.2.16	Bathrobe per person.	
<b>4.1</b>	<b>Layout</b>	
4.1.1	Kitchen, kitchen area or kitchen facilities.	M
4.1.2	Kitchen, kitchen area or kitchen facilities separate from bedroom unless property is a studio apartment.	M
<b>4.2</b>	<b>Facilities</b>	

4.2.1	Cooking facilities with at least 2 burners or heating elements.	M
4.2.2	Forced ventilation or extraction close to the cooking area.	M
4.2.3	Oven.	M
4.2.4	Microwave oven.	M
4.2.5	Dishwasher.	
4.2.6	Fridge with freezer including ice cube trays.	M
4.2.7	Ice dispenser.	
4.2.8	Kitchen unit with basin (stainless steel or solid and impermeable material) and draining board.	M
4.2.9	Adequate quantity of necessary cutlery, crockery and glassware including water and wine glasses.	M
4.2.10	Adequate quantity of necessary cooking utensils including firelighter, can, wine and bottle openers.	M
4.2.11	Kettle	M
4.2.12	Bread toaster.	M
4.2.13	1 Fire extinguisher.	M
4.2.14	1 Fire blanket.	M
4.2.15	Gas detection system if cooking facilities are run on gas.	M
4.2.16	Smoke detector	M
<b>5.1</b>	<b>Layout</b>	
5.1.1	Dining area or dining room.	M
5.1.2	Area to be homely, welcoming and comfortable.	M

5.1.3	Natural light and ventilation in room.	M
<b>5.2</b>	<b>Facilities</b>	
5.2.1	One dining table.	M
5.2.2	Chairs (one per person).	M
5.2.3	Highchair provided on request.	M
5.2.4	Heating system.	M
5.2.5	Air-conditioning system for cooling and heating.	M
5.2.6	Possibility to darken the room.	M
<b>6.1</b>	<b>Layout</b>	
6.1.1	Living area.	M
6.1.2	Natural light.	M
<b>6.2</b>	<b>Facilities</b>	
6.2.1	Sofa or two armchairs.	M
6.2.2	One coffee table.	M
6.2.3	TV services with monitor in a size appropriate for the room with a remote function including international television channels.	M
6.2.4	Mirror.	M
6.2.5	Full length mirror.	
6.2.6	Sleeping accommodation in the living area is not allowed.	M

6.2.7	Air-conditioning system for cooling and heating	M
6.2.8	Black out curtains or similar.	M
<b>7.1</b>	<b>Laundry</b>	
7.1.1	Availability of clothes drying facilities	M
7.1.2	Iron and Iron Board	M
7.1.3	Steamer available on request	
7.1.4	Washing machine.	
7.1.5	Tumble dryer.	
<b>7.2</b>	<b>Garbage or Waste</b>	
7.2.1	Refuse collection service. Schedule to be affixed in a visible place. Guests are to be informed of these arrangements and waste separation facilities (bin) to be provided in accordance with the Waste Regulations (S.L. 549.63).	M
7.2.2	Property shall have a waste management plan.	M
<b>7.3</b>	<b>Lifts</b>	
7.3.1	Lifts required to service all floors if access to premises is higher than two floors (Ground and First floors) provided that the Authority may exempt such requirement upon being provided reasonable and justifiable grounds due to heritage constraints.	M
7.3.2	Good state of lift (if applicable).	M
<b>7.4</b>	<b>Swimming Pool (if available criteria 7.4.1 to 7.4.10 apply)</b>	

7.4.1	Swimming pool facilities on site for sole use of guests.	
7.4.2	Facilitated swimming pool access (ladders or stairs).	M
7.4.3	Depth markings clearly visible.	M
7.4.4	Diving prohibition signs prominently displayed where water depth is less than 1.5m.	M
7.4.5	Life-ring buoyancy aids complete with rope, clearly visible, sited and accessible.	M
7.4.6	Swimming pool area with adequate lighting.	M
7.4.7	Pool opening hours on display.	M
7.4.8	When pool is not attended by a responsible person, this shall be stated clearly in the pool area together with the telephone number and location of the immediate contact	M
7.4.9	Prominently displayed instructions in case of an emergency.	M
7.4.10	Efficient pool filtration system.	M
<b>7.5</b>	<b>Sun Terrace or Pool Deck Area</b>	
7.5.1	To be provided if pool is available.	M
7.5.2	Non-slip tiles or material.	M
7.5.3	Table or similar.	M
7.5.4	Chairs or similar.	M
7.5.5	Deck chairs or sun-beds.	M
7.5.6	Parasol or shaded areas.	M

<b>7.6</b>	<b>Miscellaneous Services</b>	
7.6.1	Maid service available on a weekly basis and prior to the arrival of new guests.	M
7.6.2	Additional maid service provided on request.	M
7.6.3	Maintenance service on call.	M
7.6.4	Doctor service on call.	M
7.6.5	Baby-sitting service provided on request.	M
7.6.6	Pool cleaning service (if applicable).	M
<b>8</b>	<b>MAINTENANCE AND CLEANING</b>	
8.1	Good state of the façade, exterior and interior walls, floors and ceiling.	M
8.2	Good state and proper lighting of the façade and of other grounds managed by the operator.	M
8.3	Good state of furniture, soft furnishings, apertures, linen and towelling.	M
8.4	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
8.5	All light sockets and other electrical installations to be properly maintained and functional.	M
8.6	Maintenance service to be provided 12 hours a day.	M
8.7	The operator is obliged to inform the guest, prior to booking and arrival of any additional charges applicable to their booking or stay.	M

**Seventh Schedule  
Resident Host Accommodation Standards**

**A Standards and Criteria**

The letter "M" next to each standard or criterion denotes that it is mandatory.

Ref	Criterion	Standard
<b>1</b>	<b>THE PREMISES</b>	
<b>1.1</b>	<b>Guests</b>	
1.1.1	Maximum number of tourists is four (4).	M
<b>1.2</b>	<b>Condition of Resident Host Accommodation</b>	
1.2.1	The premises shall be in a good state of appearance, repair, cleanliness, and comfort and congenial to receive guests in them with sufficient space to concurrently accommodate all the members of the household and all the guests.	M
1.2.2	Effective means of natural light and ventilation.	M
<b>1.3</b>	<b>Access</b>	
1.3.1	Rooms, spaces and facilities used by all members of the household, other than their bedrooms and bathrooms where guests have their own bathroom, namely hallways, living room, dining room, breakfast room, kitchen, outdoor areas, communication, safe keeping facilities are to be made accessible or available to guests as an integral part of the resident host accommodation.	M

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1.3.2	Room keys shall be available to adult guests. The host shall have a master key or duplicate to all rooms in order to service rooms and for emergencies.	M
<b>1.4</b>	<b>Communications</b>	
1.4.1	Communication facilities within the premises for use by guest.	M
1.4.2	Free access to Internet or Wi-Fi.	M
<b>1.5</b>	<b>General</b>	
1.5.1	First aid equipment to be available within the premises for use by guest	M
1.5.2	Availability of universal adaptors on request	M
<b>2</b>	<b>GUEST BEDROOM</b>	
<b>2.1</b>	<b>Room Spatial Standards</b>	
2.1.1	Minimum floor area for a single bed shall not be less than 9 square metres - not including the bathroom if provided.	M
2.1.2	Minimum floor area for a double bed shall not be less than 13 square metres - not including the bathroom if provided.	M
2.1.3	Minimum internal room width shall not be less than 2.75 metres.	M
<b>2.2</b>	<b>General</b>	
2.2.1	All rooms shall have separate and independent entrance.	M

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2.2.2	Notwithstanding the room sizes, there shall be sufficient space to allow persons staying in room a good degree of comfort.	M
<b>2.3</b>	<b>Bed</b>	
2.3.1	Minimum bed size: 80cm x 190cm for single; 135cm x 190cm for double.	M
2.3.2	Bed linen: 2 sheets and blanket with cover, or sheet and quilt with case cover, pillowcase.	M
2.3.3	1 pillow per person.	M
2.3.4	Additional pillow per person on request.	M
2.3.5	Extra blanket per person on request.	M
2.3.6	Bed sheets changed at least once a week.	M
2.3.7	Sofa beds are not allowed	M
2.3.8	Bunk beds are not allowed	M
2.3.9	Maximum number of persons allowed per room: 2	M
<b>2.4</b>	<b>Furniture and Comfort</b>	
2.4.1	Window or balcony allowing natural light and ventilation in room.	M
2.4.2	Blackout curtain, or similar, completely excluding natural or external light.	M
2.4.3	1 dressing table and one chair or armchair.	M
2.4.4	At least 1 bedside table to be shared by every 2 persons or 2 bedside tables to be shared by every 3 persons.	M
2.4.5	1 waste paper basket.	M
2.4.6	1 mirror.	M
2.4.7	Wardrobe with 5 matching clothes hangers per person.	M
2.4.8	Additional matching hangers per person on request.	M
2.4.9	Chest of drawers.	M

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2.4.10	Effective heating system.	M
2.4.11	Effective fan (ventilation system) if there is no air conditioning.	M
2.4.12	Individual bedside reading light.	M
2.4.13	Availability of electric sockets.	M
<b>3</b>	<b>BATHROOM FACILITIES</b>	
<b>3.1</b>	<b>General</b>	
3.1.1	When a bathroom is shared, it must have an independent access.	M
3.1.2	Water closet with seat and cover.	M
3.1.3	Two toilet paper rolls available in bathroom at all times.	M
3.1.4	Wash-hand basin supplied with liquid soap or soap.	M
3.1.5	Continuous supply of cold and hot water.	M
3.1.6	Sanitary bin and sanitary bags to each water closet.	M
3.1.7	Toilet brush.	M
3.1.8	Effective system of lighting and of natural or mechanical ventilation.	M
3.1.9	Door with internal lock to ensure privacy.	M
<b>3.2</b>	<b>Bath or Shower</b>	
3.2.1	Bath or Shower	M
3.2.2	Continuous supply of cold and warm water.	M
3.2.3	Bath or shower facilities with curtain or similar.	M
3.2.4	Bath or shower wall and floor covered with impervious material.	M
3.2.5	Towels hanger and floor mat per bath or shower room or cubicle.	M

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3.2.6	1 bath towel and 1 small towel per person. Towels changed at least twice a week.	M
3.2.7	Shelving or facility for holding toiletries per bath or shower room or cubicle or wash-hand basin.	M
3.2.8	1 clothes hook per bath or shower room or cubicle.	M
3.2.9	Mirror.	M
3.2.10	Hairdryer available on request	M
3.2.11	Effective system of lighting and of natural or mechanical ventilation.	M
<b>4</b>	<b>MAINTENANCE AND CLEANING</b>	
4.1	Good state of the façade, exterior and interior walls, floors and ceiling.	M
4.2	Good state of furniture, soft furnishings, apertures, linen and towelling.	M
4.3	Installations, fittings, ventilation, air-conditioning system and other equipment in good operating conditions.	M
4.4	All light sockets and other electrical installations to be properly maintained and functional.	M
4.5	Rooms, bathrooms, toilets, corridors and passageways are to be kept clean at all times and cleaned or washed at least twice a week.	M
4.6	Provision shall be made for hygiene and cleanliness particularly in the kitchen and dining areas.	M



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