

<b>Ser</b>	<b>Standards</b>	<b>Lodges</b>	<b>Tented camps (fronds, portable shelter, canvas, cloth, etc )</b>
<b>1</b>	<b>Location</b>		
<b>1-1</b>	<b>Appropriate location</b>	Should be suitable for this kind of establishments, should be in harmony with the surrounding environment (desert, mountain, costal) and should be at least 5 kms away from the nearest residential locality.	Should be suitable for this kind of establishments, should be in harmony with the surrounding environment (desert, mountain, costal) and should be at least 5 kms away from the nearest residential locality.
<b>1-2</b>	<b>Building</b>		
<b>1-2-1</b>	<b>Building material</b>	Rigid building material provided that walls are painted or covered by materials in harmony with the surrounding environment	Tents maids of hides or fronds i.e. non-rigid materials
<b>1-2-2</b>	<b>Camp boundary wall</b>	Rigid materials painted or covered by materials in harmony with surrounding environment	Rigid materials painted or covered by materials in harmony with surrounding environment
<b>1-2-3</b>	<b>Façade</b>	Architectural features compatible with surrounding environment	Architectural features compatible with surrounding environment
<b>1-2-4</b>	<b>Windows-exterior</b>	Clean windows preferably wooden	Clean exterior windows
<b>1-2-5</b>	<b>View from inside</b>	Must be acceptable from all rooms	Must be acceptable from all rooms
<b>1-3</b>	<b>Access</b>		
<b>1-3-1</b>	<b>Signage</b>	Signs indicating the different location of the facility	Signs indicating the different location of the facility
<b>1-3-2</b>	<b>Separate staff entrance</b>	Separate entrance for the staff and services out of visitor sight	Separate entrance for the staff and services out of visitor sight
<b>1-4</b>	<b>Surrounding environment</b>		
<b>1-4-1</b>	<b>landscaping</b>	Suitable landscaped area	Suitable landscaped area

<b>1-5</b>	<b>Parking</b>		
<b>1-5-1</b>	<b>Number of parking slots</b>	At least 10 parking slots for the first 10 rooms and one more parking slot for every 3 guest rooms	At least 10 parking slots for the first 10 rooms and one more parking slot for every 3 guest rooms
<b>1-5-2</b>	<b>Staff parking</b>	Separate parking area for the staff	Separate parking area for the staff
<b>1-6</b>	<b>Entrance</b>		
<b>1-6-1</b>	<b>Main entrance</b>	Easily accessible with proper signage	Easily accessible with proper signage
<b>1-6-2</b>	<b>Hours of admission</b>	24 hours	24 hours
<b>2</b>	<b>Public areas</b>		
<b>2-1</b>	<b>Reception area</b>		
<b>2-1-1</b>	<b>Size of reception area</b>	At least 10 sq meters reception office closed to the entrance should be available	At least 10 sq meters reception office closed to the entrance should be available
<b>2-1-2</b>	<b>Location and access</b>	Easy accessible from the entrance	Easy accessible from the entrance
<b>2-1-3</b>	<b>Ashtrays and trash bins</b>	Ashtrays and trash bins should be available in all public areas	Ashtrays and trash bins should be available in all public areas
<b>2-1-4</b>	<b>Toilets</b>	Separate toilets for men and women's	Separate toilets for men and women's
<b>2-1-5</b>	<b>Fixtures and fittings</b>	Good quality fixtures and fittings compatible to natural environment should be installed in toilets and water and electricity connections should be available	Good quality fixtures and fittings compatible to natural environment should be installed in toilets and water and electricity connections should be available
<b>2-1-6</b>	<b>Sanitary ware and water supply</b>	Separate toilets, urinals and wash basins with hot and cold water running around the clock as well as non-inflammable dust bins should be available	Separate toilets, urinals and wash basins with hot and cold water running around the clock as well as non-inflammable bins should be available
<b>2-1-7</b>	<b>Reception working hours</b>	Staff should be available 24 hours	Staff should be available 24 hours
<b>2-1-8</b>	<b>Back office</b>	PABX in a separate office	PABX in a separate office
<b>2-1-9</b>	<b>Safe deposit boxes</b>	Should be available for visitors valuables in the reception office	Should be available for visitors valuables in the reception office
<b>2-1-10</b>	<b>Public phones</b>	Public phones or a communication means should be available	Public phones or a communication means should be available
<b>2-2</b>	<b>Maintenance and cleanliness</b>		

<b>2-2-1</b>	<b>General cleanliness</b>	All floors and public areas should always be clean	All floors and public areas should always be clean
<b>2-2-2</b>	<b>Scratches and cigarettes burns on the floor and carpet</b>	All floors and carpet must be free of scratches and burns and maintained in good condition	All floors and carpet must be free of scratches and burns and maintained in good condition
<b>2-2-3</b>	<b>Burnt lamps</b>	Burnt lamps in public area should be promptly replaced	Burnt lamps in public area should be promptly replaced
<b>2-3</b>	<b>Restaurants</b>		
<b>2-3-1</b>	<b>All-day dining</b>	Dining room serving break fast, lunch and dinner	Dining room serving break fast, lunch and dinner
<b>2-3-2</b>	<b>Table top presentation</b>	Clean table top with cutlery, glassware and napkin	Clean table top with cutlery, glassware and napkin
<b>2-3-3</b>	<b>Food quality</b>	Is hot food is hot? Is cold food is cold? And presented attractively	Is hot food is hot? Is cold food is cold? And presented attractively
<b>2-3-4</b>	<b>Menu composition</b>	Attractive menu presentation offers balanced choice of food, table covered with linen and paper napkin should be available	Attractive menu presentation offers balanced choice of food, table covered with linen and paper napkin should be available
<b>2-3-5</b>	<b>Cleanliness and upkeep</b>	Floors, walls, tables and chairs must be kept clean	Floors, walls, tables and chairs must be kept clean
<b>2-3-6</b>	<b>Foreign language skills</b>	Servers must be capable of communication in basic English	Servers must be capable of communication in basic English
<b>2-3-7</b>	<b>Service delivery</b>	Efficient services is required	Efficient services is required
<b>2-3-8</b>	<b>Check (bill) presentation</b>	Check presentation face down in a suitable manner	Check presentation face down in a suitable manner
<b>2-3-9</b>	<b>Farewell procedure</b>	Expression of appreciation should be extended	Expression of appreciation should be extended
<b>2-3-10</b>	<b>Attractiveness of uniform</b>	Attractive uniform should be provided	Attractive uniform should be provided
<b>3</b>	<b>Guest rooms</b>		
<b>3-1</b>	<b>Minimum standards</b>		
<b>3-1-1</b>	<b>Minimum number of rooms</b>	At least 10 rooms attached or detached rooms	At least 10 rooms attached or detached rooms
<b>3-1-2</b>	<b>Minimum area of single</b>	16 m2	16 m2

	<b>rooms ( excluding bathroom, entrance and cloth closet)</b>		
<b>3-1-3</b>	<b>Minimum area of double rooms ( excluding bathroom, entrance and cloth closet)</b>	16 m2	16 m2
<b>3-1-4</b>	<b>Non-smoking rooms</b>	Rooms for non-smokers should be available	Rooms for non-smokers should be available
<b>3-1-5</b>	<b>Posting of tariffs</b>	Posted on the door inside the room	Posted on the door inside the room
<b>3-1-6</b>	<b>Signage in English and Arabic</b>	Basic directional signage including room numbers on each unit	Basic directional signage including room numbers on each unit
<b>3-1-7</b>	<b>Minimum ceiling height</b>	2.5 m	N/A
<b>3-1-8</b>	<b>Flooring</b>	Good quality floor coverings suitable to the overall design	Good quality floor coverings suitable to the overall design
<b>3-1-9</b>	<b>Minimum number of windows</b>	At least 1 window	At least 1 window
<b>3-1-10</b>	<b>Room doors</b>	Made of woods or traditional Omani doors in harmony with the overall design	Made of woods or traditional Omani doors in harmony with the overall design
<b>3-1-11</b>	<b>Room number</b>	Must be made of materials available in the surrounding environment and should be coordinated with door design	Must be made of materials available in the surrounding environment and should be coordinated with door design
<b>3-1-12</b>	<b>Locks</b>	Lockable form inside	Lockable form inside
<b>3-2</b>	<b>Beds</b>		
<b>3-2-1</b>	<b>Size of single bed</b>	100X 190 Cm	100X 190 Cm
<b>3-2-2</b>	<b>Size of double bed</b>	150X200 Cm	150X200 Cm
<b>3-3</b>	<b>Furniture and other standard</b>		
<b>3-3-1</b>	<b>Waste basket</b>	Fire resistant in harmony with overall room features	Fire resistant in harmony with overall room features
<b>3-3-2</b>	<b>Furnishing and décor</b>	Should be compatible with furniture, fixtures and equipments	Should be compatible with furniture, fixtures and equipments
<b>3-3-3</b>	<b>Wall coverings</b>	Painted or covered with materials compatible with surrounding nature	N/A

<b>3-3-4</b>	<b>Window coverings</b>	Block-out drapes compatible with local environment	Block-out drapes compatible with local environment
<b>3-3-5</b>	<b>Bedding and linen</b>	Good quality bed and spreads and quilt	Good quality bed and spreads and quilt
<b>3-3-6</b>	<b>Cloth closet</b>	Cloth hanging closet with wood or plastic hangers	Cloth hanging closet with wood or plastic hangers
<b>3-3-7</b>	<b>Lighting</b>	Suitable lighting source in harmony with surrounding environment	Suitable lighting source in harmony with surrounding environment
<b>3-3-8</b>	<b>Sign indicating Qibla direction</b>	A visible sign indicating Qibla direction	A visible sign indicating Qibla direction
<b>3-3-9</b>	<b>Emergency exit plan</b>	An emergency escape route diagram shall be hanged on each room door from inside	An emergency escape route diagram shall be hanged on each room door from inside
<b>3-3-10</b>	<b>Ashtray</b>	Ashtray should be available in smokers rooms	Ashtray should be available in smokers rooms
<b>4-1</b>	<b>Guest room cleanliness</b>		
<b>4-1-1</b>	<b>Scuff marks</b>	Walls are kept free of scuff marks	Tents are kept clean all the time
<b>4-1-2</b>	<b>Upkeep of floors and carpet</b>	Floors and carpet are kept clean	Floors and carpet are kept clean
<b>4-1-3</b>	<b>Burnt-out light bulbs</b>	Burn-out bulbs should be replaced	Burn-out bulbs should be replaced
<b>5</b>	<b>Bathrooms</b>		
<b>5-1</b>	<b>Bathroom minimum standards</b>		
<b>5-1-1</b>	<b>Location of bathroom</b>	Must be en-suite	Preferably en-suite and possibly common bathrooms separately for men and women beside the rooms
<b>5-1-2</b>	<b>Minimum area</b>	4 m2	4 m2
<b>5-1-3</b>	<b>WC with bidet or hand shower</b>	WC and hand shower in bathroom	WC and hand shower in bathroom
<b>5-1-4</b>	<b>Hand wash basins with mirror and lighting fixtures</b>	Should be available	Should be available
<b>5-1-5</b>	<b>Ease of movement</b>	Sufficient space for ease of movement	Sufficient space for ease of movement
<b>5-1-6</b>	<b>Wall and floor coverings</b>	Coverings of good quality in harmony with surrounding environment and architectural design	Coverings of good quality in harmony with surrounding environment and architectural

			design
<b>5-1-7</b>	<b>Ventilation</b>	There must be mechanical or natural ventilation with the exception of roofless bathrooms	There must be mechanical or natural ventilation with the exception of roofless bathrooms
<b>5-2</b>	<b>Bathroom amenities</b>		
<b>5-2-1</b>	<b>Towels</b>	Adequate number of quality towels on racks	Adequate number of quality towels on racks
<b>5-2-2</b>	<b>Bathroom floor mat</b>	✓	✓
<b>5-2-3</b>	<b>Tissue paper box</b>	✓	✓
<b>5-2-4</b>	<b>Fire-proof waste basket</b>	✓	✓
<b>5-2-5</b>	<b>Ashtray</b>	✓	✓
<b>5-2-6</b>	<b>Toilet paper and spare roll</b>	✓	✓
<b>5-2-7</b>	<b>Shampoo and conditioner</b>	✓	✓
<b>6</b>	<b>Front office</b>		
<b>6-1</b>	<b>Working hours</b>	24 hours	24 hours
<b>6-2</b>	<b>Foreign language skills</b>	Basic English	Basic English
<b>6-3</b>	<b>Knowledge of local attractions</b>	Knowledge of local attractions is a must	Knowledge of local attractions is a must
<b>6-4</b>	<b>Registration upon arrival</b>	Check-in procedure	Check-in procedure
<b>6-5</b>	<b>Check-out time</b>	12:00 hrs	12:00 hrs
<b>6-6</b>	<b>Attractiveness and cleanliness of uniforms</b>	Uniforms must be clean and attractive are clean	Uniforms must be clean and attractive are clean
<b>7</b>	<b>Housekeeping</b>		
<b>7-1</b>	<b>Housekeeping services without guest disturbance</b>	Maid service should be functional and performed with efficiency	Maid service should be functional and performed with efficiency
<b>7-2</b>	<b>Linen replacement</b>	Good quality bed sheets to be changed daily and pillow tits changed daily	Good quality bed sheets to be changed daily and pillow tits changed daily
<b>7-3</b>	<b>Laundry services</b>	Available on demand	Available on demand
<b>7-4</b>	<b>Bathroom cleanliness</b>	Bathroom are kept clean	Bathroom are kept clean
<b>7-5</b>	<b>Speed of responding to guest request</b>	Guest request should be fulfilled efficiently	Guest request should be fulfilled efficiently
<b>7-6</b>	<b>Storage rooms for bedding,</b>	Shall be kept clean and in good order	Shall be kept clean and in good order

	<b>linen and cleaning supplies</b>		
<b>7-7</b>	<b>Lost and found procedure</b>	Lost and found procedure must be installed	Lost and found procedure must be installed
<b>8</b>	<b>Entertainment and leisure</b>		
<b>8-1</b>	<b>Entertainment</b>	Entertainment means must be made available such as bikes, non-electronic games for children, camel riding, horse riding provided that they are in harmony with the environment	Entertainment means must be made available such as bikes, non-electronic games for children, camel riding, horse riding provided that they are in harmony with the environment
<b>9</b>	<b>Staff</b>		
<b>9-1</b>	<b>Staff ratio (number of employees per room). Ratio depends on number of food and beverage facilities</b>	0.3-0.4 per room	0.3-0.4 per room
<b>9-2</b>	<b>Attractiveness of uniform</b>	Clean uniforms are provided regularly	Clean uniforms are provided regularly
<b>9-3</b>	<b>Locker rooms with showers, wash basins and WC facilities</b>	Must be made available	Must be made available
<b>9-4</b>	<b>Staff accommodation</b>	There shall be a comfortable housing facility Facility. Beds and lockers are kept in good repair	There shall be well housing facility. Beds and lockers are kept in good repair
<b>9-5</b>	<b>Staff handbook</b>	Handbook explaining rules and regulations must be available	Handbook explaining rules and regulations must be available
<b>10</b>	<b>Garbage and trash removal area</b>		
<b>10-1</b>	<b>Garbage and trash removal area</b>	There shall be a garbage container or compactor that processes all trash and garbage	There shall be a garbage container or compactor that processes all trash and garbage
<b>10-2</b>	<b>Pest control-back of the house and guest rooms</b>	Back of the house should be treated on a quarterly basis. Guestrooms should be treated when necessary	Back of the house should be treated on a quarterly basis. Guestrooms should be treated when necessary
<b>11</b>	<b>Food storage</b>		

<b>11-1</b>	<b>Meat, fish, poultry and dairy products</b>	In all food production areas, storage shall adhere to health standards set by the municipality at temperatures that limit bacteria growth (1°C-4°C). Each food item must be stored separately. All food storage facilities must adhere to very cleaning standards.	In all food production areas, storage shall adhere to health standards set by the municipality at temperatures that limit bacteria growth (1°C-4°C). Each food item must be stored separately. All food storage facilities must adhere to very cleaning standards.
<b>11-2</b>	<b>Dry storage</b>	Approx. 16 °C with sufficient ventilation all the time	Approx. 16 °C with sufficient ventilation all the time
<b>11-3</b>	<b>Pastry storage</b>	Shall be stored separately in their own refrigerator/freezer walk-ins or reach-ins	Shall be stored separately in their own refrigerator/freezer walk-ins or reach-ins
<b>12</b>	<b>Food production area</b>		
<b>12-1</b>	<b>Cleanliness and sanitation conditions</b>	Kitchens must be kept clean & all equipment and surfaces for the process of raw products must be thoroughly cleaned before cooked product may be processed in these areas	Kitchens must be kept clean & all equipment and surfaces for the process of raw products must be thoroughly cleaned before cooked product may be processed in these areas
<b>12-2</b>	<b>Hand wash basins in all cook stations</b>	There must be hand wash basins positioned throughout the food production area so that cooks may wash their hands after having processed raw product. This is to avoid cross-contamination	There must be hand wash basins positioned throughout the food production area so that cooks may wash their hands after having processed raw product. This is to avoid cross-contamination
<b>12-3</b>	<b>Sinks for pot washing</b>	There must be 3 pot sinks for the purpose of cleaning pots with a specified temperature	There must be 3 pot sinks for the purpose of cleaning pots with a specified temperature
<b>12-4</b>	<b>Sinks in food preparation area</b>	There must be a sufficient number of double sinks in order to clean raw food products	There must be a sufficient number of double sinks in order to clean raw food products
<b>12-5</b>	<b>Low pressure ventilation in kitchens</b>	Must be available in the kitchen in order to prevent odors from escaping to other areas	Must be available in the kitchen in order to prevent odors from escaping to other areas
<b>12-6</b>	<b>Chopping boards</b>	All cutting boards & blocks shall adhere to the health standard specification—they must be	All cutting boards & blocks shall be according to health standard specification—



		thoroughly cleaned after each use. And should be color coded.	they must be thoroughly cleaned after each use and should be color coded.
<b>12-7</b>	<b>Follow-up of last sanitation inspection report</b>	Should be studied, and, if necessary, be followed up to verify if noted defects have been remedied	Should be studied, and, if necessary, be followed up to verify if noted defects have been remedied
<b>12-8</b>	<b>Kitchen floor sanitation</b>	Good drainage, non-slip floor free of grease	Good drainage, non-slip floor free of grease
<b>13</b>	<b>Fire safety requirements</b>		
<b>13-1</b>	<b>Guest evacuation sound system</b>	Guest evacuation sound system in case of fire and other emergencies	Guest evacuation sound system in case of fire and other emergencies
<b>13-2</b>	<b>Fire fighting equipment</b>	Proper fire fighting equipment such as hose reels, portable fire extinguishers, fire blanket should be available	Proper fire fighting equipment such as hose reels, portable fire extinguishers, fire blanket should be available
<b>13-3</b>	<b>Emergency evacuation procedure</b>	Notices in all bedrooms & public areas.( instructing guests as to what they should do & where to go in case of fire or in any other emergency).	Notices in all bedrooms & public areas.( instructing guests as to what they should do & where to go in case of fire or in any other emergency).
<b>13-4</b>	<b>Fire exits</b>	Means of escape with clearly marked signs	Means of escape with clearly marked signs
<b>13-5</b>	<b>Life safety rules and regulations</b>	Simple guidelines on the subject of life safety rules & regulations will be included in the guest room directory	Simple guidelines on the subject of life safety rules & regulations will be included in the guest room directory
<b>13-6</b>	<b>24 hours security surveillance</b>	There shall be 24-hours security surveillance	There shall be 24-hours security surveillance
<b>14</b>	<b>Insurance</b>		
<b>14-1</b>	<b>Liability and establishments insurance</b>	Establishment should be insured	Establishment should be insured
<b>15</b>	<b>Technical installation</b>		
<b>15-1</b>	<b>Reserve water supply</b>	Reserve water supply must be available	Reserve water supply must be available
<b>15-2</b>	<b>Maintenance</b>	Maintenance technician on call	Maintenance technician on call
<b>15-3</b>	<b>Stand-by generator</b>	Stand-by generators to provide power in case of power outage	Stand-by generators to provide power in case of power outage
<b>15-4</b>	<b>Sanitation</b>	Follow-up the rules and regulations of the concerned authorities	Follow-up the rules and regulations of the concerned authorities

<b>16</b>	<b>Air-conditioning</b>		
<b>16-1</b>	<b>Ventilation</b>	Highly efficient ventilation system in all work areas including guest rooms and bath rooms.	Highly efficient ventilation system in all work areas including guest rooms and bath rooms.
<b>17</b>	<b>Health services standard</b>		
<b>17-1</b>	<b>First-aid kits</b>	Must be available in the reception office and various areas in the kitchen	Must be available in the reception office and various areas in the kitchen
<b>17-2</b>	<b>Staff basic knowledge of first-aid procedures</b>	At least one member of the staff must be have been trained professionally in first aid procedures	At least one member of the staff must be have been trained professionally in first aid procedures
<b>17-3</b>	<b>Emergency clinic services on demand</b>	Access to emergency clinic services must be available	Access to emergency clinic services must be available