

Ser	Standards	Lodges	Tented camps (fronds, portable shelter, canvas, cloth, etc)
1	Lacation		
1-1	Appropriate location	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.
1-2	Building		
1-2-1	Building material	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
1-2-2	Camp boundary wall	Rigid materials painted or covered by materials in harmony with surrounding environment	Rigid materials painted or covered by materials in harmony with surrounding environment
1-2-3	Façade	Architectural features compatible with surrounding environment	Architectural features compatible with surrounding environment
1-2-4	Windows-exterior	Clean windows preferably wooden	Clean exterior windows
1-2-5	View from inside	Must be acceptable from all rooms	Must be acceptable from all rooms
1-3	Access		
1-3-1	Signage	Signs indicating the different location of the facility	Signs indicating the different location of the facility
1-3-2	Separate staff entrance	Separate entrance for the staff and services out of visitor sight	Separate entrance for the staff and services out of visitor sight
1-4	Surrounding environment		
1-4-1	landscaping	Suitable landscaped area	Suitable landscaped area

1-5	Parking		
1-5-1	Number of parking slots	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
1-5-2	Staff parking	Separate parking area for the staff	Separate parking area for the staff
1-6	Entrance		
1-6-1	Main entrance	Easily accessible with proper signage	Easily accessible with proper signage
1-6-2	Hours of admission	24 hours	24 hours
2	Public areas		
2-1	Reception area		
2-1-1	Size of reception area	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
2-1-2	Location and access	Easy accessible from the entrance	Easy accessible from the entrance
2-1-3	Ashtrays and trash bins	Ashtrays and trash bins should be available in all public areas	Ashtrays and trash bins should be available in all public areas
2-1-4	Toilets	Separate toilets for men and women's	Separate toilets for men and women's
2-1-5	Fixtures and fittings	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
2-1-6	Sanitary ware and water supply	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
2-1-7	Reception working hours	Staff should be available 24 hours	Staff should be available 24 hours
2-1-8	Back office	PABX in a separate office	PABX in a separate office
2-1-9	Safe deposit boxes	Should be available for visitors valuables in the reception office	Should be available for visitors valuables in the reception office
2-1-10	Public phones	Public phones or a communication means should be available	Public phones or a communication means should be available
2-2	Maintenance and cleanliness		

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

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

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

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

	linen and cleaning supplies		
7-7	Lost and found procedure	Lost and found procedure must be installed	Lost and found procedure must be installed
8	Entertainment and leisure		
8-1	Entertainment	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
9	Staff		
9-1	Staff ratio (number of employees per room). Ratio depends on number of food and beverage facilities	0.3-0.4 per room	0.3-0.4 per room
9-2	Attractiveness of uniform	Clean uniforms are provided regularly	Clean uniforms are provided regularly
9-3	Locker rooms with showers, wash basins and WC facilities	Must be made available	Must be made available
9-4	Staff accommodation	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
9-5	Staff handbook	Handbook explaining rules and regulations must be available	Handbook explaining rules and regulations must be available
10	Garbage and trash removal area		
10-1	Garbage and trash removal area	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
10-2	Pest control-back of the house and guest rooms	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
11	Food storage		

11-1	Meat, fish, poultry and dairy products	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.
11-2	Dry storage	Approx.16 °C with sufficient ventilation all the time	Approx. 16 °C with sufficient ventilation all the time
11-3	Pastry storage	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
12	Food production area		
12-1	Cleanliness and sanitation conditions	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
12-2	Hand wash basins in all cook stations	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
12-3	Sinks for pot washing	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
12-4	Sinks in food preparation area	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
12-5	Low pressure ventilation in kitchens	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
12-6	Chopping boards	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.
12-7	Follow-up of last sanitation inspection report	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
12-8	Kitchen floor sanitation	Good drainage, non-slip floor free of grease	Good drainage, non-slip floor free of grease
13	Fire safety requirements		
13-1	Guest evacuation sound system	Guest evacuation sound system in case of fire and other emergencies	Guest evacuation sound system in case of fire and other emergencies
13-2	Fire fighting equipment	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
13-3	Emergency evacuation procedure	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).
13-4	Fire exits	Means of escape with clearly marked signs	Means of escape with clearly marked signs
13-5	Life safety rules and regulations	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
13-6	24 hours security surveillance	There shall be 24-hours security surveillance	There shall be 24-hours security surveillance
14	Insurance		
14-1	Liability and establishments insurance	Establishment should be insured	Establishment should be insured
15	Technical installation		
15-1	Reserve water supply	Reserve water supply must be available	Reserve water supply must be available
15-2	Maintenance	Maintenance technician on call	Maintenance technician on call
15-3	Stand-by generator	Stand-by generators to provide power in case of power outage	Stand-by generators to provide power in case of power outage
15-4	Sanitation	Follow-up the rules and regulations of the concerned authorities	Follow-up the rules and regulations of the concerned authorities

16	Air-conditioning		
16-1	Ventilation	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.
17	Health services standard		
17-1	First-aid kits	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
17-2	Staff basic knowledge of first-aid procedures	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
17-3	Emergency clinic services on demand	Access to emergency clinic services must be available	Access to emergency clinic services must be available