Regulations of Tourist Accommodation Facilities
Contents:

<table>
<thead>
<tr>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter One : Definitions</td>
<td>3</td>
</tr>
<tr>
<td>Chapter Two : Licensing</td>
<td>8</td>
</tr>
<tr>
<td>Chapter Three : Classification</td>
<td>14</td>
</tr>
<tr>
<td>Chapter Four : Objections &amp; Grievance against Classification</td>
<td>16</td>
</tr>
<tr>
<td>Chapter Five : Price Lists</td>
<td>17</td>
</tr>
<tr>
<td>Chapter Six : Licensee’s Commitments</td>
<td>18</td>
</tr>
<tr>
<td>Chapter Seven : Staff of Tourist Accommodation Facility</td>
<td>25</td>
</tr>
<tr>
<td>Chapter Eight : Control, Inspection and Complaints</td>
<td>27</td>
</tr>
<tr>
<td>Chapter Nine : General Provisions</td>
<td>32</td>
</tr>
</tbody>
</table>
Chapter One
Definitions

Article One:
The following words and phrases shall have the meanings specified in front of each, unless context requires otherwise:

Law : Tourism Law
Regulations : The Regulations of Tourist Accommodation Facility, in execution of provisions of the Law, and what’s issued in regard thereof.
Commission : Saudi Commission for Tourism & National Heritage
Board of Directors : Commission’s Board of Directors
Chairman : Chairman of Board of Director
President : President of the Commission
Competent Department : General Department of Licenses or any other departments related to the Commission, Commission’s branches within KSA, or Commission’s representative in the Office of the Secretary, Municipality, or General Investment Authority (in case of delegation thereof), as determined by Procedures Manuals.
Licensing : A process includes procedures of fulfilling conditions and requirements, specified in Regulations, in order to obtain the License.
License : A fixed term document, which is issued and accredited by Commission, in the name of Licensee to practice operation of Tourist Accommodation Facility, in accordance with the provisions of Rules and Regulations.
Licensee : Any natural or legal person, holding valid License and Classification Certificate, issued by Commission, to practice operation and management of Tourist Accommodation Facilities.
Classification : A process includes identification, description and assessment of level of service provided in Tourist Accommodation Facilities, along with dividing the service into classes determined by Regulations.
Certificate of Classification: A fixed term document, which is issued and accredited by Commission, in the name of a Tourist Accommodation Facility. The classification is determined in such document.

Measures of Classification: Conditions and requirements, which must be available in Tourist Accommodation Facilities, to obtain the proper Classification according to Regulations.

Qualification of management and operation of Tourist Accommodation Facilities: Ensuring capacity and efficiency of the entities practicing activity of management and operation of Tourist Accommodation Facility, pursuant to qualification standards accredited in accordance with Procedures Manual.

Tourist Accommodation Facility: Any place mainly provides the service of overnight stay (for guests/tourists), for charge, whether this place is a hotel or any other residential unit, which serves the same purposes, as well as any other supporting services. Such places are divided into two types:

1. Complete Service Facilities: Facilities are classified by Star or Dallah (for heritage buildings), provide overnight stay service for charge, in addition to other services, such as reception, food, beverages, and other services, according to the categories of Classification, described within Procedures Manual, and are managed by unified management. Such facilities includes the following:
   a. Hotels: A building or a group of buildings with a separate general entrance, where it is conditioned that the ratio of (independent room with a bathroom) must not be less than 60% of total units.
   b. Heritage Hotels: They are divided into two categories:
      o Heritage Hotels: A heritage building or a group of heritage or historic buildings with a separate general entrance, and has the old heritage character of the region, where the hotels are located. A building shall be deemed as a heritage only after obtaining approval of Commission, stating that the building is a heritage.
      o Hotels with Heritage Character: A hotel simulates local urban style, and old building materials used in the region.
   c. Resorts: A building or a group of buildings surrounded by one wall with a separate general entrance. Resorts include entertainment facilities and green spaces of different areas, according to the category of Classification.
   d. Road Hotels “Motels”: A building or a group of buildings with a separate general entrance, located on the travel roads between cities or governorates, where it is conditioned that the ratio of (independent rooms with a bathroom) must not be less than 60% of total units.
   e. Hotel Rooms: A building or group of buildings with a separate general entrance, include a number of independent units with private entrance, where it is conditioned that
60% of total units shall include at least in each unit (one independent bedroom with a door, bathroom, reception salon, and kitchen).

f. **Hotel villas:** A group of units with a separate general entrance. Each unit shall be completely independent from the other, and shall have a private entrance. Each unit shall include at least (one bedroom, two bathrooms, living room, reception salon, and kitchen).

2. **Self Service Facilities:** Facilities which are classified by degrees, and provide overnight stay only. They include the following:

   a. **Furnished Residential Units:** A building or a group of buildings with a separate general entrance, which include a number of independent units, with a private entrance where it is conditioned that 60% of total units shall include at least in each unit (one independent bedroom with a door, bathroom, reception salon, and kitchen).

   b. **Tourist Inns:** A group of buildings provide self-service, so that all units shall have a separate general entrance and all units shall be run by unified management. Each unit shall be completely separate and provide overnight stay. Each unit shall at least include (one separate bedroom with a door, bathroom, reception salon, and kitchen).

   c. **Environmental Tourist Camps:** Each camp made in desert, mountain, or coastal areas, in accordance with the laws, measures and conditions accredited by the concerned entities for the purpose of tourist investment, in addition to practicing leisure tourist activities.

   d. **Environmental & Agricultural Inns:** The buildings constructed in an existing farm (agricultural rest areas), or in environmental site, (environmental inns), surrounded by one wall, with a separate general entrance. Such buildings use materials suitable for the environment in which they exist. Such inns are operated by unified management, in a way that doesn’t affect natural, plant, or animal life, and take into consideration the surrounded local society.

   **Guest or tourist:** Natural person who benefits from the services provided by a Tourist Accommodation Facility.

   **Staff of Tourist Accommodation Facility:** Individuals who are working in the facility, and have a regular work relation with Licensee, through a position related to practicing operation of a Tourist Accommodation Facility, such as (facility’s manager, receptionist, maintenance manager), or other relevant positions.
Operators of a Tourist Accommodation Facility: Each natural or legal person who operates a Tourist Accommodation Facility, in accordance with the rules mentioned herein, whether such person is licensed or not.

Manager of a Tourist Accommodation Facility: A natural person who manages and operates a Tourist Accommodation Facility, or a representative of him, to whom manager’s conditions apply.

Price List: A statement, presented to Commission by Licensee, includes the amounts of money received by a Tourist Accommodation Facility from clients thereof, for the services, which the facility provides to them.

Fees and Charges: The approved amounts of money, which Commission receives for the services provided thereby, in accordance with the Rules and Regulations.

Procedures Manuals: The documents, guidelines, and standards related to requirements of practicing the activity of operating a Tourist Accommodation Facility, in accordance with the law, Regulations, instructions, and circulations issued by Commission.

Society: Saudi Society for Tourist Accommodation Facilities.

Violation: Any act contradicts with the provisions of the Law, Regulations, and Procedures Manuals caught by a competent employee.

List of Violations: A statement, which exclusively determines the actions which non-compliance with them, is deemed as a violation, according to the Law, Regulation, and Procedures Manuals. Such statement includes the penalty stated by the law.

Technical Means: The technical devices, determined by Procedures Manuals, which represent one of the forms of Report of Evidence.

Competent Committee: The Committee for Settlement of Violations of the provisions of Rules and Regulations, which imposes penalties stated in the law.
Official Addresses : Means of communication – including the National Address – determined by applicant of License and Classification, or Licensee, as well as Procedural Manuals, necessary for notifying such Applicant or Licensee with correspondences and resolutions of Commission and Competent Committee.

Professional Measures : A document, which is prepared by Commission, to describe the skills, sciences, knowledge, and behaviors that staff of a Tourist Accommodation Facility shall have, to conduct missions and bear liabilities at professional level, and shall be measurable.

Control : The works and procedures determined in Regulations and Procedures Manuals, and applied by Commission, to ensure the commitment of Tourist Accommodation Facility to the provisions of the Rules and Regulations.

Inspector : Any person, authorized by a decision of President or a representative thereof to review, control, and inspect a Tourist Accommodation Facility.

Inspection : The reviews and visits made by Inspector to Tourist Accommodation Facilities to ensure the application of the Rules and Regulations.

Report of Evidence : The instrument used by Commission during the operation of Control and Inspection to monitor violations, in accordance with the mechanism approved by Competent Department.

Letter of Guarantee : A final and unconditioned guarantee, to pay the amount of guarantee to Commission, upon request. Such guarantee shall be issued by a bank or a financial institute licensed by Saudi Arabian Monetary Agency, upon a request of License, or applicant of License and Classification Certificate.

Shomoos System : A central automated system of national information network, through which information is transferred to National Information Center of Ministry of Interior, through networks licensed from Communications and Information Technology Commission.

**Article Two:**

The Chairman shall issue a resolution, according to the presentation of Competent Department, to determine any other works or services, which are considered, according to the Law and Regulation, to be within the practice of operation of Tourist Accommodation Facilities.
Chapter Two
License

Article Three:
No Tourist Accommodation Facility shall be operated unless after achieving requirements of qualification for management and operation of a Tourist Accommodation Facility, and obtaining the License and Classification Certificate, in accordance with the provisions of the Law, Regulation and Procedures Manuals.

Article Four:
An application to obtain License for a Tourist Accommodation Facility shall be provided to Competent Department, in accordance with the following controls and conditions:

First: Requirements of phase of submitting the application for License:
1. Filling form of application for License to practice operation of a Tourist Accommodation Facility at the Commission’s website, according to the form and mechanism determined within Procedures Manuals.
2. The applicant of License shall have the following requirements, and provide an evidence thereof:
   a) Applicant shall be a Saudi national, whether natural or legal person, or a foreign investor holding License in accordance with applicable Rules and Regulations.
   b) The natural person shall have full capacity. Otherwise, a representative thereof shall obtain the legitimate permission from a competent entity.
   c) Applicant shall be permitted to practice the activity of operation of Tourist Accommodation Facilities in accordance with applicable Rules and Regulations.
   d) Applicant shall obtain Certificate of enrollment in Saudi Society for Tourist Accommodation Facilities.
   e) Applicant shall be clear from any sentence with a penalty of dishonor or dishonesty, unless he is rehabilitated.
   f) Applicant should not have been received a decision or a judgment to cancel License due to violation of laws or Regulations thereof, unless the duration of (5) years is passed as from the date of issuing such decision or judgment at filing the application.
g) Providing an evidence of Applicant’s subscription in Shomoos System.

3. Applicant for License shall commit to provide the following documents to Competent Department:
   a) The title deed of a building (premise) of a Tourist Accommodation Facility project, or a lease agreement including lessor’s approval to utilize such building (premise) to practice the Tourist Accommodation Facility activity.
   b) Original layouts approved by a certified engineering office.

4. In case Applicant of License fulfills the requirements determined within section (First\1, 2 and 3) herein, and pays fines imposed on him - if any –Competent Department shall review the application.

5. In case of absence of any notes, Competent Department shall issue initial approval for the applicant, in accordance with the unified form, to the official addresses thereof. Competent Department shall grant applicant (30) thirty days to complete the requirements of Licensing and approvals from relevant authorities, such as: (municipalities and secretaries\Civil Defense), in accordance with the form stated in the Procedures Manuals.

6. Upon request of the applicant for License, Competent Department may renew the initial approval, in accordance with requirements of Procedures Manuals if the Competent Department is convinced of causes and reasons provided by applicant for License to support his application.

7. Under no circumstances, Applicant for License shall not operate any Tourist Accommodation Facility before obtaining the final License.

8. In case Competent Department rejects the License application, the rejection shall be justified, and sent to the official addresses of applicant for License in accordance with Procedures Manuals. The applicant may file a grievance to the presented within (60) sixty days as from the date of acknowledgment with rejection. The following shall be taken into account:
   a) Competent Department, determined by President, shall judge the objection and grievance according to the authorities thereof, and present conclusions to President for approval. The response shall be sent to the applicant for License at his official address.
   b) In case of rejection or lack of response, the applicant for License may file a grievance before Board of Grievances, under the law thereof.
Second: Requirements of phase of issuing the License:

Applicant for the License shall commit to provide the following documents to Competent Department:

a) A photocopy of License issued to him from the municipality, along with the original for conformity.

b) A diagram (sketch) of the site (building\plot) of practicing the activity, within which the location and the area shall be determined.

c) Payment of charges of licensing.

d) Provision of safety and security requirements in the building, along with attachment of supporting documents from the Civil Defense.

e) The commercial register of the establishment or the enterprise after obtaining the same from the Ministry of Commerce and Industry, upon a correspondence from Commission. The commercial register shall include the trade name, under which the License and Classification Certificate shall be issued, in addition to Memorandum of Association (for the enterprise) if any.

f) Trademark (logo), if any.

g) The national address of Tourist Accommodation Facility, in accordance with Saudi post system (WASEL).

1. The building (premise) shall be ready, in terms of furniture and availability of all equipment necessary for the operation of a Tourist Accommodation Facility. When applicant of License provides the documents described in Paragraph (Second\1) herein, within the determined duration, Competent Department shall assign inspectors to inspect the buildings, where the activity of operating Tourist Accommodation Facility is practiced, within (7) seven days from the date of providing such documents, for conformity and ensuring the validity of information and documents provided by the applicant for License. A report including the same shall be prepared. Any technical or specialized entity might be utilized to complete works of Inspection and Control.

2. In case Competent Department makes sure of the lack of any notices, in accordance with the requirements mentioned in this article, the applicant for License shall be notified with the same to the official addresses within (30) thirty days as from the date of submitting the application.

3. Licensee shall be committed to the following:
   - Signing a declaration stating that information and documents provided to obtain the License are valid.
   - Non-violation of the provisions of the Rules Law and Regulations during practicing operation of a Tourist Accommodation Facility.
   - Non-changing of official addresses and notifying Competent Department in case of change.
- Not enabling a third party, in any form, to practice operation of a Tourist Accommodation Facility in accordance with the License and Classification issued thereto.
- The name of the Tourist Accommodation Facility shall not contradict with Public Order, Laws, and traditions in Kingdom of Saudi Arabia, and shall be approved by Ministry of Commerce and Industry, or a branch thereof.
- Providing the necessary money guarantees, whenever the Commission requires the same.

4. The applicant for License shall join a qualification program, in accordance with the rules provided within Procedures Manuals, unless the applicant for License previously joined such program.

**Article Five:**

The applicant, whose application is rejected, may file a grievance before President in accordance with requirements of Paragraph (First\8) of Article (Four) of the Regulations. The Commission shall repay the charges, paid thereto for issuance of License and Classification, to applicant for License, whose application is rejected.

**Article Six:**

When application fulfills the requirements of Article (Four), with consideration to provisions hereof, Competent Department shall issue the License in accordance with the following measures:
1. The term of such License shall be (three years), renewable.
2. Clarification of the information of Licensee (Establishment\Enterprise), as well as the trade name, and the date of commencement and expiry of such License, in addition to any other information as required.

**Article Seven:**

Competent Department shall fill the following data in a record, determined by Procedures Manuals, when issuing the License and during practicing operation of a Tourist Accommodation Facility:
1. The information related to the License in accordance with provisions of Regulations.
2. The site of the Tourist Accommodation Facility, as well as its official addresses, and the address of the office of managing and operating the Tourist Accommodation Facility.
3. The violations and penalties imposed on Licensee.
Article Eight:
A Tourist Accommodation Facility may be located in a building connected to other buildings, such as (hospitals, governmental offices, airports, malls), with a separate entrance, provided that the applicant for License shall take into account the following:
1. Filing an application to Competent Department, accompanies by a copy of the contract entered into with the beneficiary administrative entity.
2. Fulfilling conditions and requirements necessary for issuance of the License and Classification Certificate, in accordance with requirements of Article (Four) of Regulation.

Article Nine:
1. Licensee shall file an application for renewing the License to Competent Department (90) ninety days before expiry of the License to fulfill the conditions specified in Article (Four) of Regulation.
2. Upgrading all information of Tourist Accommodation Facility in the electronic system of Licensing Tourist Accommodation Facilities.
3. In case of filing an application for renewing the License after expiration of the term determined in paragraph (1) herein, Competent Department shall take the following actions:
   a) Assigning inspectors to inspect Licensee in order to monitor the practice of operation of a Tourist Accommodation Facility after expiry of the License, and state the same in Report of Evidence in accordance with provisions of Regulation.
   b) Referring the report of evidence as long as a copy of the License and the expired Classification Certificate, in accordance with the form described in Procedures Manuals, to the Competent Committee.
4. After fulfillment of the requirements necessary to renew the License, and Licensee’s payment of fines, if any, imposed on him, Competent Department shall renew the License as well as the Classification certificate, in accordance with provisions of the Regulations and Procedures Manuals.
Article Ten:

Licensee shall not conduct any of the following, unless after receiving a prior written consent from Competent Department:
Waiving the License, or permitting a third party to use or utilize the same, bearing in mind that the assignee shall meet the conditions and requirements necessary for Licensing, in accordance with provisions of the law, Regulation, and Procedural Manuals.

1. Modifying the trade name.
2. Using names, Classification, specifications, or addresses other than what are stated in the License granted thereto.
3. Temporarily or permanently course of Tourist Accommodation Facility, or modifying or changing the layouts approved by Commission when filing the application.

Article Eleven:

1. In case of Licensee’s death or loss of capacity, Competent Department shall grant heirs not more than (6) six months from date of death or loss of capacity, to finalize procedures of modifying capacity of the owner of the Tourist Accommodation Facility, in addition to fulfill other conditions and requirements necessary to modify the License, according to provisions of Regulation. The Commission – according to the reasons provided thereto – may expand the said duration for maximum another (6) six months.
2. In case the legal capacity of Licensee expires, the component department shall grant managers not more than (6) six months from date of expiry, to modify Licensee’s legal capacity, in addition to fulfill other conditions and requirements necessary to modify License, according to provisions of Regulation. The Commission – according to the reasons provided thereto – may expand the said duration for maximum another (6) six months.
3. In case of expiry of the duration determined within Paragraphs (1) and (2) herein, without bringing positions into line with provisions of the Law and Regulation, Competent Department shall refer the subject, according to the form specified in Procedures Manuals, to the Competent Committee, in case of violation.

Article Twelve:

In case of loss or damage of the License or Classification Certificate, Licensee shall file an application to Competent Department within (7) seven days as from the date of loss or damage, in order to issue a replacement for the lost or damaged License. Competent Department shall issue the said License or Classification Certificate, when the Licensee fulfills the requirements and pays the determined fees.
Chapter Three  
Classification

Article Thirteen:
1. Competent Department shall determine the kinds, methods, categories, measures, and requirements of Classification in Procedures Manuals. Competent Department may conduct a reassessment when necessary.
2. Competent Department shall conduct a reassessment and shall revise Classification and categories thereof for the purpose of development, in accordance with market’s variations, activities of Tourist Accommodation Facility and whenever necessary.
3. After President’s consent, Competent Department may seek assist of any technical or specialized entity to conduct activities of service assessment and classification.
4. Measures of Classification shall be issued and applied under President’s resolution. Such measures shall be published in the official gazette and Commission’s official website, and shall be applicable as from the date of publication.

Article Fourteen:
The Commission shall classify Tourist Accommodation Facilities, after application of conditions of License thereto, pursuant to provisions of the Rules and Regulations, and in accordance with the nature of activity practiced thereby, as well as the categories specified in Procedures Manuals.

Article Fifteen:
1. When applying for classification, Licensee shall consider the following:
   a. Reviewing conditions, categories and measures of classification, mentioned in the Regulations, in Procedures Manuals, and at the Commission’s official website.
   b. Fulfiling of the information, by the applicant for classification, related to Classification and categories thereof mentioned in the form of License application indicated in Paragraph (First\l) of Article (Four) of Regulations.
2. In case of completion of requirements of License and Classification in accordance with the provisions of Article (Four), Article (Five), and Article (Fourteen) of the Regulations, Competent Department shall issue a Classification Certificate, whose term shall be (three years). The said term shall be renewable in accordance with measures and conditions described within Procedures Manuals.
Article Sixteen:

1. Licensee shall file an application to renew the Classification Certificate (30) thirty days before the date of expiry of the term of Classification Certificate, to fulfill the conditions and measures specified in Regulations.

2. Competent Department shall consider provisions of Article (Ten) of the Regulations when reviewing the application for renewal of Classification Certificate.

3. Competent Department may modify the Classification degree issued for a Tourist Accommodation Facility, in case Licensee applies for the same and fulfills the necessary conditions and requirements in accordance with Regulations.
Fourth Chapter

Objections & Grievance against Classification

Article Seventeen:

1- The applicant for Classification may object the Classification granted to him before the President.

2- If a decision is issued, stating acceptance of such objection and rejecting or amending Classification, Competent Department shall delegate another investigator, other than the one assigned for the cancelled classification, in order to proceed Classification in accordance with the decision and requirements of Classification standards, within fifteen days of the date of reporting the cancellation of the previous classification.

3- If a decision is issued, stating rejection of the objection and supporting the questionable Classification, such decision shall be substantiated. In addition, the applicant for Classification may file a grievance from this decision before Board of Grievances.

4- The Commission shall notify the applicant for Classification with the issued decision concerning his objection in all cases within (30) days of the date of his submission of objection.

5- The Commission shall take into consideration notifying the applicant for Classification at the main addresses specified by him in case of objection and grievances stated in this article.
Fifth Chapter

Price Lists

Article Eighteen:

1- For information purposes, Licensee shall clearly and in prominent place in the reception inside Tourist Accommodation Facility, and at its official website, or by means specified by Competent Department, announce the kind, categories, and prices of the services provided in both Arabic and English.

2- The Commission shall determine the mechanism of controlling the prices, in accordance with provisions of Procedures Manuals.

Article Nineteen:

1- Licensee shall submit, to Competent Department, Price List of services provided in the Tourist Accommodation Facility.

2- Licensee shall commit to Price List he submits to the Commission for a period of (one year). In case he wishes to modify it, he shall notify the Commission at least three months of the date of modifying it.

3- Licensee shall not impose additional expenses for the service on the submitted prices of units and services, such as, food menus, beverages and unit services.
Sixth Chapter

Licensee’s Commitments

Article Twenty:

Licensee shall adhere to the following controls, during practicing the operation of a Tourist Accommodation Facility:

1. Complying with requirements of License, standards of classification, and provisions of law, Regulations and Procedures Manuals.

2. Registering information of guests and tourists (Shomoos System), and records of Tourist Accommodation Facility, and providing Competent Department – upon request – with the names of guests and their unit numbers before their arrival.

3. Providing the services as required by the Classification grade of the facility.

4. Providing the necessary requirements, in accordance with the Commission standards, for people with special needs, pursuant to the standards of Classification stated in Procedures Manual.

5. Notifying the guests and security authorities about guests’ lost items found, and maintaining such items at the facility management to return it to their owners.

6. Non-implementing or marketing tourist trip programs in the Kingdom, except through contracting with companies or tourist offices specialized and authorized from the Commission.

7. Following-up the prescribed Regulations and instructions of the competent authorities related to the security aspects, safety means, aid, evacuation, health and environment, and taking all measures and precautions to achieve the same.

8. Maintaining a copy of guests’ name list and contracts, including guest’s name, nationality, address, and phone numbers, for a duration of not less than five years.

9. Providing Competent Department with required information, it requires, such as; (statistics, programs, occupancy rates, price rates, and financial statements) related to Tourist Accommodation Facility in accordance with the mechanism specified in Procedures Manuals.
10. Taking into account the rules and general health conditions in Tourist Accommodation Facilities, and their services and staff, and paying attention to hygiene inside and outside the facility, including attention to public appearance and personal hygiene of staff.

11. Not counting more than one night price of the booked nights in case of guest’s non-commitment to the specified date of arrival.

12. Ensuring the safety and security of guests and their belongings, even belongings placed in the reception throughout their stay in Tourist Accommodation Facility.

13. The safety of vehicles in the facility’s car parks.

14. Concerning for the safety of guests from the risks, such as: (fire, or gas leaking, and so on), and concerning for the health of guests from any foods or beverages, rotten or expired.

15. Obtaining approvals, Licenses and permits from the competent authorities, regarding:
   A) Holding any gatherings, such as; (conferences, exhibitions, meetings and seminars).
   B) Trade activities within Tourist Accommodation Facility.

16. Controlling satellite channels by Tourist Accommodation Facility Management, and not to put receivers of channels, which can be controlled in units.

17. Banning smoking in public places inside Tourist Accommodation Facility, such as: (the lobby, restaurants and so on), and determining the rooms or floors for smokers.

18. Providing Competent Department, through WASEL, with the e-mail of the facility, phone number of the person in charge and phone number of the operator.

19. Introducing the Caller ID Display service, providing recording devices, and storing the information for reference when needed.

20. Providing security precautions, such as; (surveillance cameras and their recording equipment, and security guards in accordance with conditions of Ministry of Interior) after the approval of competent authorities.

21. Non-raising any flag higher than the Saudi flag in accordance with the regulatory instructions.
22. Not to refrain from accommodating a woman without a Mahram (unmarriageable kin), whether she is a citizen or a foreigner, provided that taking into account the following:

   A) The woman shall provide a legally recognized original proof of identity (national identity/ Iqama for female foreigners). The passport may be accepted in a case, which doesn’t require issuing Iqama permit for it.

   B) Accommodating a woman who has no ID (aunt, relative), and female servant, who is not sponsored by accommodation applicant, if she is accompanied by a family, other than her family, taking into consideration the registration of all information of the head of the family accompanying her.

   C) If a woman has no legally accepted ID, such woman may be accommodated, in accordance with the procedures above-mentioned.

23. Preventing guests and hotel goers from bringing primary foods, which need to be cooked, to the full-service Tourist Accommodation Facility. In addition, disallowing bringing foods (ready foods/beverages), unless after subjecting the same to security procedures of Tourist Accommodation Facility, and disallow eating the same in Tourist Accommodation Facility’s public areas, such as (lobby, etc.). Such instructions shall be notified to guests of Tourist Accommodation Facility before check-in, and shall be highlighted within room service manuals in units, as well as Procedures Manuals.

24. Non-accepting or non-continuing the activities, conferences, and wedding ceremonies till late hours. Such activities, conferences, and wedding ceremonies shall be ended before, and shall not exceed, Fajr (morning) Prayers.

25. A unified management for all services provided in Tourist Accommodation Facility.

26. Using Arabic Language as well as Hijri Calendar in all transactions, publications, staff ID cards. Providing each guest with an invoice in Arabic Language, or in both Arabic and English Languages, stamped by the stamp of the Facility, dated in both Hijri and Gregorian calendars, and has a space where services provided and their prices shall be listed. Answering phone shall be in Arabic language. In case, phone caller is not speaking Arabic, answering shall be in English Language or any other language.

27. Maintaining ethics and behaviors of practicing profession in service and commercial transactions of Tourist Accommodation Facility.
28. Warm welcoming with a smile. Doing the same when check-out. Asking a guest for providing his ID when coming, in accordance with legal instructions, as well as filling Guest Information’s Registration Card.

29. Non-accepting guests under age of eighteen alone, unless they are accompanied by their families or legal guardian, or in case of emergency, provided that such action shall be made through Security authorities.

30. Assisting in carrying guest’s luggage and bags, from and to the unit, in addition to deliver guests the keys of their units.

31. When owner sells the building used as Tourist Accommodation Facility, and when Licensee knows about the same, Licensee shall notify the Commission within not more than (30) thirty days, and shall provide an evidence stating the new owner’s acceptance on continuing operation of the Facility. Otherwise, the License shall be deemed canceled, unless the Commission decides to grant the Licensee an additional term, which does not exceed (6) months to rearrange his works, according to the justifications provided by Licensee to Commission.

32. Taking necessary measures to maintain the environment, along with maintaining the surrounded environment.

33. Furnishing the units with all items necessary for guest comfort, in accordance with measures of Classification.

34. Providing guests with the necessary information of the services provided in Tourist Accommodation Facility, in addition to responding to their inquiries politely and in suaveness.

35. Considering the instructions issued by Commission, in accordance with the common coordination between Commission and appropriate authorities within the State, regarding measures of working in Tourist Accommodation Facilities.

36. Maintaining the level of services, according to the Classification granted to the Facility, and working on development of its quality continuously.

37. Non-requirement of using services or taking meals or beverages, in order to provide the services within Tourist Accommodation Facility, unless the same is made under client’s consent and desire.

38. Non-provision of any information related to guest’s ID and his unit number a third party.

39. Providing a uniform for staff of Tourist Accommodation Facility.

40. Text messages, notifications, and generalizations, sent to Licensee specified addresses when applying for License within electronic licensing system, shall be deemed as an official notification. Licensee shall not be entitled to change numbers and addresses of communication provided to Commission, unless after notifying Commission with such change.
41. Providing an alternative unit for the guest, in case the guest’s booking is confirmed and there is no available units in the facility; such alternative unit shall be at the same level as the unavailable booked unit, and the guest may not be charged any fees in excess of the value of the booked unit.

42. Using state-of-art technologies to get guests’ feedback about the level of service provided in the Facility.

43. Abstaining from keeping any photocopies of guests’ official papers or photocopying the same, and only keeping a record of the full name and data of proof of identity (Civil Registry record/residence permit/passport) of guests and their companions.

44. Accepting guests in general whenever there are available units, abstaining from charging them a minimum night-stay, and not refraining, without a legally acceptable reason, from providing bed and breakfast service (B&B Service) along with other licensed services.

45. Complying with the prescribed check-in and check-out times for guests: 2:00 PM shall be for check-in and 12:00 PM of the next day or the last day of guest’s stay shall be set for check-out. The management of a facility delays in handing over keys of booked unit till after 12:00 PM, such facility shall receive and keep safe such guest’s luggage, and provide him with a place to stay, a service at his convenience and necessary meals for him. Should the guest doesn’t receive the keys of the unit before 4:00 PM, such Facility shall provide an alternative unit in another Tourist Accommodation Facility at the same level and class as the unit booked by such a guest, and shall offer to such guest a discount equal to the period he has spent in waiting.

46. Fulfilling all contractual commitments to guests.

47. Providing, in rooms and the accommodation units, all information needed by guests in both Arabic and English languages.

48. The manager of a Tourist Accommodation Facility shall inform immediately the competent authorities of any accident in connection with the security and safety of the guests, staff or buildings.

49. Furnishing, at the beginning of every year, Competent Department with the administrative and specialized training plans and programs prepared for staff of Tourist Accommodation Facility.

50. Providing an alternative accommodation unit at the same level and class, or reimburse the paid amounts per night without any deduction, in case a Tourist Accommodation Facility be closed due to fire outbreak or power outage.
51. Keeping a record of all visits of inspectors of the Commission and the competent regulatory authorities, in accordance with Procedures Manuals.

**Article Twenty One**

Subject to the provisions of Article Twenty hereof, Licensee shall comply with the following booking requirements in connection with the accommodation units in a Tourist Accommodation Facility:

1. Licensee shall register all requests for booking a unit in a Tourist Accommodation Facility through one of the following methods: (persons engaged in activities and tourism professions and licensed by Commission, or the competent authorities / personal presence of a guest / technical communications of all means). A booking shall be deemed to be confirmed if a Tourist Accommodation Facility replies with a confirmation approving the booking.

2. Any person making a booking shall be informed of rates of using the services, methods of payment, and the services provided.

3. Bringing to the attention of any person making a booking that he must show his proof of identity (national identity cards for nationals/Iqama permit for residents/passport for foreign visitors or tourists), provide a record of family kinship or a family verification log (if such a person accompanies his family) upon checking in the records of the reception desk, and fill in the approved check-in card.

4. Issuing, to the person making a booking, a booking document, which shall be deemed a binding contract to both parties thereto, including the services provided and their rates. A person making a booking may cancel, fully or partially, his booking in writing within 24 hours before the check-in date.

5. Writing down all booking requests in a log prepared for such regard, in which all necessary information on the person making the booking shall be stated. Such necessary information shall include the date of booking request, type the booked unit (single room/double room/suite), guest name and his personal data, check-in and check-out dates, stay nights, services ordered, method of payment, and the remainder of the services provided by Tourist Accommodation Facility, such as (parties/ meetings/ events/ restaurants).

6. Providing an automated system and daily logs, indicating occupied and unoccupied, and booked and unbooked units and the units under maintenance or needed housekeeping service.

7. Not refraining from approving booking of available units in Tourist Accommodation Facility, according to beds requested, unless the person making the booking fails to provide the required security to confirm his booking.
8. In the event that a person making a booking transfers the booking to another person, Licensee shall have the power to whether or not approve such transfer of booking.

9. Agreeing with the person making a booking on the period required for notifying Licensee of any modification or change of the booking before the effective date thereof. Otherwise, Licensee may ask the person making the booking to pay penalty fees for cancellation, or modifying the booking, provided such penalty fees may not exceed one night.

10. Informing guests of the Rules and Regulations set for accommodation in Tourist Accommodation Facility, such as; (keeping all amenities and compartments of the facility safe and in good order and repair/respecting rights and freedoms of all other guests/complying with the public order). If a guest is proved to have violated the foregoing, Licensee may terminate the contract of service.

11. Agreeing with the guest on the method payment of all amounts payable in return for accommodation in Tourist Accommodation Facility and for provision of service. Such payable amounts shall be either in cash or on credit (in advance, on a daily basis, or at the end of the stay period), and shall include any damages for which the guest has been proved to be responsible, as well as a security deposit until closing the invoice.

12. The Licensee shall refrain from making wholesale bookings (allotment) for Tourist Accommodation Facility, according to Procedures Manuals.

13. The management of a Tourist Accommodation Facility shall not claim or deduct any amounts from the credit card of a guest after closing the invoice and checking out.

**Article Twenty Two**

Licensee shall, as per the provisions of the Procedures Manuals, put in a prominent place inside a Tourist Accommodation Facility the following documents at an appropriate size, so that the competent authorities and customers can access to them easily and clearly:

1. The original valid License and Classification Certificate.
2. The price list, based on the type of service provided.
Chapter Seven

Employees of Tourist Accommodation Facility

Article Twenty-Three:

With consideration to provisions of Article Twenty-four:

1) A manager of Tourist Accommodation Facility shall be a Saudi national and full-time employee, and shall have the powers necessary for management and operation. The manager shall have the following conditions and qualifications:

   a) Educational qualification, not less than a diploma in hostelry, along with at least (10) years of practical experience in the field of Tourist Accommodation Facilities, or as the Commission may deem appropriate.

   b) Never been previously sentenced with a penalty of dishonor or dishonesty, unless he is rehabilitated.

   c) Mastering English language in terms of writing and speaking.

2) An application may be provided to Competent Department in order to obtain approval for one or more exemptions from the conditions provided in Paragraph (1) of such Article, provided that a decision with the same shall be issued by President.

3) Licensee personally, may conduct works of management and operation, in case the conditions provided for in Paragraph (1) of such Article are fulfilled, taking into account the provisions of Paragraph (2) of such Article.

Article Twenty-Four:

In case the manager of a Tourist Accommodation Facility is not a Saudi national, Licensee shall appoint a qualified Saudi assistant manager, in accordance with the provisions stated in Article (Twenty-three) of Regulations – except provisions related to experience. Saudi Manager shall be appointed within not more than (4) years as from the date of issuance of License, without any contradiction with the applicable Rules Laws and Regulations.
**Article Twenty-Five:**
The heads of departments, units and administrations of a Tourist Accommodation Facility shall be qualified Saudi nationals, provided that such positions may be occupied by non-Saudis for not more than three (3) years, as from the date of issuance of the License and Classification Certificate, without any contradiction to the applicable Rules and Regulations.

**Article Twenty-Six:**
Licensee shall be committed to register its staff’s information in the General Organization for Social Insurance (for Saudis), and in Shomoos System for all employees, and to update the same constantly upon employment or change of any of the same, within not more than (3) months as from the date of appointment or change.

**Article Twenty-Seven:**
Licensee shall be committed to prepare training programs to staff of the Tourist Accommodation Facility, according to the rules stated in Procedures Manuals.

**Article Twenty-Eight:**
Without any contradiction with applicable Rules Laws and Regulations, Licensee shall be committed to the following:
1. Recruiting Saudi nationals in the positions, whose practice is legally exclusive to Saudi nationals.
2. Recruiting Saudi female nationals to work in wedding and events’ halls for females, as well as in other departments, and committing to provide full privacy for them.
Chapter Eight

Control, Inspection and Complaints

Article Twenty-Nine:

1. After President’s consent, Competent Department may use any technical or specialized entity to conduct works of Control, in the following cases:
   a) Ensuring correct application of Regulations and conditions of Licensing and Classification by Tourist Accommodation Facilities, in accordance with the provisions stated in Procedures Manuals.
   b) Announcing the prices of all kinds.
   c) Complaints and related procedures.

2. Competent Department may determine any other works related to works of control, in accordance with the provisions stated in Procedures Manuals, without contradiction with the applicable Rules Laws and Regulations.

3. After President’s consent, The Commission may grant an incentive reward, deducted from the amount of the due penalty, to the non-inspectors, who assist in discovering violation of Law and Regulation, which their help may lead to catch and convict violators. Payment of such reward shall be subject to a mechanism determined by Procedures Manuals.

Article Thirty:

1. Competent Department may coordinate with universities, institutes, centers, other training and educational bodies, regarding the application of the following:
   a) Following-up performance of the professional measures when providing programs, courses, conferences, workshops and other training or rehabilitation works related to practicing operation of Tourist Accommodation Facilities.
   b) Providing the Commission with periodic reports, regarding all the matters relevant to the works mentioned in the previous Paragraph (a) of such Article, for purposes of studying and assessing the same.

2. Competent Department shall present the conclusions of the works above-mentioned in Paragraph (1) of such Article to the President, to take the proper action, without contradiction with applicable the Rules and Regulations.
**Article Thirty-One:**

1. Election of Inspector shall be made in accordance with the measures and standards specified in Procedures Manuals. A decision to nominate such inspectors shall be made by President. The said inspectors shall receive the determined allowances, in accordance with the regulatory rules applicable in the Commission.

2. Inspectors shall practice Control and Inspection, to ensure application of Law and Regulation, and to catch violations.

3. Each inspector shall hold an official ID card, stating the basic information, according to provisions of Procedures Manuals.

**Article Thirty-Two:**

1. Competent Department shall prepare a form of Report of Evidence, described within the Procedures Manuals, to be used by inspectors during Control and Inspection process.

2. In case the Report of Evidence is not available during Control and Inspection process, the inspector may use any other means to monitor and prove the violation, without contradiction with the applicable Rules and Regulations. The inspector shall be committed to prove causes of conducting such action.

**Article Thirty-Three:**

1. Inspector shall practice Control and Inspection process during the times determined by Competent Department.

2. Inspection process shall be made to Tourist Accommodation Facilities, according to schedules, adopted by Competent Department, within which the number of Tourist Accommodation Facilities in the scope of Inspection’s work shall be determined. Inspector may practice Control and Inspection beyond the scope of such schedules for the cases, in accordance with the provisions of Procedures Manuals.

3. Prior to performing Control and Inspection, the inspector shall be committed to disclose – in written – to Competent Department any relation thereof, whether kinship (till fourth level), dispute or interest (investment or trade) with Licensee, administrator, or operator of the Tourist Accommodation Facility. Competent Department shall take necessary actions to ensure integrity of Control and Inspection, and validity of procedures thereof.
Article Thirty-Four:
During practice of Control and Inspection to Tourist Accommodation Facility, Inspector shall have the following powers and authorities:

1. Accessing to Tourist Accommodation Facility, after identifying his personality and providing his ID card to Licensee, or administrator of Tourist Accommodation Facility.
2. Reviewing the License, Classification and applicable polices, including documents, files, and original ID cards of staff, and every document relayed to the tourism activity.
3. Obtaining any photocopies or extracts of the documents, specified in the Paragraph (2) of this Article, to ensure their compliance with the provisions of the Rules and Regulations.
4. Using technical means, such as cameras and the like, to monitor violations, in case the same is the best way to prove and determine violations. Using of the technical means shall be stated in Report of Evidence.
5. Inquiring manager or staff of Tourist Accommodation Facility regarding any violation to the provisions of Law and Regulations, and writing down their statements as well as any notes.
6. Asking consumers and guests about the level of services provided thereto, and listening to any complaints and writing down the same, according to the provisions of Regulations and Procedures Manuals.

Article Thirty-Five:
1. The manager of the Tourist Accommodation Facility, or his authorized representative of staff, shall be committed to accompany Inspector during Control and Inspection process, and provide all facilities necessary for enabling Inspector to practice his work. In case the manager is not available, Inspector shall state the same in the Report of Evidence, and shall continue to practice Control and Inspection process.
2. In case the manager of Tourist Accommodation Facility or any employee thereof conducts any action that may prevent Inspector from practicing his work, Inspector shall state the same in Report of Evidence.
Article Thirty-Six:
1. Inspector shall register and state in Report of Evidence any observations of violations he witnesses, during the Control and Inspection process.
2. Inspector shall execute Report of Evidence in two counterparts, which shall be signed by Inspector and the manager of Tourist Accommodation Facility, or the employee thereof who accompanies = Inspector. In case the later refrained from signing, or in case of unavailability thereof, Inspector shall state the same in Report of Evidence.
3. Inspector shall deliver the person in charge or operators of Tourist Accommodation Facility a copy of Report of Evidence, and take signature of the receiver of such copy. Otherwise, the inspector shall send such copy to the official addresses when using technical means.
4. Operators of Tourist Accommodation Facility may refer to Competent Department, and provide statement thereof regarding the caught violation within five (5) working days as from the date of executing Report of Evidence.

Article Thirty – Seven:
In case Inspector, during Control and Inspection process, discovers actions, which may represent violations or crimes, under other Laws or Regulations, Inspector shall state the same in Report of Evidence. Competent Department shall refer such violation(s) to the competent authority or authorities.

Article Thirty-Eight:
1. Inspector shall submit Report of Evidence and attachments thereof, as well as the collected documents, to Competent Department.
2. Competent Department shall refer Report of Evidence to the Competent Committee. Competent Department shall take into consideration the provisions of Article Thirty-Nine hereof, in case Report of Evidence includes a complaint from the consumers before referencing it to Competent Committee.

Article Thirty-Nine:
1. A complaint, by guests, tourists or any of service providers to Tourist Accommodation Facility, against Tourist Accommodation Facility shall be filed to Commission, through one of the following means:
a) Notes of complainant, stated in Report of Evidence during Control and Inspection process or available in the area specified for receiving complaints and suggestions (complaints and suggestions box) in Tourist Accommodation Facility.
b) Electronic channels determined by the Commission.
c) Delivering by hand to Commission or to Competent Department.
d) Delivering by hand to Saudi Society for Tourist Accommodation Facilities.
e) Any other means approved by Commission to receive complaints.

2. When receiving a complaint, Competent Department shall notify the respondent Tourist Accommodation Facility, to the official addresses, with a copy of complaint and attachments thereof (if any), in order to respond to the same within ten (10) working days as from the date of notification. The Saudi Society for Tourist Accommodation Facilities may be notified with the same, for purposes of its opinion regarding such complaint within the mentioned duration.

3. In case of response within the duration determined in Paragraph (2) of such Article, and Competent Department concludes an existence of violation, Competent Department shall take the following actions:
   a) Assigning Inspectors to inspect the Respondent to ensure application of Rules and Regulations, inquiring for the complaint, and stating the same in Report of Evidence, according to the provisions of Regulations.
   b) Referring complaint and Report of Evidence to the Competent Committee.

**Article Forty:**

Competent Department shall prepare a list of violations, for guidance of Inspectors.
Chapter Nine
General Provisions

**Article Forty-One:**
1. Competent Department shall prepare Procedures Manuals, to be issued under a decision from President, and to be published at the website of the Commission.
2. Procedures Manuals may be updated by following up the requirements indicated in Paragraph (1) of such Article, as necessary.

**Article Forty-Two:**
1. Regulations shall be issued under a decision of Chairman of the Council, shall be published in the official gazette, and shall be applicable as from the date of publication.
2. Current Licensees to practice such activity shall readjust their positions, in compliance with the provisions of the Rules and Regulations, within one year as from the date of application of Law.

**Article Forty-Three:**
1. A decision of President shall be issued regarding each matter, which is not mentioned herein, under a recommendation of Competent Department.
2. The Board of Directors shall be entitled to interpret and modify such Regulations.