

## Joint Criteria and Categories for Hotels in Kazakhstan and the Kyrgyz Republic

Category	Criteria Name
<b>1. Staffing and working conditions</b>	
1	Number of staff <i>at least 1 staff per 2 rooms</i> <i>at least 1 staff per 3 rooms</i> <i>at least 1 staff per 4 rooms</i>
2	Operational manual provided to staff
3	Staff training <i>at least 20% of staff trained in customer service and/or safety for a minimum of 10 hours during the previous 12 months</i>
4	Staff with formal hospitality training <i>at least 40% of staff with a hospitality or tourism degree</i> <i>at least 30% of staff with a hospitality or tourism degree</i> <i>at least 20% of staff with a hospitality or tourism degree</i>
5	Staff speaking a foreign language (besides Kazakh/Kyrgyz/Russian) <i>at least 30% of staff speaking a foreign language</i> <i>at least 20% of staff speaking a foreign language</i> <i>at least 10% of staff speaking a foreign language</i>
6	At least 40% of staff, of which at least 20% of key positions are senior (management, administration) - women
7	At least 5% of staff are people with special needs
8	Staff restaurant or dedicated dining space
9	Locker and shower facilities
10	Staff uniforms
11	Name badges
<b>2. Surrounding area of the building(s) within the grounds of the business</b>	
12	Properly maintained grounds free of litter and abandoned material
13	Decorative landscaping (e.g. well-maintained gardens)
14	Proper lighting for safely entering and exiting the building(s)
15	Proper non-slippery walkway(s) for safely entering and exiting the building(s) under any weather conditions
16	Outdoor parking space
17	Indoor parking garage
18	Disabled parking (designated parking spaces)
19	Parking space for busses
20	Charging station for electric vehicles
<b>3. Building exterior</b>	
21	Clean and properly maintained façade
22	Signboard (illuminated at night) on the building's exterior or in front of the building or at the entrance of the accommodation grounds
<b>4. Entrance</b>	
23	Weather protection for arriving vehicles
24	Ramp or another access option providing easy wheelchair access from street level into the building

Category	Criteria Name
	<b>25</b> Sufficient space for busses to approach the entrance
	<b>26</b> Air curtain (depending on the climate zone)
	<b>27</b> Separate service entrance
<b>5. Character of accommodation</b>	
	<b>28</b> Well-maintained and clean interiors throughout the accommodation establishment
	<b>29</b> Heritage building or an object of historical and cultural heritage
	<b>30</b> Building(s) with special architectural features besides the above
	<b>31</b> Special accommodation concept, holistically applied and properly executed, such as boutique hotel or design hotel or art hotel etc.
	<b>32</b> The use of national decor and/or modern architectural and artistic traditions in the interior
<b>6. Fire safety, security and emergencies</b>	
	<b>33</b> Fire detectors
	<b>34</b> Sprinklers
	<b>35</b> Fire extinguishers
	<b>36</b> Evacuation plan for each floor of the building
	<b>37</b> Emergency exits
	<b>38</b> Fire escape stairs (in buildings with two or more floors)
	<b>39</b> Emergency lighting
	<b>40</b> Closed-circuit TV at entrance points
<b>7. Power and water supply</b>	
	<b>41</b> Power generator supporting basic lighting and main equipment (including lifts) for at least 24 hours
	<b>42</b> Solar station (autonomous or hybrid) for electricity to provide basic lighting and equipment operation during the daytime and at least 5 hours in the absence of sun and electricity in the network
	<b>43</b> Reliable and sufficient hot water supply for 24 hours a day
	<b>44</b> Solar collector to supply hot water and maintain the heating system for 24 hours a day (using a tank)
	<b>45</b> Water treatment plant for providing safe, potable water
	<b>46</b> Drinking water offered in the room free of charge
<b>8. Heating, ventilation, air-conditioning (HVAC)</b>	
	<b>47</b> Heating in public spaces and guest rooms not lower than 18.5°C
	<b>48</b> Air-conditioning (cooling) in public spaces and guest rooms for achieving temperatures in the range of 18-25°C
	<b>49</b> Heating and air-conditioning (cooling) in public spaces and guest rooms, using modern inverter air conditioners to ensure thermal comfort of 18-25°C in winter and summer
	<b>50</b> Modern energy-efficient heating systems with less carbon dioxide emissions into the atmosphere (gas, biomass, heat pump, solar collector with storage tank or others)
	<b>51</b> Clean air provision in public spaces and guest rooms
	<b>52</b> Air cleaning devices in use capable of removing viruses in public spaces
	<b>53</b> Strict prohibition of smoking in public spaces and guest rooms
	<b>54</b> Dedicated smoker's lounge with high-powered HVAC and fully separated from other public spaces
	<b>55</b> Dedicated, clearly marked smoking rooms (with smoking sign on the door/floor)

Category	Criteria Name
<b>9. Telecommunications and Internet connection</b>	
	<b>56</b> Telephone system comprising in-room telephone sets and a switchboard allowing calls between guests and the front desk or other departments
	<b>57</b> Telephone system comprising in-room telephone sets and a switchboard allowing external calls (both domestic and international calls)
	<b>58</b> In-room Internet device-based telecommunications concept for internal and external calls (as an alternative to the aforementioned telephone system)
	<b>59</b> Secure Wi-Fi Internet access throughout the establishment (including public spaces and rooms)
	<b>60</b> Secure cable-based Internet access in rooms
	<b>61</b> Access to printer
<b>10. Stairs, elevators and corridors</b>	
	<b>62</b> Elevators in buildings with three or more floors (incl. ground floor)
	<b>63</b> Elevators in buildings with four or more floors (incl. ground floor)
	<b>64</b> The elevator door and cabin are wide enough to fit a wheelchair
	<b>65</b> Corridors and corridor doors wide enough to fit a wheelchair
	<b>66</b> Staircases of 1,5 m wide for people able to comfortably and safely carry their luggage
<b>11. Reception, lobby and arrival/departure</b>	
	<b>67</b> Minimum size of the reception and lobby area Minimum 1*: 9 sqm for the first 20 rooms + 1 sqm per additional room capped at 25 sqm size: 2*: 20 sqm for the first 20 rooms + 1 sqm per additional room capped at 40 sqm 3*: 30 sqm for the first 20 rooms + 1 sqm per additional room capped at 80 sqm 4*: 30 sqm for the first 20 rooms + 1 sqm per additional room capped at 120 sqm 5*: 30 sqm for the first 20 rooms + 1 sqm per additional room capped at 160 sqm <i>Example of 2* hotel with 30 rooms: 20 sqm + (1 sqm x 10 rooms) = 30 sqm</i>
	<b>68</b> Area exceeding the minimum size of the lobby and the reception (1 point per 2 sqm topped at 20 points)
	<b>69</b> Proper set-up for accommodating wheelchair-bound, hearing-impaired and visually impaired guests during their arrival, check-in/out and departure. * for the visually impaired: a special strip with ribs from the entrance, to the reception, to the elevator, to the rooms and other public areas of the property. Elevators equipped with Braille. ** necessary support on request
	<b>70</b> Reception service available 24 hours a day for phone calls and digital communication
	<b>71</b> Front desk staffed daily for 8 hours
	<b>72</b> Front desk staffed daily for 16 hours
	<b>73</b> Front desk staffed daily for 24 hours
	<b>74</b> Online and/or self check-in and check-out option available
	<b>75</b> Carrying the luggage to/from the room upon request
	<b>76</b> Luggage storage during operation times of the front office
	<b>77</b> Acceptance of payments by credit cards
	<b>78</b> Contactless payments
	<b>79</b> Currency exchange
	<b>80</b> Calling taxis on behalf of guests during operation times of the front office
	<b>81</b> Wake-up calls upon request during operation times of the front office
	<b>82</b> Safe deposit box for storing valuables
	<b>83</b> Power adapters available for use by guests
	<b>84</b> Concierge services

Category	Criteria Name
	<b>85</b> Valet parking
	<b>86</b> Doorman
	<b>87</b> Lobby area with a waiting area and comfortable seating
	<b>88</b> Lobby bar serving beverages and snacks
	<b>89</b> Computer for private use with printing capabilities
	<b>90</b> Business center or dedicated co-working space with proper furniture, power sockets, WiFi, wireless printer as well as food and beverage service
	<b>91</b> Cloakroom
	<b>92</b> A number of umbrellas available for use by guests either at the reception or in the guestrooms
<b>12. Public toilets</b>	
	<b>93</b> Number of public toilets up to 50 rooms: 2 toilets (1 male, 1 female) 51 to 100 rooms: 4 toilets (2 male, 2 female) 101 rooms and more: 6 toilets (3 male, 3 female)
	<b>94</b> Each toilet comprising at least a WC within an enclosed stall, hooks for clothes, urinal (in men's toilets), washbasin with mirror, electrical outlet, proper lighting and ventilation, toilet paper, soap, terry cloth or paper towels, waste basket
	<b>95</b> Faucets in washbasins are touch-sensitive or have buttons for automatically shutting off the water supply within 15-30 seconds.
	<b>96</b> Lighting devices are energy-saving and/or have touch sensors to turn on/off lighting from movement
	<b>97</b> Electric hand dryers (sensor)
	<b>98</b> Hygienic shower in each cabin
	<b>99</b> Additional wheelchair-accessible toilet (minimum size of 1.6x1.8 meters, with free entry in a wheelchair with handrails) in establishments with 31 or more rooms
<b>13. Room types, size and condition</b>	
<p><i>Room: An enclosed space with a locking door featuring one or more beds, additional furniture such as seats and a table, proper lighting, heating, and ventilation, (opening) window and/or terrace as well as sanitary facilities such as a sink or a full bath with at least three fixtures (sink, WC and either a bathtub or a shower).</i></p> <p><i>Suite: An enclosed space with a locking door comprising at least two rooms – one bedroom and one living/dining room – with an attached bathroom. Suites may be larger by including two or more bedrooms or a separate living and dining room. They may also be more luxurious by having additional features such as a private pool or entertainment electronics.</i></p> <p><i>Junior Suite: a single space larger than a typical room that, in addition to the beds, also has a distinct living/dining space (such as a sofa or a dining table).</i></p> <p><i>Apartment: An enclosed space with a locking door comprising at least two rooms – one bedroom and one living/dining room – with an attached bathroom and added cooking facilities (kitchen or kitchenette), allowing guests to prepare their own meals.</i></p> <p><i>Studio: A space like a room or a junior suite with added cooking facilities (kitchen or kitchenette), allowing guests to prepare their own meals.</i></p> <p><i>Presidential Suite (VIP) - a room consisting of two or more bedrooms (1 master bedroom), a living room, 2 or more bathrooms, 1 office and a meeting place. The room can access another room for service personnel and/or security.</i></p>	
	<b>100</b> Room size should allow the guest to move freely, comfortably and safely and use all equipment and furniture Minimum size of <b>single rooms</b> incl. bathroom (in sqm) Minimum size of <b>double rooms</b> incl. bathroom (in sqm)

Category	Criteria Name
	<i>Minimum size of <b>triple/quadruple rooms</b> incl. bathroom (in sqm)</i>
	<i>Minimum size of <b>junior suites</b> incl. bathroom (in sqm)</i>
	<i>Minimum size of <b>suites</b> incl. bathroom (in sqm)</i>
	<i>Minimum size of <b>studios</b> incl. bathroom (in sqm)</i>
	<i>Minimum size of <b>apartments</b> incl. bathroom (in sqm)</i>
	<i>Minimum size of <b>Presidential Suite VIP</b> incl. bathroom (in sqm)</i>
<b>101</b>	Actual room size exceeding minimum size by at least 50%
<b>102</b>	Minimum number of suites: 1
<b>103</b>	Minimum number of suites: 2 - or 5% of the total number of rooms (whichever is higher)
<b>104</b>	Additional suites
<b>105</b>	Availability of a presidential suite (VIP)
<b>106</b>	Required number of wheelchair-accessible rooms: 1 (in establishments with more than 30 rooms)
<b>107</b>	Required number of wheelchair-accessible rooms: 2 (in establishments with more than 60 rooms)
<b>108</b>	All rooms are well maintained, clean and all their features and equipment are fully operational
<b>109</b>	Renovated bedrooms and/or updated furniture in the last 3 years
<b>110</b>	There is daylight in all rooms
<b>111</b>	Odor-free
<b>112</b>	Provision of fresh and clean air by opening window and/or balcony or through air-conditioning or ventilation
<b>14. Sleep experience</b>	
<b>113</b>	Minimum dimensions for single beds: 80 cm x 190 cm
<b>114</b>	Minimum dimensions for single beds: 90 cm x 190 cm
<b>115</b>	Minimum dimensions for double beds: 160 cm x 200 cm
<b>116</b>	Beds exceeding minimum dimensions <i>in between 40% and 80% of rooms</i> <i>in more than 80% of rooms</i> <i>King beds (180 cm x 200 cm) in more than 80% of rooms</i>
<b>117</b>	Beds must be in full working order and match the size of the mattress
<b>118</b>	Clean and properly maintained mattress with a height of at least 13 cm
<b>119</b>	Clean and properly maintained mattress with an elastic system (e.g. a box spring) and a height of at least 18 cm
<b>120</b>	Mattress with special anatomic features or mattress exceeding the minimum height by at least 4 cm
<b>121</b>	Mattress less than 5 years old
<b>122</b>	Annual thorough cleaning of mattress
<b>123</b>	Clean and properly maintained mattress topper
<b>124</b>	Clean, properly maintained, and washable mattress protection cover
<b>125</b>	Everything an arriving guest finds on their bed must be clean and hygienic. Not using any decorative items or bed throws that are not being washed before the arrival of each guest is encouraged
<b>126</b>	One pillow on each single bed, two pillows on each double bed
<b>127</b>	Annual cleaning or replacement of pillows
<b>128</b>	Hygienic pillow protection encasement

Category	Criteria Name
	<b>129</b> One single-size blanket or comforter on each single bed, one double-size blanket or comforter or alternatively two single-size blankets or comforters on each double bed (can be removed and hygienically stored during the hot months of the year and replaced with a light summer duvet)
	<b>130</b> Bed linen set comprising bed sheets, pillow covers, and duvet covers must match the size of the pillows and mattress, which allows you to cover the mattress completely
	<b>131</b> Bed linens comprising bed sheets, pillow covers, and duvet covers must be made of natural fabrics (linen, cotton, satin, silk)
	<b>132</b> Any blanket or comforter must be put inside an enclosed duvet cover; guests using their beds shall not have to touch any items that have not been washed prior to their arrival
	<b>133</b> One or more additional pillows per guest (in clean pillow covers) either on the bed or in the closet
	<b>134</b> Additional blankets available upon request
	<b>135</b> Availability of at least three different pillow types upon request
	<b>136</b> Anti-allergenic bed linens, pillows, and blankets available upon request
	<b>137</b> Baby cot with clean mattress and a full set of clean-fitting bed linens available upon request
	<b>138</b> Black-out curtains or shutters
	<b>139</b> Sound-proofing of rooms ensuring noise level less than 35 dB
<b>15. Bedroom features</b>	
	<b>140</b> Printed or electronic guest directory
	<b>141</b> Coat hanger (wall-mounted or otherwise)
	<b>142</b> At least one seat per room
	<b>143</b> One seat per person staying in the room (e.g. 2 seats in double room, 3 seats in triple room etc.)
	<b>144</b> Comfortable seating such as sofa or armchair or daybed with coffee table
	<b>145</b> Table or similar surface
	<b>146</b> Work desk or similar surface with appropriate chair suitable for working with a laptop, proper lighting, and easily accessible power sockets
	<b>147</b> Luggage rack
	<b>148</b> Closet with sufficient storage space and a sufficient number of hangers
	<b>149</b> Different types of hangers for different types of clothes (trousers, skirts etc.)
	<b>150</b> Night stand(s) next to the bed(s)
	<b>151</b> Bedside reading lamps
	<b>152</b> Night light
	<b>153</b> Pen or pencil and notepad on request
	<b>154</b> Master switch next to the bed for switching on and off all lights in the room
	<b>155</b> Master switch next to the room entrance for switching on and off all lights in the room
	<b>156</b> At least one power socket free to be used by the guest
	<b>157</b> More than one power socket free to be used by the guest
	<b>158</b> Individual temperature control for both heating and cooling (thermostat or similar)
	<b>159</b> Dressing mirror
	<b>160</b> Trash bin
	<b>161</b> Two or three trash bins for separating recyclable trash
	<b>162</b> TV set tuned to show a selection of channels and remote control
	<b>163</b> In-room safe
	<b>164</b> In-room laptop-sized safe with power outlet
	<b>165</b> Refrigerator for guest's use
	<b>166</b> Free beverages and snacks on offer in the refrigerator or elsewhere in the room

Category	Criteria Name
	167 Minibar with items for sale
	168 Kettle and/or tea/coffee-making facilities and water glasses
<b>16. Private bathroom</b>	
	169 Minimum bathroom features: toilet (WC), washbasin with storage space and mirror, proper lighting, bathtub or shower with non-slippery surface, toilet paper (+reserve), soap, shampoo and body wash, power socket <b>with protective lid</b> , glass for toothbrush, trash bin
	170 The toilet must have free space around: at least 30 cm on the sides of the edge of the toilet and 1 meter in front of the edge of the toilet
	171 All toiletries (such as soap, shampoo, and body wash) will be offered in refillable dispensers; individual mini toiletries are not allowed due to their environmental impact
	172 Faucets in washbasins are touch-sensitive or with buttons for automatically shutting off the water supply within 15-30 seconds.
	173 Additional lighting near the mirror (with minimum SI, 250 candelas)
	174 Ventilation
	175 Thorough cleaning to avoid mold
	176 Body towels and face towels (one per guest)
	177 Hand towels (one per guest)
	178 Pool/beach towels
	179 Bathrobes
	180 Slippers
	181 Sufficient towel hangers
	182 Hairdryer with a power of at least 1,600 W
	183 Bathtub AND separate shower stall
	184 Rain shower
	185 Massage shower
	186 Two washbasins instead of one
	187 Bidet or hygienic shower
	188 Hi-tech shower toilet
	189 Safety handles in shower and/or bathtub
	190 Separate enclosed toilet cabin
	191 Magnifying mirror
	192 Telephone extension in bath
	193 Bathroom scale
	194 Multilingual card encouraging guests to reuse towels, slippers and bathrobes
<b>17. Kitchen or kitchenette (in apartments and studios)</b>	
	195 Stove and/or oven and/or microwave oven
	196 Refrigerator
	197 Cookware and cooking utensils
	198 Dishware and cutlery
	199 Dining table with dining chairs
	200 Kitchen sink
	201 Small kitchen appliances (e.g. coffeemaker, toaster, kettle)
	202 Dishwasher
	203 All electrical equipment in the kitchen is energy efficient class A + or above
<b>18. Housekeeping</b>	

Category	Criteria Name
	<b>204</b> Strict cleaning protocol with written instructions and proper cleaning materials
	<b>205</b> Daily cleaning of rooms
	<b>206</b> Evening turndown service
	<b>207</b> Daily change of towels upon request
	<b>208</b> Change of bed linens at least once every week
	<b>209</b> Change of bedlinens at least every three days
	<b>210</b> Daily change of bedlinen upon request
	<b>211</b> Laundry of clothes within 24 hours
	<b>212</b> Iron and ironing board available upon request
	<b>213</b> One-hour ironing service
	<b>214</b> Shoe shining service or machine
<b>19. Foodservice</b>	
	<b>215</b> Adherence to foodservice safety rules (HACCP) through the proper instructions manual and staff training
	<b>216</b> Breakfast served in restaurant or dedicated breakfast room
	<b>217</b> Minimum duration of breakfast service
	<i>3 hours</i>
	<i>2 hours</i>
	<b>218</b> Basic breakfast
	<b>219</b> Enriched breakfast
	<b>220</b> Breakfast buffet or breakfast à la carte
	<b>221</b> In-room breakfast
	<b>222</b> At least 20% of meals (breakfast, lunch and dinner) based on locally produced ingredients and local recipes
	<b>223</b> At least 30% of meals (breakfast, lunch and dinner) based on ingredients of organic origin
	<b>224</b> Restaurant serving lunch and dinner
	<b>225</b> Additional restaurants, each with a distinct concept
	<i>50 points per restaurant</i>
	<b>226</b> Child-friendly food options
	<b>227</b> Catering to special dietary needs (e.g. halal, vegan, lactose-free, gluten free dishes)
	<b>228</b> Room service
	<i>16 hours serving beverages and snacks, 12 hours serving food</i>
	<i>24 hours serving food and beverages</i>
	<b>229</b> Additional bars (besides the lobby bar), each with a distinct concept
	<i>25 points per bar</i>
<b>20. Function space</b>	
	<b>230</b> Function rooms of at least 50 sqm (such as meeting rooms, boardrooms, ballrooms etc.)
	<i>40 points per room</i>
<b>21. Leisure features &amp; other criteria</b>	
	<b>231</b> Outdoor swimming pools
	<i>Points per pool</i>
	<i>Extra points if one of the pools is heated</i>
	<b>232</b> Indoor heated swimming pool
	<b>233</b> Gym with at least 4 different exercise machines
	<b>234</b> Activities and facilities offered by the accommodation establishment
	<i>Each counted separately: Tennis court, basketball court, soccer field etc.</i>



Category	Criteria Name
	<i>Bicycles</i>
	<i>Quad bike</i>
	<i>Watersports</i>
	<i>Beach facilities</i>
	<i>Golf</i>
	<i>Horseback riding</i>
	<i>Billiard</i>
	<i>Falconry</i>
	<i>Tours provided by tour operators and travel agencies</i>
	<i>Hairdresser</i>
	<i>Ski equipment</i>
<b>235</b>	Spa services
	<i>Massage and other body treatments</i>
	<i>Facials, manicures and/or pedicures</i>
	<i>Each counted separately: sauna, steam bath, whirlpool and similar</i>
	<i>Thermal baths</i>
<b>236</b>	Training sessions offered to guests (e.g. yoga, aerobics, pilates etc.)
<b>237</b>	Kids' playground
<b>238</b>	Kids' playroom
<b>239</b>	Animation programme for kids provided by childcare professionals
<b>240</b>	Animation programme for adults
<b>241</b>	Cultural activities
<b>242</b>	Providing a first aid kit for first aid and calling an ambulance
<b>243</b>	Shop(s) operating on the premises
	<i>Points per shop</i>
<b>22. Sustainability</b>	
<b>244</b>	Wastewater treatment plant or connection to the central sewer system
<b>245</b>	The building(s) of the accommodation facility meets energy and resource efficiency standards (insulated walls, roofs, floors of the building(s) of the accommodation facility)
<b>246</b>	Installed and operating heat pumps for heating the building(s)
<b>247</b>	Use of solar collectors for hot water
<b>248</b>	Use of renewable energy (solar panels, mini hydroelectric power station, biogas power plant, wind energy, etc.)
<b>23. Guest feedback, web presence and certifications</b>	
<b>249</b>	Operating a complaint management system
<b>250</b>	Systematic analysis of guest reviews and/or questionnaires
<b>251</b>	Own website with updated information, realistic pictures, detailed descriptions of room amenities and the facilities and services on offer, detailed directions for reaching the establishment
<b>252</b>	Website available in foreign languages
	<i>Points per language</i>
<b>253</b>	Website with direct booking option
	<i>Certifications already mentioned: staff training, HACCP, staff language skills, mattress cleaning</i>
<b>254</b>	Environmental certifications concerning energy and water consumption, recycling, waste-water treatment, use of renewable energy, sustainability labels

<b>Category</b>	<b>Criteria Name</b>	
	<b>255</b>	Disinfestation certificate
	<b>256</b>	Halal hospitality certification
	<b>257</b>	Quality management systems such as ISO 9001:2008 or similar