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NOTICE

The matter to be published in the «Boletim da República» must be sent in a duly authenticated copy, one for each subject, which includes, in addition to the necessary indications for this purpose, the following endorsement, signed and authenticated: **For publication in the «Boletim da República».**

SUMMARY

Council of Ministers:

Decree n.th74/2022:

Approves the Regulation of Tourist Enterprises,
Catering and Beverages and Dance Rooms and revokes Decree
No. 49/2016, of November 1st.

COUNCIL OF MINISTERS

Decree n.th74/2022

December 30th

Making it necessary to review the legal regime for the installation, operation and operation of Tourist Enterprises, Food and Beverage Establishments and Dance Rooms, approved by Decree No. 1 of article 29 of Law no. 4/2004, of 17 June, the Tourism Law, the Council of Ministers decrees:

Article 1. The Regulation for Tourist Enterprises, Catering and Drinks and Dance Rooms, attached, which is an integral part of this Decree, is approved.

Art. 2. Decree No. 49/2016, of 1 November, which approves the Regulations for Tourist Enterprises, Restaurants and Drinks and Dance Rooms, is hereby revoked.

Art. 3. This Decree comes into force 30 (thirty) days from the date of its publication.

Approved by the Council of Ministers, Maputo at 15
of November 2022.

Publish yourself.

The Prime Minister, *Adriano Maleiane*.

Regulation of Tourist Enterprises, Restaurant Establishments and Drinks and Dance Rooms

CHAPTER I

General Provisions

ARTICLE 1

(Object)

1. This Regulation establishes the legal regime the installation, operation and operation of tourist enterprises, catering and beverage establishments, dance halls, *catering* and local accommodation, as well as the classification and registration system.

2. The construction, as well as the conditions of safety, health and environment of tourist resorts, catering and beverage establishments, dance halls, buildings intended to provide the service of *catering* and local accommodation, the legislation in force on the matter applies.

ARTICLE TWO

(Scope of application)

This Regulation applies to the activities of tourist resorts, catering and beverage establishments, dance halls, *catering* and local accommodation.

ARTICLE 3

(Definitions)

The meaning of the terms and expressions used in these Regulations are set out in the attached glossary, which is an integral part of it.

ARTICLE 4

(Tourism Development Policy and Plans)

The authorization of tourism projects must always take into account the Tourism Policy and its Implementation Strategy, as well as the tourism development plans.

ARTICLE 5

(Activity Exercise)

The exercise of activity in tourist developments, catering and beverage establishments, dance halls and

service of *catering* requires authorization from the Minister who oversees the area of tourism, Governor of Province, Secretary of State in the case of Maputo City, President of the Municipal Council or District Administrator in unauthorized areas, under the terms established in these Regulations.

AARTICLE6

(Name of establishment)

1. The name of the tourist developments, catering and beverage establishments, dance halls, catering service *catering* and local accommodation is the free choice of the applicant, and should not include expressions that do not correspond to the services provided therein or mislead about its classification.

2. The establishments referred to in the previous number cannot use a name different from the typology to which they correspond in the authorized terms, nor in any way allude to the previous one, if it has been changed.

3. The use of a name contrary to the order is not authorized public or moral and good customs.

CHAPTER II

Typology, Categories and Licensing of Tourist Enterprises, Food and Beverage Establishments, Dance Rooms, Service *catering* and Types of Local Accommodation

SECTION I

Typology and Skills

AARTICLE7

(Types and Categories of tourist enterprises)

1. The tourist developments covered in this Regulations are classified according to the following types and categories:

Types:	Categories:
<i>The</i>) Hotel B)	5 to 1 stars 5
Hotel <i>resort</i> W)	to 3 stars 5 to
Boutique hotel d) <i>Lodge</i>	3 stars 5 to 1
..... <i>It is</i>) Hotel	stars 5 to 2
Apartment f) Residential	stars 4 to 1
Hotel g)	stars 4 to 1
Pension	stars 4 to 1
H) Residential Pension l)	stars 5 to 1
Camping and Caravanning Park . j) Guest	stars 4 to 1
House k)	stars From 3 to
Motel	2 stars
l) Tourist Complex	Single Classification m
) Country House	Single Classification n
) Agritourism Establishment	Single Rating O) Farm for
tourist purposes	Single Classification

2. Single rating categories may, depending on the dynamics of the sector, be classified, establishing, in this case, the corresponding matrices.

3. It is incumbent upon the Minister who oversees the area of Tourism, establish the classification and matrices referred to in the previous number.

4. Tourist enterprises must disclose, semiannually, information on the number of vacancies available for curricular internships.

AARTICLE8

(Types and Categories of Restoration and Drinks)

The catering and beverage establishments, provided for in these Regulations, are classified according to the following types and categories:

Types:	Categories:
<i>The</i>) Restaurant	Luxury, 1st, 2nd and 3rd class; B)
Typical Restaurant	Luxury, 1st, 2nd and 3rd class; W)
Pub, <i>lounge bar</i> ,	
<i>Snack Bar</i> and Brewery	Luxury, 1st, 2nd and 3rd class; d)
Pastry and Tea Room ... <i>It is</i>) Coffee	1st, 2nd and 3rd grades; f) <i>Ice</i> cream parlor
g) <i>Pizzeria</i> and <i>Ice cream</i>	1st, 2nd and 3rd grades; 1st, 2nd and 3rd grades; It is unique rating

AARTICLE9

(Dance Room Categories)

The dance halls provided for in these Regulations are classified into the following categories: Luxury dance hall, 1st, 2nd and 3rd classes.

AARTICLE10

(Type of Service *catering*)

1. The service of *catering* provided for in this Regulation subdivides into *catering* industrial and *catering* functional.

2. The service of *catering* industrial is classified into the following categories: *catering* Aviation, Hospital, Mining, Energy, Maritime and Railway.

3. The service *catering* functional is classified into the following categories: *catering* of Large, Medium and Small Dimensions.

AARTICLE11

(Local Accommodation Modalities)

1. Local accommodation establishments must integrate in one of the following ways:

- The*) home;
- B) apartment;
- W) accommodation establishments; d) bedrooms.

AARTICLE12

(Skills for Licensing)

1. In the case of tourist developments, establishments catering and drinks and dance halls:

The) It is incumbent upon the Minister who oversees the area of tourism to authorize the installation, alteration, expansion, change of location and closure of tourist enterprises with the classification of 5 and 4 stars and tourist complexes;

B) It is incumbent upon the Governor of Province and, in the case of the City of Maputo, the Secretary of State to authorize the installation, alteration, expansion, change of location and closure of 3 and 2 star tourist developments, agrotourism tourist developments and country houses, catering and beverage establishments, luxury dance halls, 1st class and pizzeria;

u) it is incumbent upon the President of the Municipal Council or the District Administrator, in non-authorized administrative areas, to authorize the installation, alteration, expansion, change of location and closure of 1-star tourist developments, farms for tourist purposes, 2-star catering and beverage establishments. 1st and 3rd grades and 2nd and 3rd grade dance halls;

2. In the case of providing a service of *catering*:

The) it is incumbent upon the Minister who oversees the area of tourism to authorize the exercise of the service of *catering* industry, with the exception of *catering* aviation;

B) It is up to the Governor of Province and, in the case of Maputo City, the Secretary of State to authorize the exercise of the service of *catering* large and medium-sized functional;

u) it is incumbent upon the President of the Municipal Council or the District Administrator, in non-authorized administrative areas, to authorize the exercise of the service of *caterings* small functional;

d) It is incumbent upon the Civil Aviation Regulatory Authority to authorize the exercise of the *catering* of aviation.

3. Local accommodation establishments and the social center observe the simplified legal regime of licensing for the exercise of economic activities.

AARTICLE13

(Delegation of Competencies)

The Minister who oversees the area of tourism, the Governor of the Province, the President of the Municipal Council or the District Administrator may delegate powers, respectively:

The) in the person responsible for the central level licensing authority the competences referred to in paragraph *The*) of paragraph 1 and item *The*) of paragraph 2 of the previous article;

B) in the person responsible for the licensing entity at provincial level, the competences referred to in paragraph *B*) of paragraph 1 and item *B*) of paragraph 2 of the previous article;

u) the person in charge of the licensing entity at municipal or district level in non-authorized administrative areas, when applicable, the competences referred to in paragraph u) of paragraph 1 and item u) of paragraph 2 of the previous article.

AARTICLE14

(Skills for Instruction of Processes)

1. It is incumbent upon the licensing entity at central level, to instruct of licensing processes for tourist developments with a 5 and 4 star classification, tourist complexes and service *catering* industrial.

2. It is incumbent upon the licensing entity, at provincial level, to instruction in licensing processes for 2 and 3 star tourist resorts, agritourism resorts and country houses, food and drink establishments and luxury dance halls, first class, pizzeria and catering service *catering* large and medium-sized functional.

3. It is incumbent upon the licensing authority at municipal or district, in non-authorized administrative areas, instruction in licensing processes for 1-star tourist developments, farms for tourist purposes, catering and beverage establishments and 2nd and 3rd class dance halls and *caterings* small functional.

4. It is incumbent upon the Single Service Desk to instruct Licensing processes for local accommodation and social center establishments, and in places where these do not exist, the instruction of the process is the responsibility of the District Government.

SECTION II

Application Submission

AARTICLE15

(Order)

1. The request for installation, alteration, change of location and expansion of tourist developments, catering and beverage establishments, dance halls and companies that provide *caterings* made in an application, with a recognized signature, under the terms of the Law, addressed to the Minister who oversees the area of tourism, to the Governor of the Province, to the Secretary of State, in the case of the City of Maputo, to the President of the Municipal Council or to the Administrator of District in accordance with the competences conferred in article 12 of these Regulations and, mentioning:

The) full name, affiliation, nationality, identity card and validity, unique tax identification number, unique legal entity number, domicile, in the case of a natural person or identification of the legal representative and headquarters, in the case of a legal person, the *Bulletin of the Republic* in which the statutes are published;

B) place where the establishment is installed or intends to install it;

u) the provisional classification in which it intends to be considered for the instruction of the process;

d) when the implementation of the project is carried out in phases, the proponent must indicate the different stages of its development.

It is) capacity to be installed, the number of workers to be employed and the value of the investment.

2. The applicant must also attach to the aforementioned application in the previous number, the following:

The) right to use and benefit from land for tourism purposes, issued by the competent entity, as defined in the land law and its Regulations;

B) title deed or land registry certificate or lease contract, in the case of licensing for the exercise of catering and beverage activities, dance hall and catering service *catering*;

u) proof of payment of the fee corresponding to the analysis and approval of the executive project, through the Guides of model B and model 11.

3. In the case of licensing for the exercise of the service in *catering*, the tenderer must present the documents referred to in the previous numbers, except for the one referred to in paragraph *B*) of paragraph 2.

4. The application must be submitted in quadruplicate, with with the exception of photographs that are duplicated.

5. The competent body for the investigation of the process may require, if necessary, the presentation of more copies, as well as other elements that are deemed indispensable for a correct and objective assessment of the file.

6. Tourist enterprises must observe the minimum dimensions and areas set out in table 1 of Annex I.

7. In addition to the requirements referred to in the previous numbers of this article, and in the case of a project with foreign investment, the proponent must attach to the application proof of registration as a foreign investor issued by the Central Bank.

AARTICLE16

(Request for exploitation of local accommodation)

1. The request for the exploitation of the local accommodation must be instructed by completing the form for the registration of simplified licensing activities with the presentation of the following documents:

- The*) copy of valid identity card or passport or driving license or professional card or voter card, for nationals;
- B*) valid passport or residence identification document, for foreigners;
- w*) registration certificate as a legal entity or copy of the publication of the statute of the commercial company in the bulletin of the republic, in the case of legal persons;
- a*) unique tax identification number;
- It is*) title deed or copy of lease agreement or certificate of residence.

AARTICLE17

(Project in Conservation Areas)

1. The project, to be installed in conservation areas, must comply with the conditions set out in the management plan, tourism development plan and other legal instruments applicable to conservation areas, as well as those contained in the following numbers.

2. In conservation areas, the request for implementation of tourist developments must, in addition to the elements referred to in article 15, be accompanied by the following documents:

- The*) opinion of the entity that oversees the conservation areas;
- B*) minutes of consultation with local communities.

3. In the buffer zone, the application for the deployment of tourist developments must, in addition to the elements referred to in article 15, be instructed with the following documents:

- The*) opinion of the entity that oversees the conservation areas;
- B*) opinion of local state bodies;
- w*) opinion of the entity that oversees the area of fire safety;
- a*) minutes referred to in paragraph *B*), of the previous number.

4. At the game farm, in the community conservation areas and in private domain sanctuaries, the application for the implementation of a tourist enterprise must, in addition to the elements referred to in article 15, be accompanied by the following documents:

- The*) opinion referred to in paragraph *The*), of paragraph 3 of this article;
- B*) opinion referred to in paragraph *B*), of paragraph 3 of this article.

5. In the official coutada, the request for the implantation of tourist enterprise must, in addition to the elements referred to in article 15, be accompanied by the following documents:

- The*) Minutes referred to in sub-paragraph b) of paragraph 3 of this article; *B*) opinion referred to in point c) of paragraph 3 of this article.

6. The implementation of projects in conservation areas must obey the consultation of the local resident communities, with the necessary adaptations, in accordance with the provisions of the land legislation and other relevant legislation.

AARTICLE18

(Use of Public Maritime Domain Areas)

1. When installing tourism enterprises, establishments for catering and drinks, dance halls imply deployment in areas of public maritime domain, subject to the jurisdiction of other State bodies, the petitioner must also present a special license, issued by the competent entity, proving that he has been authorized for the purposes of the exercise of the activity.

2. If the special license referred to in the preceding paragraph does not is presented together with the remaining elements, the approval process is suspended for a period of thirty days, after which it is archived.

AARTICLE19

(Opinions in the Scope of Project Analysis)

1. In the exercise of the licensing activity, the State bodies Those responsible for preparing the process must request opinions from institutions with specific competence in the various matters, namely urban planning, health, construction, engineering and architecture, fire safety, public safety, environmental impact assessment and historical or cultural heritage.

2. For the purposes of paragraph 1 of this article, consultation with the Police of the Republic of Mozambique is required, when it comes to installing dance halls, and to the body that oversees the cultural area, when it comes to installing establishments in buildings considered monuments or historical or cultural heritage.

3. The opinions referred to in numbers 1 and 2 of this article are binding.

4. Failure to respond within 7 working days from the date receipt of the request for a technical opinion, is equivalent to non-opposition to the granting of the request.

AARTICLE20

(Executive Project)

1. Presentation of the executive building project by to build and in a building that has already been built must comply with the general legal regime for urban buildings.

2. The executive project referred to in the previous number must comply with the provisions of the Regulation for the construction and maintenance of technical devices that allow access, movement and use of service systems and public places to people with physical disabilities or conditioned mobility.

AARTICLE21

(Preliminary Verification of the Process)

1. The entities responsible for receiving requests for investments must carry out a prior and thorough verification before submitting the project to the decision of the competent body.

2. It is also incumbent upon the licensing entity at provincial level or to any other body responsible for receiving investment requests to verify the compliance of the elements referred to in the previous number, when the decision falls within the competence of the minister who oversees the area of Tourism.

3. Without prejudice to the provisions of the preceding numbers, the Single Service Desk, also proceed with the reception and prior verification of the processes related to the licensing requests, under the terms foreseen in the present Regulation, and must send the process on the same day of reception to the competent body for instruction.

SECTION III

Deadlines

AARTICLE22

(Deadlines for Decision)

1. The technical instruction of the decision process must be completed within 10 working days from the date of receipt of the file.

2. The entity competent to license must decide on the request, within a maximum period of 5 working days, counting from the date of submission of the process for decision.

3. The entity responsible for the instruction of the process notifies the applicant, within a period of 3 working days, of the decision that has fallen on the application.

4. The indicated deadlines do not include the time to carry out diligence or request opinions that are deemed necessary.

AARTICLE23

(Deadline for Start of Construction)

1. With the approval of the project, a period of 6 months is set for the start of construction for projects from scratch, from the date of receipt of the order communication.

2. Non-compliance with the deadline set in the previous number implies the expiry of the authorization for the installation of the project and consequent filing of the process, and this fact must be communicated, ex officio, to the competent State body that authorized the right of use and exploitation of land or special license.

3. For the purposes of the stipulated in the previous number, the entity licensor must carry out monitoring visits to the approved projects.

AARTICLE24

(Inspection Request)

Once construction is completed, the applicant requests, in writing, that the inspection be carried out by the competent central, provincial, municipal or district body, in order to verify the requirements for opening and entry into operation.

CHAPTER III

**Common provisions of Tourist Enterprises, Food and Beverage Establishments, Meeting Rooms
Dance and Service catering**

AARTICLE25

(Sanitary installation)

1. For the purposes of this Regulation, the installation bathroom can consist of a toilet, a simple bathroom, a complete bathroom or a luxury bathroom.

2. When tourism enterprises are not equipped with private sanitary facilities must have a sink connected to the sewer, with running water and a mirror.

3. The provisions of paragraph 2 of this article shall not apply to hotel-apartment rooms.

4. In tourist developments, there must be facilities common sanitary facilities on all floors, where there are lounges, dining rooms or other common areas, except if there are other common sanitary facilities on the immediate floor and at a distance that allows for their comfortable use.

5. Sanitary installations must have a format architectural design, which allows access and use in decent conditions for people with disabilities or conditioned mobility.

6. Sanitary facilities in the common spaces of the tourist developments, catering and beverage establishments, dance halls and *catering* must be separated by sex.

7. In addition to the above requirements, sanitary facilities they must also comply with the requirements stipulated in the matrices of Annex II and the Regulation on the hygienic requirements of food establishments.

AARTICLE26

(Kitchen)

1. The kitchen must be kept in hygienic conditions.
2. The kitchen must have air renewal devices and extraction of fumes and odors.

3. The floor and walls must be covered with materials easy to clean and the edges of their intersection curved.

4. Communication between the kitchen and the dining rooms must be in order to allow for quick circulation, with short journeys, or to have a direct connection by serving dishes, when the kitchen is not located on the same floor as the dining room.

5. The kitchen must have garbage containers with lids, separately for each type of waste.

6. In addition to the above requirements, sanitary facilities they must also comply with the requirements stipulated in the matrices of Annex II and the Regulation on the hygienic requirements of food establishments.

AARTICLE27

(Ventilation system)

The compartments of tourist enterprises, catering and beverage establishments, dance halls, companies that provide *catering* and local accommodation must have natural, direct or artificial ventilation.

AARTICLE28

(Vertical Access)

1. The vertical access of the tourist enterprise, catering and beverage establishment, dance halls and catering service *catering* it can consist of the main, service and resource stairs, interfloor communication ramps, elevator, freight elevators and dish lifts.

2. With the exception of 4 and 5 star tourist resorts, For 3 and 2 star hotels, an elevator is only required if the establishment has more than three floors, including the ground floor.

3. In developments, the functions of general main stairs they can overlap with service stairs, whenever their vertical access program allows it, without prejudice to their use by guests or customers and services.

4. The characteristic, organization and composition of the different means of access, provided for in this article, essentially depend on the category of enterprise, under the terms of the legislation in force on the matter.

AARTICLE29

(Attachments)

1. Tourist undertakings, establishments of catering and drinks and dance halls and service *catering*, with

annexes, are subject to the rules applicable to main establishments.

2. Annexes must be located in buildings adjacent to the main establishment or at such a close distance from it that its use does not constitute inconvenience to guests or customers.

AARTICLE30

(Exemption from some requirements)

The competent entity for the instruction of the process may waive, in the installations of tourist enterprises, catering and beverage establishments, and dance halls, some of the requirements referred to in these Regulations, when it comes to the use of a building of historical interest or architectural design and its observance proves to be excessively onerous or affects the building's own characteristics.

CHAPTER IV

Tourist Enterprises

SECTION I

General requirements

AARTICLE31

(Mandatory Requirements)

Tourist developments, in addition to what is provided for in chapter III, must comply with the requirements contained in this chapter.

AARTICLE32

(Elimination of Noise and Vibrations)

The installation of machinery or equipment, lifts, water and sewage pipes must be carried out in such a way as to eliminate noise and vibrations, using appropriate technical means for this purpose.

AARTICLE33

(Maintenance of Facilities, Equipment and Furniture)

The respective installations, equipment, furniture and other belongings must be kept in the proper conditions of presentation, operation and cleanliness, repairing any deterioration or damage verified.

SUBSECTION I

Common Dependencies

AARTICLE34

(Access ways)

The surface of the atriums must be in accordance with the respective capacity of the developments and must, in any case, be sufficient to allow easy access to their dependencies.

AARTICLE35

(Installation of Stores and Event Halls in the Ventures Touristic)

The installation of shops and event halls in tourist developments must comply with the classification of the development and must not affect the areas required in these Regulations.

SUBSECTION II

bedrooms

AARTICLE36

(Identification)

1. All rooms and apartments must be identified by means of a number, which is placed outside the entrance door.
2. When the rooms or apartments are located in more of a floor, the first digit of the number that identifies them must indicate the floor and the rest or remaining the order number of rooms.

AARTICLE37

(Window or Balcony Needed)

1. All rooms must have a window or a balcony directly to the outside.
2. The area opening to the outside must not be less than 1.2 square meters.
3. The windows or balconies of the rooms must be equipped with of a system that completely blocks the entry of light.

AARTICLE38

(Private terrace areas)

1. When the tourist enterprise offers a room with private room or terrace, must have the minimum areas set out in table 1 of Annex I.
2. The private room can communicate with one or more rooms it must be able to function as an attachment to only one of them, isolated from the others.
3. The living room and private terrace areas are not considered in calculating the areas of the respective rooms.

SUBSECTION III

Service Zones

AARTICLE39

(Separation of Service Zones)

1. At the hotel, *hotelresort*, boutique hotel, tourist complex, 4 and 5 star lodge, apartment hotel, residential hotel, pension, residential pension and 4 star guest house, service areas must be completely separate from those intended for customer use.
2. In the remaining undertakings, the installation of zones of service must be isolated from other dependencies, in order to avoid the propagation of smells.

AARTICLE40

(Facilities for Service Circulation)

1. The set of installations intended for the circulation of the service and its distribution and support over the various floors, normally made up of freight elevators and floor pantries, constitutes the service column.
2. The existence and composition of the service column is, at all case, determined by the receptive capacity of the tourist enterprise, number of rooms per floor and service solutions adopted.

SECTION II

Requirements by Type of Tourist Enterprise

AARTICLE41

(Requirements)

Tourist enterprises must have the minimum requirements set out in the tables in Annex I of these Regulations.

SUBSECTION I

Hotel

AARTICLE42

(Classification Criteria)

1. For a tourism enterprise to be classified as hotel must have a minimum of 10 rooms.
2. The hotel rating matrix, including description of the general requirements and specific requirements of each category, is presented in table 1 of Annex II.

SUBSECTION II

Hotel *resort*

AARTICLE43

(Classification Criteria)

1. For a tourism enterprise to be classified as Hotel *resort* must be located outside urban areas, in particularly pleasant areas, and may be close to coastal regions or in areas with important natural attractions, such as lakes, rivers and mountains.
2. Applies to the hotel *resort*, the general requirements applicable to the hotel of the same category.
3. The resort hotel classification matrix, including the breakdown of the general requirements and specific requirements of each category, is presented in table 2 of Annex II.

SUBSECTION III

boutique hotel

AARTICLE44

(Classification Criteria)

1. For an establishment to be classified as a hotel boutique must have a minimum of 10 rooms and a maximum of 30 rooms, with private bathrooms.
2. The boutique hotel rating matrix, including the description of the general requirements and specific requirements of each category, is presented in table 3 of Annex II.

SUBSECTION IV

Lodge

AARTICLE45

(Classification Criteria)

1. For an establishment to be classified as *lodge* it must have a minimum of 10 rooms, be located outside urban areas, inside or outside conservation areas, landscapes or natural environments and with adequate infrastructure for the landscape where it is located.
2. Applies to *lodge* the general requirements laid down for the hotels of the same category.
3. The classification matrix of the *lodge*, including discrimination of the general requirements and specific requirements of each category, is presented in table 4 of Annex II.

SUBSECTION V

Hotel-Apartment

AARTICLE46

(Classification Criteria)

1. The apartment hotel must have, at least, the divisions following:
 - A) the bedroom with the respective clothes; B) properly equipped common room; W) bathroom with toiletries; d) kitchen with the respective utensils.
2. When the apartments have a capacity of more than 3 double beds or 6 single beds, must have one more simple bathroom.
3. The classification of the apartment hotel, including the breakdown of the general and specific requirements of each category, is shown in table 5 of Annex II.

AARTICLE47

(Determination of Accommodation Capacity)

1. The accommodation capacity of apartment hotels is determined by the number of beds in the bedrooms and convertible beds installed in other rooms.
2. The number of convertible beds cannot exceed 50 per percent of those corresponding to the rooms, without prejudice to the provisions of the following number.
3. If the apartment has only one bedroom and common room, the number of convertible beds can be the same as in the room.
4. Convertible beds can only be installed in bedrooms sleeping quarters or in the common rooms.

AARTICLE48

(Number of Beds)

1. In the bedrooms, the number of beds can be installed proportional to its area, with each single bed corresponding to a minimum area of 6m² and each double bed a minimum area of 10m².
2. When the beds are bunk beds, the corresponding area each of them is reduced to 4 m².
3. Only single beds can be installed in a bunkbed.

AARTICLE49

(Common room)

1. The common room serves as a dining room and must be equipped with suitable furniture for this dual purpose.
2. Without prejudice to the provisions of table 1 in the Annex I, the common room must have an area proportional to the capacity of the apartment.
3. The room must have a window or a balcony opening directly onto the exterior, and the area of this opening cannot be less than 2 m².
4. Windows or balconies must be equipped with a system that completely blocks the entry of light.

AARTICLE50

(Apartment with one or two beds)

In apartments with one or two beds, the bedroom, living room and kitchen can be integrated into a single room, as long as its shape and size and the characteristics of the furniture allow it.

AARTICLE51

(Other services)

The entity that oversees the area of Tourism may dispense with the existence of the restaurant when, due to the integration of the apartment hotel in an urban center, it is not justified.

SUBSECTION VI

Hotel or Guest House

AARTICLE52

(Classification Criteria)

1. The hotel or boarding house offering accommodation and breakfast lunch is classified as residential.
2. The hotel or guest house rating matrices are the same defined for hotel and pension, which are found in tables number 1 and 6 of Annex II, respectively.

AARTICLE53

(Exceptional Classification Requirements)

To these establishments, the provisions of the previous subsections apply with the following modifications:

- The*) the dining rooms for customers are replaced by breakfast rooms;
- B*) kitchens, pantries, refrigerating facilities, storage areas and other complementary facilities are reduced to sufficient dimensions for serving breakfast;
- w*) the existence of a bar is optional in 1 and 2 star residential hotels and guesthouses.

SUBSECTION VII

Pension

AARTICLE54

(Classification Criteria)

The pension classification matrix, including the breakdown of general requirements and specific requirements for each category, is presented in table 6 of Annex II.

SUBSECTION VIII

Camping and caravan parks

AARTICLE55

(Classification Criteria)

1. The Camping Park classification matrix and caravanning, including the discrimination of *item*s general and specific, is presented in table 8 of Annex II.
2. The camping and caravan parks apply classification criteria applicable to the *lodge* corresponding, when it is intended to install fixed tents, *chalets* or *bungalows*.
3. The camping and caravan park can, exceptionally, operate without a telephone, electricity and with no space for the sale of convenience items, when, due to its location, its installation proves to be impossible or excessively costly.

AARTICLE56

(Property)

1. The camping and caravan park can be public or private.

2. The public camping and caravan park it is owned by the State, however, its management can be granted to private entities.

Article 57

(Location and Conditions of Land for Installation)

1. The camping and caravan park must be located in locations suitable for the purpose for which it is intended, and must comply with the following requirements:

The) must not be swampy, excessively humid or sheltered from winds;

B) have good solar disposition;

w) be wooded and conveniently drained.

2. The location of the land must comply with the plans tourism development and the following requirements:

The) distance from communication routes and unhealthy, uncomfortable, toxic and explosive installations;

B) isolation from the surrounding area;

w) access to the public road and internal circulation that allows easy transit of towing vehicles.

3. In the camping and caravan park, only tourist accommodation, catering and beverage facilities and dance halls on one floor, and the respective projects must comply with the provisions of these Regulations and the municipal or district structure plan in non-authorized areas.

AARTICLE58

(Signaling and Circulation)

1. The camping and caravan park must be duly signposted and have access to a public road that allows for easy transit of motor vehicles and trailers.
2. Internal circulation routes must have a minimum width of 3 and 5 meters respectively, depending on whether they are one-way or two-way and must be kept in good condition.
3. It must be indicated at the entrance to the park in a clearly visible place from the outside, the lack of vacant seats, through characters that allow for easy reading even at night.

SUBSECTION IX

Motel

AARTICLE59

(Classification Criteria)

1. For a tourist resort to be classified As a motel, its building cannot exceed 2 floors and must be located in such a way that its apartments are distanced, at least 30 and 50 meters from the axis of secondary and primary roads, respectively, without prejudice to compliance with the determinations of the competent authorities.
2. Motel rating matrix, including breakdown of the general requirements and specific requirements of each category, is presented in table 7 of Annex II.

SUBSECTION X

Guest House

AARTICLE60

(Classification Criteria)

1. For a tourist development to be classified as a house of guests, must have a minimum capacity of 3 and a maximum of 10 rooms, with the respective rooms having private bathrooms and at least 2 suites.

2. The guesthouse classification matrix, including the breakdown of general requirements and specific requirements is presented in table 9 of Annex II.

SUBSECTION XI

Tourist Complex

AARTICLE61

(Classification Criteria)

For enterprises to be classified as a tourist complex, they must be located in a demarcated area, subject to the same administration that integrate several hotel establishments, complementary means of tourist accommodation, catering and drinking establishments, dance halls and at least one establishment, initiative, project or activity declared to be of interest to tourism.

AARTICLE62

(Qualification)

1. Qualification as a tourist complex is attributed by competent entity, upon request signed by the owner or by all the owners of tourist developments, catering establishments, drinks and dance halls, initiatives, projects or activities declared of interest for tourism which, on the date of their presentation, form part of the set tourism or alternatively by the managing entity of the same.

2. Qualification as a tourist complex can be requested upon request submitted at any of the following times:

The) from the licensing or authorization of subdivision or, when the land is legally divided into parcels, the licensing or authorization of urbanization works, in relation to the area intended for the installation of enterprises and establishments that must integrate the tourist complex;

B) at any stage of its installation; *w*) is already in operation.

AARTICLE63

(Order)

1. In the case of paragraph *The*) of paragraph 2 of the previous article, The application must be accompanied by the following elements:

The) Land registry certificate, property title or other document that replaces it regarding the building or buildings covered by the tourist complex;

B) descriptive and justification, clarifying the claim and indicating the area object of the request, the description of the essential elements of the infrastructure networks, namely the existing networks and the overload that the claim may imply, the total construction area above the ground level and respective intended uses, the number of accommodation units, the heights, the number of floors above and below the threshold quota and the total implantation area;

w) general plan of the area covered by the tourist complex, with the definition of the proposed zoning, with an indication of the different tourist developments, establishments, initiatives, projects or activities likely to be declared of interest for tourism, which constitute the tourist complex, and general characteristics of its facilities, equipment and services for common tourist use;

d) plan of the implementation of the undertakings and establishments that compose it at a scale of 1:500;

It is) certificate of the land register/property title, concerning the building or each of the buildings covered by the tourist complex;

f) permits or licenses for activities included in the tourist complex, when subject to subdivision or/and permit and/and license for carrying out urbanization works;

g) complete identification of the entity responsible for managing the tourist complex;

H) Draft Regulation for the administration of the tourist complex.

2. In the case of item *B*) of paragraph 2 of the previous article, the application must be accompanied by:

The) general plan of the area covered by the tourist complex, at a scale of 1:500, identifying the buildings or plots that make up the area, with the implementation of the enterprises and establishments that compose it; *B*)

certificate of the land register or title of ownership of the building or buildings covered by the tourist complex which includes the registration of approved subdivisions; *w*) permit/license for subdivision of the building or buildings that make up the tourist complex;

d) the approved projects of undertakings and establishments under construction, accompanied by the respective licenses;

It is) projects relating to establishments, initiatives or activities prepared under the terms set out in these Regulations;

f) identification of infrastructures, installations, equipment and services for common use in the tourist complex;

g) complete identification of the entity responsible for managing the tourist complex;

H) Draft Regulation for the administration of the tourist complex.

3. In the case of item *w*) of paragraph 2 of the previous article, The application must be accompanied by the following elements:

The) general plan of the area covered by the tourist complex, on a scale of 1:500;

B) identification of the building or buildings or plots where the undertakings and establishments that comprise it are located;

w) certificate of the land register/title of ownership of the building or buildings covered by the tourist complex which includes the registration of approved subdivisions; *d*) permit/title for the subdivision of the building or buildings that are part of the tourist complex that are subject to subdivision;

It is) tourist activity permit for each tourist enterprise;

f) use license for catering and beverage services of each establishment;

g) Declaration of interest for tourism by at least one of the establishments, initiatives, projects or activities included in the tourist complex under the terms set out in these Regulations;

H) identification of infrastructures, installations, equipment and services for common use in the tourist complex;

i) photographs of the facades of existing buildings;

j) complete identification of the entity responsible for managing the tourist complex;

k) Draft Regulation for the administration of the tourist complex.

SUBSECTION XII

Country house, farm for tourist purposes and establishment of agrotourism

AARTICLE64

(Classification Criteria)

1. For a tourism enterprise to be classified as agrotourism establishment or country house, must have a maximum of 10 guest rooms.
2. The establishment's classification matrix agrotourism, country house and farm for tourist purposes, including the breakdown of general requirements and specific requirements, is presented in table 10 of Annex II.

CHAPTER V

Local accommodation

AARTICLE65

(Provision of Local Accommodation Services)

1. Exploring a local accommodation establishment corresponds to the exercise, by a natural or legal person, of the activity of providing accommodation services.
2. It is assumed that there is exploitation and intermediation of establishment of local accommodation when a property or fraction thereof:

- The*) is publicized, made available or mediated, by any form, entity or means, namely in travel and tourism agencies or *websites* from the *Internet*, as accommodation for tourists or as temporary accommodation;
- B*) being furnished and equipped, in which the general public is offered, in addition to overnight stay, additional services to the accommodation, namely cleaning, for periods of less than 30 days.

AARTICLE66

(Requirements)

1. The local accommodation establishment must comply with the following requirements:
 - The*) present conditions for the conservation and operation of the facilities;
 - B*) be provided with running water, connected to the public water supply network or a private water supply system;
 - w*) have ventilation and aeration conditions;
 - d*) be equipped with furniture, equipment and utensils in good condition;
 - It is*) have hygiene and sanitation conditions;
 - f*) have an information book on the operation of the establishment and respective rules of internal use, which must also contain the telephone contact of the person responsible for operating the establishment;
 - g*) comply with the provisions of the matter on the legal regime of the condominium, when it comes to exploring local accommodation modalities located in condominiums;
 - H*) in case the establishments are inserted in residential buildings, the information book must also contain the Regulation with the practices and rules of the condominium that are relevant for the accommodation and for the use of the common parts.

CHAPTER VI

Restaurants and Drinks

SECTION I

Common Provisions

AARTICLE67

(General requirements)

1. Installations and equipment, which are not required for a given category of catering and beverage establishments, whether installed therein, must comply with the rules laid down in these Regulations.
2. The capacity of the dining room must be defined in according to its area, in order to allow an efficient service and a level corresponding to the classification of the establishment.
3. It is applicable to catering and beverage establishments the rules laid down in this Regulation and those stipulated in the Regulation on the hygienic requirements of food establishments.

SECTION I

restaurant

AARTICLE68

(Classification criteria)

1. The restaurant rating matrix, including the breakdown of the general and specific requirements of each category is shown in table 11 of Annex II.
2. In everything that is not specially established, the same requirements and criteria defined for the restaurant apply, with the necessary adaptations, in relation to the typical restaurant.

SECTION II

Brewery, Bar, *loungebar* and *snack bar*

AARTICLE69

(Classification Criteria)

The classification criteria for brewery, bar, *loungebar* and *snack bar* including the breakdown of the general and specific requirements of each category, is presented in table 13 of Annex II.

SECTION III

Tea room, Pastry shop, Cafe, Ice cream shop, *Pizzeria* and social center

AARTICLE70

(Classification Criteria)

1. The classification criteria for tearoom, pastry shop, coffee shop and ice cream shop, including a breakdown of the general and specific requirements of each category, are shown in table 12 of Annex II.
2. *Pizzeria* and social center classification criteria, including a breakdown of general and specific requirements, are set out in table 14 of Annex II.

SECTION IV

Operation

AARTICLE71

(Opening hours)

1. Food and drink establishments must operate between 6 am and 10 pm.

2. In the case of catering and beverage establishments wishing to extend the opening hours must apply for an open door license from the competent authorities.

CHAPTER VII

dance halls

AARTICLE72

(Classification criteria)

Dance halls must comply with the general and specific requirements of each category, as set out in Table 15 of Annex II.

CHAPTER VIII

Service of *catering*

SECTION I

common provisions

AARTICLE73

(General requirements)

1. It is applicable to the service of *catering* the norms foreseen in this Regulation.

2. The installations for the operation of the service of *catering* they must be adapted to their object of activity, in compliance with the provisions of the following articles.

3. Installations and equipment, which are not required for a particular category of service *catering*, whether installed in them, must comply with the rules set out in this Regulation.

4. The companies of *catering* must offer the following services:

- The) à la carte;*
- B) banquet;*
- w) buffet;*
- d) buffet steering wheel;*
- It is) brunch;*
- f) coffee break; g)*
- happy hour; H)*
- round table; i)*
- breakfast;*
- j) lunches;*
- k) dinners;*
- l) vin d'honneur; m)*
- welcome drink.*

5. Regarding transportation, hygiene and food safety, the companies of *catering* must:

- The) have a vehicle with adequate equipment for transporting food without jeopardizing public health;*
- B) comply with the food safety criteria regulated by the legislation in force in the country on the matter.*

6. In the service area of the transport companies *caterings* should exist:

- The) industrial kitchen suited to the characteristics of the farm, comprising the following areas:*
- i. Supervision area; ii.*
- Nutrition area; iii.*
- Dessert area; iv.*
- Vegetable area; v.*
- Meat area;*

- saw. Seafood area;*
- vii. Cereal area;*
- viii. Diet kitchen area, in the case of *catering* hospital;*
- ix. Pastry area;*
- x. Receiving sorting area for measuring temperature, weight, first cleaning of food, changing boxes and identifying expiry dates, which must be equipped with tables, sinks, vans and scales;*
- xi. storeroom divided into areas, taking into account the nature of food products;*
- xii. pantry divided into dirty and clean zones, with limited communication with other compartments.*

B) The industrial kitchen must also have the following equipment:

- i. refrigerating installations;*
- ii. temperature controllers; iii.*
- smoke extractor.*

7. The exercise of the service of *catering* for aviation is subject to the requirements applicable in the civil aviation legislation.

8. Employees of companies that provide services of *catering* must have a higher education certificate in Hospitality or Restaurant and Bar and Gastronomy and Culinary Arts from the National Board of Professional Qualifications.

SECTION II

Service of *catering* industrial

AARTICLE74

(Classification criteria)

1. For a service to be classified as *catering* industrial, must provide its services to companies or factories in a specific field of activity.

2. The service of *catering* industry must comply with the requirements contained in table 16 of Annex II and the minimum requirements defined in the following articles.

AARTICLE75

(Requirements)

1. The service of *catering* industry must have the capacity to provide over 3000 meals a day.

2. The exercise of the service of *catering* for aviation is subject to the requirements applicable in the civil aviation legislation.

3. The exercise of the service of *catering* hospital, maritime and railway is subject to the favorable opinion of the respective areas of action and the entity that oversees the health area.

SECTION III

Service of *catering* functional

AARTICLE76

(Classification Criteria)

1. The companies that provide the service of *catering* functional they must operate in owned or leased premises with separate spaces for office and clients.

2. The service of *catering* functional must be provided to events.

3. The service *catering* large functional have the capacity to provide over 1000 meals a day.
4. The service of *catering* medium-sized functional must have the ability to provide up to 1000 meals a day.
5. The service of *caterings* small functional having the capacity to provide up to 500 meals a day.
6. The service of *catering* functional complies with the requirements listed in table 16 of Annex II and its installations must meet the minimum requirements defined in the following articles.

CHAPTER IX

Inspection for the opening of a Tourist Enterprise, Food and Beverage Establishment, Dance Rooms, Service *catering* and Exploitation of Accommodation Local

AARTICLE77

(Survey)

1. The inspection for the operation of a tourist enterprise, catering and beverage establishment, dance hall and catering service *catering*, must adhere to the following:

- The*) be requested by the interested party from the competent licensing entity;
- B*) the inspection must be carried out within 10 working days, counted from the date of submission of the application to the competent body to carry out the inspection;
- w*) the members of the inspection team must comply with the relevant legislation and have mastery of the project of the establishment whose inspection they were appointed before carrying out the inspection;
- d*) Simultaneously with the request referred to in the previous paragraph, the licensing entity must be asked to issue a manager certificate, as well as the approval of the respective price lists, under penalty of considering that the inspection is not required, as the case may be;
- It is*) Authorization to open the establishment is granted through the issuance of a provisional permit, valid for 3 months, as provided for in article 83 of these Regulations.

2. In the case of local accommodation, the provisions of the simplified legal regime for licensing for carrying out economic activities.

AARTICLE78

(Composition of the Inspection Team)

1. The inspection is carried out by a multisectoral team composed of the following elements:

- The*) two representatives of the licensing entity, one of them being the team leader;
- B*) a representative of the entity that oversees the conservation area, when necessary;
- w*) a representative of the entity that oversees the area of the national public safety service;
- d*) a representative of the entity that oversees the area of public works, when necessary;
- It is*) a representative of the entity that oversees the health area;
- f*) a representative of the police of the Republic of Mozambique and one of the body that oversees the area of culture, in the case of dance halls.

g) a representative of the licensing entity at provincial, municipal or district level in the case of projects to be implemented in these areas that are approved by the licensing entity at central level.

2. The applicant must be present at the inspection or be represented through its agents.

AARTICLE79

(Inspection report)

1. At the end of the inspection, the team meets to produce the report of the which the opinions of the represented entities must contain, as well as the final report on the verification of the conditions for opening to the public in accordance with the approved project.

2. In the event of deficiencies, a deadline is established, which in the file, for the respective corrections.

3. The inspection report is submitted to the dispatch of the agency competent to authorize, which must be issued and communicated to the petitioner within 5 working days.

4. A copy of the report is delivered to the applicant who can claim, if you wish, within 3 working days.

AARTICLE80

(Decision Against Opening)

If the result of the inspection is contrary to the opening of the establishment, it must be communicated to the applicant with the respective grounds.

AARTICLE81

(Correction of Deficiencies)

The verification of the correction of the deficiencies mentioned in the No. 2 of article 79 is carried out by carrying out a new inspection, following the same procedures as the opening inspection, which must be attended by at least the representatives of the entities whose spheres of competence respect those deficiencies.

AARTICLE82

(Imposition of New Conditions)

The provisions of the previous articles do not prevent, at any time, the supervisory bodies from imposing the application of new measures, tending to eliminate inconveniences that may have occurred.

AARTICLE83

(Issuance of permit and license)

1. If the inspection is favorable for opening the establishment, the licensing entity issues the provisional permit, valid for 3 months, in accordance with annexes IV and VI, within a maximum period of 5 days, from the date of communication of the dispatch regarding the inspection.

2. After issuing the provisional license, the applicant must request the classification of the project from the competent body, in accordance with article 89 of these Regulations.

3. After the classification, the applicant must request the entity licensor the issuance of the definitive permit, under the terms of article 84 of these Regulations and the signpost corresponding to the category of establishment with the competent entity, to be affixed within a maximum period of 30 days from the date of receipt of the permit.

4. For the exploitation of the local accommodation, it must be issued a simplified license of the simplified legal regime of licensing for the exercise of economic activities.

AARTICLE84

(Permit)

1. The Permit for exploration of all undertakings tourist attractions, catering and beverage establishments, dance halls and the exercise of the service of *catering*, provided for in these Regulations, is valid for an indefinite period, in accordance with Annexes V, VII and VIII”.

2. The Permit must contain the following elements:

- The*) license order number;
- B*) unique tax identification number (NUIT); *w*) classification of economic activity (CAE); *d*) Cardholder Name;
- It is*) name of the establishment;
- f*) location of the establishment and indication of the conservation area, if applicable;
- g*) type of establishment; *H*) category of establishment;
- i*) area occupied by the establishment;
- j*) capacity of the establishment; *k*) validity.

3. If any of the elements are modified indicated in the previous number, the owner must request the replacement of the Permit, by returning the previous one to the competent licensing entity.

4. For the issuance of the final permit, referred to in paragraph 1 of this article, the applicant must request the licensing entity, and must attach:

- The*) the original of the provisional license;
- B*) proof of registration on the RNET, as provided for in article 94 of these Regulations;
- w*) the certificate of classification issued by the competent authority.

5. The return of the permit is also required in the case of cessation of activity.

6. The Permit must be posted in a visible place and presented to the supervisory entities, whenever they request it.

AARTICLE85

(Entry into operation)

1. Tourist enterprises, establishments restaurants and drinks and dance halls and companies that provide service *catering*, must open to the public after the issuance of the respective Permit.

2. Local accommodation establishments must open to the public after the issuance of the simplified license, under the terms of the specific legislation on the matter.

CHAPTER X

Classification of Tourist Enterprises, Food and Beverage Establishments, Rooms Dance and Service *catering*

SECTION I

Classification

AARTICLE86

(Purpose and Nature)

The classification is intended to assign the typology and category to tourist developments, catering and beverage establishments, dance halls and service *catering* and is mandatory in nature.

AARTICLE87

(Categories)

1. Tourist enterprises and establishments, referred to in this Regulation, are classified by types and categories taking into account the quality of the service and facilities, in accordance with the requirements defined in this Regulation.

2. The requirements to be considered must focus on:

- The*) characteristics of facilities and equipment; *B*) reception and concierge service; *w*) cleaning and laundry service; *d*) food and beverage service; *It is*) complementary services.

3. This Regulation distinguishes between the requirements minimum and optional requirements, whose aggregate allows reaching the necessary score to obtain a certain category.

AARTICLE88

(Score System)

1. The classification of tourist enterprises, food and drink establishments and dance halls is carried out by an evaluator who scores, on a scale of 1 to 10 points, for each of the service areas, according to the following table:

<i>The</i>) Great	<i>B</i>) Very good	10
Good	<i>w</i>)	9
Basic	<i>d</i>)	8
<i>It is</i>) Acceptable	6 or 7	5
<i>f</i>) Poor	3 or 4	4
<i>g</i>) Not acceptable	1 or 2	2

2. For each of the requirements, which must be analyzed in In each service area, an example of how to use each of these concepts is presented: excellent, very good, good, basic, acceptable, poor and not acceptable.

3. In addition to the overall service area score, each category requires additional scoring criteria, just as each category range requires that you score at least a certain percentage of the required requirements. These requirements must have a minimum score and a threshold score below the required minimum, as noted below:

The) 5 stars

Number of scoring requirements	95% to 100%
Minimum score	No 9 or 10
more than 2 scored requirements.	8

B) 4 stars

Number of scoring requirements	81% to 94%
Minimum score	No 8 or more
more than two requirements with score	All 7
service elements with punctuation	8, 9 or 10

w) 3 stars

Number of scoring requirements	71% to 80%
Minimum score	No 7 or more
more than two scoring requirements ..	6
All service elements with punctuation	8, 9 or 10

d) 2 stars

Number of scoring requirements	61% to 70%
Unacceptable requirements	Less than 3
Minimum score	6 or more
more than two requirements with scoring	5
All service elements with punctuation	7, 8, 9 or 10

It is) 1 star

Number of scoring requirements	61% to 70%
Unacceptable requirements	Less than 3
All service elements with punctuation	7, 8, 9 or 10

AARTICLE89

(Competence for Classification)

1. The National Tourism Institute (INATUR) is the body competent to carry out the classification and reclassification of tourist enterprises, catering and beverage establishments, dance halls and service *catering* throughout the national territory, under terms to be defined by ministerial diploma of the Minister who oversees the area of Tourism.

2. The competent entity, to authorize the opening for operation of the establishment, you must send the process to INATUR, which must proceed with the classification within three months after the issuance of the provisional license.

AARTICLE90

(Competence for homologation)

1. It is the responsibility of the Minister who oversees the area of Tourism the homologation of the classification and reclassification of the 5 and 4 star tourist enterprises, tourist complex and *catering* industrial.

2. It is incumbent upon the Governor of the Province or the Secretary of State, in the case of Maputo City, approval of the classification of 3, 2 and 1 star tourist developments, farms for tourist purposes, private accommodation for tourist purposes, agrotourism establishments, country houses, catering establishments, drinks, dance halls, *catering* functional large, medium and small size.

AARTICLE91

(Provisional classification)

The provisional classification is assigned in the licensing process by the licensing authority and is subject to approval by the competent authority for managing the classification system.

SECTION II

Review and Waiver of Classification Requirements

AARTICLE92

(Classification Review)

1. The classification of tourist enterprises, of catering and beverage establishments, dance halls and companies that provide *catering*, must be reviewed every four years.

two. . The request for revision must be made by the interested party to the competent body 6 months before the end of the period in accordance with the previous number.

3. The classification must also be reviewed when it is verified alteration of the assumptions that determined the respective attribution.

AARTICLE93

(Exemption from Requirements)

The requirements required for attributing classification may be waived by the competent State body when strict observance is likely to affect the architectural or structural characteristics of buildings or those with historical, architectural, artistic or cultural value.

CHAPTER XI

National Registry of Tourist Enterprises and IT System

SECTION I

National Registry of Tourist Enterprises

AARTICLE94

(Purpose and Nature)

1. The National Registry of Tourist Enterprises, referred to as RNET for short, is made up of an updated list of tourist resorts, catering and beverage establishments, dance halls, companies that provide the service of *catering* and local accommodation establishments, with a valid permit or license, which contains all the elements related to its activity and its economic legal characterization, as well as the relevant buildings that occurred in the life of the company, the staff based on the Qualifier of Occupations of Hospitality and Tourism harmonized with the National Framework of Professional Qualifications and, also, any other elements that the Ministry that oversees the area of Tourism deems should be included.

2. The cessation of the activity determines the cancellation of the registration of the tourist enterprise, catering and beverage establishment, dance halls, company that provides the service of *catering* and the establishment of local accommodation on the RNET.

3. Registration in the National Register of Enterprises Tourism is the responsibility of the operator of the tourist enterprise, catering and beverage establishment, dance halls, company that provides the service of *catering* and establishment of local accommodation, licensed under the terms of this Regulation.

4. After the issuance of the respective Permit or License by competent entity for the licensing, the operator of the enterprise must observe the following:

A) register on the RNET within 5 working days; *B)* Make statistical information available on the RNET on a monthly basis, pursuant to article 134 of these Regulations;

w) update the information on the RNET within 5 working days, whenever there is any change in the permit or license issued by the licensing entity.

AARTICLE95

(Elements of the registry)

Tourist enterprises, catering and beverage establishments, dance halls, and companies that provide *catering*, must provide at the time of registration, in addition to the elements contained in the permit, any others that the entity that oversees the area of tourism deems necessary.

AARTICLE96

(Acts subject to registration)

1. The registration referred to in the previous article is subject to the following acts:

The) transfer of the establishment;
B) concession of exploitation; *W*)
 suspension of activity; *d*) closure;

It is) revocation of the license;

f) alteration of the articles of incorporation or of any elements contained in the charter.

2. Complaints, sanctions, praise and reports of inspection and inspection are noted in the register by means of an endorsement, with mention of the processes where the respective establishments are located.

3. The notes referred to in the previous number are made by the entities responsible for licensing the respective establishments.

SECTION II

Information system

AARTICLE97

(Integrated Electronic Tourism Management System)

1. The processing of the procedures provided for in this Regulation is carried out using the IT system that supports the processes of the Tourism Sector, known as the Integrated Electronic System for Tourism Management (e-SIGTur).

2. The computer system referred to in paragraph 1 of this article, it must interoperate or integrate with other systems of the State and the private sector, in the process of sending and receiving tourist or associated information, thus making access and exchange of information more flexible, guaranteeing the integrity of the data.

3. Official State services, private sector, visitor and the general public, must have, in a classified manner, access to the data contained in the computer system referred to in paragraph 1 of this article, through the Tourism Portal of the central body of the State apparatus responsible for the area of Tourism.

4. Access to the computer system referred to in paragraph 1, for Processing of procedures under the terms set out in these Regulations is carried out through the tourism portal.

5. While the system is not in operation referred to in paragraph 1, the processing of the procedures established in this Regulation, when applicable, is carried out on paper.

CHAPTER XII

Autonomous Operation of Establishments

SECTION I

Common Provisions

AARTICLE98

(Exercise of Accessory Activities)

1. When in a tourist enterprise are accessory activities carried out by catering and beverage establishments and dance halls, which assume functional autonomy before the public, the provisions governing the operation of these establishments will be applicable, in the respective part, with the necessary adaptations.

2. For the purposes of the provisions of the previous number, it is considered namely, functional autonomy when the respective operation is announced to the public as a catering and beverage establishment and individualized dance halls.

3. In case of doubt about the autonomy of the operation of catering and beverage establishments and dance halls, the licensing entity decides and, for this purpose, it must listen to the competent authorities for the licensing of each of the activities.

AARTICLE99

(Mandatory Indication of Typology and Category)

1. Establishments cannot use typology and category different from the one attributed to them, nor allude, in any way, to the previous one when it has been changed.

2. In advertising, correspondence, invoices, or any other form of reference to the establishments must clearly indicate, in a complete and unequivocal way, the typology and category.

AARTICLE100

(Period of operation)

1. Establishments that are not open to the public throughout the year must communicate to the competent entity for the licensing, until the 31st of May of each year, the period of its operation for the following year.

2. The communication provided for in the previous number is waived, provided there is no change in the period of operation communicated in the previous year.

3. In the absence of timely communication, it is mandatory the operation of the establishment throughout the year.

4. Without prejudice to legal or contractual provisions, local accommodation establishments can freely establish their operating periods.

5. The period of operation of the establishments of Local accommodation must be duly advertised, except when the establishment is open every day of the year.

AARTICLE101

(Manager)

1. In all tourist developments, establishments catering and drinks, dance halls and service *catering*, there must be a manager, who is responsible for ensuring its proper functioning, customer service, tourist products and services.

2. The technical capacity of the manager is certified by document to be issued by the licensing entity, according to the model in Annex IX, and the applicant must attach the following documents to the application:

The) *Curriculum vitae*;

B) certificate of higher education in the area of Hospitality, Tourism or Restaurant and Bar and Gastronomy and Culinary Arts from the National Board of Professional Qualifications duly authenticated for 5 and 4 star tourist enterprises, luxury and 1st class restaurants and the exercise of professional service *catering* industrial; *W*) course certificate in Hospitality, Tourism or Restaurant and Bar and Gastronomy and Culinary Arts from the National Board of Professional Qualifications duly authenticated for the other categories provided for in these Regulations;

d) proof of payment of the fee for issuing the manager's license issued by the management of the respective tax area, as provided for in Annex IX of these Regulations.

3. The provisions of the previous number do not apply to houses campgrounds, agrotourism establishments, 2nd and 3rd class catering and beverage establishments and local accommodation.

4. The License of Manager of tourist enterprises, catering and beverage establishments, dance halls and the service of *catering* provided for in these Regulations is valid for three years.

AARTICLE102

(Free Access and Permanence in the Establishments)

1. Tourist undertakings, establishments of catering and drinks, dance halls, companies that provide the service of *catering* and local accommodation establishments are public establishments, and any discriminatory practice based on race, sex, ethnic, religious, social or other position is prohibited.

2. The following are considered justified reasons for prohibiting access:

- The*) drunkenness that causes disturbances or any other state resulting from the consumption of narcotics;
- B*) non-compliance with the usual norms of hygiene, morality, coexistence and public order.

3. Justified grounds for prohibition are considered of permanence:

- The*) lack of intention to acquire or consume the goods or services that constitute the object of the establishment's activity;
- B*) in general, any act that jeopardizes public safety and order.

AARTICLE103

(Animal Access Prohibition)

1. In tourist developments, establishments catering and drinks, dance halls and service *catering*, access is prohibited for people who are accompanied by animals.

2. The restriction mentioned in the previous number is extensive to the owner and manager of the respective establishments.

AARTICLE104

(Admission Reservation)

It is up to the licensing authority to authorize the exercise of the right to reserve access to tourist resorts, food and drink establishments and dance halls, in the following cases:

- The*) in the case of an establishment designed to accommodate a certain professional class, association, or referring to a certain segment of the market, or another based on a duly substantiated objective criterion.
- B*) authorized the exercise of the right referred to in the previous number, the information must appear on a standardized plaque to be placed in a clearly visible place at the entrance of the establishment.

AARTICLE105

(Consumption of non-proper food and beverages of the Establishment)

In tourist developments, catering and beverage establishments and dance halls, the consumption of food or beverages that are not provided by the establishment itself is prohibited, unless authorized by the person responsible for management.

AARTICLE106

(Presentation and Posture)

1. All workers must be properly identified, clean and serve the clientele with civility, courtesy, correctness, diligence and cleanliness.
2. When the specific service area requires it, all workers must present themselves in a uniform suitable for the service they provide.

SECTION II

Prices

AARTICLE107

(Notification of the Price List)

1. No tourist enterprise, establishment of catering and drinks, dance halls, you can start your operation without having communicated, in the act of requesting an inspection, to the licensing body, the price lists referring to accommodation and/or food and drinks or access to the dance halls.
 2. The communication must be presented in a form according to the models in Annexes XI and XII, in duplicate, with one of the copies to be returned to the interested party, with the entry date, serving as a receipt.
 3. The prices already approved are shown in the form as per the models in Annexes XI and XII.
 4. In the case of a reclassified establishment, the communication of the new price lists to be practiced, must be made within five working days after notification of the new classification.

AARTICLE108

(Mandatory Minimum Consumption)

Those interested in practicing the modality of mandatory minimum consumption must submit to the competent body to authorize the respective request, which contains the name and classification of the establishment, the price of consumption, the service to which it entitles.

AARTICLE109

(Fixing the Mandatory Minimum Consumption)

1. It is up to the licensing entity to ratify the price mandatory minimum consumption, taking into account the classification of the establishment, the service offered and the level of the show, if any.
 2. The minimum consumptions are understood to be tacitly fixed mandatory for which no decision has been taken within a period of fifteen working days, counted from the date of submission of the respective request to the competent authority to authorize.

AARTICLE110

(Revision of the Mandatory Minimum Consumption Price)

1. The interested parties must, whenever the circumstances justify it, request the ratification of new prices for the mandatory minimum consumption.

2. The mandatory minimum consumption price, ratified in the terms in the previous number, comes into force on the day following the receipt by the interested party of the change communication.

AARTICLE111

(Prohibition of Prices Higher than Notices)

In no tourist resort or catering and beverage establishment and dance halls, a price higher than that approved under the terms of this Regulation may be charged.

AARTICLE112

(Promotional Prices)

With a view to boosting domestic tourism, the Government encourages the Private Sector to practice promotional prices.

AARTICLE113

(Mandatory Price Display)

1. In tourist developments, they must be posted in clearly visible places, standardized tables, which contain the name and category of the establishment and the prices of the room, meals and full board.

2. In these establishments, the tables to be presented to customers in dining rooms they must always contain the price of the meal.

3. In food and drink establishments and lounges dance, there must be price lists, in clearly visible places, that reproduce the communicated tables, and must be made available to customers.

4. In establishments where consumption is practiced mandatory minimum, the price of which must be posted at the entrance in a clearly visible place, indicating, without discrimination, the total price, including fees and taxes.

AARTICLE114

(Payments for Services in Tourist Enterprises, Food and Beverage Establishments, Dance Rooms, Services of catering and Local Accommodation)

1. Payments resulting from services provided by tourist resorts, catering and beverage establishments, dance halls, *catering* and local accommodation establishments must be in cash, bank deposit, bank transfer or other payment instruments authorized by the Central Bank.

2. In all tourist developments, establishments catering and drinks, dance halls, catering service *catering* and local accommodation establishments, payment in national currency is mandatory, either in cash or in other instruments authorized by the Central Bank.

3. All receipts resulting from the services provided by tourist developments, catering and beverage establishments, dance halls, *catering* and local accommodation establishments, by residents and non-residents, even through their representatives abroad, whether in cash, deposit, bank transfer or made electronically or through digital platforms or other payment instruments, must occur through accounts domiciled at banks operating in the Republic of Mozambique.

4. All payments and receipts, to which the previous numbers, must be done in compliance with the exchange legislation in force in the Country.

CHAPTER XIII

Fees

AARTICLE115

(Licensing and Classification Fees)

1. For carrying out the activities provided for in this Regulation, licensing and classification fees are due, as set out in the Tables in Annex XIV and XV, attached to this Regulation and which are an integral part of it.

2. It is incumbent upon the Ministers who oversee the areas of Tourism and Finance to update the fees provided for in paragraph 1 of this article.

3. The fees established in these Regulations must be delivered to the Tax Area Management Receipt, using the Model B and Model 11 forms.

4. Fees due for licensing establishments of local accommodation comply with the provisions of the legislation on simplified licensing.

AARTICLE116

(Destination of Licensing and Classification Fees)

1. License fee amounts are allocated as follows:

The) 40% for improving licensing services; *B*) 60% for the state budget.

2. Sort rate values are allocated as follows:

The) 40% for improving classification services; *B*) 60% for the state budget.

CHAPTER XIV

Complaint book

AARTICLE117

(Complaint book)

1. Tourist undertakings, establishments of catering and drinks and dance halls, *service catering* and local accommodation must have a complaints book, in a very visible and accessible place, under the terms and conditions established in these Regulations.

2. The original of the claim sheet must be sent to competent entity to supervise and instruct the processes of infractions and apply penalties, with regard to tourist activities, tourist developments, catering and beverage establishments and dance halls, *service of catering* and local accommodation.

3. The competent entity for inspection must provide the competent bodies to license, access to complaints.

AARTICLE118

(Procedure on Complaints)

1. The complaints book, with the model in Annex X, it must be provided to customers who request it and show a document proving their identification, unless, by personal knowledge, the person responsible for managing the establishment waives it.

2. The complaints book must indicate terms of opening and of closing signed by the competent body to license, with pages in triplicate and duly numbered and initialed.

3. Of the complaints recorded therein, the person responsible for management of the establishment, send the original to the competent inspection services together with the allegations, wanting, within five working days for the purposes of approval and subsequent actions, to deliver the duplicate to the complainant and the triplicate to remain in the complaints book.

CHAPTER XV

Signaling and Tourist Signage

AARTICLE119

(Tourist signage)

1. In all tourist developments, establishments catering and drinks, dance halls, catering service *catering* and local accommodation it is mandatory to affix the identification plate of the respective category outside, next to the main entrance, whose model is approved and is attached to these Regulations.

2. The tourist signs to be used within the scope of the system classification of tourist enterprises, catering and beverage establishments, dance halls and local accommodation is set out in Annex III.

3. The typology and final category attribution plaques must be affixed in a visible place next to the entrance of the development, are mandatory and must be acquired from the competent entity.

4. It is incumbent upon the entity that oversees the area of roads under proposal of the entity that oversees the area of tourism, to carry out tourist signage.

AARTICLE120

(Safety Signaling)

Tourist enterprises, catering and beverage establishments, dance halls and *catering*, must place safety signs, expressing, according to the real situation, a prohibition, danger, obligation or information.

CHAPTER XVI

Inspection and Penalties

SECTION I

General Provisions

AARTICLE121

(Supervision Bodies)

It is incumbent upon the National Inspection of Economic Activities to supervise tourist enterprises, catering and beverage establishments and dance halls, *catering* and establishment of local accommodation, as well as instructing the respective transgression processes and applying the due fines.

AARTICLE122

(Auto de Notícias)

Whenever the officials responsible for inspection become aware of the existence of any infringement of the provisions of this Regulation or resulting from it, they prepare the report in accordance with the provisions of the Code of Criminal Procedure.

AARTICLE123

(Complaint)

Any person has the legitimacy to present, before the entities of the Tourism area, at different levels, the supervisory entity and other competent entities due to the matter.

AARTICLE124

(Deadline for Payment of Fines)

1. The deadline for voluntary payment of fines is 20 days from the date of notification.

2. Payment is made by means of a guide issued by the inspection, to be deposited at the Finance Department of the respective area.

3. In the absence of voluntary payment within the aforementioned period in paragraph 1, the case is referred to the competent tax foreclosure court.

4. The entity referred to in article 121 of this present Regulation submitting the case to the tax foreclosure court or to the competent courts depending on the nature of the offences.

AARTICLE125

(Suspension or Termination Survey)

Once the reasons justifying the application of measures to suspend activity or closure of the establishment have been removed, the suspension or closure is lifted within a maximum period of five working days, after communication of the suppression in an application by the interested party, accompanied for this purpose by the documents supporting documents.

AARTICLE126

(Complaint and Appeals)

Complaints, hierarchical appeals and contentious appeals under the terms of the Law may be lodged against decisions taken pursuant to these Regulations.

AARTICLE127

(Destination of Fines)

1. The amounts of fines applied under this Regulation have the following purpose:

A) 90% for the competent inspection entity; *B)* 10% for the State Budget.

2. The amount of fines applied under this Regulation must comply with the norm in the collection procedure of the supervisory entity.

3. The amounts of fines applied must be delivered to the Receipt of the Tax Department of the respective tax area, through Model B and Model 11 guides, by the competent inspection services.

SECTION II

infractions

AARTICLE128

(Illegal Construction and Exercise)

Without prejudice to the legislation in force on the matter, the following constitute infractions:

A) start of construction of tourism developments without the competent authorization of the licensing entity; *B)* unlicensed exercise of activities regulated in these Regulations.

AARTICLE129

(Fire Safety Infractions)

Without prejudice to other applicable legislation, the following are considered, namely, infractions in terms of fire safety:

The) no or insufficient number of fire extinguishers;

B) existence of fire extinguishers out of date; *w*) lack of safety signs;

d) absence or deficiency of emergency security lighting;

It is) blocking exits and windows or stairs; *f*) occupation of evacuation routes; *g*) disablement of smoke chambers;

H) use of decorative materials without fire protection;

i) existence of fuels beyond the established limits or of an unapproved type;

j) overcrowding of the establishment.

AARTICLE130

(Accessory Sanctions)

1. The offenses provided for in this Regulation are subject to the following accessory sanctions:

The) seizure of the material through which the offense was committed;

B) Suspension, for a period of up to 2 years, of carrying out the activity directly related to the offense committed;

w) closure, for a maximum period of 2 years, of the tourist enterprise, catering and beverage establishment, dance halls, *catering* or facilities where tourist accommodation services are being provided without a valid title.

2. When the accessory closure sanction is applied, the license, if any, must be revoked by the authorities responsible for licensing and inspection.

AARTICLE131

(Embargo, Demolition and Closure)

1. The embargo sanction is applicable for illegal projects, but appropriate in terms of location.

2. The demolition sanction is applicable for illegal projects and in inappropriate areas.

3. The sanction for closing the establishment must be applied when, due to the repeated practice of serious infringements, the maintenance of its operation represents a risk for users or third parties or damage to the image of national tourism.

4. For the purposes of the previous number, they are namely Violations of health, food hygiene, cleanliness and fire safety and racial discrimination are qualified as serious.

SECTION III

Embargo, Demolition and Interdiction

AARTICLE132

(Embargo and Demolition)

Without prejudice to the competences attributed by law to other entities, it is incumbent upon the President of the Municipal Council

or District Administrator in non-authorized areas to embargo and order the demolition of works carried out in violation of the provisions of this Regulation, on its own initiative or upon communication from the central or local body of the State responsible for licensing or the competent entity for inspection.

AARTICLE133

(Operation Prohibition)

The competent body to supervise, must determine the temporary interdiction of the operation of tourist enterprises, catering and beverage establishments and dance halls, service of *catering* and local accommodation, in whole or in part, when there is a lack of compliance with the applicable legal provisions that jeopardizes the safety of tourists or consumers of tourist products and services or public health.

CHAPTER XVII

Final and Transitional Provisions

AARTICLE134

(Statistics)

1. Without prejudice to the powers of the responsible entity by National Statistics and the prescriptions relating to the control of guests and customers, in tourist resorts, catering and beverage establishments, dance halls, service *catering* and local accommodation establishments must provide statistical information on the RNET, within 15 days of the following month, regarding the guests and customers they received and other information deemed relevant for the sector.

2. Guests must be discriminated by nationality, reason for travel, country of origin or origin and means of transport used.

3. The elements referred to in the previous numbers are strictly confidential, and can only be used grouped within the scope of the licensing entity and other official services that need them.

4. Failure to provide statistical information for a period of 6 consecutive months gives rise to the suspension of the Permit until its regularization.

AARTICLE135

(Regularization of permits and registration of managers)

1. Within one hundred and eighty days, counted from the date of entry into force of this Regulation, holders of permits issued under the previous legislation must request the licensing entity to regularize them.

2. Once the period referred to in the previous number expires, all permits issued under the previous legislation.

3. The provisions of the previous numbers also apply to managers' certificates.

AARTICLE136

(Hospitality and Tourism Occupation Qualifiers)

1. The implementation of Occupation Qualifiers of Hospitality and Tourism, harmonized with the National Framework of Professional Qualifications, is mandatory for all tourist developments, catering and beverage establishments, dance halls and catering services. *catering*.

2. Providing the information referred to in the previous number to the licensing entity must be done through the RNET, as provided for in article 94 of these Regulations.

Glossary

Ala carte: is an à la carte meal, in which each person has a menu available and can choose the *item* that you like the most.

Local accommodation: Accommodation establishment that has authorization to use and provide temporary accommodation services, against remuneration in houses, apartments, rooms and lodging establishments, but that do not meet the requirements to be considered tourist developments.

Tourist accommodation: Temporary accommodation or installation service in a hotel establishment. When referring to accommodation, it is understood that it is only about using the room and not the meals that make up the diet.

Banquet: It is a large meal with a considerable number of people, among other services that include various starters, main courses and desserts. As a rule, in this type of meal, the table service can be carried out as a French service, for example, a solidarity dinner or a diplomatic dinner.

Pub: Commercial establishment serving alcoholic and non-alcoholic beverages and fast-prepared foods.

brunch: It results from the combination of words *breakfast* and *lunch*. It is a meal that combines breakfast and lunch, and is usually served at an intermediate time between the two aforementioned meals – between 10:00 am and 2:00 pm. The delicacy options are characterized by a mix between *item* that we can find for breakfast, such as scrambled eggs, pancakes, various pastries and bakery, cold meats, among others and delicacies that we can find for lunch, such as vegetable salads, fruit salads, smoked fish, wine, sparkling wines, among others.

buffet: it is the most suitable format for a meal for a large number of people, with numerous delicacies and drinks available, being displayed on several tables in order to allow the customer to serve himself. The tables and delicacies must be organized in a logical and sequential order of the meal in question.

Flying Buffet: is governed by the same principles as a *buffet* normal, with the exception that there is no option to sit down during the meal, it is eaten standing up. In this way, delicacies and drinks should be simpler and more practical in order to facilitate their consumption.

Coffee: Establishment of the hotel branch specializing in the supply of beverages, especially coffee and its compounds, at tables arranged throughout the establishment space. Some cafes also offer a light meal service.

Tourist caravan: Caravan designed to be towed by a road vehicle, offering accommodation and cooking facilities.

caravanning: Form of tourism or leisure consisting of traveling and camping with a caravan or trailer.

Simple bathroom: sanitary facility that has *shower*, washbasin and toilet.

Complete bathroom: Sanitary installation that has a bathtub, washbasin and toilet.

Luxury bathroom: sanitary installation that has a bathtub or *jacuzzi*, *shower*, washbasin and toilet.

Country house: Properties for tourist purposes located in villages and rural areas that, due to their brand, construction materials and other characteristics, are part of the typical local architecture.

Guest House: Establishment of tourist accommodation integrated or not in buildings of family housing, which includes common areas serving breakfast and may offer lunch and dinner services.

Catering: Service that consists of preparing and providing meals and drinks to a group at an event, means of transport, public or private place. the service of *caterings* serves a certain type of meal and quantities already stipulated.

catering of Aviation: Service provided by companies dedicated to the provision of meals and drinks on airplanes.

catering Functional: Service consisting of preparing and providing meals and drinks at specific events, such as parties, conferences, weddings, christenings, among others, whether in rented spaces, customers' homes, restaurants and others.

catering Large functionality: Service that consists of preparing and providing meals and drinks at specific events, such as parties, conferences, weddings, christenings, among others, whether in rented spaces, clients' homes, restaurants, and others, provided by legally constituted entities with the capacity to provide over 1000 meals a day.

catering Medium-sized functional: Service that consists of preparing and providing meals and drinks at specific events, such as parties, conferences, weddings, christenings, among others, whether in rented spaces, clients' homes, restaurants, and others, provided by legally constituted entities with the capacity to provide up to 1000 meals a day.

catering Small functionality: Service that consists of preparing and providing meals and drinks at specific events, such as parties, conferences, weddings, christenings, among others, whether in rented spaces, clients' homes, restaurants, and others, provided by legally constituted entities with the capacity to provide up to 500 meals a day.

catering railway: Service provided by companies dedicated to the supply of meals and drinks in rail transport.

catering Hospital: Service that consists of making and supplying meals and drinks in hospitals.

catering Industrial: Service that consists of preparing and supplying meals and drinks to companies in the energy, mining, aviation, maritime, railway and hospital sectors. This service is provided by legally constituted entities capable of providing over 3000 meals per day.

catering maritime: Service provided by companies dedicated to the supply of meals and drinks in means of maritime transport.

social center: Catering establishment intended to provide meals to workers of the same company, factories, barracks, commercial premises, schools, hospitals, which may be free of charge or upon payment at subsidized prices.

Brewery: Establishment specializing in selling and serving various types of beer, bottled, canned, draft or by the glass.

Afternoon tea: also known as *the 5 o'clock tea*, this service is characterized by its noble and elegant connotation. Usually held between 4 pm and 6 pm, it stands out for its sophistication and class.

Chalet or Bungalows: It is a type of architectural style accommodation compartment with a triangle shape on the ceiling, built with mixed material, which offers cooking facilities.

Barbecue: A popular event, most often held outdoors, at lunch or dinner, aimed at a

considerable number of people promoting interaction among themselves. The delicacies that are part of this meal are, as a rule, grilled meat and fish.

Cocktail:Event in which drinks are served at a fixed station or passed by employees. Customers are standing or moving around inside the space in question while serving the range of drinks at their disposal. Generally, a *cocktail* consists of alcoholic and non-alcoholic beverages.

Cocktail Dinatoire:Event similar to a *cocktail*, however, it is also composed of *finger food*. It is usually served in the late afternoon, already close to dinner time, as the aim will be to replace a full dinner with something lighter.

Coffee Break:it is a service offered during the break of an event, and therefore, seen as a break in a meeting or conference, it can be in the morning or in the afternoon.

Tourist set:Nuclei of functionally interdependent installations, located in a demarcated area, subject to the same administration under the terms set out in these Regulations. Consisting of one or more hotel establishments or complementary means of tourist accommodation, they may be catering and beverage establishments, initiatives, projects or activities declared to be of interest to tourism.

Hosting day:Continuous period of time required to provide room, breakfast, lunch and dinner services.

Bursar:Place where fresh and dry food is stored, beverage storage, as well as weighing and qualitative and quantitative control.

Tourist developments:Establishments that are intended to provide tourist accommodation services, for remuneration, having, for their operation, an adequate set of structures, equipment and complementary services.

Beverage establishment:Establishment intended to provide, for remuneration, drinks and cafeteria services for consumption on the establishment or outside it, being able to use the designations of bar, brewery, cafe, pastry shop, tea room, ice cream parlour. The service provided in these establishments consists of providing drinks directly to users.

Eating and drinking establishment:Establishments that are intended to provide the public, against payment, with food and drinks to be consumed on the spot.

Catering establishment:Establishment intended to provide, for remuneration, meals and drinks, on the establishment itself or outside it, and includes restaurant, seafood restaurant, pastry house, *pizzeria*, *snack bar*. The service provided in them consists essentially in the preparation and supply of meals.

Agrotourism establishments:Properties located on agricultural holdings that allow guests to monitor and learn about the agricultural activity, or to participate in the work carried out there, in accordance with the rules established by their owner.

Happy hour:Meeting at the end of the afternoon, after a day at work, where friends and colleagues get together in a more informal atmosphere. Takes the form of a *cocktail* with regard to the products made available.

Hotel:Establishment occupying the entirety of a building or part of it, completely independent, making its facilities a homogeneous whole and offering direct access to the floors for the exclusive use of customers.

Hotel-apartment:Establishment consisting of a set of furnished and independent apartments, installed in its own building and operated under a hotel regime.

Boutique Hotel:Accommodation unit that distinguishes itself in offering thematic and different, due to its *design*, due to its architectural line and the way in which the development, its equipment and environments are distributed in space and the ways of differentiating the size, location, type of management, consumer profile, and in particular the interactivity between guests and owners, or guests with the property, seen as an element that enhances the guest's experience, making them feel at a friend's house or like "owner of the place".

Hotel resort:Leisure hotel that offers guests a variety of options for recreational, sporting and cultural activities, as well as a full service restaurant, generally located outside urban areas, in particularly pleasant areas, which may be close to the coast or in areas with important natural attractions, such as lakes, rivers, mountains, mountains.

Sanitary instalation:constitutes the part of the building intended for hygiene and the satisfaction of physiological needs. The sanitary installation can also be called a bathroom.

Lodge:Establishment of tourist accommodation based on activities related to nature such as safaris, fishing, diving, walks and contemplation of biodiversity, built predominantly in local style and materials.

lounge bar:It is a place with luxury decoration and comfortable seats, where people can meet and interact in a more relaxed way, and can even enjoy some drinks and light meals.

Half board:Allocation of the room and provision of breakfast and one of the main meals, lunch or dinner.

Complementary means of accommodation:Accommodation that does not comply with the rules or systems of conventional hospitality, such as villages, camps or holiday camps, apartment hotels, camping and caravan parks, youth hostels, private homes.

Round table:Lunch or Dinner where the Menu is fixed or with 2 or 3 options to choose from. The price is fixed regardless of the composition of the customer's choice. It is characterized by presenting an American-style table service.

"Apartment" type:is the local accommodation establishment whose accommodation unit is constituted by an autonomous fraction of a building or part of an urban building susceptible of independent use.

Type of "hosting establishment": local accommodation establishment whose accommodation units consist of rooms, integrated in an autonomous building fraction, in an urban building or in a part of an urban building susceptible of independent use.

Type of "housing":local accommodation establishment whose accommodation unit consists of an autonomous building, of a single-family character.

Type of "rooms":when the exploitation of local accommodation is carried out at the lessor's residence, which corresponds to his tax domicile, the accommodation unit being the room.

Motel:Hotel establishment intended for normally short stays, consisting of accommodation units with direct access from the outside and with private garage or parking, adjacent to each apartment. The main feature lies in the fact that it is projected horizontally in space, distributing the accommodation by autonomous units, supported by services located in a central nucleus. Motels are predominantly located on the outskirts of large cities, in rural areas and along roads with intense traffic density, as well as vacation spots.

Camping and caravan park: Tourist enterprise installed in duly delimited land and equipped with infrastructure designed to allow, either free of charge or for a fee, the installation of tents, trailers, caravans or motorhomes and other material and equipment necessary for the practice of camping and caravanning.

Full board: is a tourist regime that consists of the allocation of a room and its private facilities for a minimum period of twenty-four hours with the right to breakfast, lunch and dinner during your stay.

Simple pension: Allocation of room and provision of continental breakfast, which is included in the price of the room.

Pension: It is a hotel establishment with conventional characteristics where, in addition to accommodation, meals are served to guests and passers-by. In general, pensions are family-run units.

Breakfast: it is the first meal of the day and can take on different formats with regard to its constitution. A breakfast can be continental, American or English. The Continental consists of Coffee, Milk, Tea, Chocolate, Infusions, Bread, Toast, Brioche, Croissant or other dry cake, Butter and Jams. The Americano is the same as the Continental, adding fruit juices, scrambled and fried eggs, bacon, sausages and cereal. Finally, the English breakfast is also very similar to the Continental one, with the addition of bacon or sausages, fish or eggs and possibly fruit juice, or cereals and natural fruit.

Picnic: is an event: held outdoors, which can be a simple and informal lunch or snack. The places chosen for this type of meal are fields, parks or forests, favoring contact with nature. The meal is based on foods that are easy to prepare and transport, such as sandwiches, salads, fruits, boiled eggs, quiches, biscuits and fresh drinks, among others. Traditionally, a picnic is done by spreading a towel on the ground where participants sit and enjoy the *snacks* brought in the typical wicker basket.

Pizzeria: is an establishment normally characterized as a restaurant, whose specialty is the sale of pizzas or other types of pasta.

Bedroom: Division exclusively destined for this purpose.

Superior room: Room in a tourist development with high quality equipment, *mini bar*, *jacuzzi* and a full size bed *king*.

Farm for tourist purposes: Private house that provides, cumulatively or not, accommodation, catering, drinks and dancing services, and can be used as a private dwelling by its owners, possessors or legitimate holders.

Hotel system: Rental of accommodation units on a day-to-day basis or for a period of up to one month, accompanied at least by the provision of cleaning services.

Reservation: Blocking of space in tourist establishments that guarantees the interested party its subsequent use, which can be carried out before the payment of the amount corresponding to the reserved space.

Residential: Hotel or pension that does not have a restaurant, limiting itself to providing, as its own services, accommodation and breakfast.

Restaurant: Establishment intended to provide, for remuneration, meals and drinks to be consumed in the establishment itself or outside it.

Typical restaurant: Which, through its kitchen, furniture, decoration and, eventually, through the exhibition of folklore, recreates an atmosphere characteristic of a country or region.

Establishment characterized by the service of meals and drinks, conceived in a way to give the clientele a local atmosphere, either by choosing the dishes on the menu, or by providing dancing, shows with music or dancing from the region.

Dance room: Leisure establishment whose fundamental activity is dancing, with or without variety shows, with the supply of drinks, including or not meals, including in particular those designated in international practice as "*night club*", "*disco*" or "*dancing*". It is "*cabaret*".

tea room: it is an establishment serving mainly tea and other drinks and light meals, often in a calm or subdued atmosphere.

Restroom: Sanitary installation consisting of toilet and washbasin.

American service: The waiter carries the dished delicacies in the kitchen and places them directly on the customer's right.

French service: The waiter places the platter at the customer's disposal, on the left side, and the customer serves himself.

Direct English service: The employee carries the delicacy, presents it to the customer on the left side; serves the customer, using the service cutlery.

Indirect English service: The employee carries the delicacy, presents it to the customer on the left side; serves the customer, using the service cutlery.

Russian service: The whole delicacy comes from the kitchen, is presented to the customers and carved, maintaining the original aspect; then it is presented again to customers and served French or English style.

Hotel service: that which consists of combining breakfast with one of the main meals (lunch or dinner), implying the inclusion of accommodation.

Integrated Tourism Management System: set of elements structured in management, which deals with the model of organization and interaction of entities in the tourism value chain; Promotion, which is dedicated to providing all the information necessary for carrying out the *marketing* digital of the available products or services; and Commercialization, which deals with the electronic sale of diversified products or services related to the local culture.

snack-Pub: Restaurant and beverage establishment serving light meals, previously cooked or prepared, at moderate prices and usually at a counter with individual seats for customers.

Ice-cream parlor: It is an establishment that sells ice cream and sometimes other related foods.

Spa: Commercial establishment that has an elegant place with a specific structure to offer customers health, beauty and well-being treatments through massages, medicinal baths, physical exercises, among others.

Suite: Set consisting at least of a bedroom, private bathroom and living room, communicating with each other through the entrance antechamber.

Tourism: Set of professional activities related to transport, accommodation, food and leisure activities aimed at tourists.

Domestic tourism or domestic tourism: These are visits by residents within their own country, that is, it corresponds to the tourist consumption carried out by resident visitors who move within their country of residence.

Sustainable tourism:Tourism that safeguards the environment and natural resources, guaranteeing the economic growth of the activity, that is, capable of meeting the needs of present and future generations.

Accommodation unit:is the delimited space intended for the exclusive and private use of the guest, which can be rooms, suites, apartments or villas, depending on the type of tourist enterprise.

vin d'honneur:can take the same form as a *cocktail* before Dinner, however, characterizes an event of an official and diplomatic nature. It can also be used to affirm brands and/or symbolic products of a country or nation.

Welcome Drink:a moderately formal welcome drink is served, consisting of various alcoholic and non-alcoholic drinks along with solid appetizers.

ANNEX I

Table 1 - Dimensions and Minimum Areas

group or categories	Steps Width (meters)		Runners Main Width (1)	zones of be Subway Square per room (2) (3)	Room of Meals Subway Square per room (4)	bedrooms (5) (6) (7)			Terrace of the bedrooms (9)	bathrooms					
	Main	services				Foot Right (meters)	doubles (meters square)	Individual (meters square)			Living in of bedrooms suites and apartment-tos (8)	meters square	meters square	Special (meters square)	complete (meters square)
hotels															
Five stars	1.80	1.20	1.75	3.00	2.25	2.60	20.00	13.00	13.00	100	1.70x0.60x0.75	6.00	5.50	4.00	3.00
Four stars	1.50	1.20	1.60	2.50	2.00	2.60	18.00	12.00	11.00	80	1.60x0.55x0.70	-	4.50	3.00	2.75
Three stars	1.35	1.20	1.40	2.00	1.80	2.60	17.00	11.00	10.00	60	1.60x0.55x0.70	-	4.00	2.75	2.50
Two stars	1.30	1.10	1.25	1.20	1.80	2.60	15.00	8.00	9.00	40	1.50x0.55x0.70	-	3.50	2.50	2.00
A star	1.15	1.10	1.25	1.20	1.25	2.60	14.00	8.00	8.00	40	1.40x0.55x0.70	-	3.50	2.50	1.70
Resort Hotel															
Five stars	1.80	1.45	1.75	3.00	2.25	2.60	36.00	32.00	20.00	-	-	-	5.50	4.50	3.50
Four stars	1.60	1.35	1.65	2.50	2.00	2.60	32.00	28.00	18.00	-	-	-	4.50	3.50	3.00
Three stars	1.40	1.25	1.45	2.00	1.80	2.60	28.00	24.00	16.00	-	-	-	4.00	3.00	2.75
boutique hotel															
Five stars	1.80	1.20	1.75	3.00	2.25	2.60	20.00	13.00	13.00	100	1.70x0.60x0.75	6.00	5.50	4.00	3.00
Four stars	1.50	1.20	1.60	2.50	2.00	2.60	18.00	12.00	11.00	80	1.60x0.55x0.70	-	4.50	3.00	2.75
Three stars	1.35	1.20	1.40	2.00	1.80	2.60	17.00	11.00	10.00	60	1.60x0.55x0.70	-	4.00	2.75	2.50
Lodges															
Five stars	1.75	1.20	1.75	3.00	2.25	2.60	20.00	14.00	13.00	100	1.70x0.60x0.75	-	5.50	4.00	-
Four stars	1.50	1.20	1.60	2.50	2.00	2.60	18.00	13.00	11.00	80	1.60x0.55x0.70	-	4.50	3.00	-
Three stars	1.35	1.20	1.40	2.00	1.80	2.60	17.00	12.00	10.00	60	1.60x0.55x0.70	-	4.00	2.75	2.50
Two stars	1.25	1.10	1.25	1.50	1.75	2.60	12.00	9.00	9.00	-	-	-	3.50	2.50	2.00
A star	1.15	1.10	1.25	1.50	1.25	2.60	12.00	9.00	8.00	-	-	-	3.50	2.50	1.70
Hotels Apartments															
Four stars	1.50	1.20	1.60	-	-	2.60	13.00	10.00	15.00	-	-	-	4.50	3.00	-
Three stars	1.35	1.20	1.40	-	-	2.60	12.00	9.00	13.00	-	-	-	4.50	2.75	-
Two stars	1.30	1.10	1.25	-	-	2.60	10.00	8.00	12.00	-	-	-	4.00	2.50	-
PENSIONS															
Four stars	1.20	1.20	1.25	1.25	1.60	2.60	12.00	9.00	4.00	-	-	-	3.50	2.50	2.00
Three stars	1.15	1.15	1.00	1.00	1.50	2.60	10.00	8.00	7.50	-	-	-	3.50	2.50	1.70
Two stars	1.10	1.10	1.00	1.00	1.25	2.60	9.00	7.50	7.50	-	-	-	3.50	2.50	-
A star	1.00	1.00	1.00	1.00	1.25	2.60	9.00	7.50	7.50	-	-	-	3.50	2.50	-
motels															
Three stars	1.30	1.05	1.30	1.55	1.55	2.60	15.00	12.00	9.00	4.00	-	-	-	2.75	-
Two stars	1.20	1.05	1.20	1.50	1.50	2.60	14.00	11.00	9.00	4.00	-	-	-	2.75	-
Guest House	1.10	1.00	1.20	1.00	-	2.60	10.00	9.00	8.00	-	-	-	3.5	2.75	1.70

(1) The minimum dimensions required for aisles may be reduced by 25 cm when there are only rooms on one side of the corridor.

(2) Includes bars, lounge, writing, reading, meetings and individuals. Their areas can be reduced by 40% in establishments located in important urban centers and in residential establishments, but in any case they cannot be less than 9 square meters.

(3) When establishments located on beaches have of terrace or green area intended for the common use of guests and equipped with suitable furniture for use as a living area, 20% of its area may be considered for the calculation of living areas. In any case, the total area of the living areas calculated in this way cannot be less than 75% of the areas established under this table. Under no circumstances may notes (2) and (3) of these comments.

(4) In establishments located in urban centers important the minimum area required for the dining rooms

may be reduced by 40%, however, in any case it may not be less than 9 square meters.

(5) Bedroom areas do not include the surfaces of antechambers and corridors including, however, the spaces occupied by the respective built-ins.

(6) The measures established for the height of the rooms are understood to be without prejudice to the provisions of the General Regulation for Urban Buildings and are independent of the planned air conditioning installations.

(7) The room areas of apartment hotels established in this table, without prejudice to the provisions, the areas corresponding to each bed are understood.

(8) If the suite has more than one room, it will suffice that one of them satisfies the minimum area required in this table.

(9) In any case, without prejudice to compliance with the areas established, the terraces must have a minimum width of 1.50 meters.

(10) The dimensions established for bathtubs admit a variation of more or less 10%, bearing in mind the need to adapt to the models normally available on the market.

ANNEX II**Table 1 – Hotel Classification Matrix**

	GENERAL REQUIREMENTS	1☆	two	3☆	4☆	5☆
1.1	Environmental Quality					
	Forecast of good environmental practices such as reduced consumption of electricity, water and reduction of solid waste, equipment that presents energy efficiency and reduction of consumption	-	-	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-	-	-
1.2	Building					
	difficult in a good state of conservation	-	-	-	-	-
	Lighting of the building's exterior areas enhances the facade and the building's architectural elements				-	-
	gardens and landscaping elements outside the building				-	-
1.3	Security					
	video surveillance system			-	-	-
	Means of controlling the entry and exit of customers and vehicles	-	-	-	-	-
	Workers able to deal with fire and panic situations with predetermined teams, with specific training	-	-	-	-	-
	automatic emergency generator			-	-	-
	Escape routes signposted in social areas and restaurants	-	-	-	-	-
	Use of qualified private security services for 24 hours duh				-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible					-
1.4	Health and Hygiene					
	At least one worker per shift trained in first aid techniques	-	-	-	-	-
	emergency medical service					-
	ig ieniz action of food "in naturabefore storage	-	-	-	-	-
	Own program for periodic control of the quality of food served in the establishment				-	-
1.5	Hits					
	Have an entrance at the level of the public road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-	-
1.6	Conservation and Maintenance					
	Have a maintenance workshop				-	-
	Prevention and control programs for conservation or maintenance of the building and equipment	-	-	-	-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-	-
	24 hour maintenance service					-
1.7	Guest Service					
	Free availability on 100 specials of courtesy rooms					-
	Special details of cordiality in the service				-	-
	Training and orientation of workers	-	-	-	-	-
	promptness and courtesy	-	-	-	-	-
	Uniform for workers	-	-	-	-	-
	Identification of workers	-	-	-	-	-

	Availability of car rental service								-
1.7.1	Reservation Services								
	Availability in service functional in servants, regardless of whether they can be carried out through its own department or by the reception	-	-	-	-	-	-	-	-
	Availability of a 24-hour reservation service with language assistance					-	-	-	-
	Availability of reservation service within 12 hours				-				
	Availability of reservation service within a period of 08 hours	-	-						
1.7.2	Reception Service								
	Existence of Reception Service, which must provide assistance within a period of 24 hours a day					-	-	-	-
	Existence of Reception Service, which must provide assistance within a period of 16 hours a day				-				
	Existence of Reception Service, which must provide assistance within a period of 08 hours per day	-	-						
	special tendency towards authorities and personalities							✓	✓
1.7.3	wake up service								
	Availability of wake-up service	-	-	-	-	-	-	-	-
	Programmed by the sped itself				-	-	-	-	-
1.7.4	Floor Service								
	maintenance service					-	-	-	-
	daily cleaning service	-	-	-	-	-	-	-	-
1.7.5	Service of room - Service								
	service of Room Service within 24 hours a day					-	-	-	-
	breakfast service in the room					-	-	-	-
	in the period of 24 hours a day with assistance ling ue per shift								-
	bed height					-	-	-	-
1.7.6	laundry service								
	laundry service	-	-	-	-	-	-	-	-
	laundry service 24 hours a day								-
	clothes washed and ironed on the same day, provided they are delivered by 09:00 am					-	-	-	-
	dry cleaning service for clothes with delivery in 24 hours					-	-	-	-
	express laundry service with delivery in 2 hours								-
two	SPECIFIC REQUIREMENTS								
2.1	Concierge / Reception								
	local or space for storing luggage in not necessarily each room	-	-	-	-	-	-	-	-
	place or space for luggage storage in closed					-	-	-	-
	computerized control systems, which allow a service of inor Check-out					-	-	-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force					-	-	-	-
	Workers able to provide information and services of interest to the guest, with promptness, efficiency and cordiality.	-	-	-	-	-	-	-	-
2.2	Housing Sector								
	All rooms and rooms with lighting and ventilation in accordance with current building regulations	-	-	-	-	-	-	-	-
	ambience/ comfort/ decor compatible with the category	-	-	-	-	-	-	-	-
	clean the daily	-	-	-	-	-	-	-	-
	frequency of change of bedding at each change of farewell	-	-	-	-	-	-	-	-

	coatings, floors, prayers, furniture and decoration with first-class equipment						-
	office with floors for rooms and cleaning material				-	-	-
	service ladder and freight elevator					-	-
2.2.1	bedrooms						
	Double or single rooms	-	-	-			
	Suite type rooms					-	-
	suites in a number corresponding to at least 5 of the existing rooms					-	
	suites in a number corresponding to at least 10 of the existing suites						-
	presidential style suite, consisting of a dining room, a living room, a simple bathroom, a support kitchen, an office, and a sleeping area with a luxury bathroom						-
	Rooms adapted for people with disabilities or conditioned mobility	-	-	-	-	-	-
	Rooms reserved for smokers				-	-	-
	Directory with all information by services, hours and services offered the hotel in 100 of the rooms	-	-	-	-	-	-
	natural or artificial ventilation system in 100 of the rooms.	-	-	-	-	-	-
	manual or digital room temperature control system in 100 of the rooms				-	-	-
	pair of T in 100 of the rooms		-	-	-	-	-
	satellite or cable tee system in 100 of the rooms					-	-
	T or system <i>The laugh</i> in 100 of the suites at least 30 of four						-
	Air conditioning control, via and T at the head of the bed or remote control in 100 of rooms					-	-
	Mini refrigerator in 100 of the rooms					-	-
	Mini refrigerator supplied in 100 of the rooms						-
	Phones in 100 of the rooms		-	-	-	-	-
	A telephone in 100 of the suites						-
	access to the internet through/in 100 of the rooms				-	-	-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms				-	-	-
	Dining table, at least, with one seat per bed in 100 of the suites						-
	reading lamp next to the headboards in 100 of the rooms				-	-	-
	Luggage compartment in 100 of the rooms	-	-	-	-	-	-
	full body mirror in 100 of the rooms				-	-	-
	Safes in 100 of the rooms		-	-	-	-	-
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the suites					-	
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the rooms						-
	colon protector	-	-	-	-	-	-
	Different types of pillows					-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-	-	-
	light colored cotton bedding in 100 of the rooms						-
	Excellent quality furniture in 100 of the rooms						-
	closet or specific place to store clothes in 100 of the rooms	-	-	-	-	-	-
	Curtains with material that prevents the entry of light	-	-	-	-	-	-

	Wastebasket in 100 of the rooms	-	-	-	-	-
	Blanket and extra pillow in 100 of the rooms				-	-
	Availability of hangers	-	-			
	Availability of anti-theft hangers			-	-	-
	Availability of in-room coffee service	-	-			
	Availability of in-room coffee service with variety			-	-	-
2.2.2	bathrooms					
	Private old house in 100 of the rooms, with a minimum of 30 complete	-	-			
	Private old house in 100 of the rooms, with a minimum of 50 complete			-		
	Private old house in 100 of the rooms				-	-
	Running water in 100 of the houses of anh o	-	-	-	-	-
	Availability of toilet, towels or hand dryers	-	-	-	-	-
	water in the shower and washbasin in 100 of the houses in anh o				-	-
	avató rio with mirror in 100 of the houses of anh o	-	-	-		
	avató rio with porch and mirror, in 100 of the houses of anh o				-	-
	Shower with an area equal to or greater than 0.80 m2 in 100 of the houses in Anh o			-	-	-
	shit like <i>j ac uz z in</i> 50 of the suites' bathrooms					-
	<i>ib anand</i> anh eira in 100 of the houses of anh or suites					-
	support or support for anh o products, in the shower, in 100 of the anh o houses	-	-	-	-	-
	mirror with magnifying lens 100 of the houses of anh o of the suites					-
	hairdresser available at reception if requested by the send		-			
	hairdresser available in 100 of the houses of anh o			-	-	-
	Mid-height socket for arb eador in 100 of the houses of anh o	-	-	-	-	-
	paperwork in 100 of the houses of anh o				-	-
	100 cotton tents in 100 of the houses in anh o				-	-
	clothes hanger	-	-	-	-	-
	towels	-	-	-	-	-
	curtain or shield	-	-	-	-	-
	req uence of change of clothes in the morning at each change of farewell	-	-	-	-	-
	Availability of accessories (<i>am and nitie s</i>)in 100 of the bathrooms (shower cap, toothbrush and toothpaste, shampoo, conditioning cream, moisturizing cream, hair dryer, bathrobe, towel foam, towel sewing, etc.)					
	Minimum of eight				-	-
	Minimum of six			-		
	Minimum of four		-			
	Minimum of three	-				
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-	-
2.3	public areas					
	seating areas	-	-	-	-	-
	Common manorhouses, male and female, separated from each other, with natural or artificial ventilation adapted for people with disabilities or conditioned mobility	-	-	-	-	-
	parking with a number of spaces equal to or greater than 10 of the total number of hotel units			-		
	parking with a number of spaces equal to or greater than 15 of the total number of hotel units, with an appropriate place for				-	

	embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted					
	parking with a number of vacancies equal to or greater than 20 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted					-
	natural or artificial ventilation system in all social areas				-	-
	service of <i>air an</i> available throughout the building					-
	coatings, floors, furniture and decoration according to category					-
	art acts, preferably local, in different environments				-	-
	Installation of <i>air an</i> and hairdresser				-	-
	A variety of stores, such as tobacconists, boutiques, handicrafts, etc.				-	-
	Live music in at least one of the social environments					-
2.4	communications sector					
	area with computers with internet access			-	-	-
	access to the internet through <i>air an</i> in all public areas					-
2.5	Food and beverage sector					
2.5.1	Meal room					
	restaurant	-	-	-		
	luxury restaurant				-	-
	Two luxury restaurants					-
	<i>air an</i> in own room			-	-	-
	At least two <i>air an</i> environments in their own room					-
	Equipped and safe kitchen in different activities	-	-	-	-	-
	access for people with disabilities or conditioned mobility to the dining rooms, restaurants and <i>air an</i>	-	-	-	-	-
	Furniture and decoration according to category				-	-
	natural or artificial ventilation system in dining rooms, restaurants and outdoor areas			-	-	-
	Qualified cook	-	-	-	-	-
	<i>air an</i> qualified	-	-	-	-	-
	food service, with quality and at levels compatible with the category of establishment	-	-	-	-	-
	trend in a luxury restaurant with a menu <i>air an</i>					-
	breakfast service and light meals eventually offered	-	-	-	-	-
	<i>air an</i> / comfort/ decor compatible with the category	-	-	-	-	-
2.5.2	Equipment					
	Fabric tablecloths and napkins in the restaurant's breakfast, lunch and dinner services				-	-
	Stainless steel cutlery in all food and beverage services at the establishment	-	-	-	-	-
	Porcelain dishes in all food and beverage services at the establishment	-	-	-	-	-
2.5.3	services					
	Breakfast, lunch and dinner, offered for a minimum period of 3 hours	-	-	-	-	-
	service of <i>air an</i>				-	-
	menu with <i>air an</i> appropriate and <i>desig n</i> consistent with the decor and/or theme of the restaurant	-	-	-	-	-
	Wine menu				-	-
	Head of room responsible for customer service in restaurants				-	-

	Appropriately trained desk workers	-	-	-	-	-
2.6	service areas					
	independent service entrance	-	-	-	-	-
	main corridors	-	-	-	-	-
	main stairs	-	-	-	-	-
	Central cup for preparing snacks and breakfast			-	-	-
2.7	workers zone					
	effect for workers	-	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-	-
	stables with lockers separated by sex	-	-	-	-	-
2.8	leisure areas					
	gym with modern equipment and instructor					-
	gym with modern equipment				-	
	service of <i>The</i> and Massages				-	-
	Towel available for guests in the gym room				-	-
	Pool			-	-	-
	Towel available for guests in the pool			-	-	-
	Identification of access/circulation to guide bathers			-	-	-
	Availability of environments, installation and/or equipment suitable for the beauty salon, <i>The</i> , tab service, sale of newspapers and magazines, convenience store, travel agency, security service io exchange, special transport among others					
	Minimum of six					-
	Minimum of four				-	
	Minimum of two			-		
2.9	Area for events or conventions					
	meeting rooms with the capacity to hold events of different types and sizes				-	-
	meeting halls			-		
	support wings for small group meetings				-	-
	secretarial support wing			-	-	-
	natural or artificial ventilation system in meeting rooms			-	-	-
	<i>us ine ss C e nte r</i> with meeting equipment (telephone, computer, audiovisual equipment, projection screens, etc.)				-	-
	complete sound system			-	-	-
	simultaneous translation service				-	-
	place for <i>re ak</i> /coffee break			-	-	-
	support service available for events and polls				-	-
	IP wing with equipment to serve the executive guest (computer, copier, T, meeting table and living area)					-

Table 2 - Hotel Classification Matrix-*that's it*

1	GENERAL REQUIREMENTS	3☆	4☆	5☆
1.1	Environmental Quality			
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present energy efficiency and reduction of consumption	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-
1.2	Building			
	difficult in a good state of conservation	-	-	-
	Lighting of the building's exterior areas that enhances the facade and architectural elements of the building		-	-

	gardens and landscaping elements outside the building		-	-
1.3	Security			
	video surveillance system	-	-	-
	Means of controlling the entry and exit of customers and vehicles in the establishment	-	-	-
	Workers trained to deal with fire and panic situations	-	-	-
	automatic emergency generator	-	-	-
	Escape routes signposted in social areas and restaurants	-	-	-
	Use of qualified private security services for 24 hours		-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible		-	-
1.4	Health and Hygiene			
	At least one worker per shift trained in first aid techniques	-	-	-
	first aid post		-	-
	emergency medical service			-
	ig ieniz action of food "in naturabefore storage	-	-	-
	Own program for periodical control of the quality of food served in the establishment		-	-
1.5	Hits			
	Have an entrance at the level of the road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-
	security booth at the entrance of the establishment		-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-
1.6	Conservation and Maintenance			
	Have a maintenance workshop		-	-
	Prevention and control programs for conservation or maintenance of the building and equipment	-	-	-
	24 hour maintenance service			-
1.7	Guest Service			
	Free availability in 100 of the special amenities rooms			-
	Training and orientation of workers	-	-	-
	promptness and courtesy	-	-	-
	Uniform for workers	-	-	-
	Identification of workers	-	-	-
	Availability of car rental service		-	-
1.7.1	Reservation Services			
	Availability of unctional service for women, regardless of whether they can be carried out through the department itself or through the reception	-	-	-
	Availability of a 24-hour reservation service with customer service ling ue			-
	Availability of reservation service within 12 hours		-	
	Availability of reservation service within a period of 08 hours	-		
1.7.2	Reception Service			
	existence of a deception service, which must provide assistance within a period of 24 hours a day		-	-
	existence of a deception service, which must provide assistance within a period of 16 hours a day	-		
	special tendency towards authorities and personalities		-	-
1.7.3	wake up service			
	Awakening service availability	-	-	-
	Availability of a wake-up service programmed by the customer himself		-	-

1.7.4	Floor Service			
	maintenance service		-	-
	daily cleaning service	-	-	-
1.7.5	Service of Room - Service			
	service of Room Service within 16 hours	-		
	service of Room Service within 24 hours a day		-	-
	breakfast service in the room	-	-	-
	service of Room Service 24 hours a day with bilingual service		-	-
	bed height		-	-
1.7.6	laundry service			
	laundry service	-	-	
	laundry service 24 hours a day			-
	clothes washed and ironed on the same day, provided they are delivered by 09:00 am		-	-
	dry cleaning service for clothes with delivery in 24 hours		-	-
two	SPECIFIC REQUIREMENTS			
2.1	Concierge / Reception			
	place or space for luggage storage not necessarily closed	-		
	place or space for luggage storage in closed		-	-
	computerized control systems, which allow a service of <i>in order</i>	-	-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force	-	-	-
	Workers able to provide information and services of interest to the customer, with promptness, efficiency and cordiality	-	-	-
2.2	Housing Sector			
	office with floors for rooms and cleaning material	-	-	-
	coatings, floors, flooring, furniture and decoration with 1-line equipment			-
	frequency of change of bedding at each change of farewell	-	-	-
2.2.1	bedrooms			
	type apartments <i>at</i> and/or suites in a number corresponding, at least, to 10 of the existing rooms,		-	
	type apartments <i>Chalé</i> and/or suites in a number corresponding to at least 20 of the existing rooms			-
	<i>at</i> and/or suite consisting of at least one dining room, one living room, one support kitchen, one sleeping area and a complete bathroom.			-
	<i>at</i> and/or suites with living room	-	-	-
	Rooms adapted for people with disabilities or with limited mobility	-	-	-
	Rooms reserved for smokers	-	-	-
	Directory with all the information, rates and services offered by the hotel in 100 of the rooms	-	-	-
	natural or artificial ventilation system in 100 of the rooms.	-	-	-
	manual or digital room temperature control system in 100 of the rooms		-	-
	in 100 of the rooms	-	-	-
	satellite or cable tee system in 100 of the rooms		-	-
	or system <i>The laugh</i> in 100 of the suites			-
	Air conditioning control, light and T at the head of the bed or by remote control in 100 of the rooms		-	-
	Mini refrigerator in 100 of the rooms		-	
	Mini refrigerator supplied in 100 of the rooms			-

	Phones in 100 of the rooms	-	-	-
	access to the internet through/ in 100 of the rooms		-	-
	internet access in 100 of the public areas			-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms	-	-	-
	Dining table with at least one seat per bed in 100 of the suites		-	
	Dining table, at least, with one seat per bed in 100 of the rooms			-
	reading lamp next to the headboards in 100 of the rooms	-	-	-
	Luggage compartment in 100 of the rooms	-	-	-
	full body mirror in 100 of the rooms	-	-	-
	Safes in 100 of the rooms	-	-	-
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the suites		-	
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the rooms			-
	Different types of pillows		-	-
	100 cotton bedding in 100 of the rooms			-
	Excellent quality furniture in 100 of the rooms			-
	closet or specific place for clothes storage in 100 of the rooms	-	-	-
	Blanket and extra pillow in 100 of the rooms		-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-
	Wastebasket in 100 of the rooms	-	-	-
	Curtains with material that prevents the entry of light	-	-	-
	Availability of hangers	-		
	Availability of anti-theft hangers		-	-
	Availability of in-room coffee service	-		
	Availability of in-room coffee service with variety		-	-
2.2.1	Bathroom			
	Private bathroom in 100 of the rooms, with hot water in the shower and washbasin and an area equal to or greater than 4.00m	-		
	Private bathroom in 100 of the rooms, with hot water in the shower and washbasin equal to or greater than 4.50 m		-	
	Private bathroom in 100 of the rooms, with hot water in all facilities and an area equal to or greater than 5.50 m			-
	Running water in 100 of the houses of anh o	-	-	-
	Availability of toilet, towels or hand dryers	-	-	-
	avató rio with porch and mirror, in 100 of the houses of anh o		-	-
	ib amwith an area equal to or greater than 0.80 m2 in 100 of the houses of anh o	-	-	-
	ib anand anh eira in 100 of the houses of anh or suites			-
	shit likej ac uz zîn 100 of the suite bathrooms			-
	support or support for anh o products, in the shower, in 100 of the anh o houses	-	-	-
	mirror with magnifying lens 100 of the suites anh o houses.			-
	hairdresser available in 100 of the houses of anh o	-	-	-
	Mid-height socket for arb eador in 100 of the houses of anh o	-	-	-
	anh o soups and tissue paper in 100 of the anh o houses		-	-
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-
	req uence of change of clothes in the morning at each change of farewell	-	-	-
	Availability of other accessories (<i>the nities</i>) in 100 of the houses of anh o (anh o cap, toothbrush and toothpaste, shampoo, conditioning cream, moisturizing cream, hair dryer, bathrobe, anh o foam, anh o salts, it sewing, etc.)			
	Minimum of eight			-
	Minimum of six		-	

	Minimum of four	-		
	clothes hanger	-	-	-
	towels	-	-	-
	curtain or shield	-	-	-
	Wall and floor coated with easy-to-clean materials	-	-	-
2.3	public areas			
	seating areas	-	-	-
	Social manor houses, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-	-	-
	parking with a number of spaces equal to or greater than 10 of the total number of hotel units	-		
	parking with a number of vacancies equal to or greater than 15 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted		-	
	parking with a number of vacancies equal to or greater than 20 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted			-
	coverings, floors, furniture and decoration according to the category	-	-	-
	service of <i>ii</i> available throughout the building		-	-
	art acts, preferably local, in different environments		-	-
	Installation of arb and hairdresser		-	-
	A variety of stores, such as tobacconists, boutiques, handicrafts, etc.			-
2.4	communications sector			
	service of <i>ii</i> available		-	-
	Area with computers with Internet access (when the service is available in the area)	-	-	-
2.5	Food and beverage sector			
2.5.1	Meal room			
	restaurant	-		
	1st class restaurant		-	
	luxury restaurant			-
	mb air in own room	-	-	
	Two air environments in their own room			-
	Equipped and safe kitchen in different activities	-	-	-
	access for people with disabilities or conditioned mobility to the dining rooms, restaurants and air	-	-	-
	Furniture and decoration according to category			-
	natural or artificial ventilation system in dining rooms, restaurants and outdoor areas	-	-	-
	Qualified cook		-	-
	<i>air an</i> qualified		-	-
	food service, regularly and at levels compatible with the category of the establishment	-	-	-
	restaurant trend with menu ling ue		-	-
	breakfast service and light meals eventually offered	-	-	-
	environment, comfort and decoration compatible with the category	-	-	-
2.5.2	Equipment			
	Tablecloths and fabric napkins during lunch and dinner services in the restaurant		-	-
	Stainless steel cutlery in all food and beverage services at the establishment.	-	-	-
	Porcelain dishes in all food and beverage services at the establishment	-	-	-
2.5.3	services			

	Breakfast, lunch and dinner, offered for a minimum period of 3 hours	-	-	-
	service of <i>air an</i>	-	-	-
	menu with <i>ay or ut</i> appropriate and <i>des ig n</i> consistent with the decor and/or theme of the restaurant	-	-	-
	Wine menu		-	-
	Head of room responsible for service in restaurants		-	-
	Appropriately trained desk workers	-	-	-
	butler service			-
2.6	service areas			
	independent service entrance	-	-	-
	main corridors	-	-	-
	main stairs	-	-	-
	Central cup for preparing snacks and breakfast		-	-
2.7	Worker Zone			
	effect for workers	-	-	-
	Sanitary installations with separate sex rooms	-	-	-
	stables with lockers separated by sex	-	-	-
2.8	leisure areas			
	<i>iná sio</i>	✓		
	gym with modern equipment		✓	
	gym with modern equipment and instructor			-
	Towels available for guests in the gym		-	-
	mb ient reserved for reading	-	-	-
	game wing	-	-	-
	Pool	-		
	Swimming pool for adults and children		-	-
	Towels available for guests in the pool		-	-
	Identification of access/circulation to guide bathers	-	-	-
	auna with rest room		-	-
	<i>The</i>			-
	Discotheque			-
	Cinema (optional)			-
	Programming of sports activities under the responsibility of specialized technicians		-	-
	space for children			-
	Tennis court and/or golf course <i>wow</i>		-	-
	multi-sport field			-
	field of olf (optional)			-
	Walks and ecological trails		-	-
	beach service (when it comes to <i>resort</i> installed next to the coast)	-	-	-
	Electric cars for commuting within the <i>resort</i>			-
	Means for observing nature and carrying out walks and hiking expeditions	-	-	-
	Means for observing nature and carrying out walks, expeditions on foot, by boat or with the use of animals, accompanied by a competent tourist information professional	-	-	-
	facilities for the practice of marine or outdoor sports (according to the environment in which the <i>resort</i> is integrated)	-	-	-
	Diving center (when it comes to <i>resort</i> installed next to the coast or in conservation areas)		-	-
	ampa for launching boats (when it comes to <i>resort</i> installed next to the coast or in conservation areas)		-	-

	environments, installation and/or suitable equipment for the beauty salon, <i>The</i> , tab service, sale of newspapers and magazines, convenience store, travel agency, exchange service, special transportation, among others			
	Minimum of six			-
	Minimum of four		-	
	Minimum of two	-		
2.9	Area for events or conventions			
	meeting rooms with the capacity to hold events of various types and sizes		-	-
	meeting halls	-		
	support wings for small group meetings		-	-
	secretarial support wing	-	-	-
	natural or artificial ventilation system in meeting rooms	-	-	-
	<i>us ine ss C e nte</i> with equipment for meetings (telephone, computer, audiovisual equipment, screens for projectors the, etc.)		-	-
	complete sound system	-	-	-
	simultaneous translation service		-	-
	place for <i>coffe eb re ak</i> /coffee break	-	-	-
	support service available for events and polls		-	-
	IP wing with equipment to serve the executive guest (computer, copier, T, meeting table and living area)			-

Table 3 - Boutique Hotel Classification Matrix

1	GENERAL REQUIREMENTS	3☆	4☆	5☆
1.1	Environmental Quality			
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present ethical energy efficiency and reduction of consumption	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-
1.2	Building			
	difficult in a good state of conservation	-	-	-
	Lighting of the building's exterior areas that enhances the facade and the building's architectural elements		-	-
	gardens and landscaping elements outside the building		-	-
1.3	Security			
	video surveillance system	-	-	-
	Means of controlling the entry and exit of customers and vehicles in the establishment	-	-	-
	Workers trained to deal with fire and panic situations	-	-	-
	automatic emergency generator	-	-	-
	Escape routes signposted in social areas and restaurants	-	-	-
	Use of qualified private security services for 24 hours		-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible		-	-
1.4	Health and Hygiene			
	At least one worker per shift trained in first aid techniques	-	-	-
	emergency medical service			-
	ig ieniz action of food " <i>in natur</i> before storage	-	-	-

	Own program for periodic control of the quality of food served in the establishment		-	-
1.5	Hits			
	Have an entrance at the level of the public road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-
1.6	Conservation and Maintenance			
	Have a maintenance workshop		-	-
	prevention and control programs for conservation or maintenance of the building and equipment	-	-	-
	Periodic cleaning of carpets, curtains, windows, etc.	-	-	-
	24 hour maintenance service			-
1.7	Guest Service			
	Free availability in 100 of the special amenities rooms			-
	Special details of cordiality in the service	-	-	-
	Training and orientation of workers	-	-	-
	promptness and courtesy	-	-	-
	Uniform for workers	-	-	-
	Identification of workers	-	-	-
	Availability of car rental service		-	-
1.7.1	Reservation Services			
	Availability of unctonal service for female reserves, regardless of whether they can be carried out through a dedicated department or by the reception	-	-	-
	Availability of a 24-hour reservation service with lingual assistance			-
	Availability of reservation service within 12 hours		-	
	Availability of reservation service within a period of 08 hours	-		
1.7.2	Reception Service			
	existence of a reception service, which should provide assistance within a period of 24 hours a day		-	-
	existence of a reception service, which must provide assistance within a period of 16 hours a day	-		
	special tendency towards authorities and personalities	-	-	-
1.7.3	wake up service			
	Awakening service availability	-	-	-
	Availability of wake-up service programmed by the guest himself			-
1.7.4	Floor Service			
	government service	-	-	-
	daily cleaning service	-	-	-
1.7.5	Service of oom - Ser vic e			
	service of room S e r v i within 16 hours	-		
	service of r v i n the period of 24 hours a day with assistance i language and		-	-
	breakfast service in the room	-	-	-
	bed height		-	-
1.7.6	laundry service			
	laundry service	-	-	
	24-hour laundry service			-
	laundry washed and ironed on the same day, provided it is delivered by 09:00 or so in the morning	-	-	-

	dry cleaning service for clothes with delivery in 24 hours		-	-
two	SPECIFIC REQUIREMENTS			
2.1	Concierge / Reception			
	local or space for luggage storage not necessarily closed	-		
	place or space for luggage storage in closed		-	-
	computerized control systems, which allow a service of <i>in</i> or <i>Check-out</i>	-	-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force	-	-	-
	natural or artificial ventilation system for the reception area		-	-
	Workers able to provide information and services of interest to the guests, with promptness, efficiency and cordiality	-	-	-
2.2	Housing Sector			
	office with floors for rooms and cleaning material	-	-	-
	ambience/ comfort/ decor compatible with the category	-	-	-
	clean the daily	-	-	-
	frequency of change of bedding at each change of farewell	-	-	-
	coverings, floors, corridors, furniture and decor with 1st line equipment			-
2.2.1	bedrooms			
	Double or single rooms	-		
	Suite type rooms		-	-
	suites in a number corresponding to at least 5% of the rooms existing ones		-	
	suites in a number corresponding to at least 10% existing of the rooms ones			-
	presidential style suite, consisting of a dining room, a living room, a simple house, a support kitchen, an office, and a sleeping area with luxury and house			-
	Rooms adapted for people with disabilities or with limited mobility	-	-	-
	Rooms reserved for smokers	-	-	-
	Directory with all the information, ratios and services offered by the hotel in 100 of the rooms	-	-	-
	natural or artificial ventilation system in 100 of the rooms.	-	-	-
	manual or digital room temperature control system in 100 of the rooms	-	-	-
	pair of T in 100 of the rooms	-	-	-
	satellite or cable tee system in 100 of the rooms		-	-
	TV or system <i>The laugh</i> in 100 of the suites at least 30% of the four			-
	Air conditioning control, light and T at the head of the bed or by remote control in 100 of the rooms		-	-
	Mini refrigerator in 100 of the rooms		-	-
	Mini refrigerator supplied in 100 of the rooms			-
	Phones in 100 of the rooms	-	-	-
	A telephone in 100 of the suites			-
	access to the internet through/in 100 of the rooms	-	-	-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms	-	-	-
	Dining table, at least, with one seat per bed in 100 of the suites			-

	reading lamp next to the headboards in 100 of the rooms	-	-	-
	Luggage compartment in 100 of the rooms	-	-	-
	full body mirror in 100 of the rooms	-	-	-
	Safes in 100 of the rooms	-	-	-
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the suites		-	
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the rooms			-
	Different types of pillows		-	-
	light colored cotton bedding in 100 of the rooms			-
	Excellent quality furniture in 100 of the rooms			-
	closet or specific place for clothes storage in 100 of the rooms	-	-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-
	Blanket and extra pillow in 100 of the rooms	-	-	-
	Curtains with material that prevents the entry of light	-	-	-
	Wastebasket in 100 of the rooms	-	-	-
	Availability of hangers	-		
	Availability of anti-theft hangers		-	-
	Availability of in-room coffee service	-		
	Availability of in-room coffee service with variety		-	-
2.2.2	Bathroom			
	Private bathroom in 100 of the rooms, with a minimum of 50 complete	-		
	Private old house in 100 of the rooms		-	-
	Private anh o house in 100 of the rooms, with an area equal to or greater than 5.50 m			
	Hot current and cold water in the shower and washbasin in 100 of the houses in Anh o	-	-	-
	Availability of toilet, towels or hand dryers	-	-	-
	avató rio with mirror in 100 of the houses of anh o	-		
	avató rio with porch and mirror, in 100 of the houses of anh o		-	-
	ib arwith an area equal to or greater than 0.80 m2 in 100 of the houses of anh o	-	-	-
	shit likej ac uz zîn 50 of the suites' bathrooms			-
	ib anand anh eira in 100 of the houses of anh or suites			-
	support or support for anh o products, in the shower, in 100 of the anh o houses	-	-	-
	mirror with magnifying lens 100 of the houses of anh o of the suites			-
	hairdresser available in 100 of the houses of anh o	-	-	-
	Mid-height socket for arb eador in 100 of the houses of anh o	-	-	-
	paperwork in 100 of the houses of anh o		-	-
	100 cotton tents in 100 of the houses in anh o			-
	Private bathroom in 100 of the rooms, with a minimum of 50 complete	-		
	Private old house in 100 of the rooms		-	-
	water in the shower and washbasin in 100 of the houses in anh o	-	-	-
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-
	req uence of change of clothes in the morning at each change of farewell	-	-	-
	Availability of accessories, <i>the nities</i> , in 100 of the houses of anh o (anh o cap, toothbrush and toothpaste, shampoo, conditioning cream, moisturizing cream, hair dryer, bathrobe, anh o foam, anh o salts, it de sewing, etc.)			
	Minimum of eight			-

	Minimum of six		-	
	Minimum of four	-		
	clothes hanger	-	-	-
	Curtain or screen	-	-	-
	wet towel	-	-	-
	Wall and floor coated with easy-to-clean materials	-	-	-
2.3	public areas			
	seating areas	-	-	-
	Common manor houses, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-	-	-
	parking with a number of vacancies equal to or greater than 10 of the total number of parking units	-		
	parking with a number of vacancies equal to or greater than 15 of the total number of hotel units, with an appropriate place for embarking/disembarkation of people with disabilities or conditioned mobility, duly signposted		-	
	parking with a number of vacancies equal to or greater than 20 of the total number of hotel units, with an appropriate place for boarding/disembarkation of people with disabilities or conditioned mobility, duly signposted			-
	coverings, floors, coverings, furniture and decoration according to category	-	-	-
	service of <i>ii</i> available throughout the building	-	-	-
	art acts, preferably local, in different environments		-	-
	Installation of arb and hairdresser		-	-
2.4	communications sector			
	service of <i>ii</i> available throughout the establishment		-	-
	area with computers with Internet access	-	-	-
2.5	Food and beverage sector			
2.5.1	Meal room			
	1st class restaurant	-	-	
	luxury restaurant			-
	mbi air in own room	-	-	-
	Equipped and safe kitchen in different activities	-	-	-
	access for people with disabilities or conditioned mobility to the dining rooms, restaurants and air	-	-	-
	Furniture and decoration according to category		-	-
	natural or artificial ventilation system in dining rooms, restaurants and outdoor areas	-	-	-
	Qualified cook	-	-	-
	<i>air anqua</i> lified	-	-	-
	food service, with quality and at levels compatible with the category of establishment	-	-	-
	trend in a restaurant with a pious lingu menu and		-	-
	breakfast service and light meals eventually offered	-	-	-
	environment, comfort and decoration compatible with the category	-	-	-
2.5.2	Equipment			
	Tablecloths and fabric napkins during breakfast, lunch and dinner services in the restaurant		-	-
	Stainless steel cutlery in all food and beverage services at the establishment.	-	-	-

	Porcelain dishes in all food and beverage services at the establishment	-	-	-
2.5.3	services			
	Breakfast, lunch and dinner, offered for a minimum period of 3 duh	-	-	-
	service of <i>air an</i>	-	-	-
	menu with <i>lay or ut</i> appropriate and <i>des ig n</i> consistent with the decor and/or theme of the restaurant	-	-	-
	Wine menu		-	-
	Head of room responsible for service in restaurants		-	-
	Appropriately trained desk workers	-	-	-
	butler service		-	-
2.6	service areas			
	independent service entrance	-	-	-
	main corridors	-	-	-
	main stairs	-	-	-
	Central cup for preparing snacks and breakfast		-	-
2.7	Worker Zone			
	effect for workers	-	-	-
	Sanitary installations with separate sex rooms	-	-	-
	stables with lockers separated by sex	-	-	-
2.8	leisure areas			
	<i>iná sio</i>	✓		
	gym with modern equipment		✓	
	gym with modern equipment and instructor			-
	<i>The</i>			-
	Towels available for guests in the gym		-	-
	Pool	-	-	-
	Towels available for guests in the pool		-	-
	Identification of access/circulation to guide bathers	-	-	-
	environments, installation and/or equipment suitable for beauty salons, <i>spa</i> , tab service, sale of newspapers and magazines, convenience store, travel agency, exchange service, special transportation, among others			
	Minimum of six			-
	Minimum of four		-	
	Minimum of two	-		
2.9	Area for events or conventions			
	meeting halls	-	-	-
	secretarial support wing	-	-	-
	natural or artificial ventilation system in meeting rooms	-	-	-
	<i>us ine ss C e nte r</i> with meeting equipment (telephone, computer, audiovisual equipment, projection screens, etc.)		-	-
	complete sound system	-	-	-
	simultaneous translation service		-	-
	place for <i>coffee bre ak</i> /coffee break	-	-	-
	VIP wing with equipment to serve the (computer, executive dismissal copier, T, meeting table and living area)			-

Table 4 – Classification Matrix of Lodge

1	GENERAL REQUIREMENTS	1★	two	3★	4★	5★
1.1	Environmental Quality					
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present energy efficiency and reduce consumption	-	-	-	-	-
	site each ado or containers with lid for storage and deposit seg ered by type of waste	-	-	-	-	-
1.2	Building					
	difficult in a good state of conservation	-	-	-	-	-
	Lighting in the exterior areas of the building			-	-	-
	light up the u value and a find and elements building arch uitect nics				-	-
	gardens and landscaping elements outside the building				-	-
1.3	Security					
	video surveillance system					-
	Means of controlling the entry and exit of customers and vehicles in the establishment	-	-	-	-	-
	Use of security service in the establishment in charge of a guard	-	-	-		
	Workers able to deal with fire and panic situations with specific training	-	-	-	-	-
	automatic emergency generator				-	-
	Escape routes signposted in social areas and restaurants	-	-	-	-	-
	Use of qualified private security services for 24 hours				-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible.			-	-	-
	Availability of appropriate fire equipment throughout the establishment	-	-	-	-	-
1.4	Health and Hygiene					
	At least one worker per shift trained in first aid techniques	-	-	-	-	-
	first aid post				-	-
	emergency medical service					-
	ig ieniz action of food "in natura storage before the	-	-	-	-	-
	Own program for periodical control of the quality of food served in the establishment				-	-
1.5	Hits					
	security booth at the entrance of the establishment				-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-	-
1.6	Conservation and Maintenance					
	Have its own maintenance workshop				-	-
	Prevention and control programs for conservation or maintenance of the building and equipment	-	-	-	-	-
	periodic cleaning of carpets, curtains, window frames, etc.	-	-	-	-	-
	24 hour maintenance service					-

1.7	guest service			-	-	-
	Special details of cordiality in the service			-	-	-
	Training and orientation of workers	-	-	-	-	-
	promptness and courtesy	-	-	-	-	-
	Uniform for workers	-	-	-	-	-
	Identification of workers	-	-	-	-	-
	parking service					-
	butler service					-
1.7.1	Reservation Services					
	Availability of unctional service of reserves	-	-	-	-	-
	Availability of reservation service within 24 hours hours with lingu service				-	-
	Availability of reservation service within the period of 12 duh			-		
	Availability of reservation service in the period from 08 duh	-	-			
1.7.2	Reception Service					
	existence of the reception service, which must provide assistance within a period of 24 hours a day			-	-	-
	existence of a reception service, which must provide assistance within a period of 16 hours a day		-			
	existence of a reception service, which must provide assistance within a period of 08 hours a day	-				
1.7.3	wake up service					
	Availability of wake-up service			-	-	-
1.7.4	Floor Service					
	maintenance service				-	-
	daily cleaning service	-	-	-	-	-
1.7.5	Service ofoom - Ser vic e					
	rv i within 24 hours a day				-	-
	breakfast service in the room			-	-	-
	rv i in the period of 24 hours a day with service lingu					-
1.7.6	laundry service					
	laundry service	-	-	-	-	-
	clothes washed and ironed on the same day, provided they are delivered by 09:00 am			-	-	-
	express laundry service					-
two	SPECIFIC REQUIREMENTS					
2.1	Concierge / Reception					
	ocal or space for luggage storage not necessarily closed	-	-	-		
	place or space for luggage storage in closed				-	-
	computerized control systems, which allow a service of Check in or Check-out			-	-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force			-	-	-
	natural or artificial ventilation system of the area intended for reception				-	-
	Workers able to provide information and services of interest to the guest, with promptness, efficiency and cordiality.	-	-	-	-	-
2.2	Housing Sector					

	office with floors for rooms and cleaning material		-	-	-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-	-
	requirement of change of bedding at each change of bed sheet	-	-	-	-	-
2.2.1	bedrooms					
	Double and single rooms	-	-	-	-	-
	Three and/or suites in a number corresponding, at least, to 10 of the existing rooms				-	
	Three and/or suites in a number corresponding, at least, to 20 of the existing rooms					-
	to three and/or presidential suite comprising at least one dining room, one living room, one support kitchen, one sleeping area and a complete bathroom.					-
	at least and/or suites with living room				-	-
	Rooms adapted for people with disabilities or with limited mobility		-	-	-	-
	Rooms reserved for smokers			-	-	-
	Directory with all the information, hours and services offered by the hotel in 100 of the rooms	-	-	-	-	-
	natural or artificial ventilation system in 100 of the rooms			-	-	-
	manual or digital room temperature control system in 100 of the rooms				-	-
	Television in 100 of the rooms		-	-	-	-
	satellite or cable television system in 100 of the rooms				-	-
	Air conditioning control, located at the head of the bed by remote control in 100 of the rooms				-	-
	Mini refrigerator in 100 of the rooms				-	-
	Mini refrigerator supplied in 100 of the rooms					-
	Phones in 100 of the rooms			-	-	-
	access to the internet through Wi-Fi				-	
	access to the internet through Wi-Fi in 100 of the rooms					-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms			-	-	-
	Dining table, at least, with one seat per bed in 100 of the suites and/or superior rooms				-	-
	reading lamp next to the headboards in 100 of the rooms			-	-	-
	Luggage compartment in 100 of the rooms	-	-	-	-	-
	full length mirror in 100 of the suites			-		
	full body mirror in 100 of the rooms				-	-
	Safes in 100 of the rooms		-	-	-	-
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the suites				-	
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the suites in 100 of the rooms					-
	Different types of pillows					-
	separate area for wardrobe in 100 of the suites.					-
	light colored bedding 100 cotton in 100 of the rooms				-	-
	Quality furniture in 100 of the rooms				-	-

	Blanket and extra pillow in 100 of the rooms				-	-
	Wastebasket in 100 of the rooms	-	-	-	-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-	-
	Curtains with material that prevents the entry of light				-	-
	Availability of hangers	-	-			
	Availability of anti-theft hangers			-	-	-
	Availability of in-room coffee service	-	-			
	Availability of in-room coffee service with variety			-	-	-
2.2.2	Bathroom					
	Private bathroom in 100 min 30 of the rooms, with complete	-	-			
	Private bathroom in 100 of the rooms, with minimum 50 complete			-		
	Complete private old house in 100 of the rooms				-	-
	Running water in 100 of the houses of anh o	-	-	-	-	-
	water in the shower and washbasin in 100 of the houses in anh o			-	-	
	uent water in all installations in 100 of the homes of anh o					-
	Availability of toilet, towels or hand dryers	-	-	-	-	-
	avató rium with bench and mirror, in 100 of the houses in anh o				-	-
	ib anwith an area equal to or greater than 0.80 m2 in 100 of the houses of anh o			-	-	-
	shit likej ac uz zín 100 of the townhouses and suites.					-
	shower with ib aneb anh eira in 100 of the houses of oh the suites.					-
	support or support for anh o products, in the shower, in 100 of the anh o houses			-	-	-
	mirror with magnifying lens 100 of the houses of anh o of the suites					-
	Hairdresser available at reception if requested by the spede		-	-		
	hairdresser available in 100 of the houses of anh o				-	-
	Mid-height outlet for arb eator in 100 of the houses ah the	-	-	-	-	-
	paperwork in 100 of the houses of anh o				-	-
	light colored bath linens in 100 cotton in 100 of the houses of anh o				-	-
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-	-	-
	req uence of change of clothes of anh o each change of send	-	-	-	-	-
	clothes hanger	-	-	-	-	-
	curtain or shield	-	-	-	-	-
	towels	-	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-	-
2.3	public areas					
	seating areas	-	-	-	-	-
	Shared bathrooms, male and female, separated from each other, with natural or artificial ventilation system,	-	-	-	-	-

	adapted for people with disabilities or conditioned mobility					
	parking with a number of spaces equal to or greater than 10 of the total number of hotel units			-		
	parking with a number of vacancies equal to or greater than 15 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted				-	
	parking with a number of vacancies equal to or greater than 20 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted					-
	natural or artificial ventilation system in all social areas				-	-
	coatings, floors, furniture and decoration of excellent quality				-	-
	art acts, preferably local, in different environments				-	-
	Installation of arb earia and hairdresser					-
	variety of stores, such as tobacco, outiques, handicrafts, etc.					-
2.4	communications sector					
	area with computers with internet access			-	-	-
	access to the internet through/i/in all internal public areas					-
2.5	Food and beverage sector					
2.5.1	Meal room					
	restaurant	-	-	-		
	luxury restaurant				-	-
	mbi air in own room				-	-
	Equipped and safe kitchen in different activities	-	-	-	-	-
	access for people with disabilities or conditioned mobility to the dining rooms, restaurants and air				-	-
	Furnish and decorate according to the category					-
	natural or artificial ventilation system in dining rooms, restaurants and outdoor areas.			-	-	-
2.5.2	Equipment					
	Tablecloths and fabric napkins during breakfast, lunch and dinner services in the restaurant				-	-
	Stainless steel cutlery in all food and beverage services at the establishment	-	-	-	-	-
	Porcelain dishes in all food services and eb trips from the establishment	-	-	-	-	-
2.5.3	services					
	Breakfast, lunch and dinner, offered for a minimum period of 3 hours, in the restaurant.				-	-
	service of fair an				-	-
	menu with ay out appropriate and decorate ig nconsistent with the the and/or theme of the restaurant				-	-
	Wine menu				-	-

	Head of room responsible for customer service in restaurants			-	-	-
	Appropriately trained desk workers	-	-	-	-	-
2.6	service areas					
	independent service entrance	-	-	-	-	-
	main corridors	-	-	-	-	-
	main stairs	-	-	-	-	-
	Central cup for preparing snacks and breakfast			-	-	-
2.7	Workers Area					
	effect	-	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-	-
	stables with lockers separated by sex	-	-	-	-	-
2.8	leisure areas					
	in a sio			-	-	-
	Towels available for guests in the gym				-	-
	mb ient reserved for reading, visits, games, etc.			-	-	-
	Pool				-	-
	Towels available for guests in the pool				-	-
	Identification of access/circulation for guidance of an h ists				-	-
	Means for observing nature and carrying out walks and hiking expeditions	-	-			
	Means for observing nature and carrying out walks, expeditions on foot, by boat or with the use of animals, accompanied by a competent tourist information professional			-	-	-
	af aris in open cars (when it comes to installed conservation areas)			-	-	-
	Dive center (when dealing with installed together coastal action or conservation areas)				-	-
	place for launching boats (when installed next to the coast or in conservation areas)				-	-

Table 5 - Hotel-Apartment Classification Matrix

1	GENERAL REQUIREMENTS	two	3☆	4☆	5☆
1.1	Environmental Quality				
	Forecast of environmental practices such as reducing electricity power consumption, water and reducing solid waste, equipment that presents energy efficiency and consumption reduction	-	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-	-
1.2	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting in the exterior areas of the building		-	-	-
	gardens and landscaping elements outside the building			-	-
1.3	Security				
	Means of controlling the entry and exit of customers and vehicles in the establishment		-	-	-
	Use of security service in the establishment in charge of a guard	-	-	-	

	Workers able to deal with fire and panic situations	-	-	-	-
	automatic emergency generator			-	-
	Escape routes signposted in social areas and restaurants	-	-	-	-
	Use of qualified private security services for 24 hours duh			-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible	-	-	-	-
1.4	Health and Hygiene				
	At least one worker per shift trained in first aid techniques	-	-	-	-
1.5	Hits				
	Have an entrance at the level of the road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-
1.6	Conservation and Maintenance				
	Prevention and control programs for conservation/maintenance of the building and equipment	-	-	-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-
1.7	Guest Service				
1.7.1	Reservation Services				
	Availability in service unctonal in servants, regardless of whether they can be carried out through its own department or by the reception	-	-	-	-
1.7.2	Reception Service				
	existence of the assistance reception, which must arrange service in the period of 24 times a day	-	-	-	-
1.7.4	wake up service				
	Availability of wake-up service	-	-	-	-
1.7.5	Floor Service				
	maintenance service		-	-	-
	daily cleaning service	-	-	-	-
1.7.6	oom - Ser vic e				
	breakfast service in the room		-	-	-
1.7.7	laundry service				
	laundry service	-	-	-	-
	clothes washed and ironed on the same day, as long as it is delivered by 9:00 a.m.		-		
	dry cleaning service for clothes with delivery in 24 hours			-	-
two	SPECIFIC REQUIREMENTS				
2.1	Concierge / Reception				
	ocal or space for storing luggage in not necessarily ech ado	-	-	-	-
2.2	Housing Sector				
	auxiliary services in the housing sector		-	-	-
	specific place for cleaning material	-	-	-	-
	coverings, floors, coverings, furniture and decoration according to category			-	-
	req uence of change of bedding at each change of farewell	-	-	-	-
2.2.1	bedrooms				
	Rooms reserved for smokers		-	-	-

	Directory with all the information, hours and services offered by the hotel in 100 of the rooms	-	-	-	-
	natural or artificial ventilation system in 100 of the rooms.		-	-	-
	Television in 100 of the rooms	-	-	-	-
	satellite or cable tee system in 100 of the rooms		-	-	-
	M TT via satellite or cable in 100 of the rooms			-	-
	Air conditioning control, light and T at the head of the bed or by remote control in 100 of the rooms.		-	-	-
	Telephone in 100 of the rooms	-	-	-	-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms		-	-	-
	reading lamp next to the headboards in 100 of the rooms		-	-	-
	closet or specific place to store clothes in 100 of the rooms	-	-	-	-
	Blanket and extra pillow in 100 of the rooms	-	-	-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-
	Wastebasket in 100 of the rooms	-	-	-	-
	Curtains with material that prevents the entry of light	-	-	-	-
	Availability of hangers	-	-		
	Availability of anti-theft hangers			-	-
	Availability of in-room coffee service	-	-		
	Availability of in-room coffee service with variety			-	-
	colon protector	-	-	-	-
2.2.2	Bathroom				
	Private old house in 100 of the apartments	-	-	-	-
	Running water in 100 of the houses of anh o	-	-	-	-
	water in the shower and washbasin in 100 of the houses in anh o		-	-	-
	Availability of toilet, towels or hand dryers	-	-	-	-
	support or support for anh o products, in the shower, in 100 of the anh o houses	-	-	-	-
	hairdresser available at reception if requested by the send	-	-	-	-
	Mid-height socket for arb eador in 100 of the houses of anh o	-	-	-	-
	other accessories in 100 of the bathrooms (shower cap, toothbrush and toothpaste, shampoo, conditioning cream, moisturizing cream, hair dryer, bathrobe, soap foam, soap salts , sewing it, etc.)			-	-
	Minimum of eight			-	-
	Minimum of six		-		
	Minimum of three	-			
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-	-
	req uence of change of clothes in the morning at each change of farewell	-	-	-	-
	clothes hanger	-	-	-	-
	curtain or shield	-	-	-	-
	towels	-	-	-	-
	Wall and floor coated with easy-to-clean materials	-	-	-	-
2.3	public areas				
	seating area	-	-	-	-
	Shared bathrooms, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-	-	-	-

	parking with a number of spaces equal to or greater than 10 of the total number of hotel units			-	
	parking with a number of spaces equal to or greater than 15 of the total number of hotel units				-
2.4	communications sector				
	Internet access via iF i	-	-	-	-
2.5	Food and beverage sector				
	restaurant	-	-	-	-
	access for people with disabilities or conditioned mobility to the dining rooms and restaurant	-	-	-	-
	natural or artificial ventilation system in dining rooms and restaurants		-	-	-
	Equipped kitchen with fridge, electric or gas stove, electric kettle, toaster, cupboard for food and utensils.	-	-		
	Equipped kitchen with fridge, electric or gas stove, electric kettle, toaster, blender, coffee machine, cupboard for food and utensils			-	-
	cook and <i>air an</i> qualified	-	-	-	-
	food service, regularly and at levels compatible with the category of the establishment	-	-	-	-
	trend in the restaurant, with menu pio iling ue			-	-
	breakfast service and light meals eventually offered	-	-	-	-
	ambience/ comfort/ decor compatible with the category	-	-	-	-
2.6	service areas				
	independent service entrance	-	-	-	-
	main corridors	-	-	-	-
	main stairs	-	-	-	-
2.7	workers zone				
	effect for workers	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-
	stables with lockers separated by sex	-	-	-	-

Table 6 – Pension Classification Matrix

1	GENERAL REQUIREMENTS	1★	two	3★	4★
1.1	Environmental Quality				
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present energy efficiency and reduction of consumption	-	-	-	-
	site each ado or containers with lid for storage and deposit seg ered by type of waste	-	-	-	-
1.2	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting in the exterior areas of the building	-	-	-	-
	gardens and landscaping elements outside the building	-	-	-	-
1.3	Security				
	Use of security service in the establishment in charge of a guard	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-

	Escape routes signposted in social areas and restaurants	-	-	-	-
	Use of qualified private security services for 24 hours			-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustration if possible	-	-	-	-
1.4	Health and Hygiene				
	One worker per shift trained in first aid techniques	-	-	-	-
1.5	Hits				
	Have an entrance at the level of the public road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-
1.6	Conservation and Maintenance				
	Prevention and control programs for conservation or maintenance of the building and equipment	-	-	-	-
	Periodic cleaning of carpets, curtains, curtains, etc.	-	-	-	-
1.7	Guest Service				
	Special details of cordiality in the service			-	-
	Training and orientation of workers	-	-	-	-
	promptness and courtesy	-	-	-	-
	Uniform for workers	-	-	-	-
	Identification for workers	-	-	-	-
	<i>rvi</i>			-	-
1.7.1	Reception Service				
	Availability of service functional of servants, regardless of whether they can be carried out through its own department or by the reception	-	-	-	-
1.7.1	Reception Service				
	existence of the reception service, which should provide assistance within a period of 24 hours a day			-	-
	breakfast service in the room			-	-
	computerized control systems, which allow a service of <i>Check in or Check-out</i>		-	-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force			-	-
	natural or artificial ventilation system of the area intended for reception	-	-	-	-
	Workers able to provide information and services of interest to the customer, with promptness, efficiency and cordiality.	-	-	-	-
1.7.2	Floor Service				
	maintenance service			-	-
	daily cleaning service	-	-	-	-
1.7.3	laundry service				
	laundry service			-	-
two	SPECIFIC REQUIREMENTS				
2.1	Concierge / Reception				
	local or space for luggage storage not necessarily closed	-	-	-	-

2. 2	Housing Sector				
2. 2. 1	bedrooms				
	Directory with all the information, hours and services offered by the guesthouse in 100 of the rooms		-	-	-
	natural or artificial ventilation system in 100 of the rooms.	-	-	-	-
	Television in at least 50 of the rooms		-		
	satellite or cable tee pair in 100 of the rooms	-	-	-	-
	Phones in 100 of the rooms			-	-
	Work table with its own lighting, allowing the use of personal electronic devices in 100 of the rooms		-	-	-
	reading lamp next to the headboards in 100 of the rooms			-	-
	req uence of change of bedding at each change of bed send	-	-	-	-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-
	Blanket and extra pillow in 100 of the rooms	-	-	-	-
	Wastebasket in 100 of the rooms	-	-	-	-
	Curtains with material that prevents the entry of light	-	-	-	-
	Availability of hangers	-	-	-	-
	colon protector	-	-	-	-
2. 2. 2	bathrooms				
	Casa de anho simple with an area equal to or greater than 2.50 m	-	-		
	Casa de anho with an area equal to or greater than 3.50 m			-	-
	Running water in 100 of the houses of anho	-	-	-	-
	Availability of toilet, towels or hand dryers	-	-	-	-
	Hot water in the shower in 100 of the houses in Anho		-	-	-
	support or support for bathroom products, in the shower, in 100 of the houses in anho		-	-	-
	Hairdresser available at reception if requested by the spede		-	-	-
	Mid-height outlet for arb eator in 100 of the houses ah the	-	-	-	-
	garbage dump with pedal and lid in 100 of the houses of anho	-	-	-	-
	req uence of change of clothes of anho each change of send	-	-	-	-
	towels	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-
2. 3	public areas				
	seating areas	-	-	-	-
	Social bathrooms, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-	-	-	-
2. 4	Food and beverage sector				
	dining room with a minimum area of 1.25 m per living unit	-	-		
	dining room with a minimum area of 1.50 m per living unit			-	-
	restaurant	-	-	-	-
	cook and b ar an q ual if ic a	-	-	-	-
	Equipped kitchen with fridge, electric or gas gas, cupboard for food and utensils.	-	-	-	-

	food service, regularly and at levels compatible with the category of the establishment	-	-	-	-
	breakfast service and light meals eventually offered		-	-	-
	environment or comfort or decoration compatible with the category	-	-	-	-
2.6	service areas				
	independent service entrance	-	-	-	-
	main corridors	-	-	-	-
	main stairs	-	-	-	-
2.7	workers zone				
	effect	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-
	stables with lockers separated by sex	-	-	-	-

Table 7 - Motel Classification Matrix

1	GENERAL ITEMS	two	3[☆]
1.1	Environmental Quality		
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present ethical energy efficiency and reduction of consumption	-	-
1.2	Building		
	difficult in a good state of conservation	-	-
1.3	Security		
	Means of controlling the entry and exit of customers and vehicles in the establishment	-	-
	Use of security service in the establishment in charge of a guard	-	-
	Workers trained to deal with fire and panic situations	-	-
1.4	Health and Hygiene		
	At least one worker per shift trained in first aid techniques.	-	-
1.5	Hits		
	internal signaling system that allows easy access and circulation throughout the establishment	-	-
1.6	Conservation and Maintenance		
	periodic cleaning of carpets, curtains, windows, etc.	-	-
1.7	Guest Service		
1.7.1	Reservation Services		
	Availability of the Functional Reservations Service, regardless of whether they can be made through the department itself or through the reception	-	-
1.7.2	Reception Service		
	existence of the reception service, which should provide assistance within a period of 24 hours a day.	-	-
1.7.3	wake up service		
	Availability of wake-up service		-
1.7.4	Floor Service		
	cleaning service	-	-
1.7.5	Service of oom - Ser vice		
	breakfast service in the room		-

two	SPECIFIC REQUIREMENTS		
2.1	Concierge / Reception		
	ocal or space for luggage storage not necessarily closed	-	-
2.2	Housing Sector		
2.2.1	bedrooms		
	Rooms reserved for smokers	-	-
	natural or artificial ventilation system in 100 of the rooms.	-	-
	satellite or cable tee pair in 100 of the rooms	-	-
	Telephone in 100 of the rooms	-	-
	req uence of change of bedding at each change of farewell		
	bedding in good condition		
	Blanket and extra pillow in 100 of the rooms		
	Wastebasket in 100 of the rooms		
	Curtains with material that prevents the entry of light		
2.2.2	bathrooms		
	Private old house in 100 of the rooms	-	-
	hot and cold running in the shower and washbasin in 100 of the houses in anh o	-	-
	Availability of toilet, towels or hand dryers	-	-
	ib anin 100 of the homes of anh o		-
	Hairdresser available at reception if requested by the sped		-
	Mid-height socket for arb eador in 100 of the houses of anh o	-	-
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-
	req uence of change of clothes in the morning at each change of farewell	-	-
	clothes hanger	-	-
	curtain or shield	-	-
	towels	-	-
	Wall and floor coated with easy-to-clean materials.	-	-
2.3	public areas		
	seating areas	-	-
	Social bathrooms, male and female, separated from each other, with natural or natural ventilation, adapted for people with disabilities or conditioned mobility	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-
2.4	Food and beverage sector		
	ref wing hey	-	-
	restaurant	-	-
2.5	service areas		
	main corridors	-	-
	main stairs	-	-
	independent service entrance		-
2.6	Workers' Zone		
	effect for workers	-	-
	Sanitary installations with separate sex rooms	-	-
	stables with lockers separated by sex	-	-

Table 8 - Camping and Caravanning Park Classification Matrix

1	GENERAL REQUIREMENTS	1★	two	3★	4★	4★
1.1	Environmental Quality					
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present energy efficiency and consumption reduction	-	-	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-	-	-
1.2	Security					
	Means of controlling the entry and exit of customers and vehicles in the establishment	-	-	-	-	-
	Use of security service in the establishment in charge of a guard	-	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-	-
	automatic emergency generator			-	-	-
1.3	Health and Hygiene					
	At least one worker per shift, trained in first aid techniques.	-	-	-	-	-
	first aid post				-	-
	emergency medical service				-	-
1.4	Hits					
	internal signaling system that allows easy access and circulation throughout the establishment.		-	-	-	-
	access to the public road and internal circulation that allows the movement of tow vehicles		-	-	-	-
1.5	Conservation and Maintenance					
	Prevention and control programs for conservation/maintenance of camping and equipment area		-	-	-	-
	Maintain the green areas periodical		-	-	-	-
	cleaning staff the periodicals in the campsite areas	-	-	-	-	-
1.6	Guest Service					
	service facilities for people with disabilities or conditioned mobility		-	-	-	-
	staff available to help set up tents and park trailers and caravans		-	-	-	-
	Informs the tour available in the nearest places	-	-	-	-	-
two	SPECIFIC REQUIREMENTS					
2.1	Concierge / Reception					
	place or space for storing luggage next to the reception			-	-	-
	value guard service	-	-	-	-	-
	access to the internet through <i>ii</i>			-	-	-
2.2	camping area					
	running water distribution system by means of fountains, cemented around and with sewers, scattered throughout the park and in such a way as to that the distance between them does not exceed 100 meters.	-				
	running water distribution system by means of fountains, cemented around and with sewers, scattered throughout the park and in such a way as to that the distance between them does not exceed 60 meters.		-			

	running water distribution system by means of fountains, cemented around and with sewers, scattered throughout the park and in such a way as to that the distance between them does not exceed 40 meters.			-		
	running water distribution system by means of fountains, cemented around and with sewers, scattered throughout the park and in such a way as to that the distance between them does not exceed 30 meters.				-	-
	Power sockets, with attached mirrors, in the proportion of 1 for every 60 campers.	-				
	Power sockets, with attached mirrors, in the proportion of 1 for every 40 campers.		-			
	Power sockets, with attached mirrors, in the proportion of 1 for every 30 campers.			-		
	Power sockets, with attached mirrors, in the proportion of 1 for every 20 campers.				-	-
	garbage containers conveniently distributed throughout the park, so that distances do not exceed 120 meters.	-				
	garbage containers conveniently distributed throughout the park, so that distances do not exceed 100 meters.		-			
	garbage containers conveniently distributed throughout the park, so that distances do not exceed 80 meters.			-		
	garbage containers conveniently distributed throughout the park, so that distances do not exceed 60 meters.				-	-
	Lighting in the service areas of the campsite	-	-	-	-	-
	bar services <i>nac k-Pub</i>			-	-	-
	space for the sale of convenience and essential items		-	-	-	-
	common kitchen		-	-	-	-
2.3	Sanitary facilities					
	Sanitary installations with a current of 1 unit for every 25 campers	-				
	Sanitary installations with running water ratio of 1 unit to 20 campers		-			
	Sanitary installations with a low current of 1 unit for every 15 campers			-		
	Sanitary installations with a current of 1 unit for every 10 campers				-	-
	Individual showers equipped with an antechamber for changing rooms and separated by sex, in the proportion of 1 unit for every 10 campers.	-				
	Individual showers equipped with an antechamber for changing rooms and separated by sex, in the proportion of 1 unit for every 8 campers.		-			
	Individual showers equipped with an antechamber for changing rooms and separated by sex, in the proportion of 1 unit for every 6 campers.			-		
	Individual showers equipped with an antechamber for changing rooms and separated by sex, in the proportion of 1 unit for every 5 campers.				-	-
	avadouros, with running and permanent cold water, in the proportion of 1 unit for every 30 campers.	-				
	avadouros, with running and permanent cold water, in the proportion of 1 for every 25 campers.		-			
	avadouros, with running and permanent cold water, in the proportion of 1 for every 20 campers.			-		

	avadouros, with running and permanent cold water, in the proportion of 1 for every 15 campers.					-
	avató rios with deck and mirror with direct lighting		-	-	-	-
	Socket at half height for the use of electrical equipment		-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-	-
2.4	Service area					
	crocery dispenser at the rate of 1 for every 70 campers	-				
	tableware sink at a rate of 1 for every 50 campers		-			
	crocery dispenser at a rate of 1 for every 35 campers			-		
	tableware sink at a rate of 1 for every 25 campers				-	-
	Clothes tanks and respective dryers in the proportion of 1 for every 70 campers	-				
	Clothes tanks and respective dryers in the proportion of 1 for every 50 campers		-			
	Clothes tanks and respective dryers in the proportion of 1 for every 35 campers			-		
	Clothes tanks and respective dryers in the proportion of 1 for every 25 campers				-	-
2.5	Recreation Area					
	area with barbecue and tables		-	-		
	area with private barbecue				-	
	area with private barbecue with utensils					-
	Playground			-	-	-
	Pool			-	-	-
	place for sports equipment			-	-	-
	Walks and ecological trails			-	-	-
	Means for observing nature and carrying out walks and hiking expeditions			-	-	-
	game wing				-	-

Table 9 – Classification Matrix for Guest Houses

1	GENERAL ITEMS	1★	two	3★	4★
1.1	Environmental Quality				
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present energy efficiency and reduction of consumption	-	-	-	-
	closed place or containers with lid for storage and secure deposit by type of waste	-	-	-	-
1.2	Building				
	dictionary in good condition. if the manager resides in the establishment, his residence must be separate from the guest area	-	-	-	-
	Lighting in the exterior areas of the building	-	-	-	-
	gardens and landscaping elements outside the building	-	-	-	-
1.3	Security				
	Means of controlling the entry and exit of customers and vehicles in the establishment				-

	Use of security service in the establishment in charge of a guard	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-
	Escape routes signposted in social areas and restaurants	-	-	-	-
	Availability of information and safety procedures, contacts for immediate assistance with illustrations if possible.				-
1.4	Health / Hygiene				
	At least one worker per shift trained in first aid techniques.	-	-	-	-
	Hygienic action of food "in natura" before storage	-	-	-	-
1.5	Hits				
	Have an entrance at road level for the exclusive use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	Internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-
1.5.1	Entrance and parking				
	The entrance to the building must be properly lit.	-	-	-	-
	Parking must be 3.5m wide with a place reserved for people with disabilities or conditioned mobility	-	-	-	-
	Parking lot				-
1.6	Conservation and Maintenance				
	Prevention and control program to preserve the maintenance of the building and equipment	-	-	-	-
	Periodic cleaning of carpets, curtains, curtains, etc.	-	-	-	-
1.7	Guest Service				
	Training and orientation of workers	-	-	-	-
	promptness and courtesy	-	-	-	-
	Workers uniform	-	-	-	-
	Identification for workers	-	-	-	-
	living room with television	-	-	-	-
	natural or artificial ventilation system in social areas	-	-	-	-
	service for saving speed values	-	-	-	-
1.7.1	Reservation Services				
	Availability of service functional of servants, regardless of whether they can be carried out through its own department or by the reception	-	-	-	-
	Availability of language assistance service				-
1.7.2	Reception Service				
	existence of a reception service, which must provide assistance within a period of 24 hours a day				-
	existence of a reception service, which must provide assistance within a period of 12 hours a day			-	
	existence of a reception service, which must provide assistance within a period of 08 hours a day	-	-		
1.7.3	wake up service				
	Availability of wake-up service		-	-	-

1.7.4	Floor Service				
	daily cleaning service	-	-	-	-
1.7.5	Service of room - Service				
	breakfast service in the room				-
1.7.6	laundry service				
	laundry service			-	-
	clothes washed and ironed on the same day, provided they are delivered by 09:00 am				-
two	SPECIFIC ITEMS				
2.1	Concierge / Reception				
	local or space for storing luggage in not necessarily each room	-	-	-	-
	place or space for luggage storage in closed				-
	computerized control systems, which allow a service of check-in / Check-out			-	-
	performance of foreign exchange operations services available to customers, when authorized by the competent entity, according to the legislation in force			-	-
	natural or artificial ventilation system of the area intended for reception			-	-
	Workers able to provide information and services of interest to the customer, with promptness, efficiency and cordiality	-	-	-	-
	access to the internet through Wi-Fi			-	-
2.2	housing sector				
	ambience/ comfort/ decor compatible with the category	-	-	-	-
	clean the daily	-	-	-	-
	frequency of change of bedding at each change of bed sheet			-	-
	Rooms adapted for people with disabilities or with limited mobility	-	-	-	-
	Rooms reserved for smokers	-	-	-	-
	Directory with all the information, hours and services offered in 100 of the rooms.	-	-	-	-
	Phones in 100 of the rooms				-
	Luggage compartment in 100 of the rooms	-	-	-	-
	natural or artificial ventilation system in 100 of the rooms	-	-	-	-
	manual or digital room temperature control system in 100 of the rooms				-
	TV in 100 of the rooms			-	-
	internet access in 100 of the rooms				-
	closet or specific place to store clothes in 100 of the rooms	-	-	-	-
	bed linen and towels in good condition	-	-	-	-
	Work table with its own lighting, enabling the use of personal electronic devices in 100 of the rooms.				-
	full body mirror in 100 of the rooms		-	-	-
	reading lamp next to the headboards in 100 of the rooms		-	-	-
	Wastebasket in 100 of the rooms	-	-	-	-
	Curtains with material that prevents the entry of light	-	-	-	-

	Safe in 100 of the rooms				-
	bedding in good condition (not torn, not stained, fabric not worn)	-	-	-	-
	req uence of change of bedding at each change of bed send	-	-	-	-
	Wastebasket in 100 of the rooms	-	-	-	-
2. 2. 1	bedrooms				
	Minimum of 40 rooms with private bathroom	-			
	Minimum of 60 rooms with private bathroom		-		
	Minimum of 80 rooms with private bathroom			-	
	Minimum of 100 rooms with private bathroom				-
	Single beds with dimensions greater than 0.9m x 1.9m and double beds with dimensions greater than 1.4m x 1.9m in 100 of the four	-	-	-	-
2. 2. 1	bathrooms				
	Private old house in 100 of the rooms				-
	Running water in 100 of the houses of anh o	-	-	-	-
	hot water in the shower and sink in 100 of the houses in anh o			-	-
	Availability of toilet, towels or hand dryers	-	-	-	-
	avató rio with mirror in 100 of the houses of anh o	-	-	-	-
	ib arwith an area equal to or greater than 0.80 m2 in 100 of the houses of anh o				-
	support or support for bathroom products, in the shower, in 100 of the houses in anh o.	-	-	-	-
	hairdresser available at reception if requested by the spede				-
	Mid-height outlet for arb eator in 100 of the houses ah the	-	-	-	-
	paperwork in 100 of the houses of anh o				-
	Wastebasket in 100 of the houses of anh o	-	-	-	-
	Availability of accessories "am and niti in 100 of the houses anh o (anh o cap, toothbrush and toothpaste, shampoo, conditioning cream, moisturizing cream, hair dryer, bathrobe, anh o foam, anh o salts, sewing items, etc.)				
	Minimum of four				-
	Minimum of three			-	
	Minimum of two	-	-	-	
	garbage dump with pedal and lid in 100 of the houses of anh o	-	-	-	-
	req uence of change of bedding at each change of bed send	-	-	-	-
	clothes hanger	-	-	-	-
	curtain or shield	-	-	-	-
	towels	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-
2. 3	public areas				
	seating areas	-	-	-	-
	Shared bathrooms, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-	-	-	-

	parking with a number of vacancies equal to or greater than 10 of the total number of hotel units		-		
	parking with a number of vacancies equal to or greater than 15 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted.			-	
	parking with a number of vacancies equal to or greater than 20 of the total number of hotel units, with an appropriate place for the embarkation/disembarkation of people with disabilities or conditioned mobility, duly signposted.				-
	natural or artificial ventilation system in all social areas				-
	coverings, floors, coverings, furniture and decoration according to category	-	-	-	-
	art acts, preferably local, in different environments				-
2.4	communications sector				
	access to the internet through <i>ii</i>			-	-
2.5	Food and beverage sector				
2.5.1	Meal room				
	ref wing hey	-	-	-	-
	restaurant			-	-
	Furnish and decorate according to the category	-	-	-	-
	natural or artificial ventilation system in the dining rooms			-	-
	breakfast service and light meals	-	-	-	-
	ambience/ comfort/ decor compatible with the category	-	-	-	-
2.5. two	Equipment				
	Stainless steel cutlery in all food and beverage services in the establishment	-	-	-	-
	Porcelain dishes in all food services and eb trips from the establishment	-	-	-	-
2.5.3	services				
	menu with <i>ay or</i> appropriate and decorate <i>ign</i> consistent with the the and/or theme of the restaurant	-	-	-	-
	Appropriately trained desk workers	-	-	-	-
2.6	service areas				
	main corridors	-	-	-	-
	main stairs	-	-	-	-
	independent service entrance	-	-	-	-
2.7	workers zone				
	effect for workers	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-
	stables with lockers separated by sex	-	-	-	-

Table 10 - Classification matrix for agrotourism establishment, country house and farm for tourist purposes

	GENERAL REQUIREMENTS	unique rating
1.1	Environmental Quality	
	Forecast of good environmental practices such as reduction of consumption of electricity, water and reduction of solid waste, equipment that present ethical energy efficiency and reduction of consumption	-
	closed place or containers with lid for storage and secure deposit by type of waste	-
1.2	Building	
	difficult in a state of conservation. the case of the blind residing not establishment, your residence shall being separated from the area of the farewell	-
	Lighting of the building's exterior areas	-
	gardens and landscaping elements outside the building	-
	located in rural spaces with characteristics of typical local architecture, in the case of country houses.	-
	located in agricultural spaces that allow the guest to explore agricultural activities, in the case of agrotourism establishments	-
	located in a private house providing, cumulatively or not, accommodation services and restores the eb idas	-
1.3	Security	
	Means of controlling entry and exit of customers and vehicles in the establishment	-
	Use of security service in the establishment in charge of a guard	-
	Workers able to deal with fire and panic situations	-
1.4	Health and Hygiene	
	At least one worker per shift trained in first aid techniques.	-
	ig ieniz action of food "in naturabefore storage	-
1.5	Hits	
	Have an entrance at the level of the road for the exclusive use of customers, with service facilities for people with disabilities or conditioned mobility	-
	internal signaling system that allows easy access and circulation throughout the establishment	-
1.6	Conservation and Maintenance	
	Prevention and control programs for conservation/maintenance of the building and equipment	-
	periodic cleaning of carpets, curtains, windows, etc.	-
	Maintain the green areas periodical	-
1.7	Guest Service	
1.7.1	Reservation Services	
	Training and orientation of workers	-
	promptness and courtesy	-
	Uniform for workers	-
	Identification of workers.	-
1.7.2	Reception Service	
	existence of reception service	-

	assistance and information for customers entrance to the establishment, and offer should be located at the reception.	-
1.7.3	Floor Service	
	daily cleaning service	-
1.7.4	laundry service	
	laundry service, without prejudice to being able to resort to specialized companies	-
two	SPECIFIC REQUIREMENTS	
2.1	Concierge / Reception	
	local or space for luggage storage not necessarily closed	-
2.2	Housing Sector	
2.2.1	bedrooms	
	ambience/ comfort/ decor compatible with the category	-
	requirement of change of bedding at each change of farewell	-
	Rooms adapted for people with disabilities or with limited mobility	-
	Information directory in 100 of the rooms.	-
	Luggage compartment in 100 of the rooms	-
	natural or artificial ventilation system in rooms	-
	satellite or cable tee pair in 100 of the rooms	-
	closet or specific place for clothes storage in 100 of the rooms	-
	bed linen and towels in good condition	-
	full body mirror in 100 of the rooms	-
	reading lamp next to the headboards in 100 of the rooms	-
	Wastebasket in 100 of the rooms	-
	Curtains with material that prevents the entry of light	-
2.2.2	Bathroom	
	Bathroom at least for every two rooms, with direct or artificial ventilation with continuous air renewal	-
	Each dwarf house must have a dwarf towel and a face towel for each send	-
	All homes must have at least one garbage container.	-
	Availability of running water in the shower and washbasin in 100 of the houses in anh o	-
	garbage dump with pedal and lid in 100 of the houses of anh o	-
	requirement of change of clothes in the morning at each change of farewell	-
	Availability of toilet, towels or hand dryers	-
	Wall and floor coated with easy-to-clean materials.	-
2.3	public areas	
	seating areas	-
	Shared bathrooms, male and female, separated from each other, with natural or artificial ventilation, adapted for people with disabilities or conditioned mobility	-
2.4	communications sector	
	Internet access via iF i	-
2.5	Food and beverage sector	
	ref wing hey	-

	Have a kitchen equipped, at least, with a tray, foo, sink and cupboards for food and utensils and have a device to absorb umes and smells.	
	provide at least breakfast, including or not in the daily rate.	-
2.6	service areas	
	service areas must be installed in such a way as to avoid the propagation of odors and ensure their complete isolation from other dependencies	-
	main corridors	-
2.7	workers zone	
	effect	-
	Sanitary installations with separate sex rooms	-
	stables with lockers separated by sex	-
2.7	leisure areas	
	Means for observing nature and carrying out walks and hiking expeditions	-
	spaces for outdoor recreation activities	-
	game wing	-

Table 11 – Restaurant Rating Matrix

1	GENERAL REQUIREMENTS	3	two	1	Lux
1.1	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting in the exterior areas of the building			-	-
	Special lighting that enhances the facade and architectural elements of the building				-
1.2	Security				
	Use of security service in the establishment in charge of a guard	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-
	automatic emergency generator				-
1.3	Health and Hygiene				
	At least one worker per shift trained in first aid techniques.	-	-	-	-
	ig ieniz action of food "in naturabefore storage	-	-	-	-
	closed place or container with lid for storage and deposit of different types of waste	-	-	-	-
1.4	Hits				
	Have an entrance at the level of the public road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-	-
1.5	Conservation and Maintenance				
	Prevention and control programs for conservation maintenance of the building and equipment	-	-	-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-
1.6	Customer service				
	Procedure for special care for authorities and personalities				-
	existence of conservation services			-	-

	parking area near the establishment		-	-	
	parking area for the private use of customers				-
two SPECIFIC REQUIREMENTS					
2.1	Prohibited				
	entrance for customers independent of the service entrance			-	-
2.2	Sanitary facilities				
	Sanitary installations with materials according to the category	-	-	-	-
	Availability of running water and always having a toilet, towels or hand dryers	-	-	-	-
	avató ries with a uante current and ria			-	-
	diaper changing space			-	-
	avató rios with deck and mirror with direct lighting			-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-
2.3	Meal room				
	Decoration and equipment that must provide an environment in accordance with the category	-	-	-	-
	natural or artificial ventilation system			-	-
	area reserved for smokers				-
	access for people with disabilities or with limited mobility	-	-	-	-
2.4	table services				
	dining service led by a head of room			-	-
	Head of room with command of at least one foreign language.			-	-
	Wine and drink list			-	-
	Fabric tablecloths and napkins in the restaurant's lunch and dinner services			-	-
	stainless steel cutlery	-	-	-	-
	porcelain dishes	-	-	-	-
	service of <i>air an</i> qualified			-	-
	Qualified cook			-	-
	menu with <i>ay or ut</i> appropriate and <i>des ig n</i> consistent with the decor and/or theme of the restaurant			-	-
	Menu in Portuguese and English			-	-
	Appropriately trained desk workers			-	-
2.5	Kitchen				
	Kitchen with equipment suitable for the category	-	-	-	-
	Pantry, divided into a dirty and clean area, with communication with the dining room done in such a way as to prevent the view of the kitchen and obtain its necessary isolation, in relation to the areas intended for to customers			-	-
	Refrigerated chambers	-	-	-	-
2.6	Worker areas				
	independent service entrance		-	-	-
	effect	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-
	stables with lockers separated by sex	-	-	-	-
2.7	public areas				
	Car park with 5 capacity	-	-		
	Car park with 10 capacity			-	
	Car park with 15 capacity				-
	Have background music			-	-

Table 12 – Classification matrix of tea room, pastry shop, cafe and ice cream parlor

1	GENERAL REQUIREMENTS	3	two	1
1.1	Building			
	difficult in a good state of conservation	-	-	-
	Lighting in the exterior areas of the building			-
1.2	Security			
	Use of security service in the establishment in charge of a guard	-	-	-
	Workers able to deal with fire and panic situations	-	-	-
1.3	Health and Hygiene			
	At least one worker per shift trained in first aid techniques.	-	-	-
	ig ieniz action of food "in naturabefore storage	-	-	-
	closed place or container with lid for storage and deposit of different types of waste.	-	-	-
1.4	Hits			
	Have an entrance at the level of the road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment	-	-	-
1.5	Conservation and Maintenance			
	Prevention and control programs for conservation/maintenance of the building and equipment	-	-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-
two	SPECIFIC REQUIREMENTS			
2.1	Prohibited			
	entrance for customers independent of the service entrance	-	-	-
2.2	Sanitary facilities			
	Sanitary installations with materials and equipment according to the category	-	-	-
	avatars with a chain	-	-	
	avató rias with a uante current and ria			-
	avató rios with deck and mirror with direct lighting			-
	Availability of toilet, towels or hand dryers	-	-	-
2.3	Meal room			
	Decorates the equipment according to the category	-	-	-
	natural or artificial ventilation system	-	-	-
	access for people with disabilities or with limited mobility	-	-	-
2.4	Kitchen			
	Kitchen with equipment suitable for the category	-	-	-
	Pantry, divided into dirty and clean zones, communicating with the dining room eita so as to allow the view from the kitchen			-
	Refrigerated chambers	-	-	-
2.5	service areas			
	independent service entrance			-
	effect for workers	-	-	-
	Sanitary installations with separate sex rooms	-	-	-
	stables with lockers separated by sex	-	-	-

Table 13 – Bar Rating Matrix, loungePub, snabar and beer

1	GENERAL REQUIREMENTS	3	two	1	Lux
1.1	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting in the exterior areas of the building	-	-	-	-
1.2	Security				
	Use of security service in the establishment in charge of a guard	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-
	automatic emergency generator				-
1.3	Health and Hygiene				
	At least one worker per shift trained in first aid techniques.	-	-	-	-
	ig ieniz action of food "in naturabefore storage	-	-	-	-
	closed place or container with lid for storage and deposit of different types of waste	-	-	-	-
1.4	Hits				
	Have an entrance at the level of the public road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment			-	-
1.5	Conservation and Maintenance				
	Prevention and control programs for conservation/maintenance of the building and equipment			-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-
1.6	Customer service				
	Procedure for special care for authorities and personalities				-
	existence of conservation services			-	-
	parking area near the establishment		-	-	
	parking area for the private use of customers				-
two	SPECIFIC REQUIREMENTS				
2.1	Prohibited				
	entrance for customers, independent of the service entrance			-	-
	threesome or waiting room				-
2.2	Sanitary facilities				
	Sanitary installations with materials and equipment according to the category	-	-	-	-
	avatars with a chain	-	-		
	avató ries with a uante current and ria			-	-
	avató rios with deck and mirror with direct lighting			-	-
	Wall and floor coated with easy-to-clean materials	-	-	-	-
	Availability of toilet, towels or hand dryers	-	-	-	-
2.3	Meal room				
	Decorates the equipment according to the category	-	-	-	-
	natural or artificial ventilation system			-	-
	area reserved for smokers				-
	access for people with disabilities or with limited mobility	-	-	-	-
2.4	table services				
	service of <i>air an</i>			-	-

	Menu in Portuguese and English			-	-
2.5	Kitchen				
	Kitchen with equipment according to the category	-	-		
	Pantry, divided into a dirty and clean area, with communication with the dining room done in such a way as to prevent the view of the kitchen and obtain its necessary isolation, in relation to the areas intended for to customers			-	-
	Refrigerated chambers	-	-	-	-
2.6	Worker areas				
	independent service entrance		-	-	-
	effect	-	-	-	-
	Sanitary installations with separate sex rooms	-	-	-	-
	stables with lockers separated by sex	-	-	-	-

Table 14 - Classification Matrix of Pizzeria

1	GENERAL REQUIREMENTS	unique rating
1.1	Building	
	difficult in a good state of conservation	-
1.2	Security	
	Use of security service in the establishment in charge of a guard	-
	Workers able to deal with fire and panic situations	-
1.3	Health and Hygiene	
	At least one worker per shift trained in first aid techniques.	-
	"in natura" food igienization before storage	-
	local ech ado or container with lid for storage and deposit of different types of garbage	-
1.4	Conservation and Maintenance	
	periodic cleaning of carpets, curtains, windows, etc.	-
two SPECIFIC REQUIREMENTS		
2.1	Prohibited	
	entrance for customers, independent of the service entrance	-
2.2	Sanitary facilities	
	Sanitary installations separated by sex, with materials and equipment according to the category	-
	Availability of current water	-
	Availability of toilet, towels or hand dryers	-
	Wall and floor coated with easy-to-clean materials.	-
2.3	Meal room	
	Decorates the equipment according to the category	-
	access for people with disabilities or with limited mobility	-
	Menu in Portuguese and English	-
2.4	Kitchen	
	Kitchen with equipment suitable for the category	-
	Refrigerated chambers	-
2.5	Worker areas	
	effect for workers	-
	Sanitary installations with separate sex rooms	-
	stables with lockers separated by sex	-

Table 15 - Dance room classification matrix

1	GENERAL REQUIREMENTS	1	two	3	Lux
1.1	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting in the exterior areas of the building	-	-	-	-
1.2	Security				
	Use of security service in the establishment in charge of a guard	-	-	-	-
	Workers able to deal with fire and panic situations	-	-	-	-
	automatic emergency generator				-
1.3	Health and Hygiene				
	A worker, at the very least, trained in first aid techniques.	-	-	-	-
	hygienic action of food "in natura" before storage	-	-	-	-
	closed place or container with lid for storing and depositing different types of waste.	-	-	-	-
1.4	Hits				
	Have an entrance at the via plica level for the exclusive use of customers	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment			-	-
1.5	Conservation and Maintenance				
	Prevention and control programs for conservation/maintenance of the building and equipment			-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-
1.6	Customer service				
	Procedure for special care for authorities and personalities				-
	existence of conservation services			-	-
	parking area near the establishment		-	-	
	parking area for the private use of customers				-
two	SPECIFIC REQUIREMENTS				
2.1	Prohibited				
	entrance for customers, independent of the service entrance and with restricted visibility to the interior of the establishment.			-	-
	lobby or waiting room with natural or artificial ventilation			-	-
2.2	Sanitary facilities				
	Sanitary installations separated by sex, with materials and equipment according to the category	-	-	-	-
	lavatories with a chain	-	-		
	lavatories with a water current and drain			-	-
	lavatories with deck and mirror with direct lighting			-	-
	Availability of toilet, towels or hand dryers	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-
2.3	Dance room				
	unseparated from the dance area				-
	stage for presentations			-	-
	lighting and sound equipment according to category	-	-	-	-
	external area integrated into the dance area			-	
	external area integrated into the dance area with tables and air service				-

	Furniture and decoration according to category		-	-	-
	natural or artificial ventilation system			-	-
2.4	Meal room				
	dining room separated from the dance area				-
	Decorates the equipment according to the category	-	-	-	-
	natural or artificial ventilation system			-	-
	area reserved for smokers				-
	access for people with disabilities or with limited mobility	-	-	-	-
2.5	table services				
	Dining service led by a head chef			-	-
	Head of room with command of at least one foreign language.			-	-
	Wine menu				-
	service <i>of air an</i>			-	-
	Menu in Portuguese and English			-	-
	Appropriately trained desk workers	-	-	-	-
2.6	Kitchen				
	Kitchen with equipment according to the category	-	-	-	-
	Refrigerated chambers	-	-	-	-
2.7	Worker areas				
	independent service entrance			-	-
	studio and sanitary installations for workers, separated by sex	-	-	-	-

Table 16 – Classification Matrix of Service Provider Establishments at er ing

1	GENERAL ITEMS	unctional from small dimension	unctional average dimension	unctional of great dimension	Industrial
1.1	Building				
	difficult in a good state of conservation	-	-	-	-
	Lighting of the building's exterior areas			-	-
1.2	Security				
	Workers able to deal with fire and panic situations	-	-	-	-
1.3	Health and Hygiene				
	At least one worker per shift trained in first aid techniques.			-	-
	ig ieniz action of food " <i>in natura</i> before storage	-	-	-	-
	ocal ech ado or container with lid for storage and deposit of different types of garbage.	-	-	-	-
1.4	Hits				
	Have an entrance at the level of the road for the use of customers, with service facilities for people with disabilities or conditioned mobility	-	-	-	-
	internal signaling system that allows easy access and circulation throughout the establishment			-	-
1.5	Conservation and Maintenance				

	Prevention programs, fire control to equipment conservation/ safety of the building and maintenance	-	-	-	-
	periodic cleaning of carpets, curtains, windows, etc.	-	-	-	-
1.6	Customer service				
	parking area near the establishment			-	
	parking area for the private use of customers				-
two	SPECIFIC REQUIREMENTS				
2.1	Prohibited				
	entrance for customers, independent of the service entrance	-	-	-	-
2.2	Sanitary facilities				
	Install the toilets	-	-		
	toilets with a chain	-	-		
	toilets with a running water and drain			-	-
	Availability of soap, towels or hand dryers	-	-	-	-
	Wall and floor coated with easy-to-clean materials.	-	-	-	-
2.4	Meal room				
	Decoration and equipment of good quality in order to provide an acceptable environment			-	
	natural or artificial ventilation system			-	-
	access for people with disabilities or with limited mobility	-	-	-	-
2.5	Kitchen				
	Kitchen with equipment according to the category	-	-	-	-
	Pantry, divided into a dirty and clean area, with communication with the dining room done in such a way as to prevent the view of the kitchen and obtain its necessary isolation, in relation to the areas intended for to customers	-	-	-	-
	Refrigerated chambers	-	-		
	Installation of refrigerators			-	-
2.6	service areas				
	independent service entrance				-
	showers and sanitary installations with shower for workers, separated by sex	-	-	-	-

ANNEX III

CTICA SIGN OF T RISTIC DEVELOPMENTS



HOTEL

HOTEL -

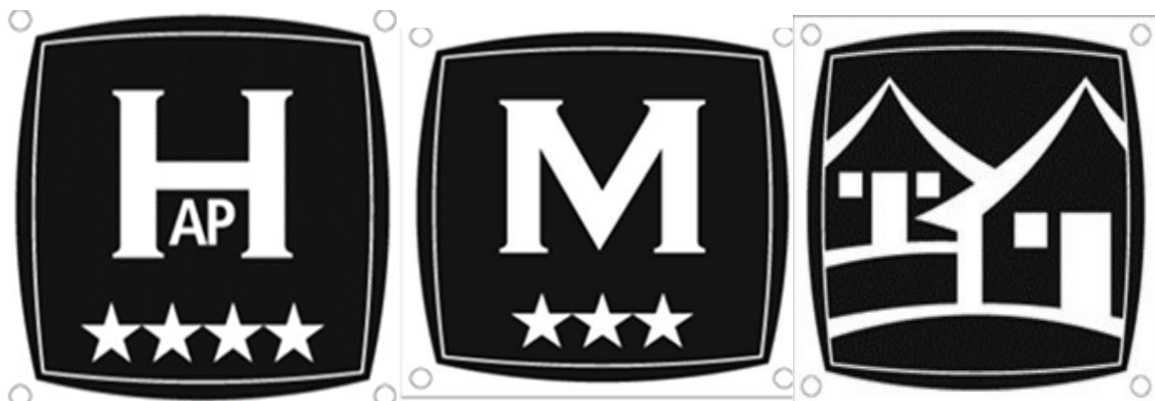
L



RESIDENTIAL HOTEL

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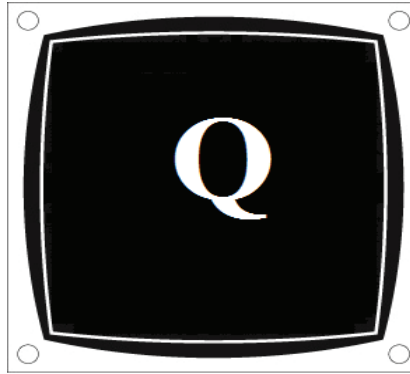
APARTMENT HOTEL

MOTEL

HOUSE OF H SPEDES



TRI STIC CONTENT



**Q INTA FOR INS
TRISTICS**



COUNTRY HOUSE



**ESTABLISHMENT
TRISTIC
OF AGROT RISM**



LOCAL ACCOMMODATION

Cores do Vinil:

 Dourado Ref Oracal 091 (Gold)

 Azul Escuro Ref Oracal 050 (Dark Blue)

 Branco Ref Oracal 010 (White)

**SIGNS FOR FOOD AND BEVERAGE ESTABLISHMENTS
AND DANCE ROOMS**



REMAINING

DANCE ROOM A

REMAINING TYPICAL



PUB

CER EJA RIA

SNAC - BAR



PASTRY SHOP

SALT THE TEA

HERE



**ESTABLISHMENT
OF DRINKS**

Cores do Vinil:



Prateado Ref Oracal 090 (Silver)



Laranja Ref Oracal 036 (Light Orange)

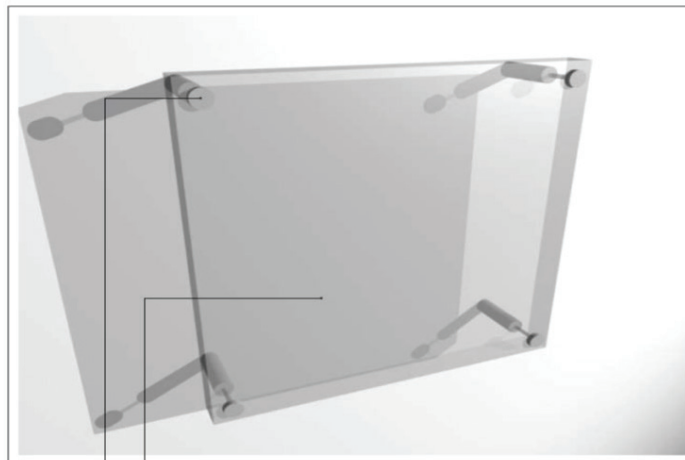


Branco Ref Oracal 010 (White)

Material Base

ACRÍLICO CRISTAL E AFASTADORES EM AÇO INOX

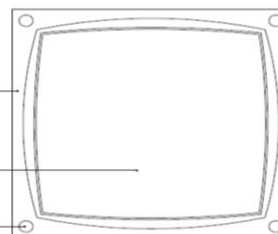
Simulação:



Acrílico Cristal 10 mm

Área Decorada:
Vinil de Recorte Colorido

Aço Inox 20 x 20 mm



ANNEX I



PUBLIC OF MOZAMBIQUE MB IQU
(licensing entity)

AL ARÁ PRO IS RIO DE EMPREENDIMENTO T RÍSTICO

AL ARÁ N

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NAME OF THE ESTABLISHMENT

N IT

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Maputo,from, from.....

one of the representative of the licensing entity)

(.....)

ATTACHMENT



PUBLIC OF MOZAMBIQUE MB IQU
(licensing entity)

TRISTIC ENTERPRISE LEASE

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Maputo,d andd It is

(Function of the licensing entity representative)

(..)

ANNEX I



PUBLIC OF MOZAMBIQUE MB IQU
(licensing entity)

**PROVISIONAL PERMIT FOR ESTABLISHMENT OF RESTORATION AND
DRINKS AND DANCE ROOMS**

AL ARÁ N

**TIT NAME HOME
NAME OF THE ESTABLISHMENT**

N IT

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Maputo,from, from.....

(Function of the licensing entity representative)
(.....)

ANNEX III



PUBLIC OF MOZAMBIQUE MB IQU
(licensing entity)

PERMIT TO EXERCISE THE SERVICE OF

AL ARÁ N
IT HOME

NAME THE COMPANY

N IT

TYPE

CLASS

S BC CLASS

COMPANY ADDRESS

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(Function of the licensing entity representative)
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ANNEX IX



PUBLIC OF MOZAMBIQUE MB IQU
(licensing entity)

LICENSE OF MANAGER OF T RISTIC PROJECT

the terms of article 101 of the regulation of tourist developments, staura eb idas and oe
dance wings, approved by Decree No. In the holder is
certified responsible under the following terms

full name

date of birth

actionality , BI/ Passport/ DI n is

issued by read until

training

Institution

work place

Designation of occupational function

I grant this License, for a period of _____ years, under the conditions

specified in process no_-----.

., in of 20... ..

(Function of the licensing entity representative)

This certificate must always be on the establishment in a place that is visible to the public and must be present to all supervisory agents.

ANNEX X

**BOOK OF
COMPLAINTS O**

EXTRACT FROM THE REGULATIONS

1. In all hotel and similar establishments, it is mandatory to post, in a visible place, the indication of the existence of the complaints book.
2. The complaints book must be provided to customers who request and show documentation proving their identification.
3. The complaints book, as shown in Annex I, must have opening and closing terms signed by a superiorly appointed official, with eyes numbered and initialed by the same official, with the signatures and initials being able to be stamped, with sheets in triplicate and self-copying, one copy to be delivered to the claimant, another sent to the inspection services and another to remain in the establishment.
4. Of the complaints entered therein, the person responsible for the establishment's station must send a full copy to the competent inspection services of the area, or submit the book itself within the period of forty-eight hours for visa purposes.
5. The person responsible for the management of the establishment is allowed to present any allegations that he deems convenient, in the book itself or in the copy referred to number 3.
6. In the case provided for in the last part of paragraph 3 of this article, the entity must write in the book itself the mention that the same providing the present, communication by fast track competent entity for the licensing.
7. When the claimant does not do so, the person responsible for the establishment's station must record the name and address of the claimant in the appropriate place in the book.

OPENING TERM

- to use this book to record the complaints presented under the terms of the paragraph of the article

open to in in and contains the number of pages at the closing term, all duly numbered and initialed by me.

Number of order	Date	Complaint presented per	ID holder n	resident in

Complaint text	visa date

ANNEX XI



**REPUBLIC OF MOZAMBIQUE
(Licensing Entity)**

The)

PRICE TABLE ACCOMMODATION ROOMS

**Name of establishment
Classification
Location**

Room designation	PRE OS/ National Currency	
	Minimum	treat

Authorized on, at in of 20

a) Name of the Province

1. This table must be affixed in a visible place that is easy for the public to consult.
2. The lack of posting will be subject to a fine.
3. This price list includes all taxes that directly or indirectly fall on the consumer.

ANNEX XII



**REPUBLIC OF MOCAMBIQ E
(Licensing Entity)**

The)

FOOD AND BEVERAGE PRICE TABLE

**Name of establishment
Classification
Location**

Foods			Drinks			
Designation of the dish	Price/Currency National		Designation of the drink	nity/ measure	Price/Currency National	
	treat	Minimum			treat	Minimum

Authorized on, at in of 20

a) Name of the Province

1. This table must be affixed in a visible place that is easy for the public to consult.
2. The lack of posting will be subject to a fine.
3. This price list includes all taxes that directly or indirectly fall on the consumer.

ANNEX XIII**TABLE OF INFRINGEMENTS AND PENALTIES**

infraction	penalties	
	PITY	M LTA
1. Illegal construction		
1. 1. Illegal construction in an improper place	demolished the	From 20 to 30 minimum wages.
1. 2 Illegal construction, in a suitable place for the development of the project		
1.2.1 For Tourist enterprise.	mb arg o	From 15 to 20 minimum wages
1.2.2 To establish the stature of <i>oe eb trips and wards</i> Dance wings.		From 10 to 15 minimum wages
1.2.3 To exercise the service of <i>ate rin</i>		From 10 to 15 minimum wages
2. Carrying out activities without a permit or license		
2.1 For tourist developments		From 30 to 60 minimum wages
2.2 To establish Dance stature <i>oe eb trips and wards</i>		From 15 to 30 minimum wages
2.3 For the exercise of the service of <i>ate rin</i>		From 15 to 30 minimum wages
2.4 For the exercise of the store <i>site</i>		From 5 to 10 minimum wages
3. Illegal alteration of activities		
3.1 For tourist developments		From 10 to 15 minimum wages
3.2 To establish Dancing stature. <i>oe eb trips and wards</i>		From 5 to 10 minimum wages
3.3 For the exercise of the service of <i>ate rin</i>		From 5 to 10 minimum wages
4. Complaint book		
discharge of complaints book and/or non-compliance with deadlines for registering texts		
4.1 For tourist developments		From 10 to 15 minimum wages
4.2 For stature and dance <i>eb trips and wards</i> establishment.		From 5 to 10 minimum wages
4.3 For companies that provide a <i>ate rin</i>		from 5 to 10 alários mínimos
4.4 For the exercise of local accommodation		from 1 to 3 alários mínimos
5 s of undue denomination		
5.1 For Tourist Developments		from 5 to 10 alários mínimos
5.2 To establish Dancing stature. <i>oe eb trips and wards</i>		from 3 to 8 alários mínimos
5.3 For companies that provide a <i>ate rin</i>		From 3 to 8 minimum fees
6. Practice of non-approved prices and/or in foreign currency		
6.1 For tourist developments		From 15 to 30 minimum wages
6.2 To establish Dancing stature. <i>oe eb trips and wards</i>		From 10 to 15 minimum wages
7 violation of health, food hygiene and cleanliness rules		
7.1 For Tourist Developments		From 10 to 15 minimum wages
7.2 For stature and dance <i>eb trips and wards</i> establishment.		From 5 to 10 minimum wages
7.3 For companies that provide a <i>ate rin</i>		from 5 to 10 alários mínimos
7.4 For the exercise of local accommodation		from 1 to 5 alários mínimos
8. Accumulation of infractions for violation of health, food hygiene and cleanliness rules		
8.1 For Tourist Developments	interdict the	From 15 to 25 minimum wages
8.2 To establish Dance stature <i>oe eb departures and alas</i>		From 10 to 15 minimum wages

8.3 For companies that provide a <i>ate rin</i>		From 10 to 15 minimum wages
8.4 7 For the exercise of local accommodation		From 3 to 5 minimum wages
9 violation of fire safety rules		
9.1 For Tourist Developments		From 15 to 25 minimum wages
9.2 To establish Dancing stature. <i>oe eb trips and wards</i>		From 10 to 15 minimum wages
9.3 For companies that provide a <i>ate rin</i>		From 10 to 15 minimum wages
10. Repeated practice of serious infractions that threaten against the image of national tourism or put users at risk		From 10 to 30 minimum wages
11 violation of the rights and duties provided for in the articles of the Tourism Law		
11.1 For Tourist Developments		From 10 to 20 minimum wages
11.2 For stature dance <i>oe eb trips and wards</i> establishments.		From 10 to 15 minimum wages
1.3 For companies that provide a <i>ate rin</i>		From 10 to 15 minimum wages
12 Failure to register the tourism enterprise on the RNET		From 15 to 25 minimum wages
13 Failure to provide statistical information on the RNET	suspension of save	From 15 to 25 minimum wages
14 Other Infractions not provided for in this table (Miscellaneous Infractions)		From 5 to 15 minimum wages
15 Ostentation and advertising of undue classification that has not been officially assigned		From 5 to 15 minimum wages
15.1 For tourist developments		From 10 to 15 minimum wages
15.2 For Establishments of Dance <i>oe eb trips and wards</i> stature.		From 5 to 15 minimum wages
15.3 For companies that provide a <i>ate rin</i>		From 5 to 10 minimum wages
16 Provision of false declarations in the act of licensing the local accommodation	suspension of license	From 5 to 15 minimum wages

ANNEX XI

TABLE OF LICENSE FEES

AT THE	Activity	amount to pay
1	Licensing of Tourist Enterprises	
1.1	hotels, resort hotels, outique hotels, residential hotels, hotels: apartments and tourist complexes <ul style="list-style-type: none"> • Project analysis8,500.00 MT • Inspection 10,000.00 MT • The license 10,000.00 MT • name o 1,500.00 MT is • Reg this from 2,500.00 MT 	30,500.00 MT
1.2	Boarding houses, Boarding houses <ul style="list-style-type: none"> • Project analysis6,500.00 MT • Inspection 8,000.00 MT • The permit 9,000.00 MT • name O 500.00 MT • Reg this from blind 500.00 MT 	24,500.00 MT
1.3	Camping and caravan parks, motels and establishments ro-tourism <ul style="list-style-type: none"> • Project analysis 4,000.00 MT • Inspection 6,000.00 MT • License 7,000.00 MT • name o 500.00 MT • Reg this from blind 1,000.00 MT 	18,500.00 MT
1.4	houses of pedes, farms for tourist purposes and country houses <ul style="list-style-type: none"> • Project analysis..... 3,000.00 MT • Survey 5,000.00 MT • The permit 6,000.00 MT • name o 500.00 MT • Reg this from blind 1,000.00 MT 	14,500.00 MT
two	Licensing of Food and Beverage Establishments and Dance Rooms	
2.1	Luxury and 1st class dance halls, de Luxury and 1st class air, L o un uxair luxe and 1st class, nack - ar de 1st class, alo es de c ux o e 1st in luxury and 1st class, Pastries of class, Café é de ux o e 1st class <ul style="list-style-type: none"> • Project analysis... .. 5,000.00 MT • Survey 7,000.00 MT • The permit 8,000.00 MT • name o 500.00 MT • Reg this from blind 1,500.00 MT 	22,000.00 MT
2.2	2nd and 3rd class dance halls, 2nd and 3rd class air, L o un air of 2nd and 3rd class, 2nd and 3rd class snacks, 2nd and 3rd class lounges, 2nd and 3rd class breweries, 2nd and 3rd class pastry shops, 2nd and 3rd class cafés <ul style="list-style-type: none"> • Project analysis..... 3,000.00 MT • Inspection 6,000.00 MT • The permit 7,000.00 MT • name O 500.00 MT • Reg this from blind 1,000.00 MT 	17,500.00 MT

AT THE	Activity	amount to pay
2.3	luxury and 1st class restaurants <ul style="list-style-type: none"> • Project analysis... .. 5,000.00 MT • Inspection 7,000.00 MT • The permit 9,000.00 MT • name o 500.00 MT eg this from blind 2,000.00 MT 	23,000.00 MT
2.4	2nd and 3rd class restaurants <ul style="list-style-type: none"> • Project analysis 4,000 00 MT • Inspection 6,000.00 MT • The permit 8,000.00 MT • name o 500.00 MT • Reg this from blind 1,000.00 MT 	19,500.00 MT
2.5	1st, 2nd and 3rd class orvetry shop <ul style="list-style-type: none"> • Project analysis.... .. 3,000.00 MT • Survey 5,000.00 MT • The permit 6,000.00 MT • name O 500.00 MT • Reg this from blind 1,000.00 MT 	14,500.00 MT
2.6	<i>i aria</i> <ul style="list-style-type: none"> • Project analysis... .. 4,000.00 MT • Inspection 6,000.00 MT • The permit 8,000.00 MT • name o 500.00 MT • Reg this from blind 1,000.00 MT 	19,500.00 MT
3	Exercise of service at ering	
3.1	service of <i>ate rin</i> Industrial <ul style="list-style-type: none"> • Project analysis... .. 7,000.00 MT • Survey 8,000.00 MT • The permit 9,000.00 MT • name O 1,000.00 MT • Reg this from blind 1,000.00 MT 	26,000.00 MT
3.2	service of <i>ate rin</i> large dimension unit <ul style="list-style-type: none"> • Project analysis... .. 4,500.00 MT • Inspection 5,500.00 MT • The permit 7,200.00 MT • Name the 800.00 MT 	18,000.00 MT
3.3	service of <i>ate rin</i> medium-sized unit <ul style="list-style-type: none"> • Project analysis... .. 3,500.00 MT • Inspection 4,000.00 MT • The permit 5,000.00 MT • Name the 500.00 MT 	13,000.00 MT
3.4	service of <i>ate rin</i> small-dimension unit <ul style="list-style-type: none"> • Project analysis... .. 2,500.00 MT • Survey 3,000.00 MT • The permit 4,000.00 MT • Name the 500.00 MT 	10,000.00 MT
THE BACK FEES		
4	Alteration of Alvar	
4.1	hotels, <i>L odges</i> , Esort hotels, outique hotels, residential hotels, apartment hotels and tourist complexes	6,000.00 MT

AT THE	Activity	amount to pay
4.2	Pensions, Pensions and Motels	5,000.00 MT
4.3	Spare houses and farms for tourist purposes	4,000.00 MT
4.4	Campsite, Country Houses, stab election of script tourism	3,500.00 MT
4.5	stab height elements oe eb idas	3,500.00 MT
4.6	dance wings	3,000.00 MT
4.7	exercise of the service ofate rinIndustrial	6,000.00 MT
4.8	exercise of the service ofate rin large dimension unit	4,000.00 MT
4.9	exercise of the Service ofC ate ringMedium and Small Dimension Functional	2,500.00 MT
5	Issuance of the Manager Certificate for foreigners	
5.1	foreign agent of tourist developments	15,000.00 MT
5.2	foreign sponsor of establishments of stature and eb idas, dance halls and companies of Caterin	10,000.00 MT

ANNEX X**CLASSIFICA RATE TABLE****O**

Type	Category	tax a base	additional by room
Tourist Enterprises			
hotels, hotelsResort, hotels outique, odg is	5 stars	40,000.00 MT	100.00 MT
hotels, hotelsResort, Lodges, hotels outique, hotels apartments, hotels residential, Pensions, Pensions residential	4 stars	35,000.00 MT	50.00 MT
hotels, hotelsResort, Lodges, hotels apartments, hotels residential, Pensions, Pensions residential	3 stars	30,000.00 MT	50.00 MT
hotels, Lodges, hotels apartments, hotels residential, Boarding houses, Boarding houses	2 stars	25,000.00 MT	50.00 MT
hotels, odges, hotels apartments, hotels residential, Pensions, Pensions residential	1 star	20,000.00 MT	50.00 MT
Camping and caravan parks	5 stars	30,000.00 MT	50.00 MT
	4 stars	25,000.00 MT	50.00 MT
	3 stars	20,000.00 MT	50.00 MT
	2 stars	15,000.00 MT	50.00 MT
	1 star	13,000.00 MT	50.00 MT
Home of farewell	4 stars	20,000.00 MT	50.00 MT
	3 stars	16,000.00 MT	50.00 MT
	2 stars	13,000.00 MT	50.00 MT
	1 star	10,000.00 MT	50.00 MT
stab agritourism elements	single category	10,000.00 MT	50.00 MT
Farms for tourist purposes	single category	13,000.00 MT	50.00 MT
Tourist Sets	single category	30,000.00 MT	50.00 MT
country houses	single category	10,000.00 MT	50.00 MT
Food and Beverage Establishments	Category	tax a base	additional by Capacity (More than 100 chairs by unit)
restaurant, typical restaurant, air, Lounge bar, Snack - air	flow	40,000.00 MT	20.00 MT
	1 Class	30,000.00 MT	20.00 MT
	2 Class	20,000.00 MT	20.00 MT
	3 Class	15,000.00 MT	20.00 MT
arias beer, hello there in W, Pastry shops, Café, drink establishments, orveteria	category	ace rate	additional by Capacity (More than 50 chairs per unit)
	1 Class	18,000.00 MT	15.00 MT

	2 Class	15,000.00 MT	15.00 MT
	3 Class	10,000.00 MT	15.00 MT
pi aria	single category	18,000.00 MT	15.00 MT
dance wing		ace rate	additional by Capacity (More than 50 chairs per unit)
	flow	20,000.00 MT	20.00 MT
	1st Class	18,000.00 MT	20.00 MT
	2nd Class	15,000.00 MT	20.00 MT
	3rd class	10,000.00 MT	20.00 MT
serviceate rin	Industrial	25,000.00 MT	
	rand unctional dimension	20,000.00 MT	
	average unit dimension	15,000.00 MT	
	small unit dimension	10,000.00 MT	

The. For the mandatory general classification, the rates are reduced by 50 .

. For moving technicians a fee of 20 is added to the ase fee.

w. Establishments with less than 10 rooms are subject to the ase fee only.

Price — 470.00 MT