



MEMORANDUM CIRCULAR NO. 2024-0002

REVISED RULES AND REGULATIONS GOVERNING THE ACCREDITATION AND STAR RATING OF HOTELS, RESORTS AND APARTMENT HOTELS

EXPLANATORY NOTES

THE FIVE STAR GRADING SYSTEM FOR ACCOMMODATION ENTERPRISES

There are five levels of accommodation standards ranging from one to five stars applicable to hotels, resorts and apartment hotels. To obtain higher stars, progressively higher service and facility quality, facility condition and improved business practices, which are determined by a points system, should be provided across all areas.

A total of **1,000 points** have been set as the maximum number of points that can be achieved by Hotels, Resorts, and Apartment Hotels

Star Rating	Total Score (Hotels, Resorts, and Apartment Hotels)
1 star	251 – 400 pts
2 star	401 – 550 pts
3 star	551 – 700 pts
4 star	701 – 850 pts
5 star	851 – 1000 pts

The criteria are divided into seven (7) dimensions that are common to the above-mentioned categories except for the living area, kitchen and dining area which are applicable only to apartment hotels. The percentage that these dimensions contribute to the total score is shown in the table below:

Star Rating	Hotels		Resorts		Apartment Hotels	
	Points	%	Points	%	Points	%
Dimension 1: Arrival & Departure	100	10%	100	10%	100	10%
Dimension 2: Public Areas	100	10%	120	12%	100	10%
Dimension 3: Bedroom	350	35%	300	30%	N/A	N/A
Dimension 3: Bedroom and Living Area*	N/A	N/A	N/A	N/A	350	35%
Dimension 4: Bathroom	150	15%	150	15%	150	15%
Dimension 5: Food and Beverage**	100	10%	110	11%	N/A	N/A
Dimension 5: Kitchen and Dining Area*	N/A	N/A	N/A	N/A	100	10%
Dimension 6: Amenities and Services	100	10%	120	12%	100	10%
Dimension 7: Business Practices	100	10%	100	10%	100	10%
TOTAL	1,000 pts	100%	1,000 pts	100%	1,000 pts	100%

*For Apartment Hotels only

**For Hotels and Resorts only



Each dimension consists of a number of indicators which describe either the existence or availability, quality and condition of the facility as well as the service. Every indicator is allotted points. A **maximum of 247 indicators** are evaluated for **Hotels**, **251 indicators for Resorts**, and **248 indicators for Apartment Hotels**.

Quality judgment is used to determine whether a facility or service is either *Acceptable, Good, Very Good, Excellent* or *Outstanding*.

Mandatory and minimum requirements have also been established both for entry into the grading scheme and at the different star levels. Mandatory requirements, **marked M**, shall refer to those requirements that are prescribed by existing laws, without which, no accreditation shall be issued to the enterprise until such time that it rectifies said deficiencies.

On the other hand, minimum requirements, **marked m**, shall refer to those requirements which are minimum to a certain classification, without which the establishment will not be awarded such classification but instead be downgraded to a lower classification

No.	Ratings	Criteria / Indicators	Points	The number of points allocated to this criteria				
				★	★	★	★	★
1.6 Reception and Concierge Service								
15	Mandatory 1-5	Guests must be provided with Official Receipt (printed or digital).	0	M	M	M	M	M
16	Minimum 1-2	Reception service is available 16 hours per day.	2	m	m			
	Minimum 3-5	Reception service is available 24 hours per day.	6			m	m	m
16	Minimum 3-5	At least three (3) payment options are available (e.g., cash, debit/credit card, online and mobile payment options).	2			m	m	m
17	Minimum 1-5	Official up-to-date information on public health & safety, as applicable, and emergency contact numbers are available at the reception desk.	2	m	m	m	m	m
18	Minimum 1-3	Left luggage service is available.	2	m	m	m		
	Minimum 4-5	Dedicated and secured left luggage room is available, with control measures in place.	4				m	m
19	Minimum 4-5	Concierge services are available 24 hours, including luggage assistance.	3				m	m

A mandatory item in this case for 1-5 stars

A description of the criteria

The number of points allocated to this criteria

The reference number

A minimum item in this case for 4-5 stars

These items link together. Only one indicator will apply to the establishment.

M shows a Mandatory requirement, in this case for all stars and has no points

m shows a Minimum requirement, in this case for 1 to 3 stars

Figure 1. Sample features of indicators

The first column gives a reference number for that criteria item. The second column is descriptive. It identifies the section. It also determines if the criteria are mandatory or minimum. Additionally, it mentions to which star rating the specific criteria applies to. If it applies to a quality rating, then a range of terms from "Acceptable" to "Outstanding" are used.

The third column indicates if the items are linked together. A black line indicates these criteria are linked and only one score will apply. This is a graduated rating where greater points apply to the provision of higher levels of quality. The fourth column describes the criteria/indicators. The fifth column gives the amount of points that can be gained.

The sixth to 10th column indicate if this is a mandatory or minimum requirement. The big letter "M" and small letter "m" are used in the column that correlates to the final star rating. If the property gains a four-star rating with points scored between 701 and 850, then this can only be conferred if all the "m" and "M" items that apply to a four-star property are also met.



REVISED RULES AND REGULATIONS GOVERNING THE ACCREDITATION AND STAR RATING OF HOTELS, RESORTS AND APARTMENT HOTELS

WHEREAS, pursuant to Republic Act (RA) No. 9593 or the *Tourism Act of 2009*, the Department of Tourism (DOT) is mandated to formulate and enforce standards for the operation and maintenance of tourism enterprises, prescribing minimum and progressive levels of operating quality and efficiency consistent with local and international standards;

WHEREAS, on 02 May 2012, the DOT issued Memorandum Circular (MC) No. 2012-02 or the "Rules and Regulations to Govern the Accreditation of Accommodation Establishments – Hotels, Resorts and Apartment Hotels", also known as the "National Accommodation Standards (NAS)" replacing the accommodation classifications of Economy, Standard, First-Class, and Deluxe for hotels; A, AA, and AAA for resorts; and "apartelles" to "apartment hotels" employed since the 1990s, with a Star-Rating System;

WHEREAS, the DOT issued MC No. 2018-03 or the "*Establishment of the Progressive Accreditation System and its Implementing Guidelines*" ("Progressive Accreditation System") which provides a three-level recognition scheme for the accreditation of Primary Tourism Enterprises and integrates, by way of reference, the NAS as the basis of Star Rating Classification of hotels, resorts and apartment hotels.

WHEREAS, on May 31, 2023, the DOT issued MC No. 2023-0003 or the "Updated Guidelines on the Progressive Accreditation System (Updated PAS Guidelines)", to amend DOT MC No. 2018-03 or the "Progressive Accreditation System" to replace the issuance of Certificates of Registration with Basic Accreditation, and update the requirements for accreditation and imposition of penalties.

WHEREAS, in view of the various industry trends and developments as well as updates in government regulations and policies since its issuance, there is a need to review and update the indicators of the NAS;

NOW, THEREFORE, in view of the foregoing, these *Revised Rules and Regulations Governing the Accreditation and Star Rating of Hotels, Resorts and Apartment Hotels* are hereby issued as follows:

I. GENERAL PROVISIONS

Section 1. Short Title. This Memorandum Circular shall be known as the "*2024 National Accommodation Standards (NAS)*".

Section 2. Definition of Terms. For purposes of these Guidelines, the term:

- (a) "**Accommodation Establishments**" shall refer to establishments operating primarily for tourist accommodation purposes, including, but not limited to, the following:



1. **“Apartment Hotel”** shall refer to a serviced apartment or condotel offering self-contained units with in-room kitchen and access to laundry facilities. A number of bedrooms may share one bathroom in the unit;
 2. **“Hotel”** shall refer to a full-service accommodation with reception and guest rooms generally offering private facilities with dining facility and services;
 3. **“Resort”** shall refer to a full-service accommodation located in a more natural, relaxed environment, with reception and guest rooms generally offering private facilities with dining and recreation facilities and services;
- (b) **“Accreditation” or “DOT Accreditation”** shall refer to a certification issued by the DOT to an Accommodation Establishment that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.
 - (c) **“Act”** shall refer to Republic Act No. 9593, otherwise known as the “Tourism Act of 2009”.
 - (d) **“Applicant”** shall refer to Hotels, Resorts and Apartment Hotels (“HRAs”) applying for accreditation and/or star rating classification. The terms “Applicant” and “HRAs” are interchangeably used in these Guidelines.
 - (e) **“Department”** shall refer to the Department of Tourism.
 - (f) **“Mandatory Requirements (M)”** shall refer to those requirements without which an enterprise shall not be accredited.
 - (g) **“Minimum Requirements (m)”** shall refer to those requirements which are minimum to a certain classification, without which the establishment will not be awarded such classification but instead be downgraded to a lower one, regardless of the total points accumulated.
 - (h) **“National Accommodation Standards”** shall refer to the rules and regulations governing the accreditation and star rating classification ranging from one (1) to five (5) stars, applicable to Hotels, Resorts, and Apartment Hotels.
 - (i) **“Quality Gradings”** shall refer to such terms as unacceptable, acceptable, good, very good, excellent and outstanding used to signify the ascending levels of quality.
 - (j) **“Regional Office concerned”** shall refer to the DOT Regional Office in the area where the Accommodation Establishment is located.
 - (k) **“Regular Accreditation”** shall refer to a certification issued by the DOT to hotels, resorts and apartment hotels that officially recognizes it as having complied with the standards set for such classification of accreditation.
 - (l) **“Self-Assessment Form”** shall refer to a document or checklist where the applicant pre-determines its qualification for Regular Accreditation or Star Rating by evaluating the degree of its compliance with the minimum requirements or standards set by the Department
 - (m) **“Star Rating Classification”** shall refer to the point-based grading system of classification for HRAs, ranging from one (1) to five (5) stars, based on indicators such as availability, quality, condition of its facilities, services, and business practices, among others.

- (n) **“Third Party Assessors or TPA”** shall refer to private individuals with extensive background in the tourism industry, trained and pooled by DOT to assist in the conduct of assessment of facilities and services of HRAs in accordance with the Department’s NAS.
- (o) **“Third Party Audit”** shall refer to the assessment of facilities and services of HRAs in accordance with the DOT’s NAS, with the engagement of TPAs to assist DOT Tourism Quality Advisers.
- (p) **“Tourism Enterprises”** shall refer to facilities, services, attractions primarily engaged in whole or in part in tourism for the purpose of attracting visitors to and within the Philippines.
- (q) **“Tourism Quality Advisers”** shall refer to qualified tourism officers from the DOT Standards Monitoring and Enforcement Division (SMED) and regional accreditation officers who implement and monitor compliance of tourism enterprises to the Department’s accreditation standards.

Section 3. Scope and Application. This Circular shall cover Hotels, Resorts and Apartment Hotels (HRAs) applying for DOT Regular Accreditation and/or Star Rating Classification.

II. STAR RATING SYSTEM FOR HOTELS, RESORTS AND APARTMENT HOTELS

Section 4. Five-Star Rating System. There are five (5) levels of star rating classifications ranging from one (1) to five (5) stars. Based on a point system, HRAs shall be granted the following star rating:

- a. **One Star:** 25-40% achievement (251 to 400 points)
- b. **Two Star:** 40-55% achievement (400 to 550 points)
- c. **Three Star:** 55-70% achievement (551 to 700 points)
- d. **Four Star:** 70-85% achievement (701 to 850 points)
- e. **Five Star:** 85-100% achievement (851 to 1,000 points)

III. PROCESS AND REQUIREMENTS OF APPLICATION FOR REGULAR ACCREDITATION

Section 5. Regular Accreditation Application. Accommodation Establishments applying for Regular Accreditation as hotels, resorts or apartment hotels shall comply with “Section III. Requirements and Process of Application for Accreditation” under the DOT MC No. 2023-0003 or the *“Updated PAS Guidelines”*.

Section 6. Documentary and Physical Requirements. The applicants shall submit the following documentary requirements, as indicated in the *“Updated PAS Guidelines”*, through the DOT Online Accreditation System, and the physical requirements under **Annex A** of this circular.

- a. Valid Mayor’s/Business Permit
- b. Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱500,000.00

Section 7. Regular Accreditation Inspection. The DOT Regional Office (RO) concerned shall inspect the applicant’s facilities and services based on **Annex A** and shall issue Regular Accreditation to compliant HRAs. Non-compliant establishments may be re-categorized as *Mabuhay Accommodation or Homestay*, as applicable under the *“Updated PAS Guidelines”* or its subsequent amendments.

IV. PROCESS AND REQUIREMENTS OF APPLICATION FOR STAR RATING CLASSIFICATION

Section 8. Self-Assessment Form. HRAs applying for Star Rating Classification may pre-determine its qualification through a Self-Assessment Form (SAF), which shall be available at all times at the DOT RO having jurisdiction over the Accommodation Establishment and/or on the DOT Online Accreditation Portal for their reference and use.

Section 9. Documentary Requirements. The applicants for Star Rating Classification shall submit through the DOT Online Accreditation System the following documents:

- a. Letter of Intent (**Annex B**)
- b. Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱1,000,000.00;

The Valid Mayor's/Business Permit need not be re-submitted provided the same has been complied by the establishment under Regular Accreditation.

Section 10. Star Rating Assessment. An assessment team consisting of the following shall determine the star classification of the HRAs based on the applicable criteria/indicators under **Annex C**:

- a. **For new applications**, the assessment shall be done by a Third-Party Assessor (TPA), and Tourism Quality Advisers (TQAs) from DOT - Standards Monitoring and Enforcement Division (SMED) and DOT RO concerned;
- b. **For renewal applications**, the assessment shall be done by TQAs from DOT SMED and DOT RO concerned. Additionally, the TPA shall be part of the assessment team for every other renewal of HRAs.

The assessment shall be conducted in the presence of the HRA's authorized representative. The assessment team shall discuss with the authorized representative the initial findings, after which both parties shall sign the Assessment Checklist.

Section 11. Submission, Review and Approval of the Assessment Findings. The initial findings from the star rating assessment shall be submitted by the TPA for review of the DOT SMED and DOT RO concerned. After which, the Assessment Result (**Annex D**) shall be finalized by the DOT Office of Tourism Standards and Regulation (OTSR) and approved by the DOT Undersecretary for Tourism Regulation, Coordination, and Resource Generation (TRCRG).

Section 12. Release of Assessment Result. The DOT SMED shall send to the applicant the approved Assessment Result, copy furnished the DOT RO concerned. The assessment result shall reflect the final Star Rating Classification, points earned, and deficiencies to rectify, if any.

Section 13. Failure to qualify under a specific Star Rating Classification. Any applicant that meets the required points but fails to meet the minimum requirements for a specific star rating classification, marked with "m" in **Annex C**, may be downgraded to the next applicable rating.

Section 14. Failure to qualify under any Star Rating Classification. Any applicant that fails to meet the required points and minimum requirements for Star Rating Classification may be issued Regular Accreditation or re-categorized as *Mabuhay Accommodation or Homestay*, provided they meet the applicable requirements for such category.

Section 15. Letter of Reconsideration. Concerns regarding the Assessment Result shall be addressed to the DOT TRCRG Undersecretary through a formal Letter of Reconsideration signed by the authorized representative, subject to the following conditions:

- a. The letter shall specify the facilities or services that the applicant is concerned with or is seeking reconsideration for;
- b. The letter shall be filed within fifteen (15) days from the applicant's receipt of the Assessment Result. Otherwise, the assessment rating shall be deemed final.
- c. After due evaluation, the applicant shall be informed in writing by the DOT should their concern require a re-inspection of the property, with a re-assessment fee of Thirty Thousand Pesos (₱30,000.00).

Section 16. Conduct of Re-assessment. A team, composed of a TPA, and TQAs from DOT SMED and DOT RO concerned shall conduct a re-assessment of the establishment based on the merit of the submitted Letter of Reconsideration.

The re-assessment shall be conducted in the presence of the HRA's authorized representative. The team shall discuss with the authorized representative the re-assessment findings, after which both parties shall sign the Assessment Checklist.

Section 17. Release of Re-assessment Result. The re-assessment findings shall be subject to the same submission, review and approval process under Section 11 of this Circular. The DOT SMED shall send the approved Re-assessment Result to the applicant, copy furnished the DOT RO concerned, which shall reflect the final Star Rating Classification, points earned and other requirements for compliance, if any. The reassessment rating shall be deemed final and unappealable.

Section 18. Issuance of Plaque. HRAs that meet the standards and requirements for Star Rating Classification shall be issued a DOT certificate and plaque. HRAs may request for a duplicate of DOT Plaque which shall be processed upon payment of ₱2,500.00 per piece.

Section 19. Lost or Damaged Certificate. An amount of ₱500.00 shall be collected for an authenticated copy of the DOT Star Rating certificate upon submission of a Letter of Request and Affidavit of Loss.

Section 20. Validity of Regular Accreditation and Star Rating Classification. Unless sooner cancelled or revoked by the DOT, the following validity shall apply:

- a. Regular Accreditation for HRAs shall be valid for a period of two (2) years.
- b. Star Rating Classification shall be valid for a period of three (3) years.

Section 21. Schedule of Fees. The following fees, as may be applicable, shall be collected by the DOT Regional Offices from the HRAs:

Tourism Enterprise	Classification	Fees
Hotel, Resort, Apartment Hotel	5 star	₱8,500.00
	4 star	₱7,500.00
	3 star	₱6,500.00
	2 star	₱5,500.00
	1 star	₱4,500.00
	Regular Accreditation	₱2,000.00

V. MONITORING OF STAR RATING CLASSIFICATION

Section 22. Monitoring. The Department shall conduct periodic monitoring, *motu proprio*, of the HRAs to determine continued compliance with the standards set by the Department.

Section 23. Monitoring Visit Findings. If during the monitoring visit, the HRA is found to be non-compliant with the requirements under this Circular or the “*Updated PAS Guidelines*”, the TQA shall direct the keeper, manager, or operator to rectify such defects or deficiencies. A corresponding letter from the Department shall also be sent to the HRA concerned indicating therein the corrective action/s and a period to comply.

Section 24. Status Report from Establishments. On or before the last day of the compliance period, the establishment shall submit to the Department a Status Report on the corrective and/or preventive actions taken. Failure to do so shall be a basis for the Department to review its accreditation status.

VI. RENEWAL OF STAR RATING CLASSIFICATION

Section 25. Renewal Period. HRAs shall observe the following schedules in the renewal of their Star Rating Classification.

Renewal Period	Expiration of Star-Rating Classification
January 1 to October 31	October 31

Section 26. Application for renewal. HRAs renewing their star rating classification shall submit only the new, renewed or amended documentary requirements, listed in Section 9.

However, HRAs that fail to renew within two (2) consecutive years after the expiration of their star rating shall be processed under a new application.

VII. OTHER PROVISIONS

Section 27. Grounds for Penalties and Schedule of Fines. HRAs shall be subject to the same grounds for denial, downgrading, suspension, cancellation, or revocation of accreditation and schedule of fines and penalties under the “*Updated PAS Guidelines*”.

Section 28. Display of DOT Tourism Quality Seal and Accreditation Number. The DOT Accreditation Certificate, and Sticker or Plaque shall at all times be displayed in a conspicuous place of the establishment. DOT-Accredited Accommodation Establishments that advertise their business or services through print or online media must display the DOT Tourism Quality Seal and Accreditation number with validity in all its advertisements, brochures, and marketing and promotional materials.

Section 29. Non-Transferability of DOT Accreditation Seal. The rights and privileges granted under the DOT Accreditation and Star Rating Classification shall be non-transferable.

Section 30. Transitory Provision. All HRAs that have been accredited or star rated prior to this Circular shall comply with the requirement of the 2024 NAS upon renewal of their Regular Accreditation or Star Rating Classification, or six (6) months from the publication of this Circular, whichever is later.

New applicants shall comply with the requirement of the 2024 NAS six (6) months from the publication of this Circular.

Section 31. Protection of Personal Information. Personal Information received or filed with the DOT pursuant to the requirements of these rules shall be protected in accordance with Republic Act No. 10173 or the Data Privacy Act of 2012.

Section 32. Separability Clause. If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions shall not be affected and thereby continue to be in force and effect.

Section 33. Repealing Clause. Memorandum Circular No. 2012-02 or the "Rules and Regulations to Govern the Accreditation of Accommodation Establishments – Hotels, Resorts and Apartment Hotels" is hereby repealed.

Section 34. Effectivity. This Circular shall take effect immediately upon publication in a newspaper of general circulation or the Official Gazette and upon filing with the University of the Philippines - Office of the National Administrative Register (UP-ONAR). This Circular shall remain effective until otherwise superseded, amended, or repealed accordingly.

Approved and promulgated this _____ day of MAR 18 2024.


MA. ESPERANZA CHRISTINA GARCIA FRASCO
Secretary *Q out*



ANNEX A
Checklist for Regular Accreditation of
Hotels, Resort, and Apartment Hotels

Regular Accreditation for Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 1: ARRIVAL/DEPARTURE			
1.1 Building – Appearance			
1	Building exterior is clean and in good condition		
2	Hotel name/signage is clearly visible from the street		
3	Hotel name/signage is visible at night.		
4	The entrance to the property is identifiable		
1.2 Building Construction Quality			
5	Structure is built with durable materials that provide appropriate and safe accommodation environment		
1.3 Entrance / Exit & Parking			
6	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.		
7	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.		
1.4 Security			
8	Professional security personnel is stationed 24 hours at main entry/exit point.		
9	Property and security services ensure guest safety at all times, with proper delineation of restricted area.		
10	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.		
1.5 Reception and Concierge - Area and Service			
11	Reception service available for at least 16 hours per day.		
12	Guests must be provided with Official Receipt.		
13	At least two (2) payment options are available such as but not limited to cash and debit/credit card, online or mobile payment options.		
14	Emergency contact numbers and official up-to-date information on public health & safety, as applicable, are available at the reception area.		
15	Left luggage service is available.		
16	Designated waiting area for guest is available.		
1.6 Reception – Staff and Service Quality			
17	Reception/Front office staff can converse in Filipino or local language and English		
18	Reception/Front office staff greets with a smile, and with a welcoming gesture such as the <i>Mabuhay</i> gesture		
19	Reception/Front office staff is knowledgeable about facilities, services, promotions and activities within the establishment.		

Regular Accreditation for Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 2: PUBLIC AREAS			
2.1 Public Areas - Decoration & Furniture - Design and Quality			
20	Decoration, furniture, wall coverings or other installations has materials or design that represent Filipino culture or craftsmanship, are indigenous, or are locally sourced.		
2.2 Public Washroom - Quality, Condition and Amenities			
21	Clean public washroom provided with hooks/rack for personal belongings, and adequate supply of clean water		
22	<ul style="list-style-type: none"> • Fixtures, fittings, piping and valves are made of durable materials • All joints of fixtures/contact with wall/floor are sealed • Proper ventilation and exhaust system are in place • With clean running water • Hook or area for personal item in the cubicle or washroom 		
23	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.		
24	Tissue paper and soap are provided		
25	Mirror is provided.		
2.3 Public Areas - Room Climate			
26	All enclosed public areas are well-ventilated and have temperature control systems, maintaining a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
2.4 Public Areas - Lighting – Quality and Environmental Protection			
27	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.		
28	Information, education, and communication (IEC) materials encouraging guests to conserve water and electricity and reduce wastes are installed in strategic locations		
2.5 Public Areas – Cleanliness			
29	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.		
30	Properly labelled waste bins for different types of wastes are in place.		
Dimension 3: BEDROOM			
3.1 Room Size			
	<i>Note: Refers to size of the most numbered room (based on room type), including bathroom and veranda (if any).</i>		
31	Room size is at least 14 sq. m.		
32	Ceiling height is at least 2.40 m., in accordance with the relevant provisions of the National Building Code (Section 805)		

Regular Accreditation for Hotels			
No.	Criteria / Indicators	YES	NO
3.2 Rooms for Persons with Disabilities (PWD) – Availability			
33	One PWD room for every 50 rooms, for the first 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.		
3.3 Bedroom - Bedding, Linen & Pillows – Quality			
34	Comfortable beds with clean mattresses and fresh linens is provided.		
35	Bed sheet is provided.		
36	At least two pillows is provided per person.		
3.4 Bedroom - Temperature Control - Quality			
37	All rooms are air-conditioned or with a window-based cooling system providing air circulation. Fan may be available for additional cooling. The room shall maintain a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
3.5 Bedroom - Accessories and Amenities available			
38	Emergency evacuation / Fire Exit Plans posted in all rooms		
37	At least one chair and one writing desk or table are available. Room has enough lighting for practical use.		
38	Door chain, latch, peep hole to view visitors, double lock or other security feature is in place.		
39	At least one (1) mirror each in the bedroom and bathroom is available.		
40	At least 2 hangers per person is provided.		
41	Hanging space for clothes is available (e.g. hook, shelf, closet, cloth-rack)		
42	Central safe or safety deposit box in room is available.		
43	• Availability of safe drinking water • At least one cup/ glass/ container per guest in room.		
44	Complimentary coffee/tea amenities are available.		
45	In room compendium or electronic access (through a QR Code or a digital device) with basic property information is provided.		
46	Emergency contact numbers is available in the room.		
47	Clean and functional refrigerator, mini fridge or cooler is available.		
48	Color TV is provided.		
49	Functional flashlight or emergency light in room is available.		
50	Trash bin (separate from the bathroom) is provided.		
51	Minimum of two (2) power outlets conveniently located for use.		
3.6 Bedroom – Cleanliness			
52	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.		
53	Waste bin provided and emptied daily.		

Regular Accreditation for Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 4: BATHROOM			
4.1 Bathroom – Minimum Requirements			
54	Baths and/or showers with hot and cold running water.		
55	Toilet system in working order.		
56	Availability of exhaust system in the bathroom		
57	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)		
58	Clean toilet and bath with adequate supply of clean water is provided.		
4.3 Bathroom – Space and Comfort			
59	Good space, with ability to move freely		
60	Single wash basin of quality and durable materials and toilet with bidet are in place.		
61	Area to place clothes and space for personal toiletries is available.		
4.4 Bathroom - Towels, Toiletries and Amenities			
62	Clean bath towel per guest		
63	Bath mat		
64	Toilet paper		
65	Bath soap (bar/liquid/gel)		
66	Trash bin separate from the bedroom		
Dimension 5: FOOD AND BEVERAGE			
5.1 Food and Beverage – Restaurant and Menu			
67	Meal (Breakfast/Lunch/Dinner) available through a Grab & Go, Take-away or Dine-in Facility.		
68	Offers a variety of local or Filipino dish.		
5.2 Kitchen/Food Preparation Area - Cleanliness			
69	Compliance with Health and Sanitation Code of the Philippines.		
70	Health, Sanitation and Workplace Safety Procedures in Place (includes food safety)		
71	Clean and well-maintained kitchen/food preparation area with no intrusive / foul smell / vermin and insects. Appropriate equipment and utensils are available.		
72	First aid kit in the kitchen/food preparation area is available.		
73	Hand washing facilities for employees are provided.		
Dimension 6: AMENITIES AND SERVICES			
6.1 Amenities – General Services			
74	Room service for a minimum of 8 hours (includes housekeeping service and/or in-room dining service, etc.) is available.		
75	At least one (1) personnel is trained on basic life support.		
76	Medical Services are available either in-house or on call 24 hours a day.		
77	With first aid kit onsite available (<i>aside from that in the kitchen/food preparation area</i>).		

Regular Accreditation for Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 7: BUSINESS PRACTICES			
7.1 Business Processes			
78	Emergency and fire evacuation procedures are followed and in place.		
79	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations		
80	Backup water supply in case of water interruption is available.		
81	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.		
82	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.		
83	Locals from within the region are given priority for employment.		
84	Hotel meets all current regulations and legislative requirements to operate a Hotel. (<i>Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.</i>)		
7.2 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)			
85	Staff are easily identified through the ID or nameplate they wear.		
86	Staff wear clean, neat, and tidy uniform / personal protective equipment appropriate for their scope of work, in accordance with hotel grooming standards		
87	Staff uniform has materials that are indigenous, locally sourced or represents Filipino culture or craftsmanship		
88	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.		
89	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity		
90	Guest feedback mechanism is in place.		

Regular Accreditation for Resorts			
No.	Criteria / Indicators	YES	NO
Dimension 1: ARRIVAL/DEPARTURE			
1.1 Building – Appearance			
1	Building exterior is clean and in good condition		
2	Hotel name/signage is clearly visible from the street		
3	Hotel name/signage is visible at night.		
4	The entrance to the property is identifiable		
1.2 Building Construction Quality			
5	Structure is built with durable materials that provide a simple and safe accommodation environment		
1.3 Entrance / Exit & Parking			
6	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.		
7	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code. <i>(Note: Not applicable for Island Resorts or equivalent locations with restrictions based on other relevant laws or regulations)</i>		
1.4 Security			
8	Professional security personnel is stationed 24 hours at main entry/exit point.		
9	Property and security services ensure guest safety at all times, with proper delineation of restricted area.		
10	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.		
1.5 Reception and Concierge - Area and Service			
11	Reception service available for at least 16 hours per day.		
12	Guests must be provided with Official Receipt (printed or digital).		
13	At least two (2) payment options are available (e.g., cash and debit/credit card, online or mobile payment options).		
14	Emergency contact numbers and official up-to-date information on public health & safety, if applicable, are available at the reception area		
15	Left luggage service is available.		
16	Digital or printed brochures, maps or any similar guide in going around the area available at the reception area		
17	Designated waiting area for guest is available.		
1.6 Reception – Staff and Service Quality			
18	Reception/Front office staff can converse in Filipino or local language and English		
19	Reception/Front office staff greets with a smile, and with a welcoming gesture such as the <i>Mabuhay</i> gesture		
20	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.		

Regular Accreditation for Resorts			
No.	Criteria / Indicators	YES	NO
Dimension 2: PUBLIC AREAS			
2.1 Public Areas - Decoration & Furniture - Design and Quality			
21	Decoration, furniture, wall coverings or other installations has materials or design that represent Filipino culture or craftsmanship, are indigenous, or are locally sourced.		
2.2 Public Washroom - Quality, Condition and Amenities			
22	Clean public washroom provided with hooks/rack for personal belongings, and adequate supply of clean water		
23	<ul style="list-style-type: none"> • Fixtures, fittings, piping and valves are made of durable materials • All joints of fixtures/contact with wall/floor are sealed • With proper ventilation and exhaust system in place • With clean running water • Hook or area for personal item in the cubicle or washroom 		
24	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.		
25	Tissue paper and soap is provided		
26	Mirror is provided.		
2.3 Public Areas - Room Climate			
27	All enclosed public areas are well-ventilated and have temperature control systems, maintaining a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
2.4 Public Areas - Lighting – Quality and Environmental Protection			
28	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.		
29	Information, education, and communication (IEC) materials encouraging guests to conserve water and electricity and reduce wastes are installed in strategic locations		
2.5 Public Areas – Cleanliness			
30	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.		
31	Properly labelled waste bins for different types of wastes are in place.		
32	Presence of landscaped area / open space / green space / relaxation area for guests		
Dimension 3: BEDROOM			
3.1 Room Size			
	<i>Note: Refers to size of the most numbered room (based on room type), including bathroom and veranda (if any).</i>		
33	Room size is at least 14 sq. m.		
34	Ceiling height is at least 2.40 m., in accordance with the relevant provisions of the National Building Code (Section 805)		

Regular Accreditation for Resorts			
No.	Criteria / Indicators	YES	NO
3.2 Rooms for Persons with Disabilities (PWD) – Availability			
35	One PWD room for every 50 rooms, for the first 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.		
3.3 Bedroom - Bedding, Linen & Pillows – Quality			
36	Comfortable beds with clean mattresses and fresh linens is provided.		
37	Bed sheet is provided.		
38	At least two pillows is provided per person.		
3.4 Bedroom - Temperature Control - Quality			
39	All rooms are air-conditioned or with a window-based cooling system providing air circulation. Fan may be available for additional cooling. The room shall maintain a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
3.5 Bedroom - Accessories and Amenities available			
40	Emergency evacuation / Fire Exit Plans posted in all rooms		
39	At least one chair and one writing desk or table are available. Room has enough lighting for practical use.		
40	Door chain, latch, peep hole to view visitors, double lock or other security feature is in place.		
41	At least one (1) mirror each in the bedroom and bathroom is available.		
42	Availability of at least 2 hangers per occupant		
43	Availability of hanging space for clothes (e.g. hook, shelf, closet, cloth-rack)		
44	Central safe or safety deposit box in room is available.		
45	• Availability of drinking water • At least one cup/ glass/ container per guest in room.		
46	Complimentary coffee/tea amenities are available.		
47	In room compendium or electronic access (through a QR Code or a digital device) with basic property information is provided.		
48	Emergency contact numbers is available in the room.		
49	Refrigerator, clean and in working condition		
50	Functional flashlight or emergency light in room		
51	Trash bin (separate from the bathroom)		
52	Minimum of two (2) power outlets conveniently located for use		
3.6 Bedroom – Cleanliness			
53	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.		
54	Waste bin provided and emptied daily.		

Regular Accreditation for Resorts			
No.	Criteria / Indicators	YES	NO
Dimension 4: BATHROOM			
4.1 Bathroom – Minimum Requirements			
55	Baths and/or showers with hot and cold running water.		
56	Toilet system in working order.		
57	Availability of exhaust system in the bathroom		
58	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)		
59	Clean toilet and bath with adequate supply of clean water is provided.		
4.3 Bathroom – Space and Comfort			
60	Good space, with ability to move freely		
61	Single wash basin of quality and durable materials and toilet with bidet are in place.		
62	Area to place clothes and space for personal toiletries is available.		
4.4 Bathroom - Towels and Toiletries			
63	Clean bath towel per guest		
64	Bath mat		
65	Toilet paper		
66	Bath soap (bar/liquid/gel)		
67	Trash bin separate from the bedroom		
Dimension 5: FOOD AND BEVERAGE			
5.1 Food and Beverage – Restaurant and Menu			
68	Meal (Breakfast/Lunch/Dinner) available through a Grab & Go, Take-away or Dine-in Facility.		
69	Offers a variety of local or Filipino dish.		
5.2 Kitchen/Food Preparation - Cleanliness			
70	Compliance with Health and Sanitation Code of the Philippines.		
71	Health, Sanitation and Workplace Safety Procedures in Place (includes food safety)		
72	Clean and well-maintained kitchen/food preparation area with no intrusive / foul smell / vermin and insects. Appropriate equipment and utensils are available.		
73	First aid kit in the kitchen/food preparation area is available.		
74	Hand washing facilities for employees are provided.		

Regular Accreditation for Resorts			
No.	Criteria / Indicators	YES	NO
Dimension 6: AMENITIES AND SERVICES			
6.1 Amenities – General Services			
75	Room service for a minimum of 8 hours (includes housekeeping service and/or in-room dining service, etc.) is available.		
76	At least one (1) personnel is trained on basic life support.		
77	Medical Services are available either in-house or on call 24 hours a day.		
78	Offers or has at least one of the following (either inhouse or through a partner service provider):		
	• <i>Sight-seeing activities, land-based tours, excursions to natural / cultural attractions (museums, monuments), boat trips or island hopping, etc.</i>		
	• <i>Land-based sports (basket ball, volley ball, tennis, badminton, table tennis, etc).</i>		
	• <i>Water-based sports (kayaking, sailing, waterski, jet ski, snorkelling, diving, etc).</i>		
	• <i>Nature-based sports (hiking, biking, fishing, bird-watching, nature trails, etc).</i>		
	• <i>Recreational or adventure activities for families and children (games, library, theme park, playground, etc).</i>		
Dimension 7: BUSINESS PRACTICES			
7.1 Business Processes			
79	Emergency and fire evacuation procedures are followed and in place.		
80	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations		
81	Backup water supply in case of water interruption is available.		
82	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.		
83	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.		
84	Locals from within the region are given priority for employment.		
85	Hotel meets all current regulations and legislative requirements to operate a Hotel. (<i>Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.</i>)		
7.2 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)			
86	Staff are easily identified through the ID or nameplate they wear.		
87	Staff wear clean, neat, and tidy uniform / personal protective equipment appropriate for their scope of work, in accordance with hotel grooming standards		
88	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.		
89	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity		
90	Guest feedback mechanism is in place.		

Regular Accreditation for Apartment Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 1: ARRIVAL/DEPARTURE			
1.1 Building – Appearance			
1	Building exterior is clean and in good condition		
2	Hotel name/signage is clearly visible from the street		
3	Hotel name/signage is visible at night.		
4	The entrance to the property is identifiable		
1.2 Building Construction Quality			
5	Structure is built with durable materials that provide a simple and safe accommodation environment		
1.3 Entrance / Exit & Parking			
6	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.		
7	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.		
1.4 Security			
8	Professional security personnel is stationed 24 hours at main entry/exit point.		
9	Property and security services ensure guest safety at all times, with proper delineation of restricted area.		
10	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.		
1.5 Reception and Concierge Service			
11	Reception service available for at least 16 hours per day.		
12	Guests must be provided with Official Receipt (printed or digital).		
13	At least two (2) payment options are available (e.g., cash and debit/credit card, online or mobile payment options).		
14	Emergency contact numbers and official up-to-date information on public health & safety, if applicable, are available at the reception area		
15	Left luggage service is available.		
16	Designated waiting area for guest is available.		
1.6 Reception – Service Quality			
17	Reception/Front office staff can converse in Filipino or local language and English		
18	Reception/Front office staff is welcoming with a smile, and uses the <i>Mabuhay</i> gesture		
19	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.		

Regular Accreditation for Apartment Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 2: PUBLIC AREAS			
2.1 Public Areas - Decoration & Furniture - Design and Quality			
20	Decoration, furniture, wall coverings or other installations has materials or design that represent Filipino culture or craftsmanship, are indigenous, or are locally sourced.		
2.2 Public Washroom - Quality, Condition and Amenities			
21	Clean public washroom provided with hooks/rack for personal belongings, and adequate supply of clean water		
22	<ul style="list-style-type: none"> • Fixtures, fittings, piping and valves are made of durable materials • All joints of fixtures/contact with wall/floor are sealed • With proper ventilation and exhaust system in place • With clean running water • Hook or area for personal item in the cubicle or washroom 		
23	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.		
24	Tissue paper and soap is provided		
25	Mirror is provided.		
2.3 Public Areas - Room Climate			
26	All enclosed public areas are well-ventilated and have temperature control systems, maintaining a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
2.4 Public Areas - Lighting – Quality and Environmental Protection			
27	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.		
28	Information, education, and communication (IEC) materials encouraging guests to conserve water and electricity and reduce wastes are installed in strategic locations		
2.5 Public Areas – Cleanliness			
29	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.		
30	Properly labelled waste bins for different types of wastes are in place.		
Dimension 3: BEDROOM AND LIVING AREA			
3.1 Room Size			
	<i>Note: Refers to size of the most numbered room (based on room type), including bathroom and veranda (if any).</i>		
31	Room size is at least 20 sq. m.		
32	Ceiling height is at least 2.40 m., in accordance with the relevant provisions of the National Building Code (Section 805)		

Regular Accreditation for Apartment Hotels			
No.	Criteria / Indicators	YES	NO
3.2 Rooms for Persons with Disabilities (PWD) – Availability			
33	One PWD room for every 50 rooms, for the first 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.		
3.3 Bedroom - Bedding, Linen & Pillows – Quality			
34	Comfortable beds with clean mattresses and fresh linens is provided.		
35	Bed sheet is provided.		
36	At least two pillows is provided per person.		
3.4 Bedroom and Living Area - Temperature Control - Quality			
37	All rooms are air-conditioned or with a window-based cooling system providing air circulation. Fan may be available for additional cooling. The room shall maintain a temperature between 20-25 degree Celsius year round, except in areas where elevation is 2000 ft. above sea level.		
3.5 Bedroom and Living Area - Accessories and Amenities available			
38	Emergency evacuation / Fire Exit Plans posted in all rooms		
37	At least one chair and one writing desk or table are available in the bedroom. Room has enough lighting for practical use.		
38	At least one chair/sofa and one table (e.g., side table, coffee table, etc.) are available in the living area, with enough lighting for practical use.		
39	Door chain, latch, peep hole to view visitors, double lock or other security feature is in place.		
40	At least one (1) mirror each in the bedroom and bathroom is available.		
41	Availability of at least 2 hangers per occupant		
42	Availability of hanging space for clothes (e.g. hook, shelf, closet, cloth-rack)		
43	Central safe or safety deposit box in room is available.		
44	• Availability of drinking water • At least one cup/ glass/ container per guest in room.		
45	Complimentary coffee/tea amenities are available.		
46	In room compendium or electronic access (through a QR Code or a digital device) with basic property information is provided.		
47	Emergency contact numbers is available in the room.		
48	Clean and functional refrigerator, mini fridge or cooler is available.		
49	Colored TV is provided.		
50	Functional flashlight or emergency light in room		
51	Trash bin (separate from the bathroom)		
52	Minimum of two (2) power outlets conveniently located for use		
3.6 Bedroom and Living Area – Cleanliness			
53	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.		
54	Waste bin provided and emptied daily.		

Regular Accreditation for Apartment Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 4: BATHROOM			
4.1 Bathroom – Minimum Requirements			
55	Baths and/or showers with hot and cold running water.		
56	Toilet system in working order.		
57	Availability of exhaust system in the bathroom		
58	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)		
59	Clean toilet and bath with adequate supply of clean water is provided.		
4.3 Bathroom – Space and Comfort			
60	Good space, with ability to move freely		
61	Single wash basin of quality and durable materials and toilet with bidet are in place.		
62	Area to place clothes and space for personal toiletries is available.		
4.4 Bathroom - Towels and Toiletries			
63	Clean bath towel per guest		
64	Bath mat		
65	Toilet paper		
66	Body soap (bar/liquid/gel)		
67	Trash bin separate from the bedroom		
Dimension 5: KITCHEN AND DINING AREA			
5.1 Kitchen and Dining - Layout, Space and Amenities/Furniture			
68	Generally clean and free from rodents/vermin.		
69	Ventilation system is in place in the kitchen to extract heat and smell from kitchen		
70	Doors, drawers, cupboards and appliances can be opened freely without moving other furniture/equipment. Sink and kitchen counter space for food preparation are provided.		
71	With at least two (2) chairs and one table for dining		
72	Clean tablewares are provided for guests (e.g., dining spoon, fork, knife and plate, drinking glass or cup)		
73	Cooking range with at least one (1) cooktop is available.		
Dimension 6: AMENITIES AND SERVICES			
6.1 Amenities – General Services			
74	Meal (Breakfast/Lunch/Dinner) available through a Grab & Go, Take-away or Dine-in Facility.		
75	Offers a variety of local or Filipino dish.		
76	At least one (1) personnel is trained on basic life support.		
77	Medical Services are available either in-house or on call 24 hours a day.		
78	With first aid kit onsite available.		

Regular Accreditation for Apartment Hotels			
No.	Criteria / Indicators	YES	NO
Dimension 7: BUSINESS PRACTICES			
	7.1 Business Processes		
79	Emergency and fire evacuation procedures are followed and in place.		
80	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations		
81	Backup water supply in case of water interruption is available.		
82	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.		
83	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.		
84	Locals from within the region are given priority for employment.		
85	Hotel meets all current regulations and legislative requirements to operate a Hotel. (<i>Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.</i>)		
	7.2 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)		
86	Staff are easily identified through the ID or nameplate they wear.		
87	Staff wear clean, neat, and tidy uniform / personal protective equipment appropriate for their scope of work, in accordance with hotel grooming standards		
88	Staff uniform has materials that are indigenous, locally sourced or represents Filipino culture or craftsmanship		
89	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.		
90	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity		
91	Guest feedback mechanism is in place.		

ANNEX B
Sample Letter of Intent

Day Month Year

NAME

Undersecretary
Tourism Regulation, Coordination and Resource Generation
Department of Tourism

Thru: NAME
Regional Director
Department of Tourism - Region _____

Dear (Undersecretary for TRCRG):

This is to formally express the intent of (NAME OF ESTABLISHMENT), with address at (Address of Establishment), to (apply for the / renew its) DOT Star Rating Classification.

The above establishment (*please check one*):

- Has no previous Star Rating Classification
- Has a previous / existing Star Rating Classification of _____ (*please indicate star rating*) with DOT Accreditation Number _____ (*please indicate*).

The following personnel shall coordinate with the Department regarding the above application. Kindly address any concern, clarification or update to:

- Name of contact person:
- Email address:
- Mobile number/Telephone number:

Thank you.

Sincerely,

NAME OF OWNER/GENERAL MANAGER/AUTHORIZED REPRESENTATIVE
Position
Name of Establishment

ANNEX C
Checklist for Star Rating of
Hotels, Resorts, and Apartment Hotels

2024 National Accommodation Standards

HOTEL

Dimension & Title	Item	NAS Hotel Indicators	Points
Dimension 1: Arrival & Departure	1.1	Building Appearance	0
	1.2	Building - Design Construction and Quality	0
	1.3	Building - Condition	10
	1.4	Entrance / Exit & Parking	5
	1.5	Security	9
	1.6	Reception and Concierge Services	24
	1.7	Reception and Seating Area	10
	1.8	Check-in Process	14
	1.9	Check-out Process	10
	1.10	Reception Service Quality	18
		TOTAL	100
Dimension 2: Public Areas	2.1	Public Areas - Decoration & Furniture - Design and Quality	10
	2.2	Public Areas – Decoration & Furniture - Condition and Maintenance	10
	2.3	Public Washroom - Quality and Amenities	24
	2.4	Public Washroom - Condition & Cleanliness	10
	2.5	Public Areas - Room Climate	10
	2.6	Public Areas - Lighting – Quality	6
	2.7	Public Areas - Lighting – Environmental Protection	17
	2.8	Public Areas – Cleanliness	13
		TOTAL	100
Dimension 3: Bedroom	3.1	Room Size	25
	3.2	Suites - Availability	8
	3.3	Premier Suite - Availability	6
	3.4	Rooms for Persons with Disabilities (PWD) – Availability	0
	3.5	Bedroom - Space & Comfort	10
	3.6	Bedroom – Noise Levels	10
	3.7	Bedroom – Bed Mattress – Quality	22
	3.8	Bedroom – Bed Mattress – Condition & Cleanliness	12
	3.9	Bedroom - Bedding & Linen – Quality	22
	3.10	Bedroom - Bedding & Linen – Condition	10
	3.11	Bedroom – Pillows – Quality / Condition	12
	3.12	Bedroom – Pillows – Condition & Cleanliness	10
	3.13	Bedroom – Lighting – Quality	10
	3.14	Bedroom - Lighting – Condition & Cleanliness	10
	3.15	Bedroom - Lighting – Environmental Protection	11
	3.16	Bedroom Curtains – Quality	10
	3.17	Bedroom Curtains – Condition & Cleanliness	10
	3.18	Bedroom - Floor Coverings – Quality	10
	3.19	Bedroom - Floor Coverings - Condition & Cleanliness	10
	3.20	Bedroom - Temperature Control - Quality	10
	3.21	Bedroom – Furniture - Quality	10
	3.22	Bedroom - Furniture – Condition & Cleanliness	10
	3.23	Bedroom - Accessories and Amenities available	92
	3.24	Bedroom – Cleanliness	10
		TOTAL	350

2024 National Accommodation Standards

HOTEL

Dimension & Title	Item	NAS Hotel Indicators	Points
Dimension 4: Bathroom	4.1	Bathroom – Minimum Requirements	6
	4.2	Bathroom - Enclosure - Quality	10
	4.3	Bathroom – Basin - Quality & Space	14
	4.4	Bathroom - Toilet – Quality	8
	4.5	Bathroom – Interior - Quality	15
	4.6	Bathroom – Space and Comfort	10
	4.7	Bathroom Interior – Overall Condition / Maintenance	10
	4.8	Bathroom – Overall Cleanliness	10
	4.9	Bathroom – Towels – Quality	18
	4.10	Bathroom – Towels – Condition and Cleanliness	10
	4.11	Toiletries – Availability	6
	4.12	Bathroom – Amenities - Availability	13
	4.13	Bathroom – Environmental Protection	20
		TOTAL	150
Dimension 5: Food and Beverage	5.1	Food and Beverage – Availability of Restaurants	20
	5.2	Food and Beverage Menu – Options and Availability	25
	5.3	Food and Beverage – Service Quality	7
	5.4	Restaurant - Interior - Quality	8
	5.5	Restaurant - Interior – Condition & Cleanliness	12
	5.6	Restaurant – Crockery, Cutlery, Glassware - Quality	5
	5.7	Restaurant – Space and Comfort	10
	5.8	Kitchen - Cleanliness	13
		TOTAL	100
Dimension 6: Amenities and Services	6.1	Amenities - Guest Services	7
	6.2	Amenities – Wellness Services	33
	6.3	Amenities - General Services	29
	6.4	Amenities - Conference / Function Venue	16
	6.5	Amenities - Conference Equipment	15
		TOTAL	100
Dimension 7: Business Practices	7.1	Business Processes	45
	7.2	Barrier-free Facilities for Persons with Disabilities (PWD)	29
	7.3	Service, Hospitality, Efficiency, Friendliness Requirement (SHEF)	26
		TOTAL	100
		GRAND TOTAL	1000

No.	Ratings	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 1: ARRIVAL/DEPARTURE									
1.1 Building – Appearance									
1	Mandatory 1-5	Building exterior is clean and in good condition	0		M	M	M	M	M
2	Mandatory 1-5	Hotel name/signage is clearly visible from the street	0		M	M	M	M	M
3	Mandatory 1-5	Hotel name/signage is visible at night.	0		M	M	M	M	M
1.2 Building Construction Quality									
	Mandatory 1-5	Structure is built with durable materials that provide an appropriate and safe accommodation environment	0		M	M	M	M	M
1.3 Building - Condition (wear and tear)									
	Acceptable	Natural weathering may be visible but building is structurally sound. Minor repair work may be required.	2						
	Good	Good appearance, weathering may still exist, but in sound condition.	4						
	Very Good	Very good maintenance of building and upkeep on paintwork and exterior panels.	6						
	Excellent	High standard of external appearance, allowing for the age of the building.	8						
	Outstanding	No visible signs of natural weathering and no repair is required including maintenance of exterior and overall structure.	10						
1.4 Entrance / Exit & Parking									
6	Mandatory 1-5	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.	0		M	M	M	M	M
7	Mandatory 1-5	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.	0		M	M	M	M	M
8	Minimum 4 & 5	Valet parking is provided.	3					m	m
9	Additional	• Driveway or Drop-off area (e.g. porte cochere) is covered with canopy or roof, with capacity for 2 or more vehicles. • Delineation of areas for vehicles and pedestrian are in place.	2						
1.5 Security									
10	Mandatory 1-5	Professional security personnel is stationed 24 hours at main entry point.	0		M	M	M	M	M
11	Mandatory 1-5	Property and security services ensure guest safety at all times, with proper delineation of restricted area.	0		M	M	M	M	M
12	Technology/ Digitalization	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.	4		m	m	m	m	m
13	Technology/ Digitalization	Effective use of CCTV with recording storage of at least 30 days to detect potential incidents.	5					m	m
1.6 Reception and Concierge Service									
14	Mandatory 1-5	Guests must be provided with Official Receipt (printed or digital).	0		M	M	M	M	M
15	Minimum 1-2	Reception service is available for at least 16 hours per day.	2		m	m			
	Minimum 3-5	Reception service is available 24 hours per day.	6				m	m	m
15	Minimum 3-5	At least three (3) payment options are available (e.g., cash, debit/credit card, online and mobile payment options).	3				m	m	m
16	Minimum 1-5	Official up-to-date information on public health & safety, as applicable, and emergency contact numbers are available at the reception area.	2		m	m	m	m	m
17	Additional	Contact details or access for tourist assistance or concerns (e.g. DOT Tourist Assistance Call Center, LGU hotlines) are available at the reception area.	2						
18	Minimum 1-3	Left luggage service is available.	2		m	m	m		
	Minimum 4-5	Dedicated and secured left luggage room is available, with control measures in place.	4					m	m
19	Minimum 4-5	Concierge services are available 24 hours, including luggage assistance.	3					m	m
20	Minimum 3-5	Transport and transfer services are available (either inhouse or through a DOT-Accredited partner service provider)	2				m	m	m
21	Additional	Transport and transfer services are available with options for premium vehicles	2						

No.	Ratings	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 1: ARRIVAL/DEPARTURE									
22		1.7 Reception -Size and Seating Area							
		<i>Note: The reception seating area shall be in close proximity of the reception desk, where reception staff are still visible. Self check-in kiosks or similar installations, and reception in Club floors or other similar areas shall be included when counting "transactions at a time"</i>							
	Acceptable	Reception service can cater to 1 reservation/transaction at a time. Seats for at least 2 guests are available.	2						
	Good	Reception service can cater to 2 reservations/transactions at a time. Seating area is close to the reception desk and can accommodate at least 4 guests.	4						
	Very Good	Reception service can cater to 3 reservations/transactions at a time. Seating area is comfortable, close to the reception desk, and can accommodate at least 6 guests.	6						
	Excellent	Reception service can cater to 4 reservations/transactions at a time. Seating area is comfortably furnished, conveniently located, and can accommodate at least 8 guests.	8						
	Outstanding	Reception service can cater to 5 reservations/transactions at a time, with options for group reservations or VIP guests/Members. Seating area can accommodate more than 10 guests with comfortable seating options for different sized groups.	10						
23		1.8 Check-in Process							
	Acceptable	Basic check-in process of not more than 10 minutes per guest	2						
	Good	Basic check-in process of not more than 8 minutes per guest	4						
	Very good	Basic check-in process of not more than 6 minutes per guest	6						
	Excellent	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 4 minutes per guest.	8						
	Outstanding	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 2 minutes per guest.	10						
24	Technology/Digitalization	Express/Self-check in and/or out facility, system or mechanism in place for guests.	4						
25		1.9 Check-out Process							
	Acceptable	Basic check-out process of not more than 15 minutes per guest	2						
	Good	Basic check-out process of not more than 10 minutes per guest	4						
	Very good	Basic check-out process of not more than 6 minutes per guest	6						
	Excellent	Express check-out process of not more than 4 minutes per guest	8						
	Outstanding	Express check-out process of not more than 2 minutes per guest.	10						
		1.10 Reception – Service Quality							
26	Minimum 1-5	Reception/Front office staff greets with a smile, and with a welcoming gesture.	2		m	m	m	m	m
27	Filipinization	Reception/Front office staff greets using the Mabuhay gesture	5						
28	Minimum 3-5	Reception/Front office staff uses professional language during interaction and keeps focus on the guest	2				m	m	m
29	Minimum 1-5	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.	3		m	m	m	m	m
30	Additional	Reception/Front office staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.	3						
31	Additional	Reception/Front office staff can capably provide information on nearby tourist destinations/ attractions or current activities around the area.	3						
32	Additional	Availability of staff conversant in foreign language (other than English)	2						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
2.1 Public Areas - Decoration & Furniture - Design and Quality									
33	Acceptable	Design has a consistent theme throughout the establishment.	2						
34	Good	Decoration, furniture, wall coverings or other installations are well-coordinated throughout the public areas.	4						
35	Very Good	Decoration, furniture, wall coverings or other installations are well-coordinated and made of good quality or durable materials.	6						
36	Excellent	Decoration, furniture, wall coverings or other installations are tailored or custom built in accordance with the establishment's aesthetic or theme, and well-coordinated through the public areas.	8						
37	Filipinization	<ul style="list-style-type: none"> Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the public area. Decoration and furniture are well-coordinated and of high quality. 	10						
2.2 Public Areas – Decoration & Furniture - Condition and Maintenance									
<i>Note: Shall refer to decorations, furniture, wall coverings or other installations in the public areas</i>									
	Acceptable	Needing minor repairs with evidence of wear and tear but in acceptable condition (or completed at least 50% of the hotel preventive maintenance program)	2						
	Good	Modest upkeep is visible but aging may still be evident (or completed at least 60% of the hotel preventive maintenance program)	4						
	Very Good	Visible, significant enhancements are present but may still have few marks or scratches (or completed at least 75% of the hotel preventive maintenance program)	6						
	Excellent	In excellent condition throughout with no visible scratches or marks (or completed at least 90% of the hotel preventive maintenance program)	8						
	Outstanding	Outstanding condition overall. No evidence of wear and tear. (or 100% of the hotel preventive maintenance program achieved)	10						
2.3 Public Washroom - Quality and Amenities									
39	Minimum 1-5	Public washroom with basin and toilet is available.	0		M	M	M	M	M
40	Minimum 1-5	<ul style="list-style-type: none"> Fixtures, fittings, piping and valves are made of durable materials All joints of fixtures/contact with wall/floor are sealed With proper ventilation and exhaust system in place With clean running water Hook or area for personal item in the cubicle or washroom 	4		m	m	m	m	m
41	Additional	Separate male and female public washroom with basin and toilet is available.	2						
42	Additional	Ablution facilities or foot washing facilities are provided.	2						
43	Gender and Development	A Universal public washroom with basin and toilet for guests regardless of gender identity is available.	2						
44	Mandatory 1-5	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.	0		M	M	M	M	M
		<ul style="list-style-type: none"> Clear door opening of not less than 900 mm (0.90 m or 35.43 in) There shall be a turning space of at least 1,500 mm by 1,500 mm (1.5 m by 1.5 m or 59 in by 59 in). Toilet bowls shall be placed where a vertical or climbing bar is positioned Grab bars shall be placed on both sides of the toilet seat. One side shall be fixed and one side is movable. With vertical and horizontal bars. 							
Amenities provided:									
45	Minimum 1-5	Tissue paper	0		M	M	M	M	M
46	Minimum 1-5	Soap	1		m	m	m	m	m
47	Additional	Paper towel	1						
48	Additional	Hand dryer	2						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
49	Additional	At least 2 additional amenity (e.g., lotion, hand sanitizer/alcohol, etc.)	2						
50	Minimum 1-5	Trash bin with liners	2		m	m	m	m	m
51	Minimum 4-5	Medium mirror. At least 800mm by 400mm or 31 inches by 16 inches.	2				m	m	
52	Additional	Bidet	4						
53		2.4 Public Washroom - Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas in the washroom are clean. General area is uncluttered. No unpleasant smell in toilet. Adequate supply of clean, running water is available. Waste bins emptied regularly 	2						
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4						
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times. Thorough cleaning and maintenance is evident, including hard-to-reach areas (e.g., replacement of faulty fixtures, small repairs) With very good air circulation/ventilation. 	6						
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Scratches are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8						
	Outstanding	<ul style="list-style-type: none"> No dust, smears, stain, mark or chip in surfaces. No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage). Well ventilated, no humid areas 	10						
		2.5 Public Areas - Room Climate							
54	Sustainability	Temperature control systems in enclosed public areas are maintained between 24-25 degrees year round, except in areas where elevation is 2000 ft. above sea level.	5						
55	Additional	Ventilation and temperature control systems are in good working order, operating without significant noise.	3						
56	Additional	Use of diffuser, signature scent and/or Hepa Filter Technology	2						
		2.6 Public Areas - Lighting – Quality							
57	Minimum 1-5	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.	2		m	m	m	m	m
58	Additional	Reading lights, mood lights and/or dimming system are available in the public areas where appropriate.	2						
59	Additional	Upscale or custom built lighting fixtures are installed in the public areas.	2						
		2.7 Public Areas - Lighting – Environmental Protection							
60	Sustainability	Sensor lighting or time-controlled lighting is utilized without compromising guest safety.	5						
61	Sustainability	Natural lighting is maximized in public areas	5						
62	Sustainability	Energy-saving bulbs are used in at least 75% of the public areas.	5						
63	Sustainability	Energy-saving bulbs are used in 100% of the public areas.	7						
		2.8 Public Areas – Cleanliness							
64	Mandatory 1-5	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.	0		M	M	M	M	M
65	Sustainability	Waste bins are properly labelled and segregated, with proper disposal policies in place.	3						
66	Acceptable	<ul style="list-style-type: none"> High touch areas are vacuummed/cleaned. Some dust, smears or marks only in hard-to-reach areas or hidden corners. 	2						
	Good	<ul style="list-style-type: none"> Efficient vacuuming. Public areas are generally clean. Evidence of high and low dusting. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners are efficiently cleaned/vacuummed including hard-to-reach areas. Minimal dust or smear visible with closer inspection. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning of the public areas is evident. Surfaces are well-polished with no smears. Excellent standard of cleanliness overall 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners, in high and low areas, are thoroughly cleaned with excellent attention to detail. All equipment, furniture and other installations are thoroughly cleaned. No dust or smears. 	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
3.1 Room Size									
<i>Note: Size of the most numbered room (based on room type), including bathroom and veranda (if any), is:</i>									
67	Minimum 1	At least 16 sq. m	4		m				
	Minimum 2	At least 18 sq. m	8		m				
	Minimum 3	At least 20 sq. m	12			m			
	Minimum 4	At least 25 sq. m	16				m		
	Minimum 5	At least 30 sq. m.	20					m	
	Additional	At least 35 sq. m.	25						
68	Mandatory 1-5	Ceiling height is at least 2.40 m <i>In compliance with the National Building Code (Section 805)</i>	0		M	M	M	M	M
3.2 Suites – Availability									
<i>Note: Suites shall have:</i>									
- Size of at least 40 sq. m., including bathroom									
- A master's bedroom with en-suite bathroom									
- Living area distinct from the bedroom, with pantry or food/drink preparation area									
	Minimum 4	2% of rooms are suites	6				m		
	Minimum 5	5% of rooms are suites.	8					m	
3.3 Premier Suite - Availability									
<i>Note: Premier Suites shall have</i>									
- Size of at least 45 sq. m., including bathroom									
- A master's bedroom with en-suite bathroom									
- Living area distinct from the bedroom									
- Additional toilet or powder room (with sink and toilet) separate from the en-suite bathroom									
- Pantry or food/drink preparation area									
- Dining area									
70	Additional	Availability of premier suite	3						
71	Additional	Availability of an Executive Lounge / Club Floor that provides exclusive or special amenities and services to VIP Guests / Members / Designated groups	3						
3.4 Rooms for Persons with Disabilities (PWD) – Availability									
72	Mandatory 1-5	One (1) PWD room for every 50 rooms for the first 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.	0		M	M	M	M	M
Note: PWD rooms must have the following:									
• Clear door opening of not less than 0.90 m or 35 in <i>(Note: Clear door opening from the door panel to the opposite side)</i>									
• Doors with dual peep hole, with the lower one at 1,000 mm (1.0 m) height									
• Doorknobs and other hardware are installed between 0.82 m and 1.06 m or 32 in and 42 in above the floor <i>(Preferred height is 0.90 m or 35 in)</i>									
• Manual switches shall be positioned within 1,200 mm (1.2 m or 47 in) above the floor									
• There shall be a turning space of at least 1,500 mm by 1,500 mm (1.5 m by 1.5 m or 59 in by 59 in).									
73		3.5 Bedroom - Space & Comfort							
	Acceptable	• Doors, drawers, cupboards and wardrobe can be opened freely without moving the furniture • Room space may still be limited. Layout may feel tight/cramped.	2						
	Good	• Good amount of space to move freely while carrying a suitcase • Some narrow spaces may still be present	4						
	Very Good	• Well-designed space for ease of movement • No major obstacles to move around	6						
	Excellent	• Generous space that allows for comfortable relaxation and in-room dining • With ease of access to all facilities	8						
	Outstanding	• Luxurious space designed for relaxation and ease of movement • With furniture in suitable and convenient places • With ample free space for other guest's belongings	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
74		3.6 Bedroom – Noise Levels							
	Acceptable	Minimal external noise from other rooms and from outside is heard but is not significant.	2						
	Good	Noise is not more than 70 decibels as measured by the pillow position on the bed.	4						
	Very Good	Noise is not more than 60 decibels as measured by pillow position on the bed.	6						
	Excellent	Noise is not more than 50 decibels as measured by pillow position on the bed.	8						
	Outstanding	Noise is not more than 40 decibels as measured by pillow position on the bed.	10						
		3.7 Bedroom – Bed Mattress – Quality							
		Mattress thickness:							
75	Minimum 1	Mattress thickness of at least 4 inches.	2		m				
	Minimum 2	Mattress thickness of at least 6 inches.	4			m			
	Minimum 3-5	Mattress thickness of at least 8 inches.	6				m	m	m
	Additional	Mattress thickness of at least 10 inches.	8						
	Additional	Mattress thickness of at least 12 inches.	10						
		Mattress type:							
76	Additional	Low density foam mattress is used.	2						
	Additional	Shallow innerspring, high density foam mattress is used.	4						
	Additional	Innerspring with pillow-top mattress is used.	6						
	Additional	Pocket coil, latex, memory foam, hybrid or equivalent mattress is used	8						
		Additional layers:							
77	Minimum 3-5	Mattress protector/bed pad is used.	2				m	m	m
78	Additional	Separate mattress top/topper is used.	2						
		3.8 Bedroom – Bed Mattress – Condition & Cleanliness							
79	Acceptable	• Some minor stain, small tear, sag/indentation from the center, lump, or weakening of mattress edge.	2						
	Good	• Mattress is generally in good condition. • Provides good support all throughout (not sagging).	4						
	Very Good	• With evidence of good maintenance for mattress. • Minor stain or discoloration is barely visible.	6						
	Excellent	• Mattress in excellent condition. • Very little wear and tear.	8						
	Outstanding	• Mattress is in good-as-new condition, without stains or tears. • Mattress is even and comfortable, with no lumpy areas. • Smells fresh.	10						
80	Additional	Mattresses are labelled and periodically rotated.	2						
		3.9 Bedroom - Bedding & Linen – Quality							
		Bedding & Linen layers:							
81	Minimum 1-5	Bed sheet is provided.	2		m	m	m	m	m
82	Minimum 1-2	Blanket of thinly woven cotton or equivalent poly cotton sheets is provided.	4		m	m			
	Minimum 3	Fleece blanket or equivalent is provided.	6				m		
	Minimum 4-5	• Comforter or Duvet with duvet cover is provided. • With regular fiber fill or equivalent as comforter / duvet filler.	8					m	m
	Additional	• Comforter or Duvet with duvet cover is provided. • With superior fill made of duck or goose feather, down, down alternative or equivalent as comforter / duvet filler.	10						
		Threadcount:							
	Additional	Linens have at least 180 threadcount or of thin weave	2						
	Additional	Linens have at least 200 threadcount or of medium weave	4						
	Additional	Linens have at least 250 threadcount or of tight weave cotton	6						
	Additional	Linens have at least 300 threadcount or equivalent in woven textile or silk linen	8						
	Additional	Linens have at least 350 threadcount or equivalent in woven textile or silk linen	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
3.10 Bedroom - Bedding & Linen – Condition & Cleanliness									
83	Acceptable	• Sheets are clean with no visible tear or rip. • May have some discoloration or faded spots.	2						
	Good	• Linen in good condition, with evidence of good laundry practices. • May still have some discoloration or faded spots.	4						
	Very Good	• Linens are in very good and crisp condition. • No visible discoloration or faded spots	6						
	Excellent	• Linens are in excellent condition, properly laundered and pressed. • No discoloration or faded spots.	8						
	Outstanding	• All linens in good-as-new condition. • Properly pressed, with no lumps in beddings	10						
3.11 Bedroom – Pillows – Quality									
84	Minimum 1-5	Two pillows with pillow case is provided per person .	2		m	m	m	m	m
85	Additional	Extra pillows or decorative pillows are in place.	2						
86	Additional	A menu of pillows is available with a variety of firmness/ softness and type.	2						
87	Additional	Each pillow has a protector.	2						
88	Additional	Pillows are made of regular fiber fill, foam or equivalent.	2						
	Additional	Pillows are made of superior fill such as duck or goose feather, down, down alternative, memory foam or equivalent.	4						
89	3.12 Bedroom – Pillows – Condition & Cleanliness								
	Acceptable	• Pillows are clean with very minor tear or rip • May have some discoloration or faded spots.	2						
	Good	• Pillows are in good condition. • May still have some discoloration or faded spots. • No visible tear or rip.	4						
	Very Good	• Pillows are in good and crisp condition (including case/protector). • No visible discoloration or faded spots	6						
	Excellent	• Pillows are in excellent condition, with evidence of proper maintenance. • No discoloration, faded spots, tear, rip or lumps.	8						
	Outstanding	• Pillows are in good-as-new condition, are even, with no lumps. • Smells fresh	10						
90	3.13 Bedroom – Lighting – Quality								
	Acceptable	• Light switches are by the main door only. • Enough lighting for practical use.	2						
	Good	• Multiple light switches, aside from the main door, is available. • At least one bedside lamp is in place. • Good level of illumination in the bedroom.	4						
	Very Good	• Multiple light switches with bedside master switch is available. • At least two bedside lamp is in place. • Good level of illumination in the bedroom.	6						
	Excellent	• Multiple light switches with bedside master switch is available. • At least two bedside lamps and a desk/task light is in place. • Superior level of illumination in the bedroom.	8						
	Outstanding	• Multiple light switches and bedside master switch or remote-controlled lights are available. • Two bedside lamps, desk/task light, and mood lights / dimming system are in place. • Light fixtures and fittings are upscale, ornate or custom-designed.	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
91		3.14 Bedroom - Lighting – Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> Lights are functional, with evidence of cleaning in high touch surfaces. One or two bulbs may need replacement. 	2						
	Good	<ul style="list-style-type: none"> No burnt shades. May have aging lamps but are functional. Minor maintenance work around fittings into the wall may be required. 	4						
	Very Good	<ul style="list-style-type: none"> Lights are in good working condition and generally clean, including hard-to-reach areas. Maintenance or repair work done. 	6						
	Excellent	<ul style="list-style-type: none"> Lights are in excellent condition. With evidence of thorough cleaning. No visible dust or smears. Maintenance or repair work done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> Light fixtures and fittings are in good-as-new condition. No dust, marks or smears. Repairs are professionally done, not evident, and need no further attention. 	10						
		3.15 Bedroom - Lighting – Environmental Protection							
92	Sustainability	At least 75% of bedroom lights are energy-saving.	5						
	Sustainability	100% of bedroom lights are energy-saving.	7						
93	Additional	All rooms have windows with a view, allowing natural light into the room.	4						
94		3.16 Bedroom Curtains – Quality							
	Acceptable	<ul style="list-style-type: none"> Curtains of unlined fabric/ shades/ blinds are in place Length is just enough to cover the window 	2						
	Good	<ul style="list-style-type: none"> Full-length curtains of lined fabric/ shades/ blinds are in place Allows only a little light to get through 	4						
	Very Good	<ul style="list-style-type: none"> Full-length curtains of lined fabric/ shades/ blinds are in place Allows for blackout in the room. 	6						
	Excellent	<ul style="list-style-type: none"> Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. 	8						
	Outstanding	<ul style="list-style-type: none"> Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. Have at least two layers (e.g., sheer and blackout curtain). May be motorized or automated. 	10						
95		3.17 Bedroom Curtains – Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> Curtains / shades/ blinds are clean. May have minor discoloration or faded spots. May occasionally require effort when drawing the curtain. 	2						
	Good	<ul style="list-style-type: none"> Curtains / shades/ blinds are clean with no visible tear or rip. Very few minor discoloration or faded spots, but not evident. Curtains are easy to draw. 	4						
	Very Good	<ul style="list-style-type: none"> Curtains / shades/ blinds are in good condition with no visible discoloration or faded spots Easy to draw and does not get stuck. 	6						
	Excellent	<ul style="list-style-type: none"> Curtains / shades/ blinds are in excellent condition. Not heavily wrinkled or creased. Wear and tear is not evident. 	8						
	Outstanding	<ul style="list-style-type: none"> Curtains / shades/ blinds are in good-as-new condition, with no signs of wear and tear. Repairs are professionally done, not evident, and need no further attention. 	10						
96		3.18 Bedroom - Floor Coverings – Quality							
	Acceptable	<ul style="list-style-type: none"> Floor tiles or carpets cover the main floor space. With painted wood, plywood, or linoleum flooring 	2						
	Good	<ul style="list-style-type: none"> Floor coverings uses quality timber floor, or quality carpet with underlay. 	4						
	Very Good	<ul style="list-style-type: none"> Floor covering uses commercial grade quality tiles, timber, or carpet with underlay Well-coordinated with the design of the room 	6						
	Excellent	<ul style="list-style-type: none"> Floor covering uses high grade or contemporary tiles, wool carpets or equivalent. With well coordinated area rugs or carpet inside the bedroom 	8						
	Outstanding	<ul style="list-style-type: none"> Floor covering uses top of the line or custom design flooring, polished woods, or high density carpets (at least 42 oz). 	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
97		3.19 Bedroom - Floor Coverings - Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> Floor coverings may have some visible stains, discoloration or hairline cracks. 	2						
	Good	<ul style="list-style-type: none"> Generally clean with no visible stains or rip. Very few hairline cracks on flooring. Minor repair may be needed. 	4						
	Very Good	<ul style="list-style-type: none"> Thorough cleaning is evident, with no visible stains, rip or cracks. Repairs are done but may be evident. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning and maintenance in place. No visible stains, rip or cracks. Repairs may be evident but done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. No signs of wear or tear. Repairs are professionally done, not evident, and need no further attention. 	10						
98		3.20 Bedroom - Temperature Control - Quality							
	Acceptable	<ul style="list-style-type: none"> Window-based ventilation, providing air circulation. Windows open and close easily Fan is available for additional cooling. Some areas may be warmer or colder than others. 	2						
	Good	<ul style="list-style-type: none"> Window-based cooling system providing air circulation. Windows open and close easily Fan is available for additional cooling Some areas may be warmer or colder than others 	4						
	Very Good	<ul style="list-style-type: none"> Split-type air conditioning unit in place, with personal remote control for guest. Noise levels coming from the cooling system are not more than 70 db. 	6						
	Excellent	<ul style="list-style-type: none"> Centralized cooling system in operation, with personal remote. Windows are well insulated. No hot areas or draughty places in room. Noise levels coming from the cooling system are not more than 60 db. 	8						
	Outstanding	<ul style="list-style-type: none"> Room pre-cooled for arrival of guests or very fast cooling system available. Highest quality unit or sensor-operated cooling system in place, with personal control of room temperature available. Noise levels coming from the cooling system are not more than 50 db. 	10						
99		3.21 Bedroom – Furniture - Quality							
	Acceptable	<ul style="list-style-type: none"> With at least one chair and one bedside table made of Medium Density Fiberboard (MDF) or equivalent. 	2						
	Good	<ul style="list-style-type: none"> With at least one chair, writing desk and bedside table made of Medium Density Fiberboard (MDF) or equivalent. 	4						
	Very Good	<ul style="list-style-type: none"> With at least one chair, writing desk and bedside table made of High Density Fiberboard (HDF), solid wood or equivalent. Timber veneers and glass tops, with polished edges may be used. 	6						
	Excellent	<ul style="list-style-type: none"> With at least one chair, writing desk and two bedside tables made of High Density Fiberboard (HDF), solid wood or equivalent. Timber veneers and glass tops, with polished edges may be used. Furniture are well coordinated throughout the room. 	8						
	Outstanding	<ul style="list-style-type: none"> With at least two seats (e.g., chair and/or sofa), a writing desk and two bedside tables of solid construction with polished/ laminated edge and surface or equivalent. Upholstery or cushion in seats are in place for extra comfort. Furniture well-coordinated with appropriate size and scale relative to the room space. 	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
100		3.22 Bedroom - Furniture – Condition & Cleanliness							
	Acceptable	• Surfaces are clean but may have minor stain, scratch or marks.	2						
	Good	• Generally clean with no visible stains or rip. • Minor repair may be needed.	4						
	Very Good	• Generally clean with no visible stains or cracks. • Repairs are done but may be evident.	6						
	Excellent	• Regular and thorough cleaning and maintenance in place. • No visible stains, rip or cracks. • Repairs may be evident but done professionally.	8						
	Outstanding	• In good-as-new condition. • No signs of dust, smears and wear or tear. • Repairs are professionally done, not evident, and need no further attention.	10						
3.23 Bedroom - Accessories and Amenities available									
101	Mandatory 1-5	Emergency evacuation / Fire Exit Plans posted in all rooms.	0		M	M	M	M	M
102	Minimum 1-5	Minimum of two (2) power outlets conveniently located for use.	1		m	m	m	m	m
103	Filipinization	Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the bedroom	5						
104	Technology/ Digitalization	Electronic key card locking system or contactless locking system in place.	2					m	m
105	Sustainability	Key card power system in place.	2					m	m
106	Minimum 1-5	Door chain, latch, peep hole to view visitors, double lock or other security feature is in place.	1		m	m	m	m	m
107	Minimum 1-2	At least one (1) mirror each in the bedroom and bathroom is available.	2		m	m			
	Minimum 3-5	Provides a minimum of 3 mirrors - bedroom and bathroom vanity mirror (at least 800 mm by 400 mm or 31 in by 16 in), and full length mirror (in the bedroom or bathroom).	3				m	m	m
108	Additional	Availability of at least 3 wire clothes hanger per person	1						
	Additional	Availability of at least 3 plastic clothes hanger per person	2						
	Minimum 4-5	Availability of at least 3 wooden clothes hanger per person	3					m	m
109	Additional	Availability of hook for hangers	1						
	Additional	Small size wardrobe 24 inches minimum width	2						
	Additional	Adequate size wardrobe 35 inches minimum width	3						
	Additional	Standard size wardrobe 46 inches minimum width	4						
	Additional	Spacious wardrobe 57 inches minimum width	5						
110	Minimum 2-5	Availability of luggage rack (permanent or portable)	2			m	m	m	m
111	Minimum 1-2	Central safe at reception only.	2		m	m			
	Minimum 3	Small safety deposit box in room, functional and securely bolted.	4				m		
	Minimum 4-5	Safety deposit box in room, large enough for 13" laptop, functional and securely bolted.	6					m	m
112	Mandatory 1-5	• Availability of drinking water • At least one cup/ glass/ container per guest in room.	0		M	M	M	M	M
113	Sustainability	Provision of reusable glass / bottle in room or drinking water in non single-use plastic container.	2						
114	Sustainability	Availability of in-room filtration system for potable drinking water.	2						
115	Minimum 3-5	• At least 1 set per person of tea/coffee facilities in room (e.g., coffee, tea, sugar, creamer, environmental-friendly stirrer, cup and saucer) • With kettle or any facility for the provision of hot water	2				m	m	m
116	Additional	With tea/coffee making equipment in room with complimentary tea/coffee beans/pods/capsule/ bags	2						
117	Minimum 3-5	In-room communication device (e.g., telephone, intercom) or online/ mobile app for guest services	2				m	m	m
118	Additional	Wake up service.	1						
119	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with basic property information.	1		m	m			

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property including mini bar price list, as applicable, and/or restaurant menu.	2				m		
	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property, on what to see and do for tourists within the area.	3					m	m
120	Minimum 1-5	Emergency contacts and relevant hotlines are available in-room.	1		m	m	m	m	m
121	Additional	Access to other tourism information (e.g., DOT Travel Philippines App, DOT Tourist Assistance Call Center) is provided.	1						
122	Additional	Writing tool (e.g., pen, pencil) and pad or paper is provided in room	1						
123	Additional	A means of communicating "Do not disturb" and "Please make up room" is provided.	1						
124	Minimum 3-5	Refrigerator, clean and in working condition	3				m	m	m
	Additional	Refrigerator with serviced mini bar. (Note: Items must be set up already)	5						
125	Additional	• Colored TV with screen size of at least 20 inches.	2						
	Additional	• Colored TV with screen size of at least 20 inches and functional remote control.	4						
	Minimum 3	• Flat screen TV with screen size of at least 20 inches and functional remote control.	6				m		
	Minimum 4	• Flat screen TV with screen size of at least 32 inches and functional remote control.	8					m	
	Minimum 5	• Flat screen TV with screen size of at least 40 inches and functional remote control.	10						m
126	Additional	Multichannel options with at least 3 international news channels is available.	2						
127	Technology/ Digitalization	Availability of smart TV with device cast features or streaming services.	3						
128	Technology/ Digitalization	Availability of on-screen property information.	1						
129	Technology/ Digitalization	Availability of on-screen messaging and accounts.	3						
130	Technology/ Digitalization	In-room internet connections (WLAN or wired) of at least 35mbps May be time-limited or with additional pay for extension.	4						
	Technology/ Digitalization	Free and non-time limited in-room internet connections (WLAN or wired) with good connection quality and at least 100 mbps speed.	6						
131	Minimum 1-5	Functional flashlight, emergency light or illuminated light switches in room.	2		m	m	m	m	m
132	Minimum 5	Laundry bag in room and laundry service available.	1						m
	Additional	Express laundry service available (4 hour return service).	2						
133	Additional	Use/Provision of reusable laundry bag in room.	1						
134	Additional	Ironing service available.	1						
135	Additional	Iron and board available for guest use upon request.	1						
	Additional	Iron and board in room available.	2						
136	Minimum 1-5	Trash bin (separate from the bathroom) is provided.	2		m	m	m	m	m
	Sustainability	Labelled trash bins for proper segregation (separate from the bathroom) are provided.	4						
137	Additional	Qibla is available.	1						
138	Additional	Prayer mat is available.	1						
3.24 Bedroom – Cleanliness									
139	Mandatory 1-5	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.	0		M	M	M	M	M
140	Mandatory 1-5	Waste bin provided and emptied daily.	0		M	M	M	M	M
141	Acceptable	• High touch areas are cleaned/vacuummed	2						
	Good	• Efficient vacuuming. Bedroom is generally clean. • Evidence of high and low dusting.	4						
	Very Good	• Surfaces and corners are efficiently cleaned/vacuummed including hard-to-reach areas.	6						
	Excellent	• Regular and thorough cleaning is evident. • Surfaces are well-polished with no smears. • Excellent standard of cleanliness overall	8						
	Outstanding	• All surfaces and corners are thoroughly cleaned with excellent attention to detail. • All equipment and furniture are thoroughly cleaned. No dust or smears.	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 4: BATHROOM									
4.1 Bathroom – Minimum Requirements									
142	Mandatory 1-5	Baths and/or showers with hot and cold running water. Hot water reaches at least 36-38 degrees within 60 seconds.	0		M	M	M	M	M
143	Mandatory 1-5	Toilet system in working order.	0		M	M	M	M	M
144	Mandatory 1-5	Availability of exhaust system in the bathroom	0		M	M	M	M	M
145	Minimum 1-5	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)	4		m	m	m	m	m
146	Additional	Custom water feature (e.g., body jets, multiple showerheads, oversized ceiling rain shower, panel systems, steam shower, bathtub, etc.) is available	2						
4.2 Bathroom - Enclosure - Quality									
	Acceptable	Lightweight shower curtain in place.	2						
	Good	Good quality shower curtain in place.	4						
	Very Good	Framed shower screen or standard shower wall in place.	6						
	Excellent	Upscale framed shower screen or shower wall of excellent quality in place.	8						
	Outstanding	Frameless shower screen or custom designed shower enclosure.	10						
4.3 Bathroom – Basin - Quality & Space									
148	Minimum 1-5	Single wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	2		m	m	m	m	m
	Additional	Double wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	4						
149	Additional	Limited space or shelf for basic toiletries is provided.	2						
	Additional	Ample space for additional personal toiletries of guest is provided.	6						
	Minimum 5	Generous space for all personal toiletries is provided, with counters or shelf provided for other personal items (e.g., face towel).	10						m
4.4 Bathroom - Toilet – Quality									
150	Additional	Floor-mounted toilet of solid and durable material.	2						
	Additional	Wall-hung toilet bowl of solid and durable material.	4						
151	Minimum 1-3	Toilet seat and cover made of plastic or lightweight material, with good fit.	2		m	m	m		
	Minimum 4-5	Toilet seat and cover made of solid material or of equivalent superior durability, with good fit.	4					m	m
		Sensor operated flush and/or custom design features are in place.							
4.5 Bathroom - Interior - Quality									
	Acceptable	• With painted walls or partially tiled walls. • Some gaps on the panelling may be evident. • Enough lighting for practical use.	2						
	Good	• With fully tiled walls. • Non-skid flooring in place. • May still have small gaps on the panelling. • Multiple lights in different areas provide good illumination across the bathroom.	4						
	Very Good	• With fully tiled walls. • No visible gaps on the panelling. • Interior has a well-coordinated design. • Very good lighting with multiple light switches. • With at least one socket in the vanity/basin area.	6						
	Excellent	• Materials used and panelling in walls, floor and ceiling are of high-end tiles, stone, granite, marble, or equivalent. • Interior has a well-coordinated design. • Very good lighting with multiple light switches • With at least two sockets in the vanity/basin area.	8						
	Outstanding	• Materials used and panelling in walls, floor and ceiling are of highest quality. • Interior has very good lighting, with task lighting at the vanity/wash basin. • With attention to detail in interior design, ceiling finish and lighting.	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 4: BATHROOM									
153	Filipinization	Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the bathroom	5						
154		4.6 Bathroom – Space and Comfort							
	Acceptable	<ul style="list-style-type: none"> Bathroom has a limited but usable space. Ability to move around but with restrictions (e.g. touching the walls while moving). 	2						
	Good	<ul style="list-style-type: none"> Bathroom has enough space for one (1) person to move or dry oneself without touching the walls. With limited area to hang or place clothes, towel, and personal toiletry 	4						
	Very Good	<ul style="list-style-type: none"> Bathroom has ample space for one (1) person to move around. With areas, conveniently located, to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	6						
	Excellent	<ul style="list-style-type: none"> Bathroom has generous space for two (2) persons to move around. Well-designed areas to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	8						
	Outstanding	<ul style="list-style-type: none"> Spacious bathroom allowing two (2) or more persons to move around with ease and comfort. With well-designed and generous space to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	10						
155		4.7 Bathroom Interior – Overall Condition / Maintenance							
		<i>Note: Covers shower, basin, toilet and interior.</i>							
	Acceptable	<ul style="list-style-type: none"> Fixtures do not have leaks and rust. Water may run or drain slowly. Grout on tiles may need attention or maintenance work. Bathroom floor and wall may have hairline cracks. 	2						
	Good	<ul style="list-style-type: none"> Fixtures are clean with minimal wear or tear. Water drains properly. With maintenance/repair work on tiles/flooring done properly. May still have hairline cracks. 	4						
	Very Good	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly but may have weak pressure. Repairs are done but may be evident. No cracks or chipped tiles and water drains well. 	6						
	Excellent	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly. Repairs are done professionally and requires no further attention. With evidence of proper and preventive maintenance. No issues on grouting. 	8						
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. All fixtures are working properly and responsive according to their intended use. 	10						
156		4.8 Bathroom – Overall Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas in the bathroom are clean and uncluttered No hair strands in bathroom or drain. Minimal mould, soap scum, discoloration or water stains on tiles or hard-to-reach areas. No unpleasant smell in the bathroom. 	2						
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4						
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times, including hard-to-reach areas Smears/stains are barely visible on surfaces. No visible mould, discoloration or water stains on tiles. 	6						
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Minor scratches or marks are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8						
	Outstanding	<ul style="list-style-type: none"> No evidence of dust, smears, stain, mark or chip in surfaces and sign of mould or mildew. No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage) Well ventilated, no humid areas 	10						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 4: BATHROOM									
4.9 Bathroom- Towels – Quality									
<i>Range of towels per quest:</i>									
157	Minimum 1-5	Bath towel	2		m	m	m	m	m
158	Minimum 1-5	Bath mat	2		m	m	m	m	m
159	Minimum 3	Hand or face towel	1				m		
	Minimum 4-5	Hand and face towel	2					m	m
160	Minimum 5	Bathrobe / Yukata	2						m
<i>Quality of towels:</i>									
161	Acceptable	Towels are thin, rough to touch, low absorbency	2						
	Very Good	Towels are thick, soft to touch, high absorbency	6						
	Outstanding	Towels are 90-100% premium cotton or natural fibers/organic cloth, heavyweight, plush to touch, with high absorbency, generous-sized towels	10						
162	4.10 Bathroom- Towels – Condition and Cleanliness								
	Acceptable	• Towels are clean with no visible tear or rip but may be thinning from use. • May have some minor stains, discoloration, faded spots or frayed/worn edges.	2						
	Good	• Towels are clean and in good condition, with no visible tear or rip. • Very minimal visible stains, discoloration, faded spots or fraying.	4						
	Very Good	• Towels are in very good condition with minimal fraying/wear on edges. • No visible tear or rip, discoloration, stain or faded spots	6						
	Excellent	• Towels are in excellent condition. • No visible tear or rip, discoloration, stain, faded spots or fraying/worn edges.	8						
	Outstanding	• All linens in good-as-new condition. Properly laundered and smells fresh.	10						
4.11 Toiletries – Availability									
163	Mandatory 1-5	Toilet paper provided.	0		M	M	M	M	M
164	Minimum 1-5	Body soap (bar/liquid/gel).	1		m	m	m	m	m
165	Minimum 4-5	2-in-1 Shampoo/Conditioner or Separate Shampoo and Conditioner	1			m	m	m	m
166	Minimum 3-5	Dental Kit (Tooth brush and tooth paste) per quest.	1				m	m	m
167	Minimum 4-5	Hand or face soap.	1					m	m
168	Minimum 4	Two additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	1					m	
	Minimum 5	Three additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	2						m
4.12 Bathroom – Amenities - Availability									
169	Minimum 1-5	Bidet.	4		m	m	m	m	m
170	Minimum 3-5	Functional hairdryer.	2				m	m	m
171	Additional	Magnifying mirror.	2						
172	Additional	Weighing scales.	2						
173	Minimum 1-5	Trash bin (separate from the bedroom)	2		m	m	m	m	m
	Sustainability	Labelled trash bins for proper segregation (separate from the bedroom)	3						
4.13 Bathroom – Environmental Protection									
174	Sustainability	With dual flush toilet system, sensor-operated system or similar mechanism to conserve water.	5						
175	Sustainability	With flow regulators on shower/taps to conserve water.	5						
176	Sustainability	Bulk dispensers or biodegradable packaging used for toiletries and amenities without compromising guest safety.	5						
177	Sustainability	Towel and linen policy promotes conservation and gives guest choice regarding frequency of cleaning.	5						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 5: FOOD AND BEVERAGE									
5.1 Food and Beverage – Availability of Restaurants									
178	Minimum 1-2	Meal (breakfast, lunch, or dinner) available through a Grab & Go, Take-away or Dine-in Facility.	4		m	m			
	Minimum 3-5	All Day Dining (ADD) Restaurant available.	10				m	m	m
179	Minimum 4-5	Additional F&B outlet (2 point per outlet, for a maximum of 6 points) is available. <i>Excluding ADD, In-room Dining and Grab & Go/ Take away.</i>	6					m	m
180	Minimum 4	In-room Dining service for a minimum of 12 operating hours per day.	2					m	
	Minimum 5	In-room Dining service for a minimum of 18 operating hours per day.	4						m
5.2 Food and Beverage Menu - Options and Availability									
181	Filipinization	Offers a variety of local or Filipino dish.	5		m	m	m	m	m
182	Filipinization	Offers a variety of local or Filipino beverages.	5						
		<i>Note: The following shall refer to the menu of the main F&B facility or All Day Dining Restaurant.</i>							
183	Acceptable	Menu offers fast food items and instant or bottled drinks.	2						
	Very Good	Menu offers limited options of set meals or a-la carte meals and snacks. Fresh or made-to-order drinks are also included in the menu.	4						
	Outstanding	Menu offers an extensive list of a-la carte meals with additional options for appetizers, sides or snacks. Fresh or made-to-order drinks are also included in the menu.	6						
184	Additional	Menu for beverages is available, with options for spirits, beers and/or wines.	3						
		Menu availability (excluding seasonal menu):							
185	Acceptable	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 20% of the menu items are not available.	2						
	Very Good	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 10% of the menu items are not available.	4						
	Outstanding	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 5% of the menu items are not available.	6						
5.3 Food and Beverage – Service Quality									
186	Additional	Staff is knowledgeable about the menu and special offers / promotions of the restaurant/ dining facility	2						
187	Additional	<ul style="list-style-type: none"> Staff is responsive to guest needs or requests, able to offer appropriate product and service or alternatives, or prompt necessary assistance. Guests are assisted to their tables or informed of the waiting time. Tables are cleared after every guest. Guests are provided with the appropriate cutlery, etc. according to their orders, or as requested. 	3						
188	Additional	Guest orders or requests are delivered within the promised time and in the promised quantity / quality	2						
5.4 Restaurant - Interior - Quality									
		<i>Note: The following shall refer to the All Day Dining restaurant and shall cover decorations, wall & floor coverings, wall hangings, furniture (e.g., tables and chair), lighting.</i>							
189	Additional	Decoration, cutlery/crockery, furniture, lighting, wall and floor coverings or other installations are well-coordinated and consistent with the restaurant's theme.	2						
	Additional	Decoration, furniture, wall coverings or other installations are well-coordinated and made of good quality or durable materials.	4						
	Additional	Decoration, cutlery/crockery, furniture, lighting, wall coverings or other installations are tailored or custom built in accordance with the establishment's aesthetic or theme.	6						
	Filipinization	<ul style="list-style-type: none"> Materials that are indigenous or locally produced or represents Filipino culture or craftsmanship are well-incorporated in the decoration, cutlery/crockery, furniture, lighting, wall coverings or other installation Decoration and furniture are well-coordinated and of high quality. 	8						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 5: FOOD AND BEVERAGE									
190		5.5 Restaurant - Interior – Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas are vacuummed/cleaned. Cutleries or glassware are complete but may be mismatched or may have some marks (e.g. water marks) Furniture are in generally in good condition but may have signs of minor wear and tear. 	2						
	Good	<ul style="list-style-type: none"> Efficient vacuuming in place. Restaurant is generally clean. Evidence of high and low dusting. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners, walls and ceiling are efficiently cleaned/vacuummed including hard-to-reach areas. Cutleries or glassware are clean, sanitized and coordinated/well-matched. Furniture are all in good condition. Repairs may be evident but done professionally. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning of the restaurant is evident. Surfaces are well-polished with no smears. Excellent standard of cleanliness overall. 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners are thoroughly cleaned with attention to detail. All equipment, furniture and dining items are thoroughly cleaned. Cutleries and glassware are polished. No dust or smears. Repairs (if any) are professionally done, not evident, and need no further attention. 	10						
191	Minimum 1-5	Non skid flooring, generally clean and dry, free from vermin/pest, no offensive odor	2		m	m	m	m	m
192		5.6 Restaurant – Crockery, Cutlery, Glassware - Quality							
	Acceptable	<ul style="list-style-type: none"> Basic crockery and cutlery available - fork and spoon only Adequately laid out tables. 	1						
	Good	<ul style="list-style-type: none"> Good quality cutlery in place. Appropriate table setting in place. 	2						
	Very Good	<ul style="list-style-type: none"> Very good quality glassware and solid cutlery. Range of cutleries in place. Well laid out table setting. 	3						
	Excellent	<ul style="list-style-type: none"> Excellent range of crockery and glassware. High standard of glassware and cutlery. 	4						
	Outstanding	Fine china, silver cutlery, crystal glassware or similar items of outstanding quality with the appropriate table setting are provided to dining guests.	5						
193		5.7 Restaurant – Space and Comfort							
	Acceptable	<ul style="list-style-type: none"> May have limited space with tables/seats placed close to each other. Walkways between tables may be narrow for one person to move without touching the other table/seat. 	2						
	Good	<ul style="list-style-type: none"> Walkways provide adequate space for one person to move around without touching the other table/seat. 	4						
	Very Good	<ul style="list-style-type: none"> Walkways have a good amount of space for two persons to move around without touching the other table/seat. 	6						
	Excellent	<ul style="list-style-type: none"> Guests, servers and wait staff can easily move around without bumping into each other or touching the tables/seats. Tables and seats can accommodate varying group sizes, with options for groups of 6 pax or more to be seated together. 	8						
	Outstanding	<ul style="list-style-type: none"> Guests, servers and wait staff can easily move around without bumping into each other or touching the tables/seats. Tables and seats can accommodate varying group sizes, with options for groups of 10 pax or more to be seated together. 	10						
		5.8 Kitchen - Cleanliness							
194	Mandatory 1-5	Compliance with the Health and Sanitation Code of the Philippines.	0		M	M	M	M	M
195	Additional	Kitchen working space and storage are properly designated and kept clean and organized.	2						
196	Additional	Appliances, cooking equipment and utensils are well-maintained and kept clean.	2						
197	Minimum 1-5	With first aid kit in the kitchen, fire blanket, and facilities for hand washing	1		m	m	m	m	m
198	Additional	All kitchen staff are wearing the proper attire or personal protective equipment (PPE).	2						
199	Sustainability	Waste bins are properly labelled and segregated, with proper disposal policies in place.	3						
200	Additional	Hazard Analysis Critical Control Point (HACCP)-Standard Certified or equivalent certification issued by a reputable/recognized institution.	3						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 6: AMENITIES AND SERVICES									
6.1 Amenities - Guest Services									
201	Technology/ Digitalization	Free and working Internet access/connection is available - at least 35 mbps	4						
202	Additional	Housekeeping turndown service at night.	3						
6.2 Amenities – Wellness Services									
203	Additional	Fitness centre with cardio machines and staff onsite is available.	3						
	Additional	Fitness centre with trained staff on duty and 5 or more cardio machines are available.	5						
204	Additional	Wellness classes (e.g., yoga, aerobic, etc.) or a personal fitness/wellness trainer is available.	4						
205	Additional	Massage service is available. (Inhouse or Outsource)	2						
	Additional	Spa services with 3 or more treatment options are available. (Inhouse or Outsource)	4						
	Additional	Spa services with onsite facility is available. Spa services must have at least 3 treatment options and consist of massage, body treatments and water applications.	6						
206	Filipinization	Spa services include Traditional Filipino treatments	6						
207	Additional	Swimming pool is available.	4						
	Additional	Swimming pool for adults and kids are available and are properly demarcated / delineated.	6						
		<i>Note: If with swimming pool, establishment must have:</i> • Lifeguard, certified by the appropriate regulating body, on duty during operating hours. • Life-saving equipment visible within close proximity of the pool area. • Signages on pool depth and other reminders/policies in place.							
208	Additional	Sports equipment are available for rent as appropriate to the location.	2						
209	Additional	Jacuzzi is available.	2						
210	Additional	Sauna or steam room is available.	2						
6.3 Amenities – General Services									
211	Additional	Gift and souvenir shop is available.	3						
	Filipinization	Gift and souvenir shop, with Filipino handicrafts, delicacy or souvenir, is available.	6						
212	Additional	Personal care establishment such as but not limited to barbershops, hair spas, salons, and nail spas, and those offering aesthetic/cosmetic services is available.	3						
213	Minimum 5	Business Center or printing and photocopy services is available.	3						m
214	Minimum 1-5	First-aid facility or designated area for first-aid, with trained staff on site is available 24/7.	6		m	m	m	m	m
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 8 hours	8						
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 16 hours	10						
215	Additional	Kid's play area with trained staff on duty is available.	3						
216	Gender and Development (GAD)	Breastfeeding area is available with proper facilities and privacy (Comfortable seats, table, electrical outlet, and hand-washing facility or access to a washroom).	4						
6.4 Amenities – Conference / Function Venue									
		<i>Note: Venue to be measured based on 1.5 sq meter space per person</i>							
217	Additional	Conference/Function Venue cater to small groups of less than 20 people.	4						
	Additional	Conference/Function Venue cater to small groups of 20-50 people.	7						
	Additional	Conference/Function Venue cater to big groups of 50-100 people.	10						
	Additional	Conference/Function Venue cater to bigger groups of 100-250 people.	13						
	Additional	Conference/Function Venue cater to large groups more than 250 people.	16						
6.5 Amenities – Conference / Function Venue Equipment									
218	Additional	With projector and screen, suitable for the size of the conference/function venue	4						
	Additional	With LED screen suitable for the size of the conference/function venue	6						
219	Technology/ Digitalization	With the necessary amenity or facility to conduct hybrid /virtual events (e.g., webinars)	5						
220	Additional	With microphone and sound system, suitable for the size of the conference/function venue	2						
221	Additional	Tables and chairs are provided. Options are available for different venue layouts.	2						
		<i>Note: Decoration, furniture, temperature control, lighting and cleanliness included in public areas.</i>							

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 7: BUSINESS PRACTICES									
7.1 Business Processes									
222	Mandatory 1-5	Emergency and fire evacuation procedures are followed and in place, with corresponding annual drills.	0		M	M	M	M	M
223	Mandatory 1-5	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations	0		M	M	M	M	M
224	Mandatory 1-5	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.	0		M	M	M	M	M
225	Mandatory 1-5	Hotel meets all current regulations and legislative requirements to operate a Hotel. (<i>Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.</i>)	0		M	M	M	M	M
226	Additional	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.	5						
227	Additional	Risk assessment audit conducted annually that reviews security threats to the property and acted upon based on the recommendations.	5						
228	Social	Staff are provided with a minimum of 3 days of training annually (inhouse or outsource)	5						
229	Filipinization	At least 20% of the employees have training on the Filipino Brand of Service Excellence (FBSE)	3						
230	Filipinization Social	80% of the employees are from within the region.	6						
231	Filipinization Social	Procurement process ensures local purchasing. At least 50% are procured from local suppliers. (30% from within the region and another	6						
232	Sustainability	Procurement process advocates Green purchasing. At least 50% (e.g., food/ beverages, laundry services, and amenities) are procured from organic or Green certified suppliers.	5						
233	Sustainability	Green Building Certification or equivalent certification on environmental sustainability, such as but not limited to reduction of water, waste and energy use (i.e., LEED, BERDE, EDGE, ASEAN Green Hotel, etc.)	6						
234	Sustainability	Alternative/renewable source of energy (e.g., solar, wind, etc.) is utilized.	4						
7.2 Barrier-free Facilities for Persons with Disabilities (PWD)									
235	Additional	(Accessible Tourism) For PWD Rooms, 5% of all rooms shall be designated for PWD, but not less than 2 rooms.	3						
236	Additional	Reception areas shall provide low and recessed or split-level counters that can both accommodate standing persons and those seated on wheelchairs. Lowered counter shall have legroom space with 650 mm (0.65 m or 26 in) clear opening.	3						
237	Additional	All interior doors shall have a clear opening and a width of at least 900mm (0.9m or 35 in) to accommodate big and motorized wheelchairs.	3						
238	Additional	PWD Bedrooms shall have the following: <ul style="list-style-type: none"> • Lever type door handles. If using a proximity card reader, the card shall feature Braille signs or otherwise embossed with familiar signs. • Dual height peepholes with the lower one at 1,000 mm (1.0 m or 39 in) from the floor. • Light switches at maximum 1,200 mm (1.2 m or 47 in) from the floor. • Electrical outlets at a minimum of 450 mm (0.45 m or 18 in) from the floor. • If there is a writing desk or night table, the electrical outlet shall be above the finish top line of the writing desk or night table, and not under. • Bed height at maximum of 500 mm (0.5 m or 20 in) • Easy-to-open (preferably sliding) closet doors. • Dual height hanger racks with the lower rack at 1,400 mm (1.4 m or 55 in) from the floor or with pull-down hanger rods. • With an emergency mechanism in place, such as but not limited to, strobe lights, vibrator, etc. 	7						

No.	Ratings/ Category	Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 7: BUSINESS PRACTICES									
239	Additional	PWD Bathrooms shall have the following features:							
		<ul style="list-style-type: none"> • Toilet flooring of non-skid material even when wet. • Toilet bowls shall be placed where a vertical or climbing bar is positioned on the wall at 300mm (0.3m or 11.81 in) from the front tip of the toilet bowl to offer support when users pull or elevate themselves to a standing position. • Grab bars shall be placed on both sides at 300mm (0.3m or 11.81 in) from the top of toilet seat to top of grab bar for safety and effective utility. One side shall be fixed and one side is movable. The distance between the bars shall not exceed 0.76 m (30 inches) • Grab bars and a durable seat shall also be placed in the shower area. • Toilet bowls should be elevated at 450mm (0.45m or 17.71 in) from the floor. • With an emergency mechanism, such as but not limited to, telephone or emergency / panic alarm button 	7						
240	Additional	Has at least one Elevator with the following PWD-friendly features:							
		<ul style="list-style-type: none"> • Can accommodate a minimum of two (2) wheelchairs, with a minimum width clearance of 1,800 mm (1.8 m or 71 in) • Horizontal control panel for wheelchair users and vertical control panels for those in standing position shall be available. • The exterior and interior button panels shall not exceed 1,200 mm (1.2 m or 47 in) from the floor. • The panel buttons shall feature Braille signs or otherwise embossed with familiar signs for those not educated in Braille. • Audio system shall be in place to inform guests what floor the elevator is already at. • Equipped with handrails, placed on three sides, including rear end at 0.7 – 0.76 m (28-30 in) from the floor. • With an Emergency Rescue Device. 	6						
		7.3 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)							
241	Additional	Staff are easily identified through the ID or nameplate they wear.	1						
242	Additional	Staff wears clean uniform / personal protective equipment appropriate for the scope of work.	2						
	Additional	Staff wears clean and custom uniform / personal protective equipment distinct for each department / scope of work	4						
243	Filipinization	Staff uniform accents/ incorporates materials that are indigenous or locally produced or represents Filipino culture or craftsmanship	5						
244	Additional	Staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.	4						
245	Additional	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity	4						
246	Additional	Guests feedback mechanism is in place. Guest concerns or complaints, if any, are responded to within 24 hrs or the next business day.	4						
247	Additional	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.	4						

2024 National Accommodation Standards

RESORT

Dimension & Title	Item	NAS Resort Indicators	Points
Dimension 1: Arrival & Departure	1.1	Building Appearance	0
	1.2	Building - Design Construction and Quality	0
	1.3	Building - Condition	10
	1.4	Entrance / Exit & Parking	1
	1.5	Transport	4
	1.6	Security	10
	1.7	Reception and Concierge Services	19
	1.8	Reception and Seating Area	17
	1.9	Check-in Process	14
	1.10	Check-out Process	10
	1.11	Reception Service Quality	15
			TOTAL:
Dimension 2: Public Areas	2.1	Public Areas - Decoration & Furniture - Design and Quality	10
	2.2	Public Areas – Decoration & Furniture - Condition and Maintenance	10
	2.3	Public Washroom - Quality and Amenities	21
	2.4	Public Washroom - Condition & Cleanliness	10
	2.5	Public Areas - Room Climate	10
	2.6	Public Areas - Lighting – Quality	6
	2.7	Public Areas - Lighting – Environmental Protection	17
	2.8	Public Areas – Cleanliness	13
	2.9	Landscaped Areas or Open spaces - Quality & Condition	10
	2.10	Garden Plants and Watering	13
		TOTAL	120
Dimension 3: Bedroom	3.1	Room Size	25
	3.2	Suites - Availability	6
	3.3	Premier Suite - Availability	4
	3.4	Rooms for Persons with Disabilities (PWD) – Availability	0
	3.5	Bedroom - Space & Comfort	10
	3.6	Bedroom – Noise Levels	5
	3.7	Bedroom – Bed Mattress – Quality	20
	3.8	Bedroom – Bed Mattress – Condition & Cleanliness	12
	3.9	Bedroom - Bedding & Linen – Quality	22
	3.10	Bedroom - Bedding & Linen – Condition & Cleanliness	10
	3.11	Bedroom – Pillows – Quality	7
	3.12	Bedroom – Pillows – Condition & Cleanliness	10
	3.13	Bedroom – Lighting – Quality	10
	3.14	Bedroom - Lighting – Condition & Cleanliness	10
	3.15	Bedroom - Lighting – Environmental Protection	9
	3.16	Bedroom Curtains – Quality	10
	3.17	Bedroom Curtains – Condition & Cleanliness	10
	3.18	Bedroom - Floor Coverings – Quality	10
	3.19	Bedroom - Floor Coverings - Condition & Cleanliness	10
	3.20	Bedroom - Temperature Control - Quality	5
	3.21	Bedroom – Furniture - Quality	10
	3.22	Bedroom - Furniture – Condition & Cleanliness	10
	3.23	Bedroom - Accessories and Amenities available	65
	3.24	Bedroom – Cleanliness	10
		TOTAL	300

**2024 National Accommodation Standards
RESORT**

Dimension & Title	Item	NAS Resort Indicators	Points
Dimension 4: Bathroom	4.1	Bathroom – Minimum Requirements	5
	4.2	Bathroom - Enclosure - Quality	10
	4.3	Bathroom – Basin - Quality & Space	14
	4.4	Bathroom - Toilet – Quality	6
	4.5	Bathroom – Interior - Quality	10
	4.6	Bathroom – Space and Comfort	15
	4.7	Bathroom – Overall Condition / Maintenance	23
	4.8	Bathroom – Overall Cleanliness	10
	4.9	Bathroom – Towels – Quality	12
	4.10	Bathroom – Towels – Condition and Cleanliness	10
	4.11	Toiletries – Availability	6
	4.12	Bathroom – Amenities - Availability	9
	4.13	Bathroom – Environmental Protection	20
			TOTAL
Dimension 5: Food and Beverage	5.1	Food and Beverage – Availability of Restaurants	20
	5.2	Food and Beverage Menu – Options and Availability	25
	5.3	Food and Beverage – Service Quality	9
	5.4	Restaurant - Interior - Quality	8
	5.5	Restaurant - Interior – Condition & Cleanliness	13
	5.6	Restaurant – Crockery, Cutlery, Glassware - Quality	10
	5.7	Restaurant – Space and Comfort	10
	5.8	Kitchen - Cleanliness	15
			TOTAL
Dimension 6: Amenities and Services	6.1	Amenities - Guest Services	3
	6.2	Amenities – Wellness Services	34
	6.3	Amenities - General Services	23
	6.4	Amenities - Amenities – Relaxation, Recreation & Sports	30
	6.5	Amenities - Conference / Function Venue	16
	6.6	Amenities - Conference Equipment	14
			TOTAL
Dimension 7: Business Practices	7.1	Business Processes	45
	7.2	Barrier-free Facilities for Persons with Disabilities (PWD)	29
	7.3	Service, Hospitality, Efficiency, Friendliness Requirement (SHEF)	26
			TOTAL
		GRAND TOTAL	1000

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 1: ARRIVAL/DEPARTURE									
1.1 Building – Appearance									
1	Mandatory 1-5	Building exterior is clean and in good condition	0		M	M	M	M	M
2	Mandatory 1-5	Resort name/signage is clearly visible from the street	0		M	M	M	M	M
3	Mandatory 1-5	Resort name/signage is visible at night.	0		M	M	M	M	M
1.2 Building Construction Quality									
	Mandatory 1-5	Structure is built with durable materials that provide simple and safe accommodation environment	0		M	M	M	M	M
1.3 Building - Condition (wear and tear)									
5	Acceptable	Natural weathering may be visible but building is structurally sound. Minor repair work may be required.	2						
	Good	Good appearance, weathering may still exist, but in sound condition.	4						
	Very Good	Very good maintenance of building and upkeep on paintwork and exterior panels.	6						
	Excellent	High standard of external appearance, allowing for the age of the building.	8						
	Outstanding	No visible signs of natural weathering and no repair is required including maintenance of exterior and overall structure.	10						
1.4 Entrance / Exit & Parking									
6	Mandatory 1-5	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.	0		M	M	M	M	M
7	Minimum 1-5	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.	0		M	M	M	M	M
9	Additional	Valet parking is provided.	1						
1.5 Transport									
	Minimum 4-5	Transport and transfer services are available.	2					m	m
	Additional	Transport and transfer services are branded to the property and in excellent condition.	4						
1.6 Security									
11	Mandatory 1-5	Professional security personnel is available 24 hours at main entry point.	0		M	M	M	M	M
12	Mandatory 1-5	Property and security services ensure guest safety at all times, with proper delineation of restricted area.	0		M	M	M	M	M
13	Technology/ Digitalization	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.	4		m	m	m	m	m
14	Technology/ Digitalization	Effective use of CCTV with recording storage of at least 30 days to detect potential incidents.	6						m
1.7 Reception and Concierge Service									
15	Mandatory 1-5	Guests must be provided with Official Receipt (printed or digital).	0		M	M	M	M	M
16	Minimum 1-2	Reception service is available for at least 16 hours per day.	2		m	m			
	Minimum 3-5	Reception service available 24 hours per day.	6				m	m	m
17	Minimum 3-5	At least three (3) payment options are available (e.g., cash, debit/credit card, online and mobile payment options).	3				m	m	m
18	Minimum 1-5	Official up-to-date information on public health & safety, as applicable, and emergency contact numbers are available at the reception area.	2		m	m	m	m	m
19	Additional	Contact details or access for tourist assistance or concerns (e.g. DOT Tourist Assistance Call Center, LGU hotlines) are available at the reception area.	2						
20	Minimum 1-3	Left luggage service is available.	2		m	m	m		
	Minimum 4-5	Dedicated and secured left luggage room is available, with control measures in place.	4					m	m
21	Minimum 4-5	Concierge services are available 24 hours, including luggage assistance.	2					m	m

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 1: ARRIVAL/DEPARTURE									
22		1.8 Reception - Size and Seating Area							
		<i>Note: The reception seating area shall be in close proximity of the reception desk, where reception staff are still visible; Self check-in kiosks or similar installations, reception in Club floors or other similar areas shall be included when counting "transaction at a time"</i>							
	Acceptable	Reception service can cater to 1 reservation/transaction at a time. Seats for at least 2 guests are available.	2						
	Good	Reception service can cater to 2 reservations/transactions at a time. Seating area is close to the reception desk and can accommodate at least 4 guests.	4						
	Very Good	Reception service can cater to 3 reservations/transactions at a time. Seating area is comfortable, close to the reception desk, and can accommodate at least 6 guests.	6						
	Excellent	Reception service can cater to 4 reservations/transactions at a time. Seating area is comfortably furnished, conveniently located, and can accommodate at least 8 guests.	8						
	Outstanding	Reception service can cater to 5 reservations/transactions at a time, with options for group reservations or VIP guests/Members. Seating area can accommodate more than 10 guests with comfortable seating options for different sized groups.	10						
23		1.9 Check-In Process							
	Acceptable	Basic check-in process of not more than 10 minutes per guest	2						
	Good	Basic check-in process of not more than 8 minutes per guest	4						
	Very good	Basic check-in process of not more than 6 minutes per guest	6						
	Excellent	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 4 minutes per guest.	8						
	Outstanding	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 2 minutes per guest, with options for self check-in/ express check-in/ in-room check-in/ etc.	10						
24	Technology/Digitalization	Express/Self-check in and/or out facility, system or mechanism in place for guests.	4						
25		1.10 Check-out Process							
	Acceptable	Basic check-out process of not more than 15 minutes per guest	2						
	Good	Basic check-out process of not more than 10 minutes per guest	4						
	Very good	Basic check-out process of not more than 6 minutes per guest	6						
	Excellent	Express check-out process of not more than 4 minutes per guest	8						
	Outstanding	In room check-out or express check-out options of not more than 2 minutes per guest.	10						
		1.11 Reception – Service Quality							
26	Minimum 1-5	Reception/Front office staff greets with a smile, and with a welcoming gesture.	2		m	m	m	m	m
27	Filipinization	Reception/Front office staff greets using the Mabuhay gesture	5						
28	Minimum 3-5	Reception/Front office staff uses professional language during interaction and keeps focus on the guest	2				m	m	m
29	Minimum 1-5	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.	2		m	m	m	m	m
30	Additional	Reception/Front office staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.	2						
31	Additional	Reception/Front office staff can capably provide information on nearby tourist destinations/ attractions or current activities around the area.	2						
32	Additional	Availability of staff fluent in foreign language (other than English)	2						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
2.1 Public Areas - Decoration & Furniture - Design and Quality									
33	Acceptable	Design has a consistent theme throughout the establishment.	2						
34	Good	Decoration, furniture, wall coverings or other installations are well-coordinated throughout the public areas.	4						
35	Very Good	Decoration, furniture, wall coverings or other installations are well-coordinated and made of good quality or durable materials.	6						
36	Excellent	Decoration, furniture, wall coverings or other installations are tailored or custom built in accordance with the establishment's aesthetic or theme, and well-coordinated throughout the public areas.	8						
37	Filipinization	<ul style="list-style-type: none"> Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the public area. Decoration and furniture are well-coordinated and of high quality. 	10						
2.2 Public Areas – Decoration & Furniture - Condition and Maintenance									
38		<i>Note: Shall refer to decorations, furniture, wall coverings or other installations in the public areas</i>							
	Acceptable	Needing minor repairs with evidence of wear and tear but in acceptable condition (or completed at least 50% of the hotel preventive maintenance program)	2						
	Good	Modest upkeep is visible but aging may still be evident (or completed at least 60% of the hotel preventive maintenance program)	4						
	Very Good	Visible, significant enhancements are present but may still have few marks or scratches (or completed at least 75% of the hotel preventive maintenance program)	6						
	Excellent	In excellent condition throughout with no visible scratches or marks (or completed at least 90% of the hotel preventive maintenance program)	8						
	Outstanding	Outstanding condition overall. No evidence of wear and tear. (or 100% of the hotel preventive maintenance program achieved)	10						
2.3 Public Washroom - Quality and Amenities									
39	Minimum 1-5	Public washroom with basin and toilet is available.	0		M	M	M	M	M
40	Minimum 1-5	<ul style="list-style-type: none"> Fixtures, fittings, piping and valves are made of durable materials All joints of fixtures/contact with wall/floor are sealed With proper ventilation and exhaust system in place With clean running water Hook or area for personal item in the cubicle or washroom 	3		m	m	m	m	m
41	Additional	Separate male and female public washroom with basin and toilet is available.	2						
42	Additional	Ablution facilities or foot washing facilities are provided.	2						
43	Gender and Development (GAD)	A Universal public washroom with basin and toilet for guests regardless of gender identity is available.	2						
44	Mandatory 1-5	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.	0		M	M	M	M	M
		Note: Accessible public washroom must have the following:							
		• Clear door opening of not less than 900 mm (0.90m or 35.43 in)							
		• There shall be a turning space of at least 1,500mm by 1,500mm (1.5m by 1.5m or 59 in by 59 in).							
		• Toilet bowls shall be placed where a vertical or climbing bar is positioned							
		• Grab bars shall be placed on both sides of the toilet seat. One side shall be fixed and one side is movable. With vertical and horizontal bars.							
		Amenities provided in the public washroom:							
45	Mandatory 1-5	Tissue paper	0		M	M	M	M	M
46	Minimum 1-5	Soap	1		m	m	m	m	m
47	Additional	Paper towel	1						
48	Additional	Hand dryer	2						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
49	Additional	At least 2 additional amenity (e.g., lotion, hand sanitizer/alcohol, etc.)	2						
50	Minimum 1-5	Trash bin with liners	1		m	m	m	m	m
51	Minimum 4-5	Medium mirror – at least 800mm by 400mm 31 inches by 16 inches.	2					m	m
52	Additional	Bidet	3						
53		2.4 Public Washroom - Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas in the washroom are clean. General area is uncluttered. No unpleasant smell in toilet. Adequate supply of clean, running water is available. Waste bins emptied regularly 	2						
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4						
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times: Thorough cleaning and maintenance is evident, including hard-to-reach areas (e.g., replacement of faulty fixtures, small repairs) With very good air circulation/ventilation. 	6						
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Scratches are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8						
	Outstanding	<ul style="list-style-type: none"> No dust, smears, stain, mark or chip in surfaces. No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage). Well ventilated, no humid areas 	10						
		2.5 Public Areas - Room Climate							
54	Sustainability	Temperature control systems in enclosed public areas are maintained between 24-25 degrees year round, except in areas where elevation is 2000 ft. above sea level.	5						
55	Minimum 1-3	Ventilation and temperature control systems are in good working order, operating without significant noise.	3				m	m	m
56	Additional	Use of diffuser, signature scent and/or Hepa Filter Technology	2						
		2.6 Public Areas - Lighting – Quality							
57	Minimum 1-5	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.	2		m	m	m	m	m
58	Additional	Reading lights, mood lights and/or dimming system are available in the public areas where appropriate.	2						
59	Additional	Upscale or custom built lighting fixtures are installed in the public areas.	2						
		2.7 Public Areas - Lighting – Environmental Protection							
60	Sustainability	Sensor lighting or time-controlled lighting is utilized without compromising guest safety.	5						
61	Sustainability	Natural lighting is maximized in public areas	5						
62	Sustainability	Energy-saving bulbs are used in at least 75% of the public areas.	5						
63	Sustainability	Energy-saving bulbs are used in 100% of the public areas.	7						

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 2: PUBLIC AREAS									
2.8 Public Areas – Cleanliness									
64	Mandatory 1-5	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.	0		M	M	M	M	M
65	Sustainability	Waste bins are properly labelled and segregated, with proper disposal policies in place.	3						
66	Acceptable	<ul style="list-style-type: none"> High touch areas are vacuummed/cleaned. Some dust, smears or marks only in hard-to-reach areas or hidden corners. 	2						
	Good	<ul style="list-style-type: none"> Efficient vacuuming. Public areas are generally clean. Evidence of high and low dusting. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners are efficiently cleaned/vacuummed including hard-to-reach areas. Minimal dust or smear visible with closer inspection. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning of the public areas is evident. Surfaces are well-polished with no smears. Excellent standard of cleanliness overall 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners, in high and low areas, are thoroughly cleaned with excellent attention to detail. All equipment, furniture and other installations are thoroughly cleaned. No dust or smears. 	10						
67		2.9 Landscaped Areas or Open spaces - Quality & Condition							
	Acceptable	<ul style="list-style-type: none"> Open space is provided but limited. Plants/shrubs/trees are available. Walkways are defined with no obstructions. 	2						
	Good	<ul style="list-style-type: none"> Ample open space with greenery. Bench or area for relaxation is provided. Layout is organized and allows ease of movement. 	4						
	Very Good	<ul style="list-style-type: none"> Open space is generous and landscaped with a variety of plants. Multiple benches or areas for relaxation are provided. 	6						
	Excellent	<ul style="list-style-type: none"> Well-kept grounds/open area with upscale design and extensive use of appropriate mature plants. With at least one upscale accent feature (e.g. Statuary, water feature, serenity garden, etc.) 	8						
	Outstanding	<ul style="list-style-type: none"> Professionally manicured grounds/open area with upscale design and extensive use of appropriate mature plants. Multiple upscale accent features are integrated by design (e.g. Statuary, water feature, serenity garden, etc.) 	10						
2.10 Garden Plants and Watering									
68	Filipinization	50% of the plants are local/endemic	4						
	Filipinization	More than 50% of the plants are local/endemic	6						
69	Sustainability	Recycled water is used in the watering of plants.	4						
70	Additional	Endangered or prohibited plants are not used. Proper permit is secured for plants needing such prior use in the establishment	3		m	m	m	m	m

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
3.1 Room Size									
		<i>Note: Size of the most numbered room (based on room type), including bathroom and veranda (if any), is:</i>							
71	Minimum 1	At least 16 sq. m	4		m				
	Minimum 2	At least 18 sq. m	8			m			
	Minimum 3	At least 20 sq. m	12				m		
	Minimum 4	At least 25 sq. m	16					m	
	Minimum 5	At least 30 sq. m	20						m
	Additional	At least 35 sq. m	25						
72	Mandatory 1-5	Ceiling height is at least 2.40 m (<i>Note: as per National Building Code - Section 805</i>)			M	M	M	M	M
73		3.2 Suites – Availability							
		<i>Note: Suites shall have</i> - Size of at least 40 sq. m., including bathroom - A master's bedroom with en-suite bathroom - Living area distinct from the bedroom, with pantry or food/drink preparation area							
	Minimum 4	2% of rooms are suites	4					m	
	Minimum 5	5% of rooms are suites.	6						m
		3.3 Premier Suite - Availability							
		<i>Note: Premier Suites shall have</i> - Size of at least 45 sq. m., including bathroom - A master's bedroom with en-suite bathroom - Living area distinct from the bedroom - Additional toilet or powder room (with sink and toilet) separate from the en-suite bathroom - Pantry or food/drink preparation area - Dining area							
74	Additional	2% of rooms are premier suites	2						
75	Additional	Availability of an Executive Lounge / Concierge / Club Floor that provides exclusive or special amenities and services to VIP Guests / Members / Designated groups	2						
		3.4 Rooms for Persons with Disabilities (PWD) – Availability							
76	Mandatory 1-5	One PWD room for every 50 up to 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.	0		M	M	M	M	M
		Note: PWD rooms must have the following:							
		• Clear door opening of not less than 0.90 m or 35 in (<i>Note: Clear door opening from the door panel to the opposite side</i>)							
		• Doors with dual peep hole, with the lower one at 1,000 mm (1.0 m) height							
		• Doorknobs and other hardware are installed between 0.82 m and 1.06 m or 32 in and 42 in above the floor (Preferred height is 0.90 m or 35 in)							
		• Manual switches shall be positioned within 1,200 mm (1.2 m or 47 in) above the floor							
		• There shall be a turning space of at least 1,500 mm by 1,500 mm (1.5 m by 1.5 m or 59 in by 59 in).							
77		3.5 Bedroom - Space & Comfort							
	Acceptable	• Doors, drawers, cupboards and wardrobe can be opened freely without moving the furniture • Room space may still be limited. Layout may feel tight/cramped.	2						
	Good	• Good amount of space to move freely while carrying a suitcase • Some narrow spaces may still be present	4						
	Very Good	• Well-designed space for ease of movement • No major obstacles to move around	6						
	Excellent	• Generous space that allows for comfortable relaxation and in-room dining • With ease of access to all facilities	8						
	Outstanding	• Luxurious space designed for relaxation and ease of movement • With furniture in suitable and convenient places • With ample free space for other guest's belongings	10						

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
78		3.6 Bedroom – Noise Levels							
	Acceptable	• Noise from outside is variable • Noise from neighboring rooms is audible	1						
	Good	• Minimal external noise from other rooms and from outside is heard but is not significant.	2						
	Very Good	• Noise is not more than 70 decibels as measured by the pillow position on the bed.	3						
	Excellent	• Noise is not more than 60 decibels as measured by pillow position on the bed.	4						
	Outstanding	• Noise is not more than 50 decibels as measured by pillow position on the bed.	5						
		3.7 Bedroom – Bed Mattress – Quality							
		Mattress thickness:							
79	Minimum 1	Mattress thickness of at least 4 inches.	2		m				
	Minimum 2	Mattress thickness of at least 6 inches.	4			m			
	Minimum 3-5	Mattress thickness of at least 8 inches.	6				m	m	m
	Additional	Mattress thickness of at least 10 inches.	8						
	Additional	Mattress thickness of at least 12 inches.	10						
		Mattress type							
80	Additional	Low density foam mattress is used.	2						
	Additional	Shallow innerspring, high density foam mattress is used.	4						
	Additional	Innerspring with pillow-top mattress is used.	6						
	Additional	Pocket coil, latex, memory foam, hybrid or equivalent mattress is used	8						
		Additional layers							
81	Minimum 3-5	Mattress protector/bed pad is used.	1				m	m	m
82	Additional	Separate mattress top/topper is used.	1						
		3.8 Bedroom – Bed Mattress – Condition & Cleanliness							
83	Acceptable	• Some minor stain, small tear, sag/indentation from the center, lump, or weakening of mattress edge.	2						
	Good	• Mattress is generally in good condition. • Provides good support all throughout (not sagging).	4						
	Very Good	• With evidence of good maintenance for mattress. • Minor stain or discoloration is barely visible.	6						
	Excellent	• Mattress in excellent condition. • Very little wear and tear.	8						
	Outstanding	• Mattress is in good-as-new condition, without stains or tears. • Mattress is even and comfortable, with no lumpy areas. • Smells fresh.	10						
	Additional	Mattresses are labelled and periodically rotated.	2						
		3.9 Bedroom - Bedding & Linen – Quality							
		Bedding & Linen layers:							
84	Minimum 1-5	Bed sheet is provided.	2		m	m	m	m	m
85	Minimum 1-2	Blanket of thinly woven cotton or equivalent poly cotton sheets is provided.	4		m	m			
	Minimum 3	Fleece blanket or blanket of equivalent thickness is provided.	6				m		
	Minimum 4-5	Comforter or Duvet with duvet cover is provided. With regular fiber fill or equivalent as comforter / duvet filler.	8					m	m
	Additional	Comforter or Duvet with duvet cover is provided. With superior fill made of duck or goose feather, down, down alternative or equivalent as comforter / duvet filler.	10						
		Threadcount:							
86	Additional	Linens have at least 180 threadcount or of thin weave	2						
	Additional	Linens have at least 200 threadcount or of medium weave	4						
	Additional	Linens have at least 250 threadcount or of tight weave cotton	6						
	Additional	Linens have at least 300 threadcount or equivalent in woven textile or silk linen	8						
	Additional	Linens have at least 350 threadcount or equivalent in woven textile or silk linen	10						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM									
3.10 Bedroom - Bedding & Linen – Condition & Cleanliness									
87	Acceptable	• Sheets are clean with no visible tear or rip. • May have some discoloration or faded spots.	2						
	Good	• Linen in good condition, with evidence of good laundry practices. • May still have some discoloration or faded spots.	4						
	Very Good	• Linens are in very good and crisp condition. • No visible discoloration or faded spots	6						
	Excellent	• Linens are in excellent condition, properly laundered and pressed. • No discoloration or faded spots.	8						
	Outstanding	• All linens in good-as-new condition. • Properly pressed, with no lumps in beddings	10						
3.11 Bedroom – Pillows – Quality									
88	Minimum 1-5	Two pillows with pillow case is provided per person .	1		m	m	m	m	m
89	Additional	Extra pillows or decorative pillows are in place.	1						
90	Additional	A menu of pillows is available with a variety of firmness/ softness and type.	1						
91	Additional	Each pillow has a protector.	1						
92	Additional	Pillows are made of regular fiber fill, foam or equivalent.	2						
	Additional	Pillows are made of superior fill such as duck or goose feather, down, down alternative, memory foam or equivalent.	3						
93	3.12 Bedroom – Pillows – Condition & Cleanliness								
	Acceptable	• Pillows are clean with very minor tear or rip • May have some discoloration or faded spots.	2						
	Good	• Pillows are in good condition. • May still have some discoloration or faded spots. • No visible tear or rip.	4						
	Very Good	• Pillows are in good and crisp condition (including case/protector). • No visible discoloration or faded spots	6						
	Excellent	• Pillows are in excellent condition, with evidence of proper maintenance. • No discoloration, faded spots, tear, rip or lumps.	8						
	Outstanding	• Pillows are in good-as-new condition, are even, with no lumps. • Smells fresh	10						
94	3.13 Bedroom – Lighting – Quality								
	Acceptable	• Light switches are by the main door only • Enough lighting for practical use.	2						
	Good	• Multiple light switches, aside from the main door, is available. • At least one bedside lamp is in place. • Good level of illumination in the bedroom.	4						
	Very Good	• Multiple light switches with bedside master switch is available. • At least two bedside lamp is in place. • Good level of illumination in the bedroom.	6						
	Excellent	• Multiple light switches with bedside master switch is available. • At least two bedside lamps and a desk/task light is in place. • Superior level of illumination in the bedroom.	8						
	Outstanding	• Multiple light switches and bedside master switch or remote-controlled lights are available. • Two bedside lamps, desk/task light, and mood lights / dimming system are in place. • Light fixtures and fittings are upscale, ornate or custom-designed.	10						
95	3.14 Bedroom - Lighting – Condition & Cleanliness								
	Acceptable	• Lights are functional, with evidence of cleaning in high touch surfaces. • One or two bulbs may need replacement.	2						
	Good	• No burnt shades. May have aging lamps but are functional. • Minor maintenance work around fittings into the wall may be required.	4						
	Very Good	• Lights are in good working condition and generally clean, including hard-to-reach areas. • Maintenance or repair work done.	6						

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
	Excellent	<ul style="list-style-type: none"> Lights are in excellent condition. With evidence of thorough cleaning. No visible dust or smears. Maintenance or repair work done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> Light fixtures and fittings are in good-as-new condition. No dust, marks or smears. Repairs are professionally done, not evident, and need no further attention. 	10						
3.15 Bedroom - Lighting – Environmental Protection									
96	Sustainability	At least 75% of bedroom lights are energy-saving.	4						
	Sustainability	100% of bedroom lights are energy-saving.	6						
97	Additional	All rooms have windows with a view, allowing natural light into the room.	3						
3.16 Bedroom Curtains – Quality									
	Acceptable	<ul style="list-style-type: none"> Curtains of unlined fabric/ shades/ blinds are in place Length is just enough to cover the window 	2						
	Good	<ul style="list-style-type: none"> Full-length curtains of lined fabric/ shades/ blinds are in place Allows only a little light to get through 	4						
	Very Good	<ul style="list-style-type: none"> Full-length curtains of lined fabric/ shades/ blinds are in place Allows for blackout in the room. 	6						
	Excellent	<ul style="list-style-type: none"> Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. 	8						
	Outstanding	<ul style="list-style-type: none"> Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. Have at least two layers (e.g., sheer and blackout curtain). May be motorized or automated. 	10						
3.17 Bedroom Curtains – Condition & Cleanliness									
	Acceptable	<ul style="list-style-type: none"> Curtains / shades/ blinds are clean. May have minor discoloration or faded spots. May occasionally require effort when drawing the curtain. 	2						
	Good	<ul style="list-style-type: none"> Curtains / shades/ blinds are clean with no visible tear or rip. Very few minor discoloration or faded spots, but not evident. Curtains are easy to draw. 	4						
	Very Good	<ul style="list-style-type: none"> Curtains / shades/ blinds are in good condition with no visible discoloration or faded spots Easy to draw and does not get stuck. 	6						
	Excellent	<ul style="list-style-type: none"> Curtains / shades/ blinds are in excellent condition. Not heavily wrinkled or creased. Wear and tear is not evident. 	8						
	Outstanding	<ul style="list-style-type: none"> Curtains / shades/ blinds are in good-as-new condition, with no signs of wear and tear. Repairs are professionally done, not evident, and need no further attention. 	10						
3.18 Bedroom - Floor Coverings – Quality									
	Acceptable	<ul style="list-style-type: none"> Floor tiles or carpets cover the main floor space. With painted wood, plywood, or linoleum flooring 	2						
	Good	<ul style="list-style-type: none"> Floor coverings uses quality timber floor, or quality carpet with underlay. 	4						
	Very Good	<ul style="list-style-type: none"> Floor covering uses commercial grade quality tiles, timber, or carpet with underlay Well-coordinated with the design of the room 	6						
	Excellent	<ul style="list-style-type: none"> Floor covering uses high grade or contemporary tiles, wool carpets or equivalent. With well coordinated area rugs or carpet inside the bedroom 	8						
	Outstanding	<ul style="list-style-type: none"> Floor covering uses top of the line or custom design flooring, polished woods, or high density carpets (at least 42 oz). 	10						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*	*
Dimension 3: BEDROOM										
101		3.19 Bedroom - Floor Coverings - Condition								
	Acceptable	<ul style="list-style-type: none"> Floor coverings may have some visible stains, discoloration or hairline cracks. 	2							
	Good	<ul style="list-style-type: none"> Generally clean with no visible stains or rip. Very few hairline cracks on flooring. Minor repair may be needed. 	4							
	Very Good	<ul style="list-style-type: none"> Thorough cleaning is evident, with no visible stains, rip or cracks. Repairs are done but may be evident. 	6							
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning and maintenance in place. No visible stains, rip or cracks. Repairs may be evident but done professionally. 	8							
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. No signs of wear or tear. Repairs are professionally done, not evident, and need no further attention. 	10							
102		3.20 Bedroom - Temperature Control - Quality								
	Acceptable	<ul style="list-style-type: none"> Window-based cooling system providing air circulation. Windows open and close easily Fan is available for additional cooling Some areas may be warmer or colder than others 	1							
	Good	<ul style="list-style-type: none"> Window-based cooling system providing air circulation. Windows open and close easily Fan is available for additional cooling Some areas may be warmer or colder than others 	2							
	Very Good	<ul style="list-style-type: none"> Split-type air conditioning unit in place, with personal remote control for guest. Noise levels coming from the cooling system are not more than 70 db. 	3							
	Excellent	<ul style="list-style-type: none"> Centralized cooling system in operation, with personal remote. Windows are well insulated No hot areas or draughty places in room. Noise levels coming from the cooling system are not more than 60 db. 	4							
	Outstanding	<ul style="list-style-type: none"> Room pre-cooled for arrival of guests or very fast cooling system available. Highest quality unit or sensor-operated cooling system in place, with personal control of room temperature available. Noise levels coming from the cooling system are not more than 50 db. 	5							
103		3.21 Bedroom – Furniture - Quality								
	Acceptable	<ul style="list-style-type: none"> With one chair and one bedside table made of Medium Density Fiberboard (MDF) or equivalent 	2							
	Good	<ul style="list-style-type: none"> With one chair, writing desk and bedside table made of Medium Density Fiberboard (MDF) or equivalent 	4							
	Very Good	<ul style="list-style-type: none"> With one chair, writing desk and bedside table made of High Density Fiberboard (HDF), solid wood or equivalent Timber veneers and glass tops, with polished edges may be used 	6							
	Excellent	<ul style="list-style-type: none"> With one chair, writing desk and two bedside tables made of High Density Fiberboard (HDF), solid wood or equivalent Timber veneers and glass tops, with polished edges may be used Furniture are well coordinated throughout the room 	8							
	Outstanding	<ul style="list-style-type: none"> With two seats (e.g., chair and/or sofa), a writing desk and two bedside tables of solid construction with polished/ laminated edge and surface or equivalent Upholstery or cushion in seats are in place for extra comfort Furniture well-coordinated with appropriate size and scale relative to the room space. 	10							

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
104		3.22 Bedroom - Furniture – Condition & Cleanliness							
	Acceptable	• Surfaces are clean but may have minor stain, scratch or marks.	2						
	Good	• Generally clean with no visible stains or rip. • Minor repair may be needed.	4						
	Very Good	• Generally clean with no visible stains or cracks. • Repairs are done but may be evident.	6						
	Excellent	• Regular and thorough cleaning and maintenance in place. • No visible stains, rip or cracks. • Repairs may be evident but done professionally.	8						
	Outstanding	• In good-as-new condition. • No signs of dust, smears and wear or tear. • Repairs are professionally done, not evident, and need no further attention.	10						
3.23 Bedroom - Accessories and Amenities available									
105	Mandatory 1-5	Emergency evacuation / Fire Exit Plans posted in all rooms.	0		M	M	M	M	M
106	Minimum 1-5	Minimum of two (2) power outlets conveniently located for use.	1		m	m	m	m	m
107	Filipinization	Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the bedroom	5						
108	Technology/Digitalization	Electronic key card locking system or contactless locking system in place.	1					m	m
109	Sustainability	Key card power system in place.	1					m	m
110	Minimum 1-5	Door chain, latch, peep hole to view visitors, double lock or other security feature is in place.	1		m	m	m	m	m
111	Minimum 1-2	At least one (1) mirror each in the bedroom and bathroom is available.	1		m	m			
	Minimum 3-5	Provides a minimum of 3 mirrors - bedroom and bathroom vanity mirror (at least 800 mm by 400 mm or 31 in by 16 in), and full length mirror (in the bedroom or bathroom).	2				m	m	m
112	Additional	Availability of at least 3 wire clothes hanger per person	1						
	Additional	Availability of at least 3 plastic clothes hanger per person	2						
	Minimum 4-5	Availability of at least 3 wooden clothes hanger per person	3					m	m
113	Additional	Availability of hook for hangers	1						
	Additional	Small size wardrobe 24 inches minimum width	2						
	Additional	Adequate size wardrobe 35 inches minimum width	3						
	Additional	Standard size wardrobe 46 inches minimum width	4						
	Additional	Spacious wardrobe 57 inches minimum width	5						
114	Minimum 2-5	Availability of luggage rack (permanent or portable)	1				m	m	m
115	Minimum 1-2	Central safe at reception only.	1		m	m			
	Minimum 3	Small safety deposit box in room, functional and securely bolted.	2					m	
	Minimum 4-5	Safety deposit box in room, large enough for 13" laptop, functional and securely bolted.	3						m
116	Mandatory 1-5	• Availability of drinking water • At least one cup/ glass/ container per guest in room.	0		M	M	M	M	M
117	Sustainability	Provision of reusable glass / bottle in room or drinking water in non single-use plastic container.	1						
118	Sustainability	Availability of in-room filtration system for potable drinking water.	2						
119	Minimum 3-5	• At least 1 set per person of tea/coffee facilities in room (e.g., coffee, tea, sugar, creamer, environmental-friendly stirrer, cup and saucer) • With kettle or any facility for the provision of hot water	1					m	m
120	Additional	With tea/coffee making equipment in room with complimentary tea/coffee beans/pods/capsule/ bags	1						
121	Minimum 3-5	In-room communication device (e.g., telephone, intercom) or online/mobile app for guest services	1					m	m
122	Additional	Wake up service.	1						
123	Technology/Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with basic property information.	1		m	m			
	Technology/Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property including mini bar price list, as applicable, and/or restaurant menu.	2					m	
	Technology/Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property, on what to see and do for tourists within the area, and access to other tourism information (e.g., DOT Travel Philippines App).	3						m

No.	Ratings	Resort Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM									
124	Minimum 1-5	Emergency contacts and relevant hotlines are available in-room.	1		m	m	m	m	m
125	Additional	Access to other tourism information (e.g., DOT Travel Philippines App, DOT Tourist Assistance Call Center) is provided.	1						
126	Additional	Writing tool (e.g., pen, pencil) and pad or paper is provided in room	1						
127	Additional	A means of communicating "Do not disturb" and "Please make up room" is provided.	1						
128	Minimum 3-5	Refrigerator, clean and in working condition	2			m	m	m	
	Additional	Refrigerator with serviced mini bar. (Note: Items must be set up already)	3						
129	Additional	• Colored TV with screen size of at least 20 inches.	1						
	Additional	• Colored TV with screen size of at least 20 inches and functional remote control.	2						
	Minimum 3	• Flat screen TV with screen size of at least 20 inches and functional remote control.	3				m		
	Minimum 4	• Flat screen TV with screen size of at least 32 inches and functional remote control.	4					m	
	Minimum 5	• Flat screen TV with screen size of at least 40 inches and functional remote control.	5						m
130	Additional	Multichannel options with at least 3 international news channels is available.	1						
131	Technology/ Digitalization	Availability of smart TV with device cast features or streaming services.	2						
132	Additional	Availability of on-screen property information.	1						
133	Additional	Availability of on screen messaging and accounts.	1						
134	Technology/ Digitalization	In-room internet connections (WLAN or wired). May be time-limited or with additional pay for extension.	2						
	Technology/ Digitalization	Free and non-time limited in-room internet connections (WLAN or wired) with good connection quality and at least 35 mbps speed.	4						
135	Minimum 1-5	Functional flashlight, emergency light or illuminated light switches in room.	1		m	m	m	m	m
136	Minimum 5	Laundry bag in room and laundry service available.	1						m
	Additional	Express laundry service available (4 hour return service).	2						
137	Additional	Use/Provision of reusable laundry bag in room.	1						
138	Additional	Ironing service available.	1						
139	Additional	Iron and board available for guest use upon request.	1						
	Additional	Iron and board in room available.	2						
140	Minimum 1-5	Trash bin (separate from the bathroom) is provided.	1		m	m	m	m	m
	Sustainability	Labelled trash bins for proper segregation (separate from the bathroom) are provided.	2						
141	Additional	Qibla is available.	1						
142	Additional	Prayer mat is available.	1						
3.24 Bedroom – Cleanliness									
141	Minimum 1-5	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.	0		M	M	M	M	M
142	Minimum 1-5	Waste bin provided and emptied daily.	0		M	M	M	M	M
143	Acceptable	• High touch areas are cleaned/vacuummed	2						
	Good	• Efficient vacuuming. Bedroom is generally clean. • Evidence of high and low dusting.	4						
	Very Good	• Surfaces and corners are efficiently cleaned/vacuummed including hard-to-reach areas.	6						
	Excellent	• Regular and thorough cleaning is evident. • Surfaces are well-polished with no smears. • Excellent standard of cleanliness overall	8						
	Outstanding	• All surfaces and corners are thoroughly cleaned with excellent attention to detail. • All equipment and furniture are thoroughly cleaned. No dust or smears.	10						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	★	★★	★★★	★★★★	★★★★★
Dimension 4: BATHROOM										
4.1 Bathroom – Minimum Requirements										
144	Mandatory 1-5	Baths and/or showers with hot and cold running water. Hot water reaches at least 36-38 degrees within 60 seconds.	0		M	M	M	M	M	M
145	Mandatory 1-5	Toilet system in working order.	0		M	M	M	M	M	M
146	Mandatory 1-5	Availability of exhaust system in the bathroom	0		M	M	M	M	M	M
147	Minimum 1-5	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)	3		m	m	m	m	m	m
148	Additional	Custom water feature or bathtub (e.g., body jets, multiple showerheads, oversized ceiling rain shower, panel systems, steam shower, etc.) is available	2							
4.2 Bathroom - Enclosure - Quality										
	Acceptable	Lightweight shower curtain in place.	2							
	Good	Good quality shower curtain in place.	4							
	Very Good	Framed shower screen or standard shower wall in place.	6							
	Excellent	Upscale framed shower screen or shower wall of excellent quality in place.	8							
	Outstanding	Frameless shower screen or custom designed shower enclosure.	10							
4.3 Bathroom – Basin - Quality & Space										
150	Minimum 1-5	Single wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	2		m	m	m	m	m	m
	Additional	Double wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	4							
151	Additional	Limited space or shelf for basic toiletries is provided	2							
	Additional	Ample space for additional personal toiletries of guest is provided	6							
	Minimum 5	Generous space for all personal toiletries is provided, with counters or shelf provided for other personal items (e.g., face towel).	10							m
4.4 Bathroom - Toilet – Quality										
152	Additional	Floor-mounted toilet of solid and durable material.	2							
	Additional	Wall-hung toilet bowl of solid and durable material.	4							
153	Minimum 1-3	Toilet seat and cover made of plastic or lightweight material, with good fit.	1		m	m	m			
	Minimum 4-5	Toilet seat and cover made of solid material or of equivalent superior durability, with good fit.	2					m	m	
4.5 Bathroom - Interior - Quality										
	Acceptable	• With painted walls or partially tiled walls. • May have evident gaps on the panelling. • Enough lighting for practical use.	2							
	Good	• With fully tiled walls. • Non-skid flooring in place. • May have small gaps on the panelling • Multiple lights in different areas provide good illumination across the bathroom.	4							
	Very Good	• With fully tiled walls. • No visible gaps on the panelling • Interior has a well-coordinated design • Very good lighting with multiple light switches • With at least one socket in the vanity/basin area	6							
	Excellent	• Materials used and panelling in walls, floor and ceiling are of high-end tiles, stone, granite, marble, or equivalent • Interior has a well-coordinated design • Very good lighting with multiple light switches • With at least two sockets in the vanity/basin area	8							
	Outstanding	• Materials used and panelling in walls, floor and ceiling are of highest quality • Interior has very good lighting, with task lighting at the vanity/wash basin • With attention to detail in interior design, ceiling finish and lighting	10							

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	★	★★	★★★	★★★★	★★★★★
Dimension 4: BATHROOM										
155	Filipinization	Materials that represent Filipino culture or craftsmanship, indigenous, or locally sourced are well-incorporated in decoration, furniture, wall coverings or other installations in the bathroom	5							
156	4.6 Bathroom – Space and Comfort									
	Acceptable	<ul style="list-style-type: none"> Bathroom has a limited but usable space. Ability to move around but with restrictions (e.g. touching the walls while moving). 	2							
	Good	<ul style="list-style-type: none"> Bathroom has enough space for one (1) person to move or dry oneself without touching the walls. With limited area to hang or place clothes, towel, and personal toiletry 	4							
	Very Good	<ul style="list-style-type: none"> Bathroom has ample space for one (1) person to move around. With areas, conveniently located, to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	6							
	Excellent	<ul style="list-style-type: none"> Bathroom has generous space for two (2) persons to move around. Well-designed areas to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	8							
	Outstanding	<ul style="list-style-type: none"> Spacious bathroom allowing two (2) or more persons to move around with ease and comfort. With well-designed and generous space to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	10							
157	4.7 Bathroom Interior – Overall Condition / Maintenance									
	<i>Note: Covers shower, basin, toilet and interior.</i>									
	Acceptable	<ul style="list-style-type: none"> Fixtures do not have leaks and rust. Water may run or drain slowly. Grout on tiles may need attention or maintenance work. Bathroom floor and wall may have hairline cracks. 	2							
	Good	<ul style="list-style-type: none"> Fixtures are clean with minimal wear or tear. Water drains properly. With maintenance/repair work on tiles/flooring done properly. May still have hairline cracks. 	4							
	Very Good	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly but may have weak pressure. Repairs are done but may be evident. No cracks or chipped tiles and water drains well. 	6							
	Excellent	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly. Repairs are done professionally and requires no further attention. With evidence of proper and preventive maintenance. No issues on grouting. 	8							
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. All fixtures are working properly and responsive according to their intended use. 	10							
158	4.8 Bathroom – Overall Cleanliness									
	Acceptable	<ul style="list-style-type: none"> High touch areas in the bathroom are clean and uncluttered No hair strands in bathroom or drain. Minimal mould, soap scum, discoloration or water stains on tiles or hard-to-reach areas. No unpleasant smell in the bathroom. 	2							
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4							
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times, including hard-to-reach areas Smears/stains are barely visible on surfaces. No visible mould, discoloration or water stains on tiles. 	6							
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Minor scratches or marks are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8							

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	★	★★	★★★	★★★★	★★★★★
Dimension 4: BATHROOM										
	Outstanding	<ul style="list-style-type: none"> No evidence of dust, smears, stain, mark or chip in surfaces and sign of mould or mildew. No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage) Well ventilated, no humid areas 	10							
4.9 Bathroom- Towels – Quality										
Towels per guest:										
159	Minimum 1-5	Bath towel	1		m	m	m	m	m	
160	Minimum 1-5	Bath mat	1		m	m	m	m	m	
161	Minimum 3	Hand or face towel	1				m			
	Minimum 4-5	Hand and face towel	2					m	m	
162	Minimum 5	Bathrobe	2							m
Quality of towels:										
163	Acceptable	Towels are thin, rough to touch, low absorbency	2							
	Very Good	Towels are thick, soft to touch, high absorbency	4							
	Outstanding	Towels are 90-100% premium cotton or natural fibers/organic cloth, heavyweight, plush to touch, with high absorbency, generous-sized towels	6							
4.10 Bathroom- Towels – Condition										
164	Acceptable	<ul style="list-style-type: none"> Towels are clean with no visible tear or rip but may be thinning from use. May have some minor stains, discoloration, faded spots or frayed/worn edges. 	2							
	Good	<ul style="list-style-type: none"> Towels are clean and in good condition, with no visible tear or rip. Very minimal visible stains, discoloration, faded spots or fraying. 	4							
	Very Good	<ul style="list-style-type: none"> Towels are in very good condition with minimal fraying/wear on edges. No visible tear or rip, discoloration, stain or faded spots 	6							
	Excellent	<ul style="list-style-type: none"> Towels are in excellent condition. No visible tear or rip, discoloration, stain, faded spots or fraying/worn edges. 	8							
	Outstanding	All linens in good-as-new condition. Properly laundered and smells fresh.	10							
4.11 Toiletries – Availability										
165	Mandatory 1-5	Toilet paper provided.	0		M	M	M	M	M	
166	Minimum 1-5	Body soap (bar/liquid/gel).	1		m	m	m	m	m	
167	Minimum 4-5	2-in-1 Shampoo/Conditioner or Separate Shampoo and Conditioner	1			m	m	m	m	
168	Minimum 3-5	Dental Kit (Tooth brush and tooth paste) per guest.	1				m	m	m	
169	Minimum 4-5	Hand or face soap.	1					m	m	
170	Minimum 4	Two additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	1					m		
	Minimum 5	Three additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	2							m
4.11 Bathroom – Amenities - Availability										
171	Minimum 1-5	Bidet.	3		m	m	m	m	m	
172	Minimum 3-5	Functional hairdryer.	2				m	m	m	
173	Additional	Magnifying mirror.	1							
174	Additional	Weighing scales.	1							
175	Minimum 1-5	Trash bin (separate from the bedroom)	1		m	m	m	m	m	
	Sustainability	Labelled trash bins for proper segregation (separate from the bedroom)	2							
4.12 Bathroom – Environmental Protection										
176	Sustainability	With dual flush toilet system, sensor-operated system or similar mechanism to conserve water.	5							
177	Sustainability	With flow regulators on shower/taps to conserve water.	5							
178	Sustainability	Bulk dispensers or biodegradable packaging used for toiletries and amenities without compromising guest safety.	5							
179	Sustainability	Towel and linen policy promotes conservation and gives guest choice regarding frequency of cleaning.	5							

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 5: FOOD AND BEVERAGE									
5.1 Food and Beverage – Availability of Restaurants									
180	Minimum 1-2	Meal (breakfast, lunch, or dinner) available through a Grab & Go, Take-away or Dine-in Facility.	4		m	m			
	Minimum 3-5	All Day Dining (ADD) Restaurant available.	10				m	m	m
181	Minimum 4-5	Additional F&B outlet (2 point per outlet, for a maximum of 6 points) is available. <i>Excluding ADD, In-room Dining and Grab & Go/Take away.</i>	6					m	m
182	Minimum 4	In-room Dining service for a minimum of 12 operating hours per day.	2						m
	Minimum 5	In-room Dining service for a minimum of 18 operating hours per day.	4						m
5.2 Food and Beverage Menu - Options and Availability									
183	Filipinization	Offers a variety of local or Filipino dish.	5		m	m	m	m	m
184	Filipinization	Offers a variety of local or Filipino drinks. <i>Note: The following shall refer to the menu of the main F&B facility or All Day Dining Restaurant.</i>	5						
185	Acceptable	Menu offers fast food items and instant or bottled drinks.	2						
	Very Good	Menu offers limited options of set meals or a-la carte meals and snacks. Fresh or made-to-order drinks are also included in the menu.	4						
	Outstanding	Menu offers an extensive list of a-la carte meals with additional options for appetizers, sides or snacks. Fresh or made-to-order drinks are also included in the menu.	6						
186	Additional	Menu for beverages is available, with options for spirits, beers and/or wines. Menu availability (excluding seasonal menu):	3						
187	Acceptable	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 20% of the menu items are not available.	2						
	Very Good	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 10% of the menu items are not available.	4						
	Outstanding	Guests are informed on unavailable items or menu indicates unavailable items, but not more than 5% of the menu items are not available.	6						
5.3 Food and Beverage – Service Quality									
188	Additional	Staff is knowledgeable about the menu and special offers / promotions of the restaurant/ dining facility	3						
189	Additional	<ul style="list-style-type: none"> Staff is responsive to guest needs or requests, able to offer appropriate product and service or alternatives, or prompt necessary assistance. Guests are assisted to their tables or informed of the waiting time. Tables are cleared after every guest. <ul style="list-style-type: none"> Guests are provided with the appropriate cutlery, etc. according to their orders, or as requested. 	3						
190	Additional	Guest orders or requests are delivered within the promised time and in the promised quantity / quality	3						
5.4 Restaurant - Interior - Quality									
<i>Note: The following shall refer to the All Day Dining restaurant and shall cover decorations, wall & floor coverings, wall hangings, furniture (e.g., tables and chair), lighting.</i>									
191	Additional	Decoration, cutlery/crockery, furniture, lighting, wall and floor coverings or other installations are well-coordinated and consistent with the restaurant's theme.	2						
	Additional	Decoration, furniture, wall coverings or other installations are well-coordinated and made of good quality or durable materials.	4						
	Additional	Decoration, cutlery/crockery, furniture, lighting, wall coverings or other installations are tailored or custom built in accordance with the establishment's aesthetic or theme.	6						
	Filipinization	Materials that are indigenous or locally produced or represents Filipino culture or craftsmanship are well-incorporated in the decoration, cutlery/crockery, furniture, lighting, wall coverings or other installation	8						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 5: FOOD AND BEVERAGE									
5.5 Restaurant - Interior – Condition & Cleanliness									
192	Acceptable	<ul style="list-style-type: none"> High touch areas are vacuummed/cleaned. Cutleries or glassware are complete but may be mismatched or may have some marks (e.g. water marks) Furniture are in generally in good condition but may have signs of minor wear and tear. 	2						
	Good	<ul style="list-style-type: none"> Efficient vacuuming in place. Restaurant is generally clean. Evidence of high and low dusting. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners, walls and ceiling are efficiently cleaned/vacuummed including hard-to-reach areas. Cutleries or glassware are clean, sanitized and coordinated/well-matched. Furniture are all in good condition. Repairs may be evident but done professionally. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning of the restaurant is evident. Surfaces are well-polished with no smears. Excellent standard of cleanliness overall. 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners are thoroughly cleaned with attention to detail. All equipment, furniture and dining items are thoroughly cleaned. Cutleries and glassware are polished. No dust or smears. Repairs (if any) are professionally done, not evident, and need no further attention. 	10						
193	Minimum 1-5	Non skid flooring, generally clean and dry, free from vermin/pest, no offensive odor	3		m	m	m	m	m
5.6 Restaurant – Crockery, Cutlery, Glassware - Quality									
	Acceptable	<ul style="list-style-type: none"> Basic crockery and cutlery available - fork and spoon only Adequately laid out tables. 	2						
	Good	<ul style="list-style-type: none"> Good quality cutlery in place. Appropriate table setting in place. 	4						
	Very Good	<ul style="list-style-type: none"> Very good quality glassware and solid cutlery. Range of cutleries in place. Well laid out table setting. 	6						
	Excellent	<ul style="list-style-type: none"> Excellent range of crockery and glassware. High standard of glassware and cutlery. 	8						
	Outstanding	Fine china, silver cutlery, crystal glassware or similar items of outstanding quality with the appropriate table setting are provided to dining guests.	10						
195	5.7 Restaurant – Space and Comfort								
	Acceptable	<ul style="list-style-type: none"> May have limited space with tables/seats placed close to each other Walkways between tables may be narrow for one person to move without touching the other table/seat. 	2						
	Good	<ul style="list-style-type: none"> Walkways provide adequate space for one person to move around without touching the other table/seat. 	4						
	Very Good	<ul style="list-style-type: none"> Walkways have a good amount of space for two persons to move around without touching the other table/seat. 	6						
	Excellent	<ul style="list-style-type: none"> Guests, servers and wait staff can easily move around without bumping into each other or touching the tables/seats. Tables and seats can accommodate varying group sizes, with options for groups of 6 pax or more to be seated together. 	8						
	Outstanding	<ul style="list-style-type: none"> Guests, servers and wait staff can easily move around without bumping into each other or touching the tables/seats. Tables and seats can accommodate varying group sizes, with options for groups of 10 pax or more to be seated together. 	10						
5.8 Kitchen - Cleanliness									
196	Mandatory 1-5	Compliance with the Health and Sanitation Code of the Philippines.	0		M	M	M	M	M
197	Additional	Kitchen working space and storage are properly designated and kept clean and organized.	2						
198	Additional	Appliances, cooking equipment and utensils are well-maintained and kept clean.	2						
199	Minimum 1-5	With first aid kit in the kitchen, fire blanket, and facilities for hand washing	2		m	m	m	m	m
200	Additional	All kitchen staff are wearing the proper attire or personal protective equipment (PPE).	3						
201	Additional	Waste bins are properly labelled and segregated, with proper disposal policies in place.	3						
202	Additional	Hazard Analysis Critical Control Point (HACCP)-Standard Certified	3						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 6: AMENITIES AND SERVICES									
6.1 Amenities - Guest Services									
203	Additional	Housekeeping turndown service at night.	3						
6.2 Amenities – Wellness Services									
204	Additional	Fitness centre with cardio machines and staff onsite is available.	4						
205	Additional	Fitness centre with trained staff on duty and 5 or more cardio machines are available.	6						
206	Additional	Wellness classes (e.g., yoga, aerobic, etc.) or a personal fitness/ wellness trainer is available.	4						
207	Additional	Massage service is available. (Inhouse or Outsource)	2						
	Additional	Spa services with 3 or more treatment options are available. (Inhouse or Outsource)	4						
	Additional	Spa services with onsite facility is available. Spa services must have at least 3 treatment options and consist of massage, body treatments and water applications.	6						
208	Filipinization	Spa services include Traditional Filipino treatments	6						
209	Additional	Swimming pool is available.	4						
	Additional	Swimming pool for adults and kids are available and are properly demarcated / delineated.	6						
		<i>Note: If with swimming pool, establishment must have:</i> <ul style="list-style-type: none"> • Lifeguard, certified by the appropriate regulating body, on duty during operating hours. • Life-saving equipment visible within close proximity of the pool area. • Signages on pool depth and other reminders/policies in place. 							
210	Additional	Jacuzzi is available.	3						
211	Additional	Sauna or steam room is available.	3						
6.3 Amenities – General Services									
212	Additional	Gift and souvenir shop is available.	4						
	Filipinization	Gift and souvenir shop, with Filipino handicrafts, delicacy or souvenir, is available.	6						
213	Additional	Personal care establishment such as but not limited to barbershops, hair spas, salons, and nail spas, and those offering aesthetic/cosmetic services is available.	3						
214	Minimum 1-5	First-aid facility or designated area for first-aid, with trained staff on site is available 24/7.	6		m	m	m	m	m
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 8 hours	8						
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 16 hours	10						
215	Gender and Development (GAD)	Breastfeeding area is available with proper facilities and privacy (Comfortable seats, table, electrical outlet, and hand-washing facility or access to a washroom).	4						
6.4 Amenities – Relaxation, Recreation & Sports									
		Offers or has the following (either inhouse or through a partner service provider):							
216	Additional	Sight-seeing activities, land-based tours, excursions to tourist attractions, island hopping, etc.	6						
217	Additional	Land-based sports (basket ball, volley ball, tennis, badminton, table tennis, etc).	6						
218	Additional	Water-based sports (kayaking, sailing, waterski, jet ski, snorkelling, diving, etc).	6						
219	Additional	Nature-based sports (hiking, biking, fishing, bird-watching, nature trails, etc).	6						
220	Additional	Recreational or adventure activities for families and children (games, library, theme park, etc).	6						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 6: AMENITIES AND SERVICES									
6.5 Amenities – Conference / Function Venue									
<i>Note: Venue to be measured based on 1.5 sq meter space per person</i>									
221	Additional	Conference/Function Venue cater to small groups of less than 20 people.	4						
	Additional	Conference/Function Venue cater to small groups of 20-50 people.	7						
	Additional	Conference/Function Venue cater to big groups of 50-100 people.	10						
	Additional	Conference/Function Venue cater to bigger groups of 100-250 people.	13						
	Additional	Conference/Function Venue cater to large groups more than 250 people.	16						
6.6 Amenities – Conference / Function Venue Equipment									
222	Additional	With projector and screen, suitable for the size of the conference/function venue	4						
	Additional	With LED screen suitable for the size of the conference/function venue	6						
223	Technology/ Digitalization	With the necessary amenity or facility to conduct hybrid /virtual events (e.g., webinars)	5						
224	Additional	With basic amenities including tables and chairs, microphone and sound system, suitable for the size of the conference/function venue	3						
Note: Decoration, furniture, temperature control, lighting and cleanliness included in public areas.									

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 7: BUSINESS PRACTICES									
7.1 Business Processes									
225	Mandatory 1-5	Emergency and fire evacuation procedures are followed and in place, with corresponding annual drills.	0		M	M	M	M	M
226	Mandatory 1-5	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations	0		M	M	M	M	M
227	Mandatory 1-5	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.	0		M	M	M	M	M
228	Mandatory 1-5	Hotel meets all current regulations and legislative requirements to operate a Hotel. (Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.)	0		M	M	M	M	M
229	Additional	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.	5						
230	Additional	Risk assessment audit conducted annually that reviews security threats to the property and acted upon based on the recommendations.	5						
231	Social	Staff are provided with a minimum of 3 days of training annually (inhouse or outsource)	5						
232	Filipinization	At least 20% of the employees have training on the Filipino Brand of Service Excellence (FBSE)	3						
233	Filipinization Social	80% of the employees are from within the region.	6						
234	Filipinization Social	Procurement process ensures local purchasing. At least 50% are procured from local suppliers. (30% from within the region and another 20% from within the Philippines)	6						
235	Sustainability	Procurement process advocates Green purchasing. At least 50% (e.g., food/ beverages, laundry services, and amenities) are procured from organic or Green certified suppliers.	5						
236	Sustainability	Green Building Certification or equivalent certification on environmental sustainability, such as but not limited to reduction of water, waste and energy use (i.e., LEED, BERDE, EDGE, ASEAN Green Hotel, etc.)	6						
237	Sustainability	Alternative/renewable source of energy (e.g., solar, wind, etc.) is utilized.	4						
7.2 Barrier-free Facilities for Persons with Disabilities (PWD)									
238	Additional	(Accessible Tourism) For PWD Rooms, 5% of all rooms shall be designated for PWD, but not less than 2 rooms.	3						
239	Additional	Reception areas shall provide low and recessed or split-level counters that can both accommodate standing persons and those seated on wheelchairs. Lowered counter shall have legroom space with 650 mm (0.65 m or 26 in) clear opening.	3						
240	Additional	All interior doors shall have a clear opening and a width of at least 900mm (0.9m or 35 in) to accommodate big and motorized wheelchairs.	3						
241	Additional	PWD Bedrooms shall have the following: <ul style="list-style-type: none"> • Lever type door handles. If using a proximity card reader, the card shall feature Braille signs or otherwise embossed with familiar signs. • Dual height peepholes with the lower one at 1,000 mm (1.0 m or 39 in) from the floor. • Light switches at maximum 1,200 mm (1.2 m or 47 in) from the floor. • Electrical outlets at a minimum of 450 mm (0.45 m or 18 in) from the floor. • If there is a writing desk or night table, the electrical outlet shall be above the finish top line of the writing desk or night table, and not under. • Bed height at maximum of 500 mm (0.5 m or 20 in) • Easy-to-open (preferably sliding) closet doors. • Dual height hanger racks with the lower rack at 1,400 mm (1.4 m or 55 in) from the floor or with pull-down hanger rods. • With an emergency mechanism in place, such as but not limited to, strobe lights, vibrator, etc. 	7						

No.	Ratings	Resort Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 7: BUSINESS PRACTICES									
242	Additional	PWD Bathrooms shall have the following features:							
		<ul style="list-style-type: none"> • Toilet flooring of non-skid material even when wet. • Toilet bowls shall be placed where a vertical or climbing bar is positioned on the wall at 300mm (0.3m or 11.81 in) from the front tip of the toilet bowl to offer support when users pull or elevate themselves to a standing position. • Grab bars shall be placed on both sides at 300mm (0.3m or 11.81 in) from the top of toilet seat to top of grab bar for safety and effective utility. One side shall be fixed and one side is movable. The distance between the bars shall not exceed 0.76 m (30 inches) • Grab bars and a durable seat shall also be placed in the shower area. • Toilet bowls should be elevated at 450mm (0.45m or 17.71 in) from the floor. • With an emergency mechanism, such as but not limited to, telephone or emergency / panic alarm button 	7						
243	Additional	Has at least one Elevator with the following PWD-friendly features:							
		<ul style="list-style-type: none"> • Can accommodate a minimum of two (2) wheelchairs, with a minimum width clearance of 1,800 mm (1.8 m or 71 in) • Horizontal control panel for wheelchair users and vertical control panels for those in standing position shall be available. • The exterior and interior button panels shall not exceed 1,200 mm (1.2 m or 47 in) from the floor. • The panel buttons shall feature Braille signs or otherwise embossed with familiar signs for those not educated in Braille. • Audio system shall be in place to inform guests what floor the elevator is already at. • Equipped with handrails, placed on three sides, including rear end at 0.7 – 0.76 m (28-30 in) from the floor. • With an Emergency Rescue Device. 	6						
7.3 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)									
245	Additional	Staff are easily identified through the ID or nameplate they wear.		1					
246	Additional	Staff wears clean uniform / personal protective equipment appropriate for the scope of work.		2					
	Additional	Staff wears clean and custom uniform / personal protective equipment distinct for each department / scope of work		4					
247	Filipinization	Staff uniform accents/ incorporates materials that are indigenous or locally produced or represents Filipino culture or craftsmanship		5					
248	Additional	Staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.		4					
249	Additional	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity		4					
250	Additional	Guests feedback mechanism is in place. Guest concerns or complaints, if any, are responded to within 24 hrs or the next business day.		4					
251	Additional	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.		4					

2024 National Accommodation Standards
APARTMENT HOTEL

Dimension & Title	Item	NAS Apartment Hotel Indicators	Points
Dimension 1: Arrival & Departure	1.1	Building Appearance	0
	1.2	Building - Design Construction and Quality	0
	1.3	Building - Condition	10
	1.4	Entrance / Exit & Parking	5
	1.5	Security	9
	1.6	Reception and Concierge Services	24
	1.7	Reception and Seating Area	10
	1.8	Check-in Process	14
	1.9	Check-out Process	10
	1.10	Reception Service Quality	18
			TOTAL
Dimension 2: Public Areas	2.1	Public Areas - Decoration & Furniture - Design and Quality	10
	2.2	Public Areas – Decoration & Furniture - Condition and Maintenance	10
	2.3	Public Washroom - Quality and Amenities	23
	2.4	Public Washroom - Condition & Cleanliness	10
	2.5	Public Areas - Room Climate	10
	2.6	Public Areas - Lighting – Quality	7
	2.7	Public Areas - Lighting – Environmental Protection	17
	2.8	Public Areas – Cleanliness	13
			TOTAL
Dimension 3: Bedroom and Living Area	3.1	Room Size	25
	3.2	Three-Bedroom Unit – Availability	6
	3.3	Rooms for Persons with Disabilities (PWD) – Availability	0
	3.4	Bedroom and Living Area - Space & Comfort	10
	3.5	Bedroom and Living Area – Noise Levels	10
	3.6	Bedroom and Living Area – Lighting – Quality	10
	3.7	Bedroom and Living Area – Lighting – Condition & Cleanliness	10
	3.8	Bedroom and Living Area - Lighting – Environmental Protection	10
	3.9	Bedroom and Living Area - Curtains – Quality	10
	3.10	Bedroom and Living Area - Curtains – Condition & Cleanliness	10
	3.11	Bedroom and Living Area - Floor Coverings – Quality	10
	3.12	Bedroom and Living Area - Floor Coverings - Condition & Cleanliness	10
	3.13	Bedroom and Living Area - Temperature Control - Quality	10
	3.14	Bedroom and Living Area - Furniture - Quality	10
	3.15	Bedroom and Living Area - Furniture – Condition & Cleanliness	10
	3.16	Bedroom – Bed Mattress – Quality	24
	3.17	Bedroom – Bed Mattress – Condition & Cleanliness	12
	3.18	Bedroom - Bedding & Linen – Quality	22
	3.19	Bedroom - Bedding & Linen – Condition	10
	3.20	Bedroom – Pillows – Quality / Condition	13
	3.21	Bedroom – Pillows – Condition & Cleanliness	10
	3.22	Bedroom and Living Area - Accessories and Amenities available	98
	3.23	Bedroom – Cleanliness	10
		TOTAL	350
Dimension 4: Bathroom	4.1	Bathroom – Minimum Requirements	5
	4.2	Bathroom - Enclosure - Quality	10
	4.3	Bathroom – Basin - Quality & Space	14
	4.4	Bathroom - Toilet – Quality	6
	4.5	Bathroom – Interior - Quality	15
	4.6	Bathroom – Space and Comfort	10
	4.7	Bathroom – Overall Condition / Maintenance	10
	4.8	Bathroom – Overall Cleanliness	10
	4.9	Bathroom- Towels – Quality	26
	4.10	Bathroom- Towels – Condition and Cleanliness	10
	4.11	Toiletries – Availability	6
	4.12	Bathroom – Amenities - Availability	8
	4.13	Bathroom – Environmental Protection	20
		TOTAL	150

APARTMENT HOTEL

Dimension & Title	Item	NAS Apartment Hotel Indicators	Points
Dimension 5: Kitchen and Dining Area	5.1	Kitchen and Dining Area - Layout and Space	10
	5.2	Kitchen and Dining Area - Dining Furniture - Quality	10
	5.3	Kitchen and Dining Area - Dining Furniture - Condition	10
	5.4	Kitchen and Dining Area - Crockery, Cutlery, Glassware - Quality	10
	5.5	Kitchen and Dining Area - Refrigerator / Freezer - Availability & Functionality	11
	5.6	Kitchen and Dining Area - Cooking Range - Availability	6
	5.7	Kitchen and Dining Area - Overall Cleanliness	10
	5.8	Kitchen and Dining Area - Ventilation	7
	5.9	Kitchen and Dining Area - Small Appliances - Availability & Functionality	12
	5.10	Kitchen and Dining Area - Cooking Utensils- Availability	8
	5.11	Kitchen and Dining Area - Cleaning Utensils - Availability	6
		TOTAL	100
Dimension 6: Amenities and Services	6.1	Amenities - Guest Services	17
	6.2	Amenities – Wellness Services	26
	6.3	Amenities - General Services	26
	6.4	Amenities - Conference / Function Venue	16
	6.5	Amenities - Conference Equipment	15
		TOTAL	100
Dimension 7: Business Practices	7.1	Business Processes	45
	7.2	Barrier-free Facilities for Persons with Disabilities (PWD)	29
	7.3	Service, Hospitality, Efficiency, Friendliness Requirement (SHEF)	26
			TOTAL
GRAND TOTAL			1000

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 1: ARRIVAL/DEPARTURE									
1.1 Building – Appearance									
1	Mandatory 1-5	Building exterior is clean and in good condition	0		M	M	M	M	M
2	Mandatory 1-5	Hotel name/signage is clearly visible from the street	0		M	M	M	M	M
3	Mandatory 1-5	Hotel name/signage is visible at night.	0		M	M	M	M	M
1.2 Building Construction Quality									
4	Mandatory 1-5	Structure is built with durable materials that provide an appropriate and safe accommodation environment	0		M	M	M	M	M
1.3 Building - Condition (wear and tear)									
5	Acceptable	Natural weathering may be visible but building is structurally sound. Minor repair work may be required.	2						
	Good	Good appearance, weathering may still exist, but in sound condition.	4						
	Very Good	Very good maintenance of building and upkeep on paintwork and exterior panels.	6						
	Excellent	High standard of external appearance, allowing for the age of the building.	8						
	Outstanding	No visible signs of natural weathering and no repair is required including maintenance of exterior and overall structure.	10						
1.4 Entrance / Exit & Parking									
6	Mandatory 1-5	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions. Driveway or Drop-off entrance is marked with clear and visible signages, even at night.	0		M	M	M	M	M
7	Mandatory 1-5	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.	0		M	M	M	M	M
8	Minimum 4 & 5	Valet parking is provided.	3					m	m
9	Additional	• Driveway or Drop-off area (e.g. porte cochere) is covered with canopy or roof, with capacity for 2 or more vehicles. • Delineation of areas for vehicles and pedestrian are in place.	2						
1.5 Security									
10	Mandatory 1-5	Professional security personnel is stationed 24 hours at main entry point.	0		M	M	M	M	M
11	Mandatory 1-5	Property and security services ensure guest safety at all times, with proper delineation of restricted area.	0		M	M	M	M	M
12	Technology/ Digitalization	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.	4		m	m	m	m	m
13	Technology/ Digitalization	Effective use of CCTV with recording storage of at least 30 days to detect potential incidents.	5					m	m
1.6 Reception and Concierge Service									
14	Mandatory 1-5	Guests must be provided with Official Receipt (printed or digital).	0		M	M	M	M	M
15	Minimum 1-2	Reception service is available for at least 16 hours per day.	2		m	m			
	Minimum 3-5	Reception service is available 24 hours per day.	6					m	m
16	Minimum 3-5	At least three (3) payment options are available (e.g., cash, debit/credit card, online and mobile payment options).	3					m	m
17	Minimum 1-5	Official up-to-date information on public health & safety, as applicable, and emergency contact numbers are available at the reception area.	2		m	m	m	m	m
18	Additional	Contact details or access for tourist assistance or concerns (e.g. DOT Tourist Assistance Call Center, LGU hotlines) are available at the reception area.	2						
19	Minimum 1-3	Left luggage service is available.	2		m	m	m		
	Minimum 4-5	Dedicated and secured left luggage room is available, with control measures in place.	4					m	m

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 1: ARRIVAL/DEPARTURE									
20	Minimum 4-5	Concierge services are available 24 hours, including luggage assistance.	3					m	m
21	Minimum 3-5	Transport and transfer services are available (either inhouse or through a DOT-Accredited partner service provider)	2				m	m	m
22	Additional	Transport and transfer services are available with options for premium vehicles	2						
23		1.7 Reception -Size and Seating Area							
		<i>Note: The reception seating area shall be in close proximity of the reception desk, where reception staff are still visible. Self check-in kiosks or similar installations, and reception in Club floors or other similar areas shall be included when counting "transactions at a time"</i>							
	Acceptable	Reception service can cater to 1 reservation/transaction at a time. Seats for at least 2 guests are available.	2						
	Good	Reception service can cater to 2 reservations/transactions at a time. Seating area is close to the reception desk and can accommodate at least 4 guests.	4						
	Very Good	Reception service can cater to 3 reservations/transactions at a time. Seating area is comfortable, close to the reception desk, and can accommodate at least 6 guests.	6						
	Excellent	Reception service can cater to 4 reservations/transactions at a time. Seating area is comfortably furnished, conveniently located, and can accommodate at least 8 guests.	8						
	Outstanding	Reception service can cater to 5 reservations/transactions at a time, with options for group reservations or VIP guests/Members. Seating area can accommodate more than 10 guests with comfortable seating options for different sized groups.	10						
24		1.8 Check-in Process							
	Acceptable	Basic check-in process of not more than 10 minutes per guest	2						
	Good	Basic check-in process of not more than 8 minutes per guest	4						
	Very good	Basic check-in process of not more than 6 minutes per guest	6						
	Excellent	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 4 minutes per guest.	8						
	Outstanding	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 2 minutes per guest.	10						
25	Technology/Digitalization	Express/Self-check in and/or out facility, system or mechanism in place for guests.	4						
25		1.9 Check-out Process							
	Acceptable	Basic check-out process of not more than 15 minutes per guest	2						
	Good	Basic check-out process of not more than 10 minutes per guest	4						
	Very good	Basic check-out process of not more than 6 minutes per guest	6						
	Excellent	Express check-out process of not more than 4 minutes per guest	8						
	Outstanding	Express check-out process of not more than 2 minutes per guest.	10						
		1.10 Reception – Service Quality							
26	Minimum 1-5	Reception/Front office staff greets with a smile, and with a welcoming gesture.	2		m	m	m	m	m
27	Filipinization	Reception/Front office staff greets using the Mabuhay gesture	5						
28	Minimum 3-5	Reception/Front office staff uses professional language during interaction and keeps focus on the guest	2				m	m	m
29	Minimum 1-5	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.	3		m	m	m	m	m
30	Additional	Reception/Front office staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.	3						
30	Additional	Reception/Front office staff can capably provide information on nearby tourist destinations/ attractions or current activities around the area.	3						
31	Additional	Availability of staff conversant in foreign language (other than English)	2						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
2.1 Public Areas - Decoration & Furniture - Design and Quality									
32	Acceptable	Design has a consistent theme throughout the establishment.	2						
33	Good	Decoration, furniture, wall coverings or other installations are well-coordinated throughout the public areas.	4						
34	Very Good	Decoration, furniture, wall coverings or other installations are well-coordinated and made of good quality or durable materials.	6						
35	Excellent	Decoration, furniture, wall coverings or other installations are tailored or custom built in accordance with the establishment's aesthetic or theme, and well-coordinated throughout the public areas.	8						
36	Filipinization	<ul style="list-style-type: none"> Materials that represent Filipino culture or craftsmanship, are indigenous, or locally produced are well-incorporated in decoration, furniture, wall coverings or other installations in the public area. Decoration and furniture are well-coordinated and of high quality. 	10						
2.2 Public Areas – Decoration & Furniture - Condition and Maintenance									
37		<i>Note: Shall refer to decorations, furniture, wall coverings or other installations in the public areas</i>							
	Acceptable	Needing minor repairs with evidence of wear and tear but in acceptable condition (or completed at least 50% of the hotel preventive maintenance program)	2						
	Good	Modest upkeep is visible but aging may still be evident (or completed at least 60% of the hotel preventive maintenance program)	4						
	Very Good	Visible, significant enhancements are present but may still have few marks or scratches (or completed at least 75% of the hotel preventive maintenance program)	6						
	Excellent	In excellent condition throughout with no visible scratches or marks (or completed at least 90% of the hotel preventive maintenance program)	8						
	Outstanding	Outstanding condition overall. No evidence of wear and tear. (or 100% of the hotel preventive maintenance program achieved)	10						
2.3 Public Washroom - Quality and Amenities									
38	Minimum 1-5	Public washroom with basin and toilet is available.	0		M	M	M	M	M
39	Minimum 1-5	<ul style="list-style-type: none"> Fixtures, fittings, piping and valves are made of durable materials All joints of fixtures/contact with wall/floor are sealed With proper ventilation and exhaust system in place With clean running water Hook or area for personal item in the cubicle or washroom 	4		m	m	m	m	m
40	Additional	Separate male and female public washroom with basin and toilet is available.	2						
41	Additional	Ablution facilities or foot washing facilities are provided.	2						
42	Gender and Development	A Universal public washroom with basin and toilet for guests regardless of gender identity is available.	2						
43	Mandatory 1-5	An Accessible public washroom for persons with disabilities (PWD) with basin and toilet is available.	0		M	M	M	M	M
		<ul style="list-style-type: none"> Clear door opening of not less than 900 mm (0.90 m or 35.43 in) There shall be a turning space of at least 1,500 mm by 1,500 mm (1.5 m by 1.5 m or 59 in by 59 in). Toilet bowls shall be placed where a vertical or climbing bar is positioned Grab bars shall be placed on both sides of the toilet seat. One side shall be fixed and one side is movable. With vertical and horizontal bars. 							
Amenities provided in the public washroom:									
44	Mandatory 1-5	Tissue paper	0		M	M	M	M	M
45	Minimum 1-5	Soap	1		m	m	m	m	m
46	Additional	Paper towel	1						
47	Additional	Hand dryer	2						
48	Additional	At least 2 additional amenity (e.g., lotion, hand sanitizer/alcohol, etc.)	2						
49	Minimum 1-5	Trash bin with liners	2		m	m	m	m	m

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 2: PUBLIC AREAS									
50	Minimum 4-5	Medium mirror. At least 800mm by 400mm or 31 inches by 16 inches.	2						m m
51	Additional	Bidet	3						
52		2.4 Public Washroom - Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas in the washroom are clean. General area is uncluttered. No unpleasant smell in toilet. Adequate supply of clean, running water is available. Waste bins emptied regularly 	2						
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4						
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times. Thorough cleaning and maintenance is evident, including hard-to-reach areas (e.g., replacement of faulty fixtures, small repairs) With very good air circulation/ventilation. 	6						
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Scratches are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8						
	Outstanding	<ul style="list-style-type: none"> No dust, smears, stain, mark or chip in surfaces. No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage). Well ventilated, no humid areas 	10						
		2.5 Public Areas - Room Climate							
53	Sustainability	Temperature control systems in enclosed public areas are maintained between 24-25 degrees year round, except in areas where elevation is 2000 ft. above sea level.	5						
54	Additional	Ventilation and temperature control systems are in good working order, operating without significant noise.	3					m m m	
55	Additional	Use of diffuser, signature scent and/or Hepa Filter Technology	2						
		2.6 Public Areas - Lighting – Quality							
56	Minimum 1-5	Lights and fixtures provide a good level of illumination throughout the public areas, suitable for its purpose.	2		m	m	m	m	m
57	Additional	Reading lights, mood lights and/or dimming system are available in the public areas where appropriate.	2						
58	Additional	Upscale or custom built lighting fixtures are installed in the public areas.	3						
		2.7 Public Areas - Lighting – Environmental Protection							
59	Sustainability	Sensor lighting or time-controlled lighting is utilized without compromising guest safety.	5						
60	Sustainability	Natural lighting is maximized in public areas	5						
61	Sustainability	Energy-saving bulbs are used in at least 75% of the public areas.	5						
62	Sustainability	Energy-saving bulbs are used in 100% of the public areas.	7						
		2.8 Public Areas – Cleanliness							
63	Mandatory 1-5	All public areas are clean and free from rodents/vermin/pest, in compliance with the Hotel's cleaning and vermin/pest control standards.	0		M	M	M	M	M
64	Sustainability	Waste bins are properly labelled and segregated, with proper disposal policies in place.	3						
65	Acceptable	<ul style="list-style-type: none"> High touch areas are vacuummed/cleaned. Some dust, smears or marks only in hard-to-reach areas or hidden corners. 	2						
	Good	<ul style="list-style-type: none"> Efficient vacuuming. Public areas are generally clean. Evidence of high and low dusting. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners are efficiently cleaned/vacuummed including hard-to-reach areas. Minimal dust or smear visible with closer inspection. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning of the public areas is evident. Surfaces are well-polished with no smears. Excellent standard of cleanliness overall 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners, in high and low areas, are thoroughly cleaned with excellent attention to detail. All equipment, furniture and other installations are thoroughly cleaned. No dust or smears. 	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM AND LIVING AREA									
3.1 Room Size									
<i>Note: Size of the most numbered room (based on room type), including bathroom and veranda (if any), is:</i>									
66	Minimum 1	At least 16 sq. m	4		m				
	Minimum 2	At least 18 sq. m	8			m			
	Minimum 3	At least 20 sq. m	12				m		
	Minimum 4	At least 25 sq. m	16					m	
	Minimum 5	At least 30 sq. m.	20						m
	Additional	At least 35 sq. m.	25						
67	Mandatory 1-5	Ceiling height is at least 2.40 m <i>In compliance with the National Building Code (Section 805)</i>	0		M	M	M	M	M
3.2 Three-Bedroom Unit – Availability									
<i>The Three-Bedroom unit shall have a minimum size/area of at least 150 sqm.</i>									
	Minimum 4	2% of the total number of units are Three-bedroom units.	4					m	
	Minimum 5	5% of the total number of units are Three-bedroom units.	6						m
3.3 Rooms for Persons with Disabilities (PWD) – Availability									
69	Mandatory 1-5	One (1) PWD room for every 50 rooms for the first 150 rooms. Additional one (1) room for every 100 rooms beyond the first 150 rooms. For establishments with less than 50 rooms, at least one (1) PWD room.	0		M	M	M	M	M
Note: PWD rooms must have the following:									
• Clear door opening of not less than 0.90 m or 35 in <i>(Note: Clear door opening from the door panel to the opposite side)</i>									
• Doors with dual peep hole, with the lower one at 1,000 mm (1.0 m) height									
• Doorknobs and other hardware are installed between 0.82 m and 1.06 m or 32 in and 42 in above the floor (Preferred height is 0.90 m or 35 in)									
• Manual switches shall be positioned within 1,200 mm (1.2 m or 47 in) above the floor									
• There shall be a turning space of at least 1,500 mm by 1,500 mm (1.5 m by 1.5 m or 59 in by 59 in).									
3.4 Bedroom and Living Area - Space & Comfort									
70	Acceptable	• Doors, drawers, cupboards and wardrobe can be opened freely without moving the furniture • Room space may still be limited. Layout may feel tight/cramped.	2						
	Good	• Good amount of space to move freely while carrying a suitcase • Some narrow spaces may still be present	4						
	Very Good	• Well-designed space for ease of movement • No major obstacles to move around	6						
	Excellent	• Generous space that allows for comfortable relaxation and in-room dining • With ease of access to all facilities	8						
	Outstanding	• Luxurious space designed for relaxation and ease of movement • With furniture in suitable and convenient places • With ample free space for other guest's belongings	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM AND LIVING AREA									
71		3.5 Bedroom and Living Area – Noise Levels							
	Acceptable	Minimal external noise from other rooms and from outside is heard but is not significant.	2						
	Good	Noise is not more than 70 decibels as measured by the pillow position on the bed.	4						
	Very Good	Noise is not more than 60 decibels as measured by pillow position on the bed.	6						
	Excellent	Noise is not more than 50 decibels as measured by pillow position on the bed.	8						
	Outstanding	Noise is not more than 40 decibels as measured by pillow position on the bed.	10						
72		3.6 Bedroom and Living Area – Lighting – Quality							
	Acceptable	<ul style="list-style-type: none"> Light switches are by the main door only of bedroom and living room only. Enough lighting for practical use. 	2						
	Good	<ul style="list-style-type: none"> Multiple light switches, aside from the main door, is available. At least one bedside lamp is in place in the bedroom. Good level of illumination in the bedroom and living area. 	4						
	Very Good	<ul style="list-style-type: none"> Multiple light switches with bedside master switch is in place. At least two bedside lamp is in the bedroom. Variety of lighting options is available in the living area (e.g., lamp, ceiling light, etc.) Very good level of illumination in the bedroom and living area. 	6						
	Excellent	<ul style="list-style-type: none"> Multiple light switches with bedside master switch is in place. At least two bedside lamps and a desk/task light is available in the bedroom. Variety of lighting options is available in the living area (e.g., lamp, ceiling light, etc.) Superior level of illumination in the bedroom and living area. 	8						
	Outstanding	<ul style="list-style-type: none"> Multiple light switches and bedside master switch or remote-controlled lights are available. Two bedside lamp and a desk/task light is in the bedroom. Variety of lighting options such as mood lights / dimming system are in place. Light fixtures and fittings are upscale, ornate or custom-designed. 	10						
73		3.7 Bedroom and Living Area - Lighting – Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> Lights are functional, with evidence of cleaning in high touch surfaces. One or two bulbs may need replacement. 	2						
	Good	<ul style="list-style-type: none"> No burnt shades. May have aging lamps but are functional. Minor maintenance work around fittings into the wall may be required. 	4						
	Very Good	<ul style="list-style-type: none"> Lights are in good working condition and generally clean, including hard-to-reach areas. Maintenance or repair work done. 	6						
	Excellent	<ul style="list-style-type: none"> Lights are in excellent condition. With evidence of thorough cleaning. No visible dust or smears. Maintenance or repair work done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> Light fixtures and fittings are in good-as-new condition. No dust, marks or smears. Repairs are professionally done, not evident, and need no further attention. 	10						
		3.8 Bedroom and Living Area - Lighting – Environmental Protection							
74	Sustainability	At least 75% of bedroom lights are energy-saving.	5						
	Sustainability	100% of bedroom lights are energy-saving.	7						
75	Additional	All rooms have windows with a view, allowing natural light into the room.	3						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM AND LIVING AREA									
76		3.9 Bedroom and Living Area - Curtains – Quality							
	Acceptable	<ul style="list-style-type: none"> • Curtains of unlined fabric/ shades/ blinds are in place • Length is just enough to cover the window 	2						
	Good	<ul style="list-style-type: none"> • Full-length curtains of lined fabric/ shades/ blinds are in place • Allows only a little light to get through 	4						
	Very Good	<ul style="list-style-type: none"> • Full-length curtains of lined fabric/ shades/ blinds are in place • Allows for blackout in the room. 	6						
	Excellent	<ul style="list-style-type: none"> • Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. 	8						
	Outstanding	<ul style="list-style-type: none"> • Full-length, blackout curtains of lined fabric/ shades/ blinds are in place. • Have at least two layers (e.g., sheer and blackout curtain). • May be motorized or automated. 	10						
76		3.10 Bedroom and Living Area - Curtains – Condition & Cleanliness							
	Acceptable	<ul style="list-style-type: none"> • Curtains / shades/ blinds are clean. • May have minor discoloration or faded spots. • May occasionally require effort when drawing the curtain. 	2						
	Good	<ul style="list-style-type: none"> • Curtains / shades/ blinds are clean with no visible tear or rip. • Very few minor discoloration or faded spots, but not evident. • Curtains are easy to draw. 	4						
	Very Good	<ul style="list-style-type: none"> • Curtains / shades/ blinds are in good condition with no visible discoloration or faded spots • Easy to draw and does not get stuck. 	6						
	Excellent	<ul style="list-style-type: none"> • Curtains / shades/ blinds are in excellent condition. • Not heavily wrinkled or creased. • Wear and tear is not evident. 	8						
	Outstanding	<ul style="list-style-type: none"> • Curtains / shades/ blinds are in good-as-new condition, with no signs of wear and tear. • Not heavily wrinkled or creased. • Repairs are professionally done, not evident, and need no further attention. 	10						
77		3.11 Bedroom and Living Area Floor Coverings – Quality							
	Acceptable	<ul style="list-style-type: none"> • Floor tiles or carpets cover the main floor space. • With painted wood, plywood, or linoleum flooring 	2						
	Good	<ul style="list-style-type: none"> • Floor coverings uses quality timber floor, or quality carpet with underlay. 	4						
	Very Good	<ul style="list-style-type: none"> • Floor covering uses commercial grade quality tiles, timber, or carpet with underlay • Well-coordinated with the design of the room 	6						
	Excellent	<ul style="list-style-type: none"> • Floor covering uses high grade or contemporary tiles, wool carpets or equivalent. • With well coordinated area rugs or carpet inside the bedroom 	8						
	Outstanding	<ul style="list-style-type: none"> • Floor covering uses top of the line or custom design flooring, polished woods, or high density carpets (at least 42 oz). 	10						
78		3.12 Bedroom and Living Area - Floor Coverings - Condition							
	Acceptable	<ul style="list-style-type: none"> • Floor coverings may have some visible stains, discoloration or hairline cracks. 	2						
	Good	<ul style="list-style-type: none"> • Generally clean with no visible stains or rip. • Very few hairline cracks on flooring. • Minor repair may be needed. 	4						
	Very Good	<ul style="list-style-type: none"> • Thorough cleaning is evident, with no visible stains, rip or cracks. • Repairs are done but may be evident. 	6						
	Excellent	<ul style="list-style-type: none"> • Regular and thorough cleaning and maintenance in place. • No visible stains, rip or cracks. • Repairs may be evident but done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> • In good-as-new condition. • No signs of wear or tear. • Repairs are professionally done, not evident, and need no further attention. 	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 3: BEDROOM AND LIVING AREA									
79		3.13 Bedroom and Living Area - Temperature Control - Quality							
	Acceptable	<ul style="list-style-type: none"> Window-based ventilation, providing air circulation. Windows open and close easily Fan is available for additional cooling. Some areas may be warmer or colder than others. 	2						
	Good	<ul style="list-style-type: none"> Window-based cooling system providing air circulation. Windows open and close easily Fan is available for additional cooling Some areas may be warmer or colder than others 	4						
	Very Good	<ul style="list-style-type: none"> Split-type air conditioning unit in place, with personal remote control for guest. Noise levels coming from the cooling system are not more than 70 db. 	6						
	Excellent	<ul style="list-style-type: none"> Centralized cooling system in operation, with personal remote. Windows are well insulated. No hot areas or draughty places in room. Noise levels coming from the cooling system are not more than 60 db. 	8						
	Outstanding	<ul style="list-style-type: none"> Room pre-cooled for arrival of guests or very fast cooling system available. Highest quality unit or sensor-operated cooling system in place, with personal control of room temperature available. Noise levels coming from the cooling system are not more than 50 db. 	10						
80		3.14 Bedroom and Living Area – Furniture - Quality							
	Acceptable	<ul style="list-style-type: none"> With one chair and one bedside table in the bedroom With one chair or sofa and one side or coffee table in the living area Furniture made of Medium Density Fiberboard (MDF) or equivalent 	2						
	Good	<ul style="list-style-type: none"> With one chair, writing desk and bedside table in the bedroom. With one chair or sofa and one side or coffee table in the living area Furniture made of Medium Density Fiberboard (MDF) or equivalent 	4						
	Very Good	<ul style="list-style-type: none"> With one chair, writing desk and bedside table in the bedroom With two chairs or two-seater sofa and one side or coffee table in the living area Furniture made of High Density Fiberboard (HDF), solid wood or equivalent Timber veneers and glass tops, with polished edges may be used 	6						
	Excellent	<ul style="list-style-type: none"> With one chair, writing desk and two bedside tables in the bedroom With seating options for at least three persons, side table/drawer/TV rack or equivalent, and coffee/center table in the living area Furniture made of High Density Fiberboard (HDF), solid wood or equivalent Timber veneers and glass tops, with polished edges may be used Furniture are well coordinated throughout the room 	8						
	Outstanding	<ul style="list-style-type: none"> With two seats (e.g., chair and/or sofa), a writing desk and two bedside tables in the bedroom With seating options for at least four persons, side table/drawer/TV rack or equivalent, and coffee/center table in the living area Furniture made of solid construction with polished/ laminated edge and surface or equivalent Upholstery or cushion in seats are in place for extra comfort Furniture well-coordinated with appropriate size and scale relative to the room space. 	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM AND LIVING AREA									
81		3.15 Bedroom and Living Area - Furniture – Condition & Cleanliness							
	Acceptable	• Surfaces are clean but may have minor stain, scratch or marks.	2						
	Good	• Generally clean with no visible stains or rip. • Minor repair may be needed.	4						
	Very Good	• Generally clean with no visible stains, cracks. • Repairs are done but may be evident.	6						
	Excellent	• Regular and thorough cleaning and maintenance in place. • No visible stains, rip or cracks. • Repairs may be evident but done professionally.	8						
	Outstanding	• In good-as-new condition. • No signs of dust, smears and wear or tear. • Repairs are professionally done, not evident, and need no further attention.	10						
		3.16 Bedroom – Bed Mattress – Quality							
		Mattress thickness:							
82	Minimum 1	Mattress thickness of at least 4 inches.	2		m				
	Minimum 2	Mattress thickness of at least 6 inches.	4			m			
	Minimum 3-5	Mattress thickness of at least 8 inches.	6				m	m	m
	Additional	Mattress thickness of at least 10 inches.	8						
	Additional	Mattress thickness of at least 12 inches.	10						
		Mattress type							
83	Additional	Low density foam mattress is used.	2						
	Additional	Shallow innerspring, high density foam mattress is used.	4						
	Additional	Innerspring with pillow-top mattress is used.	6						
	Additional	Pocket coil, latex, memory foam, hybrid or equivalent mattress is used	8						
		Additional layers							
84	Minimum 3-5	Mattress protector/bed pad is used.	3				m	m	m
85	Additional	Separate mattress top/topper is used.	3						
86		3.17 Bedroom – Bed Mattress – Condition & Cleanliness							
	Acceptable	• Some minor stain, small tear, sag/indentation from the center, lump, or weakening of mattress edge.	2						
	Good	• Mattress is generally in good condition. • Provides good support all throughout (not sagging).	4						
	Very Good	• With evidence of good maintenance for mattress. • Minor stain or discoloration is barely visible.	6						
	Excellent	• Mattress in excellent condition. • Very little wear and tear.	8						
	Outstanding	• Mattress is in good-as-new condition, without stains or tears. • Mattress is even and comfortable, with no lumpy areas. • Smells fresh.	10						
87	Additional	Mattresses are labelled and periodically rotated.	2						
		3.18 Bedroom - Bedding & Linen – Quality							
		Bedding & Linen layers:							
88	Minimum 1-5	Bed sheet is provided.	2		m	m	m	m	m
89	Minimum 1-2	Blanket of thinly woven cotton or equivalent poly cotton sheets is provided.	4		m	m			
	Minimum 3	Fleece blanket or equivalent is provided.	6				m		
	Minimum 4-5	Comforter or Duvet with duvet cover is provided. With regular fiber fill or equivalent as comforter / duvet filler.	8					m	m
	Additional	Comforter or Duvet with duvet cover is provided. With superior fill made of duck or goose feather, down, down alternative or equivalent as comforter / duvet filler.	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM AND LIVING AREA									
		Threadcount:							
90	Additional	Linens have at least 180 threadcount or of thin weave	2						
	Additional	Linens have at least 200 threadcount or of medium weave	4						
	Additional	Linens have at least 250 threadcount or of tight weave cotton	6						
	Additional	Linens have at least 300 threadcount or equivalent in woven textile or silk linen	8						
	Additional	Linens have at least 350 threadcount or equivalent in woven textile or silk linen	10						
91		3.19 Bedroom - Bedding & Linen – Condition & Cleanliness							
	Acceptable	• Sheets are clean with no visible tear or rip. • May have some discoloration or faded spots.	2						
	Good	• Linen in good condition, with evidence of good laundry practices. • May still have some discoloration or faded spots.	4						
	Very Good	• Linens are in very good and crisp condition. • No visible discoloration or faded spots	6						
	Excellent	• Linens are in excellent condition, properly laundered and pressed. • No discoloration or faded spots.	8						
	Outstanding	• All linens in good-as-new condition. • Properly pressed, with no lumps in beddings	10						
		3.20 Bedroom – Pillows – Quality							
92	Minimum 1-5	Two pillows with pillow case is provided per person .	2		m	m	m	m	m
93	Additional	Extra pillows or decorative pillows are in place.	2						
94	Additional	A menu of pillows is available with a variety of firmness/ softness and type.	3						
95	Additional	Each pillow has a protector.	2						
96	Additional	Pillows are made of regular fiber fill, foam or equivalent.	2						
	Additional	Pillows are made of superior fill such as duck or goose feather, down, down alternative, memory foam or equivalent.	4						
97		3.21 Bedroom – Pillows – Condition & Cleanliness							
	Acceptable	• Pillows are clean with very minor tear or rip • May have some discoloration or faded spots.	2						
	Good	• Pillows are in good condition. • May still have some discoloration or faded spots. • No visible tear or rip.	4						
	Very Good	• Pillows are in good and crisp condition (including case/protector). • No visible discoloration or faded spots	6						
	Excellent	• Pillows are in excellent condition, with evidence of proper maintenance. • No discoloration, faded spots, tear, rip or lumps.	8						
	Outstanding	• Pillows are in good-as-new condition, are even, with no lumps. • Smells fresh	10						
		3.22 Bedroom and Living Area - Accessories and Amenities available							
98	Mandatory 1-5	Emergency evacuation / Fire Exit Plans posted in all rooms	0		M	M	M	M	M
99	Minimum 1-5	Minimum of two (2) power outlets conveniently located for use	1		m	m	m	m	m
100	Filipinization	Materials that represent Filipino culture or craftsmanship, indigenous, or locally sourced are well-incorporated in decoration, furniture, wall coverings or other installations in the bedroom.	5						
101	Technology/ Digitalization	Electronic key card locking system or contactless locking system.	2					m	m
102	Sustainability	Key card power system in place.	2					m	m
103	Minimum 1-5	Door chain or latch or security device such as peep hole to view visitors or double lock security feature	2		m	m	m	m	m
104	Minimum 1-2	At least one (1) mirror each in the bedroom and bathroom is available.	1		m	m			
	Minimum 3-5	Provides a minimum of 3 mirrors - bedroom and bathroom vanity mirror (at least 800mm by 400mm 31 inches by 16 inches), and full length mirror (in the bedroom or bathroom).	2				m	m	m

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM AND LIVING AREA									
105	Additional	Availability of at least 3 wire clothes hanger per person	1						
	Additional	Availability of at least 3 plastic clothes hanger per person	2						
	Minimum 4-5	Availability of at least 3 wooden clothes hanger per person	3					m	m
106	Additional	Availability of hook for hangers	1						
	Additional	Small size wardrobe 24 inches minimum width	2						
	Additional	Adequate size wardrobe 35 inches minimum width	3						
	Additional	Standard size wardrobe 46 inches minimum width	4						
	Additional	Spacious wardrobe 57 inches minimum width	5						
107	Minimum 2-5	Availability of luggage rack (permanent or portable)	2			m	m	m	m
108	Minimum 1-2	Central safe at reception only.	2		m	m			
	Minimum 3	Small safety deposit box in room, functional and securely bolted.	4				m		
	Minimum 4-5	Safety deposit box in room, large enough for 13" laptop, functional and securely bolted.	6					m	m
109	Mandatory 1-5	• Availability of drinking water • At least one cup/ glass/ container per guest in room.	0		M	M	M	M	M
110	Additional	Provision of reusable glass / bottle in room or drinking water in non single-use plastic container.	2						
111	Additional	Availability of in-room filtration system for potable drinking water.	3						
112	Minimum 3-5	• At least 1 set per person of tea/coffee facilities in room (e.g., coffee, tea, sugar, creamer, environmental-friendly stirrer, cup and saucer) • With kettle or any facility for the provision of hot water	2				m	m	m
113	Additional	With tea/coffee making equipment in room with complimentary tea/coffee beans/pods/capsule/ bags	3						
114	Minimum 3-5	In-room communication device (e.g., telephone, intercom) or online/mobile app for guest services	2				m	m	m
115		Wake up service.	1						
116	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with basic property information.	1		m	m			
	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property including mini bar price list, as applicable, and/or restaurant menu.	2				m		
	Technology/ Digitalization	In-room compendium or electronic access (through a QR Code or a digital device) with extended information about the property, on what to see and do for tourists within the area.	3					m	m
117	Minimum 1-5	Emergency contacts and relevant hotlines are available in-room.	1		m	m	m	m	m
118	Additional	Access to other tourism information (e.g., DOT Travel Philippines App, DOT Tourist Assistance Call Center) is provided.	1						
119	Additional	Writing tool (e.g., pen, pencil) and pad or paper is provided in room	1						
120	Additional	A means of communicating "Do not disturb" and "Please make up room" is provided.	1						
121	Minimum 3-5	Refrigerator, clean and in working condition	2				m	m	m
	Additional	Refrigerator with serviced mini bar. (Note: Items must be set up already)	4						
		Television in the Living Area							
122	Additional	• Colored TV with screen size of at least 20 inches.	1						
	Additional	• Colored TV with screen size of at least 20 inches and functional remote control.	2						
	Minimum 3	• Flat screen TV with screen size of at least 20 inches and functional remote control.	3				m		
	Minimum 4	• Flat screen TV with screen size of at least 32 inches and functional remote control.	4					m	
	Minimum 5	• Flat screen TV with screen size of at least 40 inches and functional remote control.	5						m

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 3: BEDROOM AND LIVING AREA									
Television in the Bedroom									
123	Additional	• Colored TV with screen size of at least 20 inches.	1						
	Additional	• Colored TV with screen size of at least 20 inches and functional remote control.	2						
	Additional	• Flat screen TV with screen size of at least 20 inches and functional remote control.	3						
	Additional	• Flat screen TV with screen size of at least 32 inches and functional remote control.	4						
	Additional	• Flat screen TV with screen size of at least 40 inches and functional remote control.	5						
124	Additional	Multichannel options with at least 3 international news channels.	1						
125	Technology/ Digitalization	Availability of smart TV with device cast features or streaming services	3						
126	Technology/ Digitalization	Availability of on-screen property information.	1						
127	Technology/ Digitalization	Availability of on-screen messaging and accounts.	3						
128	Technology/ Digitalization	In-room internet connections (WLAN or wired) of at least 35mbps May be time-limited or with additional pay for extension.	4						
	Technology/ Digitalization	Free and non-time limited in-room internet connections (WLAN or wired) with good connection quality and at least 100 mbps speed.	6						
129	Minimum 1-5	Functional flashlight, emergency light in room or illuminated light switches in room.	1		m	m	m	m	m
130	Minimum 5	Laundry bag in room and laundry service available.	1						m
	Additional	Express laundry service available (24 hour return service).	2						
131	Additional	Use/Provision of reusable laundry bag in room	1						
132	Additional	Ironing service available.	1						
133	Additional	Iron and board available for guest use upon request.	1						
	Additional	Iron and board in room available.	2						
134	Additional	Common area with washer and dryer is available	4						
	Additional	Washing machine is available in room	6						
	Additional	Washing machine and dryer or washer-dryer combination is available in room	8						
135	Minimum 1-5	Trash bin (separate from the bathroom)	2		m	m	m	m	m
	Sustainability	Labelled trash bins for proper segregation (separate from the bathroom)	3						
136	Additional	Qibla is available.	1						
137	Additional	Prayer mat is available.	1						
3.24 Bedroom – Cleanliness									
136	Minimum 1-5	Rooms are cleaned and beds are made daily or as requested and after every check-out of guest.	0		M	M	M	M	M
137	Minimum 1-5	Waste bin provided and emptied daily.	0		M	M	M	M	M
138	Acceptable	• High touch areas are cleaned/vaccummed	2						
	Good	• Efficient vacuuming. Bedroom is generally clean. • Evidence of high and low dusting.	4						
	Very Good	• Surfaces and corners are efficiently cleaned/vaccummed including hard-to-reach areas.	6						
	Excellent	• Regular and thorough cleaning is evident. • Surfaces are well-polished with no smears. • Excellent standard of cleanliness overall	8						
	Outstanding	• All surfaces and corners are thoroughly cleaned with excellent attention to detail. • All equipment and furniture are thoroughly cleaned. No dust or smears.	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 4: BATHROOM									
4.1 Bathroom – Minimum Requirements									
139	Mandatory 1-5	Baths and/or showers with hot and cold running water. Hot water reaches at least 36-38 degrees within 60 seconds.	0		M	M	M	M	M
140	Mandatory 1-5	Toilet system in working order.	0		M	M	M	M	M
141	Mandatory 1-5	Availability of exhaust system in the bathroom	0		M	M	M	M	M
142	Minimum 1-5	3 fixture-bathroom (toilet, basin and shower/bath) is available (Note: In case of two bathrooms within a guest room, this applies only to the main bathroom)	3		m	m	m	m	m
143	Additional	Custom water feature (e.g., body jets, multiple showerheads, oversized ceiling rain shower, panel systems, steam shower, bathtub, etc.) is available	2						
4.2 Bathroom - Enclosure - Quality									
	Acceptable	Lightweight shower curtain in place.	2						
	Good	Good quality shower curtain in place.	4						
	Very Good	Framed shower screen or standard shower wall in place.	6						
	Excellent	Upscale framed shower screen or shower wall of excellent quality in place.	8						
	Outstanding	Frameless shower screen or custom designed shower enclosure.	10						
4.3 Bathroom – Basin - Quality & Space									
145	Minimum 1-5	Single wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	2		m	m	m	m	m
	Additional	Double wash basin of quality and durable materials such as ceramic, concrete, acrylic, marble, glass or equivalent with polished edges and finish is available	4						
146	Additional	Limited space or shelf for basic toiletries is provided	2						
	Additional	Ample space for additional personal toiletries of guest is provided	6						
	Minimum 5	Generous space for all personal toiletries is provided, with counters or shelf provided for other personal items (e.g., face towel).	10						m
4.4 Bathroom - Toilet – Quality									
147	Additional	Floor-mounted toilet of solid and durable material.	2						
	Additional	Wall-hung toilet bowl of solid and durable material.	4						
148	Minimum 1-3	Toilet seat and cover made of plastic or lightweight material, with good fit.	1		m	m	m		
	Minimum 4-5	Toilet seat and cover made of solid material or of equivalent superior durability, with good fit.	2					m	m
4.5 Bathroom - Interior - Quality									
	Acceptable	• With painted walls or partially tiled walls. • May have evident gaps on the panelling. • Enough lighting for practical use.	2						
	Good	• With fully tiled walls. • Non-skid flooring in place. • May have small gaps on the panelling • Multiple lights in different areas provide good illumination across the bathroom.	4						
	Very Good	• With fully tiled walls. • No visible gaps on the panelling • Interior has a well-coordinated design • Very good lighting with multiple light switches • With at least one socket in the vanity/basin area	6						
	Excellent	• Materials used and panelling in walls, floor and ceiling are of high-end tiles, stone, granite, marble, or equivalent • Interior has a well-coordinated design • Very good lighting with multiple light switches • With at least two sockets in the vanity/basin area	8						
	Outstanding	• Materials used and panelling in walls, floor and ceiling are of highest quality • Interior has very good lighting, with task lighting at the vanity/wash basin • With attention to detail in interior design, ceiling finish and lighting	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 4: BATHROOM									
150	Filipinization	Materials that represent Filipino culture or craftsmanship, indigenous, or locally sourced are well-incorporated in decoration, furniture, wall coverings or other installations in the bathroom	5						
151	4.6 Bathroom – Space and Comfort								
	Acceptable	<ul style="list-style-type: none"> Bathroom has a limited but usable space. Ability to move around but with restrictions (e.g. touching the walls while moving). 	2						
	Good	<ul style="list-style-type: none"> Bathroom has enough space for one (1) person to move or dry oneself without touching the walls. With limited area to hang or place clothes, towel, and personal toiletry 	4						
	Very Good	<ul style="list-style-type: none"> Bathroom has ample space for one (1) person to move around. With areas, conveniently located, to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	6						
	Excellent	<ul style="list-style-type: none"> Bathroom has generous space for two (2) persons to move around. Well-designed areas to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	8						
	Outstanding	<ul style="list-style-type: none"> Spacious bathroom allowing two (2) or more persons to move around with ease and comfort. With well-designed and generous space to hang or place clothes, towel, and personal toiletry - including the shower/bath area. 	10						
152	4.7 Bathroom – Overall Condition / Maintenance								
	<i>Note: Covers shower, basin, toilet and interior.</i>								
	Acceptable	<ul style="list-style-type: none"> Fixtures do not have leaks and rust. Water may run or drain slowly. Grout on tiles may need attention or maintenance work. Bathroom floor and wall may have hairline cracks. 	2						
	Good	<ul style="list-style-type: none"> Fixtures are clean with minimal wear or tear. Water drains properly. With maintenance/repair work on tiles/flooring done properly. May still have hairline cracks. 	4						
	Very Good	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly but may have weak pressure. Repairs are done but may be evident. No cracks or chipped tiles and water drains well. 	6						
	Excellent	<ul style="list-style-type: none"> Shower head/bidet/tap flows or sprays evenly. Repairs are done professionally and requires no further attention. With evidence of proper and preventive maintenance. No issues on grouting. 	8						
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. All fixtures are working properly and responsive according to their intended use. 	10						
153	4.8 Bathroom – Overall Cleanliness								
	Acceptable	<ul style="list-style-type: none"> High touch areas in the bathroom are clean and uncluttered No hair strands in bathroom or drain. Minimal mould, soap scum, discoloration or water stains on tiles or hard-to-reach areas. No unpleasant smell in the bathroom. 	2						
	Good	<ul style="list-style-type: none"> Some signs of wear and tear or aging tap ware. Regular cleaning and maintenance is evident, including corners in floor and ceiling. Clean, running water is available. 	4						
	Very Good	<ul style="list-style-type: none"> Overall area is kept clean at all times, including hard-to-reach areas Smears/stains are barely visible on surfaces. No visible mould, discoloration or water stains on tiles. 	6						
	Excellent	<ul style="list-style-type: none"> Fixtures, fittings and premises are kept clean, dry and sanitized at all times. Minor scratches or marks are barely visible No stains or discoloration in toilet Repairs, if any, are professionally done and need no further attention. 	8						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 4: BATHROOM									
	Outstanding	<ul style="list-style-type: none"> • No evidence of dust, smears, stain, mark or chip in surfaces and sign of mould or mildew. • No hidden dirty areas (e.g., corners, hard-to-reach areas, drainage) • Well ventilated, no humid areas 	10						
4.9 Bathroom- Towels – Quality									
Range of towels per guest:									
154	Minimum 1-5	Bath towel	1		m	m	m	m	m
155	Minimum 1-5	Bath mat	1		m	m	m	m	m
156	Minimum 3	Hand or face towel	1				m		
	Minimum 4-5	Hand and face towel	2					m	m
157	Minimum 5	Bathrobe / Yukata	2						m
Quality of towels:									
158	Acceptable	Towels are thin, rough to touch, low absorbency	2						
	Good	Towels are thick, soft to touch, high absorbency	6						
	Outstanding	Towels are 90-100% premium cotton or natural fibers/organic cloth, heavyweight, plush to touch, with high absorbency, generous-sized towels	10						
159 4.10 Bathroom- Towels – Condition and Cleanliness									
	Acceptable	<ul style="list-style-type: none"> • Towels are clean with no visible tear or rip but may be thinning from use. • May have some minor stains, discoloration, faded spots or frayed/worn edges. 	2						
	Good	<ul style="list-style-type: none"> • Towels are clean and in good condition, with no visible tear or rip. • Very minimal visible stains, discoloration, faded spots or fraying. 	4						
	Very Good	<ul style="list-style-type: none"> • Towels are in very good condition with minimal fraying/wear on edges. • No visible tear or rip, discoloration, stain or faded spots 	6						
	Excellent	<ul style="list-style-type: none"> • Towels are in excellent condition. • No visible tear or rip, discoloration, stain, faded spots or fraying/worn edges. 	8						
	Outstanding	• All linens in good-as-new condition. Properly laundered and smells fresh.	10						
4.11 Toiletries – Availability									
160	Mandatory 1-5	Toilet paper provided.	0		M	M	M	M	M
161	Minimum 1-5	Body soap (bar/liquid/gel).	1		m	m	m	m	m
162	Minimum 4-5	2-in-1 Shampoo/Conditioner or Separate Shampoo and Conditioner	1			m	m	m	m
163	Minimum 3-5	Dental Kit (Tooth brush and tooth paste) per guest.	1				m	m	m
164	Minimum 4-5	Hand or face soap.	1					m	m
165	Minimum 4	Two additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	1					m	
	Minimum 5	Three additional toiletries (e.g., lotion, vanity kit, nail care kit, shaving kit, etc.).	2						m
4.11 Bathroom – Amenities - Availability									
166	Minimum 1-5	Bidet.	3		m	m	m	m	m
167	Minimum 3-5	Functional hairdryer.	1				m	m	m
168	Additional	Magnifying mirror.	1						
169	Additional	Weighing scales.	1						
170	Minimum 1-5	Trash bin (separate from the bedroom)	1		m	m	m	m	m
	Sustainability	Labelled trash bins for proper segregation (separate from the bedroom)	2						
4.12 Bathroom – Environmental Protection									
171	Sustainability	With dual flush toilet system, sensor-operated or similar to conserve water.	5						
172	Sustainability	With flow regulators on shower/taps to conserve water.	5						
173	Sustainability	Bulk dispensers or biodegradable packaging used for toiletries and amenities	5						
174	Sustainability	Towel and linen policy promotes conservation and gives guest choice regarding frequency of cleaning.	5						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 5: KITCHEN AND DINING AREA									
175		5.1 Kitchen and Dining Area - Layout and Space							
	Acceptable	<ul style="list-style-type: none"> Doors, drawers, cupboards and appliances can be opened freely without moving other furniture/equipment. Room space/layout may be cramped. Sink is provided in-room 	2						
	Good	<ul style="list-style-type: none"> Good amount of space for one person to move freely With sink and limited kitchen counter space for food preparation Some narrow spaces may still be present 	4						
	Very Good	<ul style="list-style-type: none"> Well-designed space for ease of movement. Two persons can move freely in the kitchen. With sink and generous kitchen counter space for food preparation No major obstacles to move around 	6						
	Excellent	<ul style="list-style-type: none"> Generous space that allows for three persons to move freely at the same time. With double sink and generous kitchen counter space for food preparation With ease of access to all facilities including electric outlets 	8						
	Outstanding	<ul style="list-style-type: none"> Luxurious space designed for relaxation and ease of movement of three or more persons. With furniture, appliance and electric outlets in suitable and convenient places With double sink and generous kitchen counter space for food and other kitchen preparation (e.g., L-shaped or with separate kitchen island) 	10						
176		5.2 Kitchen and Dining Area - Dining Furniture - Quality							
	Acceptable	<ul style="list-style-type: none"> With one table and at least two (2) chairs made of Medium Density Fiberboard (MDF) or equivalent. Table and chairs may be mismatched. 	2						
	Good	<ul style="list-style-type: none"> With one table and at least two (2) chairs made of Medium Density Fiberboard (MDF) or equivalent. Table and chairs are well coordinated. 	4						
	Very Good	<ul style="list-style-type: none"> With one table and at least four (4) chairs made of Medium Density Fiberboard (MDF) or equivalent. Timber veneers and glass tops, with polished edges may be used Table and chairs are well coordinated. 	6						
	Excellent	<ul style="list-style-type: none"> With one table and at least four (4) chairs made of High Density Fiberboard (HDF), solid wood or equivalent Timber veneers and glass tops, with polished edges may be used Size of table is appropriate for four persons with enough space in between chairs Table and chairs are well coordinated with the room. 	8						
	Outstanding	<ul style="list-style-type: none"> With one table and four (4) chairs or more made of High Density Fiberboard (HDF) or solid wood with polished/ laminated edge and surface or equivalent Upholstery or cushion in seats are in place for extra comfort Table and chairs are well-coordinated with the room and appropriate in size and scale relative to the room space. Provides generous space between the seats and around the table. 	10						
177		5.3 Kitchen and Dining Area - Dining Furniture - Condition							
	Acceptable	<ul style="list-style-type: none"> Surfaces are clean but may have minor stain, scratch or marks. 	2						
	Good	<ul style="list-style-type: none"> Generally clean with no visible stains or rip. Minor repair may be needed. 	4						
	Very Good	<ul style="list-style-type: none"> Generally clean with no visible stains or cracks. Repairs are done but may be evident. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning and maintenance in place. No visible stains, rip or cracks. Repairs may be evident but done professionally. 	8						
	Outstanding	<ul style="list-style-type: none"> In good-as-new condition. No signs of dust, smears and wear or tear. Repairs are professionally done, not evident, and need no further attention. 	10						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 5: KITCHEN AND DINING AREA									
		5.4 Kitchen and Dining Area - Crockery, Cutlery, Glassware - Quality							
		Sets of Tableware							
		<i>Note: 1 set of tableware shall consist of dining spoon, fork, knife and plate; drinking glass; cup, saucer and teaspoon</i>							
178	Additional	Service of at least 2 sets of tableware (crockery, cutlery and/or glassware).	2						
	Additional	Service of at least 4 sets of tableware.	4						
	Additional	Service of at least 6 sets of tableware.	6						
		Material for Crockery, Cutlery, Glassware, Tableware:							
179	Additional	Basic metal tableware, stoneware and/or glassware are provided.	2						
	Additional	Fine china, silver cutlery, crystal glassware or similar items of outstanding quality with the appropriate table setting are provided.	4						
		5.5 Kitchen and Dining Area - Refrigerator / Freezer - Availability & Functionality							
180	Acceptable	Refrigerator with small ice compartment or mini bar fridge	2						
	Good	Refrigerator with basic freezer compartment	4						
	Excellent	Refrigerator with separate freezer compartment having various partitions or Refrigerator-Freezer combination with separate cooling zones.	6						
181	Sustainability	Energy-efficient / energy-saving refrigerator in place	3						
182	Technology/ Digitalization	With smart refrigerator in place or with additional feature (e.g., cold water dispenser.)	2						
183		5.6 Kitchen and Dining Area - Cooking Range - Availability							
	Additional	Cooking range with 1 cooktop is provided.	2						
	Additional	Cooking range with 2 cooktops is provided.	4						
	Additional	Cooking range with 3 or more cooktops is provided.	6						
184		5.7 Kitchen and Dining Area - Overall Condition and Cleanliness							
	Acceptable	<ul style="list-style-type: none"> High touch areas are cleaned/vaccummed. Appliances, cooking equipment and utensils are kept clean. Minor marks, smears or dust is visible. 	2						
	Good	<ul style="list-style-type: none"> Surfaces and corners are efficiently cleaned/vaccummed. Appliances, cooking equipment and utensils are kept clean and dry with no visible marks or smears. 	4						
	Very Good	<ul style="list-style-type: none"> Surfaces and corners are efficiently cleaned/vaccummed including hard-to-reach areas. Appliances, cooking equipment and utensils are well-maintained, polished and kept clean and dry. 	6						
	Excellent	<ul style="list-style-type: none"> Regular and thorough cleaning is evident. No hidden dirty areas. Surfaces are well-polished with no smears. Appliances, cooking equipment and utensils are clean and dry. Excellent standard of cleanliness overall 	8						
	Outstanding	<ul style="list-style-type: none"> All surfaces and corners are thoroughly cleaned with excellent attention to detail. All equipment, appliance and furniture are thoroughly cleaned and well-maintained. Tableware and other kitchen utensils are clean and polished. No dust or smears. Kitchen working space and storage are properly designated and kept clean and organized. 	10						
		5.8 Kitchen and Dining Area - Ventilation							
185	Minimum 1-5	Ventilation system is in place in the kitchen to extract heat and smell from kitchen	2		m	m	m	m	m
186	Additional	Good level of ventilation is achieved with exhaust fans in place	3						
	Additional	Excellent ventilation is achieved through the use of mechanical ventilation system (e.g., range hood)	5						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 5: KITCHEN AND DINING AREA									
		5.9 Kitchen and Dining Area - Small Appliances - Availability & Functionality							
187	Additional	Toaster.	2						
188	Additional	Electric Kettle	2						
189	Additional	Microwave	2						
190	Additional	Oven	2						
191	Additional	Rice Cooker	2						
192	Additional	Additional cooking or F&B appliance (e.g., air fryer, sandwich maker, coffee maker, etc.)	2						
		5.10 Kitchen and Dining Area - Cooking Utensils- Availability							
193	Additional	Frying pan.	1						
194	Additional	Casserole dish with lid.	1						
195	Additional	At least 3 items consisting of cooking pots or saucepans.	2						
196	Additional	Bowls, servers and soup spoon (at least a set of 3).	2						
197	Minimum 1-5	Kitchen knives, cooking and serving spoons, chopping board, can opener and scissors.	2		m	m	m	m	m
		5.11 Kitchen and Dining Area - Cleaning Utensils - Availability							
198	Additional	Broom, dustpan and brush	1						
199	Additional	Mop, floor cloth and bucket	1						
200	Additional	General cleaning agents or all purpose cleaner	1						
201	Additional	Dish washing liquid/soap/paste and sponge	1						
202	Additional	Oven cloth or mitt	1						
203	Additional	Kitchen mat	1						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 6: AMENITIES AND SERVICES									
6.1 Amenities - Guest Services									
204	Additional	Meal available through a Grab & Go, Take-away or Dine-in Facility.	4						
	Additional	All Day Dining (ADD) Restaurant available	10						
205	Additional	Housekeeping turndown service at night.	3						
206	Technology/ Digitalization	Free and working Internet access/connection is available - with a minimum of 35 mbps	4						
6.2 Amenities – Wellness Services									
209	Additional	Fitness centre with cardio machines and staff onsite is available.	2						
210	Additional	Fitness centre with trained staff on duty and 5 or more cardio machines are available.	4						
211	Additional	Wellness classes (e.g., yoga, aerobic, etc.) or a personal fitness/ wellness trainer are available.	4						
212	6	Massage service is available. (Inhouse or Outsource)	2						
	Additional	Spa services with 3 or more treatment options are available. (Inhouse or Outsource)	4						
	Additional	Spa services with onsite facility is available. Spa services must have at least 3 treatment options and consist of massage, body treatments and water applications.	6						
213	Filipinization	Spa services include Traditional Filipino treatments	6						
214	Additional	Swimming pool is available.	4						
	Additional	Swimming pool for adults and kids are available and are properly demarcated / delineated.	6						
		<i>Note: If with swimming pool, establishment must have:</i> • Lifeguard, certified by the appropriate regulating body, on duty during operating hours. • Life-saving equipment visible within close proximity of the pool area. • Signages on pool depth and other reminders/policies in place.							
6.3 Amenities – General Services									
215	Additional	Business Center or printing and photocopy services is available.	4						
216	Minimum 1-5	First-aid facility or designated area for first-aid, with trained staff on site is available 24/7	6		m	m	m	m	m
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 8 hours	8						
	Additional	Clinic with trained staff, nurse or doctor onsite is available for at least 16 hours	10						
207	Additional	Kid's play area with trained staff on duty is available.	4						
208	Additional	Daycare, nanny or care giving service with trained staff is available for a minimum of 12 hours.	4						
217	Gender and Development (GAD)	Breastfeeding area is available with proper facilities and privacy (Comfortable seats, table, electrical outlet, and hand-washing facility or access to a washroom).	4						
6.4 Amenities – Conference / Function Venue									
<i>Note: Venue to be measured based on 1.5 sq meter space per person</i>									
218	Additional	Conference/Function Venue cater to small groups of less than 20 people.	4						
	Additional	Conference/Function Venue cater to small groups of 20-50 people.	7						
	Additional	Conference/Function Venue cater to big groups of 50-100 people.	10						
	Additional	Conference/Function Venue cater to bigger groups of 100-250 people.	13						
	Additional	Conference/Function Venue cater to large groups more than 250 people.	16						
6.5 Amenities – Conference / Function Venue Equipment									
219	Additional	With projector and screen, suitable for the size of the conference/ function venue	4						
	Additional	With LED screen suitable for the size of the conference/function venue	6						
220	Additional	With the necessary amenity or facility to conduct hybrid /virtual events (e.g., webinars)	5						
221	Additional	With microphone and sound system, suitable for the size of the conference/function venue	2						
222	Additional	Tables and chairs are provided. Options are available for different venue layouts.	2						
		Note: Decoration, furniture, temperature control, lighting and cleanliness included in public areas.							

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	★	★	★	★	★
Dimension 7: BUSINESS PRACTICES									
7.1 Business Processes									
223	Mandatory 1-5	Emergency and fire evacuation procedures are followed and in place, with corresponding annual drills.	0		M	M	M	M	M
224	Mandatory 1-5	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations	0		M	M	M	M	M
225	Mandatory 1-5	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.	0		M	M	M	M	M
226	Mandatory 1-5	Hotel meets all current regulations and legislative requirements to operate a Hotel. <i>(Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.)</i>	0		M	M	M	M	M
227	Additional	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.	5						
228	Additional	Risk assessment audit conducted annually that reviews security threats to the property and acted upon based on the recommendations.	5						
229	Social	Staff are provided with a minimum of 3 days of training annually (inhouse or outsource)	5						
230	Filipinization	At least 20% of the employees have training on the Filipino Brand of Service Excellence (FBSE)	3						
231	Filipinization Social	80% of the employees are from within the region.	6						
232	Filipinization Social	Procurement process ensures local purchasing. At least 50% are procured from local suppliers. (30% from within the region and another 20% from within the Philippines)	6						
233	Sustainability	Procurement process advocates Green purchasing. At least 50% (e.g., food/ beverages, laundry services, and amenities) are procured from organic or Green certified suppliers.	5						
234	Sustainability	Green Building Certification or equivalent certification on environmental sustainability, such as but not limited to reduction of water, waste and energy use (i.e., LEED, BERDE, EDGE, etc.)	6						
235	Sustainability	Alternative/renewable source of energy (e.g., solar, wind, etc.) is utilized.	4						
7.2 Barrier-free Facilities for Persons with Disabilities (PWD)									
236	Additional	(Accessible Tourism) For PWD Rooms, 5% of all rooms shall be designated for PWD, but not less than 2 rooms.	3						
237	Additional	Reception areas shall provide low and recessed or split-level counters that can both accommodate standing persons and those seated on wheelchairs. Lowered counter shall have legroom space with 650 mm (0.65 m or 26 in) clear opening.	3						
238	Additional	All interior doors shall have a clear opening and a width of at least 900mm (0.9m or 35 in) to accommodate big and motorized wheelchairs.	3						
239	Additional	PWD Bedrooms shall have the following:							
		<ul style="list-style-type: none"> • Lever type door handles. If using a proximity card reader, the card shall feature Braille signs or otherwise embossed with familiar signs. • Dual height peepholes with the lower one at 1,000 mm (1.0 m or 39 in) from the floor. • Light switches at maximum 1,200 mm (1.2 m or 47 in) from the floor. • Electrical outlets at a minimum of 450 mm (0.45 m or 18 in) from the floor. • If there is a writing desk or night table, the electrical outlet shall be above the finish top line of the writing desk or night table, and not under. • Bed height at maximum of 500 mm (0.5 m or 20 in) • Easy-to-open (preferably sliding) closet doors. • Dual height hanger racks with the lower rack at 1,400 mm (1.4 m or 55 in) from the floor or with pull-down hanger rods. • With an emergency mechanism in place, such as but not limited to, strobe lights, vibrator, etc. 	7						

No.	Ratings	Apartment Hotel Criteria / Indicators	Points	Score	*	*	*	*	*
Dimension 7: BUSINESS PRACTICES									
240	Additional	PWD Bathrooms shall have the following features: <ul style="list-style-type: none"> • Toilet flooring of non-skid material even when wet. • Toilet bowls shall be placed where a vertical or climbing bar is positioned on the wall at 300mm (0.3m or 11.81 in) from the front tip of the toilet bowl to offer support when users pull or elevate themselves to a standing position. • Grab bars shall be placed on both sides at 300mm (0.3m or 11.81 in) from the top of toilet seat to top of grab bar for safety and effective utility. One side shall be fixed and one side is movable. The distance between the bars shall not exceed 0.76 m (30 inches) • Grab bars and a durable seat shall also be placed in the shower area. • Toilet bowls should be elevated at 450mm (0.45m or 17.71 in) from the floor. • With an emergency mechanism, such as but not limited to, telephone or emergency / panic alarm button 	7						
241	Additional	Has at least one Elevator with the following PWD-friendly features: <ul style="list-style-type: none"> • Can accommodate a minimum of two (2) wheelchairs, with a minimum width clearance of 1,800 mm (1.8 m or 71 in) • Horizontal control panel for wheelchair users and vertical control panels for those in standing position shall be available. • The exterior and interior button panels shall not exceed 1,200 mm (1.2 m or 47 in) from the floor. • The panel buttons shall feature Braille signs or otherwise embossed with familiar signs for those not educated in Braille. • Audio system shall be in place to inform guests what floor the elevator is already at. • Equipped with handrails, placed on three sides, including rear end at 0.7 – 0.76 m (28-30 in) from the floor. • With an Emergency Rescue Device. 	6						
7.3 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)									
242	Additional	Staff are easily identified through the ID or nameplate they wear.	1						
243	Additional	Staff wears clean uniform / personal protective equipment appropriate for the scope of work.	2						
	Additional	Staff wears clean and custom uniform / personal protective equipment distinct for each department / scope of work	4						
244	Filipinization	Staff uniform accents/ incorporates materials that are indigenous or locally produced or represents Filipino culture or craftsmanship	5						
245	Additional	Staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.	4						
246	Additional	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity	4						
247	Additional	Guests feedback mechanism is in place. Guest concerns or complaints, if any, are responded to within 24 hrs or the next business day.	4						
248	Additional	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.	4						

ANNEX D
Sample Assessment Result

Day Month Year

(Name)
(Position)
(NAME OF ESTABLISHMENT)
(Address)

Dear Mr. / Ms. (Name)

This has reference to the assessment findings of the Audit Team who conducted inspection of the facilities, services and amenities of your property last (Day Month Year) for star rating (application / renewal).

We would like to inform you that (name of hotel / resort / apartment hotel) has garnered a total of (number) points,

(Please check one)

- Without missing any Mandatory and Minimum requirements.
- With some (Mandatory / Minimum) requirements for compliance.

Based on the 2024 National Accommodation Standards (NAS), the accumulation of (number) points rate your property as a (____ star hotel / resort / apartment hotel).

[If with some mandatory/minimum requirements for compliance] Kindly ensure compliance with the following (Mandatory / Minimum) requirements on the dates indicated below for the issuance of the above star rating classification. Otherwise, the property shall be (downgraded to a ____ star / issued Regular Accreditation / re-categorized as *Mabuhay Accommodation / Homestay*).

Mandatory / Minimum Requirements for Compliance	Compliance Period
1.	

Attached is a copy of the encoded assessment report as discussed with the property's representative/s present during the audit.

Should you have any concern regarding the assessment findings, you may send a formal Letter of Reconsideration signed by the authorized representative to the DOT. The requisites for a valid Letter of Reconsideration shall be as follows:

- a) It is made in writing and addressed to the DOT Undersecretary for Tourism Regulation, Coordination, and Resource Generation (DOT-TRCRG);
- b) It shall specify the facilities or services that the applicant is concerned with or is seeking reconsideration for;
- c) It shall be filed within fifteen (15) days from the applicant's receipt of the Assessment Result through email. Otherwise, the assessment rating is deemed final.

For more inquiries, please contact the Office of Tourism Standards and Regulation – Standards Monitoring and Enforcement Division (OTSR-SMED) at email address: dotstar@tourism.gov.ph or thru office telephone number (+632) 8459-5200.

Thank you for your unwavering support to the Philippine tourism industry.

Very truly yours,
(NAME)

Undersecretary - Tourism Regulation, Coordination, and Resource Generation