

Legal Framework

For Tourism Licensing
in Mozambique



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1 INTRODUCTION

This booklet is one of a series aimed at helping investors do business in Mozambique. It is based on the idea that informed investors can more easily follow the law, and the conviction that the rule of law is the best guarantor of property and of orderly and sustained development.

The series has been developed jointly by a number of institutions, including GIZ Pro-Econ (Ambiente Propício para o Desenvolvimento Económico Sustentável), a GIZ PRODER (Programa de Desenvolvimento Rural), Projecto GERENA (Gestão de Recursos Naturais), CFJJ (Centro de Formação Jurídica e Judiciária), SAL & Caldeira Advogados Lda and ACIS and Sofala Provincial Directorate of Tourism. By combining the experience of these institutions, we hope to give investors clear, practical advice with a sound basis in law.

This booklet is aimed primarily at investors but is also a tool for anyone involved in promoting tourism, and indeed those from the public sector promoting economic development in Mozambique. However the booklet cannot be all things to all people, it is therefore primarily aimed at those wanting to invest in the tourism sector.

As we developed the booklet at times we disagreed over what was the “proper” procedure. On further investigation we noted that this is because in some instances matters are handled differently in different parts of the country. While the sources of law governing most procedures are standardised at national level, local interpretation can vary. These differences are rarely of major significance but we felt it important, since this is a guide book of sorts, to note these differences. We have therefore taken the procedures as followed in Sofala Province as our baseline and, where we are aware of them, have made note of any differences in the way procedures are handled elsewhere in the country.

A number of additional legal requirements are mentioned in the booklet, such as the requirements for incorporation of a company and for obtaining the right to use and enjoy land. These are complex subjects in their own right and each is the subject of a booklet in this series. We have opted not to give detailed treatment to these questions here but recommend that the reader consults the other titles in this series. These are available to download from ACIS’ web site, www.acismoz.com

In this, the English language version of the booklet we have been faced with the choice of using terms in English or in Portuguese. We have opted to introduce both terms together and then to use the Portuguese term. While this may at first seem inconvenient to those who are not familiar with Portuguese in the longer run we believe it will help readers to become familiar with the basic terminology for tourism in Mozambique. A glossary of the terms used in Portuguese is included.

While we have tried our best to be accurate, we may have made some mistakes, and we certainly made some omissions. Also, law and public administration are dynamic subjects, and it is very likely that in the near future, some law or regulation described herein will be changed. We hope to correct the mistakes and supply the omissions in a next edition, so please do tell us of any that you find. In the meantime, the detailed nature of the subject matter and ordinary prudence both compel us to disclaim liability for those errors or omissions. In cases of doubt, readers would do well to consult legal counsel.

We hope that you find this booklet and the others in the series useful. Mozambique is a wonderful country and, as an entrepreneur creating wealth and employment, you have an important role to play in building it. Our role is to help you do yours. Força!

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A note about footnotes: This booklet is not designed for lawyers, and while we hope that it will also be of use to them we have taken the view that footnotes, where included should be easily accessible to the average reader who does not have legal training. Therefore we have provided the formal citation of pieces of legislation in the text where they first occur. Subsequent references use the “name” of the legislation, for example the Tourism Law, Amateur Diving Regulation etc.

2 GLOSSARY OF TERMS

Please find below a list of some of the terms you will encounter during the process of licensing tourism investments. Defined terms are set forth in bold typeface.

Alvará	Company trading or operating license.
APITs	Priority Tourism Investment Areas -Áreas Prioritárias para Investimento no Turismo
Assembleia Geral	The General Assembly of a company, sometimes also called the General Meeting. The Assembleia Geral is the highest corporate body of a company; it is composed of the quotaholders or their representatives. The Assembleia Geral elects the management of the company. The Assembleia Geral must by law meet at least once a year and may meet more often. The minutes of those meetings are recorded in the Livro de Actas .
Assinatura Reconhecida	Signature on a document compared to that in an identity document and stamped as corresponding thereto, by the Notary .
Auto de Vistoria	Certificate of Inspection of company premises.
Balcão Único	One Stop Shop. These entities have been created in provincial capitals. So far they receive licensing applications for commercial and industrial licenses and for import and export permits though under new regulations their role is to be expanded to cover other procedures in the incorporation and registration process including possibly receiving documents pertaining to tourism licensing.
Boletim da Republica	The official gazette of the Government of Mozambique, in which laws and regulations, as well as companies' articles of association, must be published.
Caderneta de Controlo Sanitário	Health and Safety Inspection Book. Purchased then stamped by CHAEM . Must be available for inspection at company offices.
Certidão de Registo Comercial	Certificate of commercial registration of a company, sometimes called the certidão comercial. The registration can be a provisional one, valid for 90 days and therefore called provisório, or a permanent one, called definitivo.
Certidão de Registo Predial	Certificate of registration at the Real Property Registry - Conservatória de Registo Predial
CHAEM	The Centro de Higiene, Ambiente e Exames Medicos, a division of the Provincial Health Department. CHAEM inspects company premises for health and safety prior to and as a condition of licensing, and carries out health checks on employees. CHAEM can inspect company premises at any time.
Conservatória de Registo	Commercial and Property Registry. In Maputo, commerce and property registration are handled by distinct registries, the Conservatória de Registo Comercial and the Conservatória de Registo Predial. Elsewhere the conservatories are co-located and known as "Conservatória de Registo".
Cópia autenticada	Copy of a document compared to the original and stamped as corresponding thereto by the Notary .
DPTURs	Provincial Tourism Directorates - Direcções Provinciais de Turismo
DUAT	Direito de Uso e Aproveitamento de Terra. Title to use and enjoy land or land usage title.
Esboço	Outline map – often used to refer to the map of the area for which DUAT has been requested.
Empresa Unipessoal	A limited liability company with a single quotaholder or shareholder.
Escritura Pública	Literally, a public deed. In the context of company incorporation, the term is sometimes used as shorthand for the handwritten (or increasingly in some provinces, computer printed) extract of the articles of association prepared by the Notary , with certain other documents attached.
Estatutos	The articles of association of a company, supplying the rules by which corporate life and the relationship between the quotaholders will be conducted.
FUTUR	National Tourism Fund - Fundo Nacional de Turismo. On 5 August 2008 extinguished by Government and replaced by the Instituto Nacional de Turismo (National Tourism Institute).
Livro de Actas	Company minutes book, in which the minutes of meetings of the Assembleia Geral are recorded.
Livro de Reclamações	Complaints book. Each tourism activity and each government department must have one. It can be used to raise both general and specific complaints.
Memória descritiva	Literally a written description.

MICOA	Ministério para a Coordenação de Acção Ambiental. The Environment Ministry.
MITUR	Ministério de Turismo. The Tourism Ministry.
Notary	The Provincial Notary Department, responsible for the preparation of public deeds (including for the incorporation of companies), official validation of certain other legal acts, and authentication of signatures and documents, among other duties. In Maputo, there are a variety of notarial offices distributed around the city.
NUIT	Número Único de Identificação Tributária, or tax registration number. The NUIT is sometimes also referred to as the VAT registration number. The NUIT must be clearly printed on all invoices and receipts, as well as being shown on any invoices and receipts submitted into the company accounts. Individuals' personal tax identification numbers are also referred to as NUITs .
SDAEs	District Economic Services - Serviços Distritais de Actividades Económicas.
Vistoria	Inspection by officers of the relevant Provincial Directorate and others of the company's premises, prior to issuing an Alvará .

3 BACKGROUND TO TOURISM IN MOZAMBIQUE

A number of pieces of legislation and policy provide legal context and background for investments in the tourism sector in Mozambique. These include the 2003 Tourism Policy & Implementation Strategy, the 2006 Tourism Marketing Strategy, and sectoral and sub-sectoral legislation. Other areas of legislation which impact tourism include those related to land, the environment, maritime areas and wildlife. Legislation as it applies to these specific areas must therefore also be taken into account when considering licensing an activity in the tourism sector. As the sector develops investors should also be aware of the likelihood of promulgation of additional legislation which will affect tourism. As always, in case of doubt we encourage the reader to seek advice from legal counsel.

3.1 TOURISM LEGISLATION

The Ministry of Tourism (*Ministério de Turismo* – MITUR) is the government institution responsible for the promotion and licensing of tourism activities in Mozambique. Provincial Directorates of Tourism (*Direcções Provinciais de Turismo* – DPTURs) and District Economic Services (*Serviços Distritais de Actividades Económicas* – SDAEs) are the local representatives of MITUR. The Tourism Inspectorate (*Inspecção Geral de Turismo*) is responsible for inspecting tourism activities to ensure that they are legally compliant¹. Inspections are dealt with further in Section 6 below.

In 1993 the National Tourism Fund (*Fundo Nacional de Turismo* – FUTUR) was established, and its statutes were approved in 2002². FUTUR was created to stimulate tourism, to ensure coordinated development of tourism activities and that investments add value to, or promote, the national tourism sector³. FUTUR is funded in a number of ways including through its own investments, licensing fees, and fees levied in conservation areas⁴. FUTUR is able to provide funding and loans to tourism investments⁵. Currently it has a series of loans available to small nationally owned companies. For further details on FUTUR's activities visit www.futur.org.mz

In 2003 the National Tourism Policy (*Política Nacional de Turismo*, Resolution 14/2003 of 04 April) was approved as the instrument to guide the development of Mozambique as a world-class tourism destination⁶. Tourism is envisaged by the Policy as an engine of economic growth, providing opportunities for employment and thus being a key economic driver⁷. The Policy envisages tourism bringing benefits such as income generation, employment, conservation, investment, infrastructure growth, prestige and growth of small business⁸.

General principles of the Tourism Policy include the need to: develop a favourable legal framework; recognize the private sector as a driving force in the sector; establish standards; develop skills; and ensure sustainable practice⁹. These principles are supported by economic,

¹ Ministerial Diploma 102-2002 of 03 July – The General Inspectorate of Tourism Regulation

² Decree 28/2002 of 19 November

³ Decree 28/2002 of 19 November, Article 2

⁴ Decree 28/2002 of 19 November, Article 15

⁵ Decree 28/2002 of 19 November, Article 5

⁶ Resolution 14/03 of 04 April, paragraph 1

⁷ Resolution 14/03 of 04 April, paragraph 3

⁸ Resolution 14/03 of 04 April, paragraph 3

⁹ Resolution 14/03 of 04 April, paragraph 5

social and environmental objectives¹⁰. The need for integrated planning, zoning of land for the tourism sector, and infrastructure investments are among those areas identified as priorities of the Policy¹¹. Others include preservation of conservation areas, development of skills and training, and community involvement¹².

The Policy includes a strategy for its implementation¹³. The strategy focuses on the need for: integrated planning at national, provincial and district levels; zoning of land for tourism; infrastructure development particularly with regard to transport links; provision of public services; management of impacts, sustainability and community involvement; investment promotion; product development, diversification and marketing; and development of standards¹⁴.

The 2003 Tourism Policy & Strategy are complemented by the 2006 – 2013 Tourism Marketing Strategy (*Estratégia de Marketing do Turismo 2006-2013*, Resolution 45/2006 of 26 December). This Marketing Strategy provides information about the context in which it was developed and approved¹⁵, and a diagnostic of the current situation of tourism marketing in Mozambique¹⁶. It then outlines strategic objectives and marketing activities¹⁷, expected outcomes¹⁸, and the budget for these activities¹⁹.

The Marketing Strategy identifies key geographical areas as Priority Tourism Investment Areas (*Áreas Prioritárias para Investimento no Turismo – APITs*), based on the establishment of this concept in the Tourism Policy & Strategy²⁰. These areas are²¹:

- Type A: Greater Maputo; Inhambane Coast; Vilanculos/Bazaruto
- Type A/B: Elephant coast; Xai Xai coast; Sofala tourism area; Ilha de Moçambique/Nacala; Pemba/Quirimbas
- Type B: Limpopo – Massingir; Limpopo – Mapai; Gorongosa tourism area; Manica tourism area; Cahora Bassa tourism area; Gilé/Pebane; Gurué tourism area; Northern Cabo Delgado; Lake Niassa; Niassa Reserve

Each of the zones is then further subdivided according to the type of tourism to be promoted there. These classifications are provided in Annex 7.1

The Marketing Strategy also identifies a series of tourism routes to be promoted²². Details of each route are provided in Annex 7.2. The Marketing Strategy identifies eco-tourism, adventure tourism and cultural tourism as the niche tourism areas which Mozambique should be seeking to promote²³.

The Marketing Strategy also provides a series of actions which should be undertaken in order to promote and develop the tourism sector. These include improved data gathering,

¹⁰ Resolution 14/03 of 04 April, paragraph 6

¹¹ Resolution 14/03 of 04 April, paragraph 7

¹² Resolution 14/03 of 04 April, paragraph 7

¹³ Resolution 14/03 of 04 April, paragraph 9

¹⁴ Resolution 14/03 of 04 April, paragraph 9

¹⁵ Resolution 45/06 of 26 December, paragraph 2

¹⁶ Resolution 45/06 of 26 December, paragraph 3

¹⁷ Resolution 45/06 of 26 December, paragraph 4

¹⁸ Resolution 45/06 of 26 December, paragraph 5

¹⁹ Resolution 45/06 of 26 December, paragraph 6

²⁰ Resolution 14/03 of 04 April, paragraph 7.13

²¹ Resolution 45/06 of 26 December, paragraph 3.8

²² Resolution 45/06 of 26 December, paragraph 3.9

²³ Resolution 45/06 of 26 December, paragraph 3.10

improved marketing and infrastructure development²⁴. The expected outcomes of the Marketing Strategy by 2010 include, among others²⁵: 6% annual growth in tourism from the regional market; improved marketing of Mozambique as a destination; competitive provision of air transport services; improved infrastructure at key airports; improved customer service for tourists from state officials (e.g. immigration, police and customs officers) at borders and within the country; and the development of a distinct brand for Mozambican tourism.

In 2004 the Tourism Law (*Lei de Turismo*, Law 4/2004 of 17 June) was passed. This law regulates tourism activity with a view to promoting sustainable development²⁶. It includes a number of definitions and establishes objectives which guide subordinate legislation for the sector. These objectives include²⁷:

- Promotion of economic and social growth while preserving natural resources;
- Preservation of cultural and historic values and promotion of national pride;
- Contribution to employment creation, economic growth and poverty alleviation;
- Promotion of conservation and bio-diversity;
- Promotion of equal opportunities.

The Law specifically promotes sustainable, low-impact tourism, requiring that tourism investments be well-integrated within the area in which they are placed²⁸. The Tourism Law provides for the establishment of Zones of Tourism Interest, which may be designated by the Council of Ministers, such designation including details of what activities may be undertaken within these zones²⁹.

The Tourism Law allows for the development of tourism in conservation areas as long as activities are based on sustainable practice and an approved management plan³⁰. The Law provides for the development of strategies to promote training in the tourism sector³¹ and promote investment in tourism³².

The Tourism Law provides a list of activities which may be provided by natural or legal persons³³ and are considered to be tourism-related. These include³⁴:

- Tourism & travel agencies;
- Activities aimed at tourists (for example water sports, and other outdoor pursuits);
- Vehicle hire and transport for tourists;
- Accommodation of all types;
- Gambling; and
- Restaurants, bars and discos;

The Law requires that those engaged in the tourism sector comply with a number of requirements. These include³⁵:

²⁴ Resolution 45/06 of 26 December, paragraph 4

²⁵ Resolution 45/06 of 26 December, paragraph 5.1

²⁶ Law 4/2004 of 17 June, Preamble

²⁷ Law 4/2004 of 17 June, Article 3

²⁸ Law 4/2004 of 17 June, Article 7

²⁹ Law 4/2004 of 17 June, Article 8

³⁰ Law 4/2004 of 17 June, Article 9

³¹ Law 4/2004 of 17 June, Article 12

³² Law 4/2004 of 17 June, Article 14

³³ Law 4/2004 of 17 June, Article 15

³⁴ Law 4/2004 of 17 June, Article 15

³⁵ Law 4/2004 of 17 June, Article 16

- Legal compliance for each sub-sector;
- Public display details of charges in the national currency (Metical) and official language (as well as in other currencies and languages if appropriate);
- Protection the environment and respect local culture;
- Ensuring that activities are appropriately insured;
- Non-discrimination on any basis;
- Provision of facilities and access for the disabled;
- Respect for anti-smoking legislation.

And those engaged in the sector are vested with the following rights³⁶:

- Free exercise of their activities within the legal requirements for each sector and sub-sector;
- Approval of activities if the appropriate legal requirements have been fulfilled;
- Promotion of activities in official tourism promotion materials;
- Participate in training, promotion and development activities for the sector.

In addition to establishing the rights and responsibilities of tourism operators, the Tourism Law also establishes the rights and responsibilities of tourists. These include the rights to³⁷:

- Obtain accurate, complete, objective information about tourism services;
- Benefit from products and services at the prices advertised;
- Obtain documents which contractually establish the price they are to pay for a specific item or service;
- Enjoy tranquillity, security and privacy;
- Complain under the terms of the law and receive adequate response to such complaints;
- Obtain the relevant information required to prevent disease and accidents.

And the obligation to³⁸:

- Comply with the law;
- Respect local culture and tradition;
- Respect the environment.

The Tourism Law also provides for the establishment of quality standards for tourism services³⁹, and for inspections and the taking of measures against those that contravene the legislation⁴⁰ particularly in respect of abuse of minors⁴¹.

The Tourism Law is regulated by a raft of additional legislation, which applies to the various sub-sectors within the main tourism sector. Additional legislation with respect to wildlife tourism and eco-tourism is being drafted as this guide goes to press, and future editions will take these developments into account. The regulations which apply to the tourism sector are dealt with in Section 4 below. This legislation has been used as the basis for the development of this guide. The complexity of the legislation, as well as the strong sanctions that may be

³⁶ Law 4/2004 of 17 June, Article 17

³⁷ Law 4/2004 of 17 June, Article 20

³⁸ Law 4/2004 of 17 June, Article 21

³⁹ Law 4/2004 of 17 June, Article 22

⁴⁰ Law 4/2004 of 17 June, Chapter VII

⁴¹ Law 4/2004 of 17 June, Article 26

applied to anyone contravening it oblige us to encourage the reader to seek specialised counsel if in any doubt about the licensing of a project or activity.

3.2 OTHER RELEVANT LEGISLATION

This guide deals with the licensing of activities and investments within the tourism sector. However, activities in the tourism sector are subject to a host of other legislation, in addition to licensing by MITUR. For example any company undertaking a tourism activity must be duly incorporated and registered. Activities taking place in new-builds are usually subject to applications for a land use title, construction and environmental licenses. Activities in conservation areas may be subject to environmental licensing. Tourists coming to Mozambique are subject to immigration legislation. After licensing, in addition to the tourism-specific post-licensing requirements mentioned in this guide a tourism operator is also subject to legal requirements in respect of, among others tax, employment, and local licensing (for example municipal licensing).

These are complex subjects in their own right and many are the subject of booklets in this series. We have opted not to give detailed treatment to issues specific to other sectors here, but to mention them when they arise, and to touch on key aspects in Section 5. In addition to the aspects covered in Section 5, standard post-licensing requirements are listed in the other titles in this series which are available to download from ACIS' web site, www.acismoz.com.

3.3 DECENTRALISATION

Mozambique is becoming increasingly decentralised. This means that authority for decision-making and management of funds is being vested at provincial and district level. The decentralisation process is not being rolled out at the same speed throughout the country and practices in certain provinces or districts often do not reflect changes in legislation. The time-lag between enactment and implementation of legislation is often more notable the further one is from central government authority. This means that as a matter of good practice, if not of law the applicant seeking to license a tourism activity in a rural area would be advised to seek the approval of the District Administrator of the area where the activity is to be located. In the preparation of this booklet we have heard of many instances in which application processes are referred between national, provincial and district levels with staff being unsure as to who should make specific decisions or indeed being offended because they were not informed of the proposed application.

Given the complexity and sensitivity of the decentralisation process it is unlikely that such occurrences will reduce in the short term. Therefore it is incumbent on the applicant to work with both district and provincial level government representatives (and national level representatives, if the type of investment so requires) to ensure that everyone is aware of the proposed application and project, and thus to reduce the likelihood of delays.

4 OBTAINING A LICENSE FOR A TOURISM OR RELATED ENTERPRISE

Any activity which falls within the tourism sector requires a license. Methods of licensing different types of activity are regulated by various pieces of legislation. To simplify matters we have chosen to group types of tourism activity and to describe the various pieces of legislation which pertain to each group. In the case of activities or investments which fall

within more than one category, even if undertaken on the same site, the reader is advised to confirm with the relevant authorities whether or not a license is required for each separate activity. As a general rule, each activity will require a license, and in some cases may require licensing by more than one government department. In case of doubt we encourage the reader to seek specialised legal counsel.

The procedures for licensing, alteration, enlargement, change of location, closure or suspension of tourism accommodation generally follow the same procedure. Below we refer to licensing, but the same procedures are applicable in any alteration to the tourism accommodation⁴². Note that any significant changes must be reported to the relevant authority and may be subject to the requirement to complete a new application process as outlined below⁴³.

Please note that, wherever possible any documents submitted should be notarised copies rather than originals. It is good practice to keep a copy of any documents submitted, including forms, and where possible to have the copy signed, dated and stamped with an official stamp by the recipient.

Please also note that where numbers of days are indicated below as, for example the time period for issuing a document, these are working days and not calendar days. If the legislation specifically indicates calendar days, this is noted in the text.

4.1 ACCOMMODATION I – TEMPORARY OCCUPATION

Regulation 18/2007 of 07 August, the Tourist Lodging, Restaurants, Drinking Establishments and Dance Halls Regulation (*Regulamento de Alojamento Turístico, Restauração e Bebidas e Salas de Dança*), called throughout this guide “the Tourism Regulation” provides comprehensive guidelines for various types of temporary tourist accommodation, and for establishments offering food, drink and entertainment. This section of the guide refers to the section of the regulation which deals with temporary accommodation of tourists. Section 4.3 below refers to the remainder of the regulation with respect to food, drink and entertainment establishments.

The Tourism Regulation defines an array of types of temporary accommodation, and provides comprehensive requirements for the development⁴⁴, operation and licensing of each. The types of temporary accommodation envisaged by the legislation are⁴⁵:

- Private lodging (*alojamento particular*) – private dwelling available for temporary rental;
- Tourist village (*aldeamento turístico*) various types of tourism accommodation of different standards combined with activities including sport and outdoor activities;
- Room hire (*aluguer de quartos para fins turísticos*) – offering between three and seven rooms for hire, this type of accommodation is “family” in nature with the owner having the option of living in an annex to the establishment;
- Guest house (*casa de hóspedes*) – may be, but does not have to be integrated into a family dwelling and which offers between three and ten rooms, and serves breakfast;
- Tourism complex (*conjunto turístico*) – a grouping of independent establishments within a defined area, sharing a single administration, but comprising one or more

⁴² Decree 18/2007, of 07 August, Article 14

⁴³ Decree 18/2007, of 07 August, Article 14

⁴⁴ Decree 18/2007, of 07 August, Article 1

⁴⁵ Decree 18/2007, of 07 August, Article 1

types of tourism accommodation, and optionally including restaurants, bars and dance halls;

- Inn (*estalagem*) – situated in its own premises, outside an urban area;
- Hotel (*hotel*) – occupying all or part of a building, and being completely independent with guest-only access to the floors it occupies;
- Apartment-hotel (*hotel-apartamento*) – a group of independent, furnished apartments, within their own building, and operated as a hotel;
- Resort-hotel (*hotel-resort*) – leisure hotel situated outside urban areas, offering outdoor and cultural activities and a full restaurant service;
- Lodge (*lodge*) – accommodation based on nature tourism such as safari, diving and appreciation of natural resources, constructed in local materials and style;
- Motel (*motel*) – short-stay hotel accommodation, comprising independent apartments with direct access to the outside, and with private parking next to each apartment. Services are provided centrally;
- Camp site (*parque de campismo*) – delimited area which provides infrastructure sufficient for the installation of tents, caravans and other forms of temporary accommodation, either for free or on a payment basis;
- Boarding house (*pensão*) – normally a family-run establishment, any establishment which cannot be categorized as a hotel or inn. A *pensão* can be either “standard” or “complete” depending on the types of meals it serves;
- Tourism homestead (*quinta para fins turísticas*) – a private dwelling which offers accommodation, food, drinks and dancing, at which the owner or operator may reside or not.

Each of these types of accommodation can be further classified according to the type of services it offers, as follows⁴⁶:

Type of accommodation	Range of categories
Hotel	From 5 star deluxe to 1 star
Resort-hotel	From 5 star deluxe to 3 star
Lodge	From 5 to 1 star
Apartment-hotel	From 4 to 2 star
Residential hotel ⁴⁷	From 4 to 1 star
Boarding house	From 4 to 1 star
Residential boarding house ⁴⁸	From 4 to 1 star
Inn	From 5 to 2 star
Motel	From 3 to 2 star
Camp site	From 4 to 1 star
Tourist village	Single classification
Guest house	Single classification
Private lodging	Single classification
Room hire	Single classification
Tourism homestead	Single classification
Tourism grouping	Single classification

Classifications are stipulated by the applicant at the time of submission of the documents required to begin the licensing process. However this classification is considered a guideline, with the final classification being determined when the establishment is inspected prior to

⁴⁶ Decree 18/2007, of 07 August, Article 8

⁴⁷ Note, this category is not defined in Article 1 of the Tourism Regulation

⁴⁸ Note, this category is not defined in Article 1 of the Tourism Regulation

beginning operations⁴⁹. Note however that detailed minimum requirements apply to each classification, and establishments are subject to fine if they do not comply with these minimum requirements. It is possible to change classification⁵⁰, either up or down after licensing. If re-classification to a higher category is planned at some future point, it is important to bear in mind aspects such as room dimensions for the higher classification, in the initial stages to development.

The type of establishment and its category determine which authority has the right to license its opening, alteration, enlargement, change of location, closure or suspension of activity as follows:

Licensing authority	Type and category of establishment
MITUR	All 3, 4 and 5 star (including deluxe) forms of accommodation, and camp sites, tourist villages, tourism complexes whatever their classification
Provincial Governor (may delegate to the Provincial Director of Tourism ⁵¹)	All 1 and 2 star establishments and private lodgings
Municipal Mayor (urban area officially designated as a city), or District Administrator (rural area). Both these may delegate to the relevant tourism representative at municipal or district level ⁵² .	All single classification establishments (unless these fall under the remit of the provincial governor or MITUR)

As noted above, in Section 3.2.1 there is an increasing move to decentralize. The Tourism Regulation allows for applicants to submit their applications for licensing, alteration, expansion, change of location, closure and suspension of activities can be submitted at a hierarchically lower level of licensing authority (though still addressed to the correct level of authority) and the documents will then be passed along⁵³. However, in practice operators report that this can cause significant delays, and reported opting to present the documents directly to the relevant licensing authority. The Tourism Regulation also permits that a hierarchically superior authority may request assistance from a lower authority in conducting diligence on the application⁵⁴, so for example MITUR may request the DPTUR of a particular province to verify the contents of an application to develop a five star hotel in that province.

Therefore prior to commencing an activity involving the accommodation of tourists the investor is required to decide which type or types of accommodation will be provided and what classification they will be provided under. This decision then determines to which authority the licensing application is addressed, and also determines, in considerable details, the layout and operation of the establishment. The specifications for each type and category of establishment are provided in Annex 7.6.

Overall the application process is similar, for each type and category of accommodation, varying depending on whether or not the project is a new-build or is taking place in a pre-existing structure, and the procedures described below are therefore generic. Where these differ for a given type or category of accommodation this is indicated.

⁴⁹ Decree 18/2007, of 07 August, Article 38

⁵⁰ Decree 18/2007, of 07 August, Article 287

⁵¹ Decree 18/2007, of 07 August, Article 12, clause b)

⁵² Decree 18/2007, of 07 August, Article 12, clause c)

⁵³ Decree 18/2007, of 07 August, Article 24

⁵⁴ Decree 18/2007, of 07 August, Article 24

The application process begins with an initial request or ante-project⁵⁵. This having been approved a more detailed executive project is submitted⁵⁶. The applicant can also opt to submit the documents required for both ante-project and executive project together at the same time⁵⁷. The executive project having been approved the applicant must request an inspection, the issuing of a management certificate, approval of the establishment's prices, and classification of the establishment⁵⁸. The inspection having been completed successfully the applicant is then issued an operating license (*alvará*).

The Tourism Regulation provides some time periods for responses to be given for specific parts of the licensing process. Article 13 requires that the licensing process, from the public sector side, be completed within 30 days⁵⁹. This period is suspended whenever it is necessary to ask for additional information from the applicant⁶⁰.

Within this thirty day period, technical approval of the ante-project must be given within 10 days of the date of submission of the ante-project document⁶¹. This ten day period does not include the time required to gather any additional information required⁶². Having received the technical approval the licensing authority then has five days to take a decision on the ante-project⁶³, and then a further three days from the date on which the decision is taken to notify the applicant⁶⁴. Therefore the maximum time permitted for the approval of the ante-project (not taking into account any suspensions of the period due to the gathering of additional information) is 18 days.

On approval of the ante-project the applicant then has 180 days (renewable once, on written application, for an additional 180 days) to submit the executive project⁶⁵. As noted above the applicant may opt to submit a combined document including all the requirements for the ante-project and executive project⁶⁶. The Tourism Regulation does not define a time period for the approval of the executive project. In practice the time periods included in the Tourism Regulation are reportedly rarely adhered to, with some operators reporting having waited months or years for approval of their project or issuing of their *alvará*.

The Tourism Regulation requires that any documents submitted as part of a licensing process be receipted, and that the receipt provided includes the date and a full list of items submitted⁶⁷. In addition the applicant may, at any stage, request information as to the progress of their application and request a written certificate indicating the stage reached, which may then be used in respect of other authorities⁶⁸.

Any name may be chosen for an establishment, as long as that name is not misleading. Establishments with names in a foreign language must provide an official translation of the name into Portuguese, along with their various applications⁶⁹.

⁵⁵ Decree 18/2007, of 07 August, Articles 14 - 17

⁵⁶ Decree 18/2007, of 07 August, Articles 19 - 22

⁵⁷ Decree 18/2007, of 07 August, Article 23

⁵⁸ Decree 18/2007, of 07 August, Articles 207-114

⁵⁹ Decree 18/2007, of 07 August, Article 13, paragraph 4

⁶⁰ Decree 18/2007, of 07 August, Article 13, paragraph 5

⁶¹ Decree 18/2007, of 07 August, Article 18, paragraph 1

⁶² Decree 18/2007, of 07 August, Article 18, paragraph 1

⁶³ Decree 18/2007, of 07 August, Article 18, paragraph 2

⁶⁴ Decree 18/2007, of 07 August, Article 18, paragraph 3

⁶⁵ Decree 18/2007, of 07 August, Article 19

⁶⁶ Decree 18/2007, of 07 August, Article 23

⁶⁷ Decree 18/2007, of 07 August, Article 41, paragraph 1

⁶⁸ Decree 18/2007, of 07 August, Article 41, paragraph 2

⁶⁹ Decree 18/2007, of 07 August, Article 7

4.1.1 Ante-project

The ante-project is submitted in the form of an application letter addressed to the relevant authority for the type of accommodation proposed⁷⁰. The letter and all supporting documents must be submitted in quadruplicate, with the exception of photographs which may be submitted in duplicate⁷¹. The licensing authority may request more copies of documents submitted, or the submission of additional documents to facilitate its taking a decision on the project⁷². The letter must include⁷³:

- Name, nationality, and residential address (in the case of a natural person);
- Address of organisation's headquarters, and authorized legal representative (in the case of a legal person);
- Location of the proposed activity.

The signature on the letter must be authenticated by a notary (*assinatura reconhecida*).

The letter must be accompanied by the following⁷⁴:

- A notarized copy of the organisation's articles of association (*estatutos*) (in the case of a legal person);
- Written opinion of the local authority responsible for the area of the proposed activity;
- Written opinion about the environmental impact of the activity issued by the relevant environmental authority;
- List of the number of workers to be employed and the value to be invested;
- Provisional or definitive land use title (*Direito de Uso e Aproveitamento de Terra – DUAT*)⁷⁵;
- Proof of payment of the fee for analysis of the Project, based on completion of forms “B” and “11” available from MITUR;
- Map (*esboço*) showing the location of the proposed accommodation, issued by the relevant authority (usually provided by the Provincial Geography and Cadastre Service as part of the DUAT application process);
- Sketch of the accommodation and photographs, if possible;
- Detailed written description (*memória descritiva*) of the proposed activity, including⁷⁶: physical characteristics of the area, geographical and hydrographical orientation, and types of vegetation; integration of the proposed development in the local area from an architectonic and landscape point of view; general description of the composition and essential characteristics of the construction; operation of the different types of services and buildings including linkages, circulation routes, ventilation; categorization and classification of the proposed development; planned time period for start of construction; guest capacity; investment value; plans and floor space allocated to each part of the development in accordance with legal requirements based on the annexes to the Tourism Regulation.

In addition to the foregoing ante-projects for developments planned in conservation areas must fulfil additional criteria as follows⁷⁷:

⁷⁰ Decree 18/2007, of 07 August, Article 14, paragraph 1

⁷¹ Decree 18/2007, of 07 August, Article 33, paragraph 1

⁷² Decree 18/2007, of 07 August, Article 33, paragraph 2

⁷³ Decree 18/2007, of 07 August, Article 14, paragraph 1

⁷⁴ Decree 18/2007, of 07 August, Articles 14 - 17

⁷⁵ See also Decree 18/2007, of 07 August, Article 34

⁷⁶ Decree 18/2007, of 07 August, Article 20, paragraph 2

⁷⁷ Decree 18/2007, of 07 August, Article 15, paragraph 1

- Demonstrated compliance with the conservation area's management plan, tourism development plan and other relevant legal documents;

As well as:

Type of conservation area	Requirements
National Park or Reserve ⁷⁸	Written opinion from the administrator of the park or reserve; Written opinion from the maritime authority in the case of marine conservation areas; Written minutes of community consultation meeting with the resident local community (<i>acta de consulta comunitária</i>).
Buffer Zone	Written opinion from the authority responsible for conservation areas; Written opinion from local government; Written opinion from the maritime authority in the case of marine conservation areas; Written minutes of community consultation meeting with the resident local community (<i>acta de consulta comunitária</i>).
Game farms (<i>fazendas</i>), and historical/cultural areas	Written opinion from the authority responsible for conservation areas; Written opinion from the maritime authority in the case of marine conservation areas;
Hunting reserves (<i>coutadas</i>)	Written opinion from the authority responsible for conservation areas; Written minutes of community consultation meeting with the resident local community (<i>acta de consulta comunitária</i>).

The community consultations required for the development of tourism accommodation in conservation areas must be carried out in accordance with the procedures established in the land legislation⁷⁹ and is designed to determine whether or not the proposed development will affect the socio-economic structure of the affected community⁸⁰.

4.1.2 Executive Project

If the applicant has submitted the ante-project and this has been approved they then have 180 days to submit the Executive project⁸¹. This period can be extended on written request for an additional 180 days⁸². Note however that without a written request, and proof of submission of this request the application can be considered to have expired without the submission of the Executive Project, and the process must begin again⁸³.

All executive projects, in both new-builds and existing structures must include all of the components required for the ante-project, even if the ante-project has already been submitted and approved⁸⁴. In addition, depending on whether the proposed development is a new-build or an existing building the executive project must be supported by a number of other documents as described below. All documents must be submitted in quadruplicate, with the exception of photographs which may be submitted in duplicate⁸⁵. The licensing authority may request more copies of documents submitted, or the submission of additional documents to facilitate its taking a decision on the project⁸⁶.

⁷⁸ Decree 18/2007, of 07 August, Article 15, paragraph 2

⁷⁹ Decree 18/2007, of 07 August, Article 16, paragraph 1

⁸⁰ Decree 18/2007, of 07 August, Article 16, paragraph 2

⁸¹ Decree 18/2007, of 07 August, Article 19 paragraph 1

⁸² Decree 18/2007, of 07 August, Article 19, paragraph 2

⁸³ Decree 18/2007, of 07 August, Article 19, paragraph 3

⁸⁴ Decree 18/2007, of 07 August, Article 22, paragraph 2

⁸⁵ Decree 18/2007, of 07 August, Article 33, paragraph 1

⁸⁶ Decree 18/2007, of 07 August, Article 33, paragraph 2

The executive project for a new-build requires the submission of the following⁸⁷:

- Plans to scale 1:1000 or 1:2000 showing the overall construction to be undertaken;
- Plans to scale 1:1000 showing the buildings and their different floors in sufficient detail to provide an understanding of the layout, type of building planned, circulation routes and equipment;
- Plans of longitudinal and transversal transects permitting understanding of what is to be built, with at least one plan showing a transect along vertical access routes;
- Sketches to scale 1:100 of the exterior of the buildings showing the finishings;
- Plans showing drainage, including solutions for dealing with domestic and rainwater drainage, road access and electrical drawings;
- Architect or engineer's declaration that the relevant construction and health and safety legislation has been taken into account in the development of the project;
- Written justification of the project;
- Detailed written description (*memória descritiva*) of the proposed activity, including: physical characteristics of the area, geographical and hydrographical orientation, and types of vegetation; integration of the proposed development in the local area from an architectonic and landscape point of view; general description of the composition and essential characteristics of the construction; operation of the different types of services and buildings including linkages, circulation routes, ventilation; categorization and classification of the proposed development; planned time period for start of construction; guest capacity; investment value; plans and floor space allocated to each part of the development in accordance with legal requirements based on the annexes to the Tourism Regulation;
- Plans and written descriptions must include details of defined smoking and non-smoking areas, and provisions for disabled access.

If the development is to be carried out in phases, these must be clearly indicated in the documents submitted.

The executive project for a development in an existing building requires the submission of the following⁸⁸:

- Plans of the building to scale 1:100 showing the different floors, planned development, circulation routes and equipment;
- Plans of longitudinal and transversal transects to scale 1:100 permitting understanding of what is to be developed, with at least one plan showing a transect along vertical access routes;
- Sketches to scale 1:100 of the exterior of the buildings showing the finishings;
- Plans showing drainage, including solutions for dealing with domestic and rainwater drainage, road access and electrical drawings, if required;
- Architect or engineer's declaration that the relevant construction and health and safety legislation has been taken into account in the development of the project;
- Detailed written description (*memória descritiva*) of the proposed activity, including: construction characteristics of the building; operation of the different types of services and buildings including linkages, circulation routes, ventilation; categorization and classification of the proposed development; planned time period for start of construction;

⁸⁷ Decree 18/2007, of 07 August, Article 20

⁸⁸ Decree 18/2007, of 07 August, Article 21

- Written approval of the residents committee if the development is to be in a residential area;
- Plans and written descriptions must include details of defined smoking and non-smoking areas, and provisions for disabled access.

In the case of one or two star boarding houses in existing buildings, these may submit one combined set of plans showing the exterior and finishings, and the general development plan, but all other requirements must also be submitted⁸⁹.

In certain aspects the requirements described above may appear repetitive for certain types of development. However in practice operators note that it is often preferable to submit information in the exact format requested, using the terminology of the tourism legislation, with descriptions broken down according to the categories as listed in the legislation, even if this requires repetition. In this way, it is reported, the submission is less likely to be rejected on the basis of its format, because it is laid out according to the structure, and using the terminology which those who will analyse it expect.

Note that the final inspection of the tourism accommodation, and approval of licensing based on this inspection, is directly guided by the documents submitted at this stage. Applicants sometimes opt to make conservative estimates of the level of development they plan to achieve in their application, since failure to comply with the plans presented may result in a complete new licensing process being required. It is essential that the minimum requirements for each type of establishment (see Annex 7.6) are demonstrably complied with in the plans submitted. Not including key information such as room sizes, location of smoking areas and all other aspects listed as a minimum requirement for each type of accommodation can lead to the executive project being rejected by the licensing authority.

Applicants with new-build projects should take into consideration the plans submitted when applying for provisional DUAT, as these must be complied with, within a given time period as well. For further details about acquiring land rights please see the publication on that subject in this series, available from www.acismoz.com

When tourism developments require the authorization to use land which is part of the public maritime area or under the jurisdiction of other authorities proof of authorization of the development by these authorities must be provided by the applicant as part of the executive project⁹⁰. If this authorization is not forthcoming the tourism licensing authority may suspend the application for thirty days after which it is filed, and may be re-activated when the relevant authorization is provided⁹¹. However if the tourism development is considered sufficiently important to the tourism sector, the licensing authority may intervene with the authority responsible for the area of land in question to request that the authorization be expedited⁹².

4.1.3 Application Approval and Project Commencement

The executive project having been submitted the licensing authority may request opinions from other government departments, which are given 7 days to provide these opinions⁹³. The licensing authority then has 10 days from the date of the last opinion received to

⁸⁹ Decree 18/2007, of 07 August, Article 21, paragraph 4

⁹⁰ Decree 18/2007, of 07 August, Article 34, paragraph 1

⁹¹ Decree 18/2007, of 07 August, Article 34, paragraph 2

⁹² Decree 18/2007, of 07 August, Article 34, paragraph 3

⁹³ Decree 18/2007, of 07 August, Article 37

provide its decision⁹⁴. The decision is provided in writing to the applicant and includes the proposed maximum classification which can apply to the proposed accommodation⁹⁵. This proposed classification is not binding and may be altered based on the final inspection of the accommodation⁹⁶.

Based on date on which the applicant receives the written communication of approval of the executive project from the licensing authority, construction must begin within the following time periods⁹⁷:

- One year for a new build;
- 180 days for developments in existing buildings.

If these time periods are not complied with the authorization is considered cancelled, the project is filed and the authority responsible for issuing DUAT is notified that the land is not in use⁹⁸. While it is not a legal requirement applicants may opt to notify the licensing authority in writing when they begin construction, and to retain a stamped and dated copy of the letter submitted.

Construction must take place in accordance with the legal requirements for this activity. This subject will be dealt with in detail in a future publication in this series. It is worth noting that both the construction itself and the construction contractor must be licensed, and that a variety of different types of license apply. In cases of doubt the reader would do well to consult specialists in the construction sector.

4.1.4 Inspection and Licensing

When construction is complete the applicant must request an inspection (*vistoria*)⁹⁹. This application is made in writing to the licensing authority, along with a written application for the issuing of a management certificate (see e) below) and approval of the proposed table of prices for the accommodation¹⁰⁰. The price lists must be presented in a format provided by the licensing authority (see annex 7.4) and submitted in duplicate with one copy being stamped and returned to the applicant¹⁰¹.

At the same time the applicant must apply to the classifying body for classification of the establishment, and the classifying body then has 20 days in which to notify the licensing entity of the classification awarded to the establishment¹⁰².

The inspection must take place within 15 days of the submission of the letter requesting it¹⁰³. The inspection team comprises¹⁰⁴:

- Two representatives of the licensing authority;
- One health sector representative;
- One representative of the national park or reserve if the accommodation is in a conservation area.

⁹⁴ Decree 18/2007, of 07 August, Article 37

⁹⁵ Decree 18/2007, of 07 August, Article 38, paragraphs 1 and 2

⁹⁶ Decree 18/2007, of 07 August, Article 38, paragraph 3

⁹⁷ Decree 18/2007, of 07 August, Article 39, paragraph 1

⁹⁸ Decree 18/2007, of 07 August, Article 39, paragraph 2

⁹⁹ Decree 18/2007, of 07 August, Article 207, paragraph 1

¹⁰⁰ Decree 18/2007, of 07 August, Article 207, paragraph 2

¹⁰¹ Decree 18/2007, of 07 August, Article 231

¹⁰² Decree 18/2007, of 07 August, Article 207, paragraph 3

¹⁰³ Decree 18/2007, of 07 August, Article 210

¹⁰⁴ Decree 18/2007, of 07 August, Article 208, paragraph 1

The inspection team is expected to have a good knowledge of the project itself and the relevant legislation¹⁰⁵. The applicant or their mandated representative must be present during the inspection¹⁰⁶. The accommodation can only pass inspection with the unanimous approval of the inspection team¹⁰⁷.

At the end of the inspection the inspection team produces a report (*auto de vistoria*) which either approves the project or recommends changes¹⁰⁸. A copy of the auto is given to the applicant at the time of the inspection and is also passed to the inspectors' superior¹⁰⁹. The licensing authority has seven working days to issue its opinion and the applicant then has seven working days to contest any negative findings¹¹⁰. If a decision is taken not to allow the establishment to open this must be duly based on law and the basis must be provided in writing¹¹¹. If a decision is made to require the applicant to make modifications, the entire establishment is then subject to re-inspection¹¹². The initial alterations having been carried out, this does not preclude the identification of additional defects in the second or any subsequent inspections¹¹³.

The inspection being passed, an operating license (*alvará*) is issued within five working days¹¹⁴. In practice, however *alvarás* may take much longer to issue, and in this case, the applicant can request a certificate from the licensing authority which demonstrates that they are awaiting the *alvará*, for the purposes of then dealing with other government departments.

Any change to the details listed in the *alvará* (which include name of establishment, ownership, location, classification, size and capacity and types of service provided) necessitate the exchange of the *alvará* for a new, up to date one¹¹⁵. The *alvará* must be on public display in the establishment, and be provided to inspectors on request¹¹⁶. If the establishment ceases to operate the *alvará* must be returned to the issuing authority¹¹⁷. The *alvará* is issued for an indeterminate period¹¹⁸.

Note: there is no legal requirement to transport, or pay for the transport, or for out of office expenses of inspectors coming to inspect the establishment. In the case of transport however, in practice applicants may choose to provide this in the interests of expediting the inspection process. For any and all payments made to government officials or any payment to any government department receipts must be provided. The law requires that each government department have a bank account and payments may be made directly into that account¹¹⁹. Where possible it is preferable to use this system rather than to pay cash.

¹⁰⁵ Decree 18/2007, of 07 August, Article 209

¹⁰⁶ Decree 18/2007, of 07 August, Article 208, paragraph 2

¹⁰⁷ Decree 18/2007, of 07 August, Article 208, paragraph 3

¹⁰⁸ Decree 18/2007, of 07 August, Article 211, paragraphs 1 and 2

¹⁰⁹ Decree 18/2007, of 07 August, Article 211, paragraph 3

¹¹⁰ Decree 18/2007, of 07 August, Article 211, paragraph 4

¹¹¹ Decree 18/2007, of 07 August, Article 212

¹¹² Decree 18/2007, of 07 August, Article 213

¹¹³ Decree 18/2007, of 07 August, Article 214

¹¹⁴ Decree 18/2007, of 07 August, Article 215

¹¹⁵ Decree 18/2007, of 07 August, Article 216, paragraphs 1 and 2

¹¹⁶ Decree 18/2007, of 07 August, Article 216, paragraph 4

¹¹⁷ Decree 18/2007, of 07 August, Article 216, paragraph 3

¹¹⁸ Decree 18/2007, of 07 August, Article 216, paragraph 1

¹¹⁹ Decree 30/01 of 15th October Article 57

4.1.5 Beginning Operations

The establishment can only begin operating after the *alvará* is issued¹²⁰. The operator must then purchase, from the classifying body, the relevant plaque indicating the type of establishment and its category. This must be purchased and displayed within 15 days of the date of receiving the *alvará*¹²¹. Those establishments which exercise more than one activity (for example a hotel with a restaurant and disco), only the plaque applicable to the principle activity of the establishment need be displayed¹²², though plaques may also be displayed for each separate activity¹²³.

Establishments may undertake more than one activity, as in the preceding example. In this case, if the additional activities are marketed to the public as being autonomous from the main establishment they may be subject to separate licensing under the regulations which govern the relevant activity¹²⁴. In case of doubt a decision as to whether or not the additional activities should be considered autonomous for the purposes of licensing must be referred to the licensing authority¹²⁵.

Establishments may only use the classification which they have been awarded, and this classification must be clearly displayed on all advertising, invoices, or any other form of material available to the public¹²⁶.

Establishments which are not open all the year round must inform the licensing authority by 31st May each year, of their periods of operation for the following year, unless the period is the same each year in which case the operator is only required to report this once¹²⁷. If the operator does not file this report in time the establishment is required to operate all year, until the next deadline¹²⁸.

All establishments (with the exception of guest houses, private lodging, room hire and tourism homesteads) must have a responsible party to ensure the efficient functioning of the establishment, the friendly treatment of guests and rapid and efficient service¹²⁹. The technical capacity of the designated person must be certified by the licensing authority¹³⁰. Certification is applied for in writing and supported by the following documents¹³¹:

- CV;
- Authenticated (notarized) certificate of having attended a course on tourism, hotel management or the equivalent;
- Proof of payment of the relevant fee.

All establishments must have a complaints book (*livro de reclamações*) which must be publicly displayed¹³², and must conform to the legally established format (see annex 7.5)¹³³. The book

¹²⁰ Decree 18/2007, of 07 August, Article 217

¹²¹ Decree 18/2007, of 07 August, Article 218, paragraph 1

¹²² Decree 18/2007, of 07 August, Article 218, paragraph 2

¹²³ Decree 18/2007, of 07 August, Article 218, paragraph 3

¹²⁴ Decree 18/2007, of 07 August, Article 219

¹²⁵ Decree 18/2007, of 07 August, Article 219

¹²⁶ Decree 18/2007, of 07 August, Article 220

¹²⁷ Decree 18/2007, of 07 August, Article 221, paragraphs 1 and 2

¹²⁸ Decree 18/2007, of 07 August, Article 221, paragraph 3

¹²⁹ Decree 18/2007, of 07 August, Article 222, paragraph 1

¹³⁰ Decree 18/2007, of 07 August, Article 222, paragraph 2

¹³¹ Decree 18/2007, of 07 August, Article 222, paragraph 2

¹³² Decree 18/2007, of 07 August, Article 223 3) NB: there are two inconsistencies within Decree 18/2007, regarding the "Livro de reclamações". In Article 223 it says that the book itself should be displayed, while in annex VI it says that only information regarding the existence of the book should be displayed. Article 225 states that complaints must be

must have triplicate pages, each of which must be signed by a senior staff member, and its initial and final dates of use must also be signed off by a representative of MITUR¹³⁴. The complaints book must be given to any member of the public that requests it, on presentation of personal identification (unless the manager of the establishment is personally acquainted with the person, in which case identification is not required)¹³⁵. Any complaints registered in the book may be answered by the operator, and copies of both the complaint, and the response (where relevant), must be provided to the nearest inspectorate of the licensing authority within five working days of the complaint taking place¹³⁶. The local inspectorate may then pass the issue to the national inspectorate if necessary¹³⁷.

All tourism accommodation establishments are considered public and may not discriminate against the entry of any member of the public¹³⁸. Access must be denied to any person accompanied by an animal¹³⁹. Minors are prohibited access to any tourism establishment¹⁴⁰. In addition, access may be denied on the basis of¹⁴¹:

- Drunkenness or other forms of intoxication;
- Non-observance of the norms of hygiene, morality, or public order.

A person may be asked to leave based on¹⁴²:

- Not purchasing or consuming the items or services offered by the establishment;
- Any action which risks safety or public order.

An establishment may apply to the licensing authority to reserve the right of admission. This may be done based on the need to attract a certain professional class, or market segment, or other criteria found by the licensing authority to have a sound basis¹⁴³. If this right is granted it must be clearly displayed on a sign at the entrance to the establishment¹⁴⁴. If an establishment holds specific events access to these may be made conditional as long as this fact has been duly advertised to the public¹⁴⁵.

Food or drink not purchased on the premises may only be consumed with permission from the establishment. A charge may be levied for permission¹⁴⁶.

Even having received its *alvará* an establishment may not begin operation without its price list being approved by the licensing authority¹⁴⁷. Application for approval should be made at the same time as the application for the *istoria*¹⁴⁸. If an establishment is re-classified the new

presented to the authorities within 5 days and the Annex requires this be done within 48 hours. In Annex 7.5 of this book we have used the time period of 5 days considering this to be a more realistic time period

¹³³ Decree 18/2007, of 07 August, Article 224, paragraph 1

¹³⁴ Decree 18/2007, of 07 August, Article 224, paragraph 2

¹³⁵ Decree 18/2007, of 07 August, Article 224, paragraph 1

¹³⁶ Decree 18/2007, of 07 August, Article 225

¹³⁷ Decree 18/2007, of 07 August, Article 225

¹³⁸ Decree 18/2007, of 07 August, Article 226, paragraph 1

¹³⁹ Decree 18/2007, of 07 August, Article 266, paragraph 4

¹⁴⁰ Decree 18/2007, of 07 August, Article 228, in conjunction with Law 6/99 of 02 February (see Section 4.6 below)

¹⁴¹ Decree 18/2007, of 07 August, Article 226, paragraph 2

¹⁴² Decree 18/2007, of 07 August, Article 226, paragraph 3

¹⁴³ Decree 18/2007, of 07 August, Article 227, paragraph 1

¹⁴⁴ Decree 18/2007, of 07 August, Article 227, paragraph 2

¹⁴⁵ Decree 18/2007, of 07 August, Article 227, paragraph 3

¹⁴⁶ Decree 18/2007, of 07 August, Article 230

¹⁴⁷ Decree 18/2007, of 07 August, Article 231

¹⁴⁸ Decree 18/2007, of 07 August, Article 207, paragraph 2

price lists must be submitted within five working days of the new classification being issued¹⁴⁹.

All prices must be determined and practiced in the national currency¹⁵⁰. Prices must be clearly displayed, along with the type and classification of establishment and must include the price of lodging only and of full board (where applicable)¹⁵¹. The same information must be available on price lists given to clients in the restaurant of an accommodation establishment, where relevant¹⁵². Establishments are not permitted to charge prices higher than those in the price table submitted¹⁵³. The Ministries of Finance and Tourism may determine preferential pricing policies for nationals with a view to promoting domestic tourism¹⁵⁴.

4.1.6 Additional Service Requirements

The Tourism Regulation requires that the quality of service provided in an accommodation establishment must be in accordance with its classification, and with the national tourism quality standards¹⁵⁵. National tourism quality standards have not yet been established.

The reception of the establishment must be situated near the entrance and must provide clients with administrative services and information¹⁵⁶, and must be open 24 hours per day¹⁵⁷. The reception is expected to¹⁵⁸:

- Receive and assist clients;
- Make reservations;
- Be responsible for then arrival and departure of guests;
- Deal with complaints;
- Issue invoices and receipts and deal with payments;
- Receive, look after and hand over correspondence to guests;
- Take telephone messages for guests;
- Look after left luggage;
- Look after room keys;
- Provide a wake-up service.

Rooms must be cleaned and made up daily, and in five star establishments, they must be made up again in the afternoon¹⁵⁹. Bed linen and towels must always be changed when guests leave the establishment¹⁶⁰.

Meals must be provided in accordance with the classification of the establishment (see annex 7.6 for detailed guidance)¹⁶¹. Meals must be served according to the timetable set by the establishment, with each meal time being at least two and a half hours¹⁶². In all those types of establishment which are required to serve breakfast (see annex 7.6 for further details) at least

¹⁴⁹ Decree 18/2007, of 07 August, Article 231, paragraph 4

¹⁵⁰ Decree 18/2007, of 07 August, Article 238

¹⁵¹ Decree 18/2007, of 07 August, Article 237, paragraph 1

¹⁵² Decree 18/2007, of 07 August, Article 237, paragraph 2

¹⁵³ Decree 18/2007, of 07 August, Article 235

¹⁵⁴ Decree 18/2007, of 07 August, Article 236

¹⁵⁵ Decree 18/2007, of 07 August, Article 239

¹⁵⁶ Decree 18/2007, of 07 August, Article 240, paragraph 1

¹⁵⁷ Decree 18/2007, of 07 August, Article 240, paragraph 3

¹⁵⁸ Decree 18/2007, of 07 August, Article 240, paragraph 2

¹⁵⁹ Decree 18/2007, of 07 August, Article 241, paragraphs 1 and 2

¹⁶⁰ Decree 18/2007, of 07 August, Article 241, paragraph 3

¹⁶¹ Decree 18/2007, of 07 August, Article 242, paragraph 1

¹⁶² Decree 18/2007, of 07 August, Article 244

two types of breakfast must be provided¹⁶³. Breakfast must be served in the room if the guest requests this and an additional charge may be levied for the service¹⁶⁴.

All accommodation establishments must provide a free safety deposit service for guests' money and other valuables, and reception staff must make it absolutely clear to guests that the establishment accepts no responsibility for any items not deposited with the safety deposit service¹⁶⁵.

All accommodation establishments must provide a washing and ironing service for guests, though this service may be outsourced. Items must be returned to guests within a maximum of forty-eight hours¹⁶⁶.

Whenever the type of service provided so dictates, employees must wear the appropriate type of uniform for the work that they do. Those dealing with food must have their heads covered and nails must be kept short and unpainted. All employees must have identity badges, must greet guests with courtesy and must be clean and tidy¹⁶⁷. For additional requirements regarding employees dealing with food and the public see Section 5.2 below. In all accommodation establishments those in charge of reception, of the area serving food and drink, and the telephone operators, must speak Portuguese and English as a minimum¹⁶⁸.

In all accommodation establishments reception services must be performed by properly trained staff, and in accommodation of four star or above reception staff must be differentiated for each type of service provided¹⁶⁹. Telephones must be attended rapidly and efficiently, and there must always be a trained telephone operator available to take calls¹⁷⁰.

A number of issues apply to the type of food and drink service in different establishments. This is dealt with in more detail in annex 7.6 as well as in section 4.3 below.

4.1.7 Registration and Fees

On issuing the *alvará*, the licensing authority will register the establishment. From this point forward the establishment is responsible for regularly updating the information registered, and is also responsible for reporting requirements to other departments (for example see section 5.4 below)¹⁷¹. The initial report must include the identity of the managers, the identity of the entity managing the establishment and its legal status, and the identity of the owner of the establishment¹⁷². Any major changes must be reported, and these include: sale of the establishment; suspension of activity; closure; changing of company articles of association in any way; any changes to any of the items listed on the *alvará*¹⁷³. Any complaints, sanctions, and inspection reports are also listed on the register by the licensing entity¹⁷⁴.

Establishments must report quarterly to the licensing authority about their number of guests, and this data must be broken down by nationality, country of origin and type of transport

¹⁶³ Decree 18/2007, of 07 August, Article 243 paragraph 1

¹⁶⁴ Decree 18/2007, of 07 August, Article 243, paragraph 2

¹⁶⁵ Decree 18/2007, of 07 August, Article 245

¹⁶⁶ Decree 18/2007, of 07 August, Article 246

¹⁶⁷ Decree 18/2007, of 07 August, Article 247

¹⁶⁸ Decree 18/2007, of 07 August, Article 248

¹⁶⁹ Decree 18/2007, of 07 August, Article 249

¹⁷⁰ Decree 18/2007, of 07 August, Article 250

¹⁷¹ Decree 18/2007, of 07 August, Article 265

¹⁷² Decree 18/2007, of 07 August, Article 265

¹⁷³ Decree 18/2007, of 07 August, Article 266

¹⁷⁴ Decree 18/2007, of 07 August, Article 266

used¹⁷⁵. This information will be treated confidentially by the licensing authority¹⁷⁶. This does not preclude the need to report to other departments such as immigration (see section 5.3 below) and the National Statistics Department¹⁷⁷.

A number of the activities mentioned above are subject to the payment of taxes and fees. These are listed in annex 7.3. Contravention of many of the aspects included in the Tourism Regulation is subject to fines. These are dealt with in section 6 below. Operators should note that, in addition to the licensing and other fees payable to the tourism licensing authority, there are a number of other licensing fees and taxes which are incurred either as a one-off or regularly. These include the costs of other licenses (such as environmental, construction and land) and regular taxes such as land and municipal taxes. Further details of the different types of taxes and fees are included in other publications in this series and in cases of doubt we encourage the reader to seek legal counsel.

4.2 ACCOMMODATION II - PERIODIC OCCUPATION

The previous section refers to the provision of temporary accommodation. In August 2007 (Decree 39/2007 of 24 August, the Periodic Occupation Regulation, *Regulamento de Habitação Periódica*) Mozambique introduced an additional regulation governing what is known as “periodic occupation” – that is, concepts such as time-share and fractional ownership, as well as long-term use of business property such as office parks.

In Mozambique all land is the property of the State, and can be used for a specified period based on the right to use and benefit from the land (*Direito de Uso e Aproveitamento de Terra – DUAT*). Therefore the concept of “ownership” of property built on land is limited in accordance with the rights of the DUAT-holder. The Periodic Occupation Regulation establishes the real rights of those using property constructed on land for which the DUAT belongs to a third party. Property law is more complex than the nature of this manual allows for. What is provided below is a brief description of the law as it pertains specifically to periodic occupation, this is by no means a comprehensive overview of property-related legislation in Mozambique and in case of doubt, or for more detailed information readers would do well to consult specialists in this matter.

In addition to understanding the requirements for periodic occupation, readers interested in engaging in this sector are encouraged to ensure that they also have a good understanding of land and company-related legislation since these aspects are also key to understanding what is legal and what is not. In case of doubt we encourage readers to seek specialized legal counsel. Periodic occupation is an area in which the government, Mozambican land specialists and, increasingly, tourism operators, are expressing concern about activities which have or are taking place. However as a concept periodic occupation also offers many opportunities for development in Mozambique, as long as the legislation is followed correctly.

4.2.1 Legal Framework

The Periodic Occupation Regulation establishes the legal regime for the constitution, exercise, transmission and extinction of periodic occupation rights as well as to define the norms for licensing establishments (both tourism and commercial property) operating within

¹⁷⁵ Decree 18/2007, of 07 August, Article 293, paragraphs 1 and 2

¹⁷⁶ Decree 18/2007, of 07 August, Article 293, paragraph 3

¹⁷⁷ Decree 18/2007, of 07 August, Article 293, paragraph 1

this regime¹⁷⁸. The regulation also establishes the legal regime for residential tourism¹⁷⁹. The rights established under the regulation are¹⁸⁰:

- Real periodic occupation right;
- Real tourism occupation right;
- Real fractional occupation right.

The Periodic Occupation Regulation therefore applies to all property or accommodation used for periodic occupation or residential tourism, and subjectively to all those involved in the ownership, promotion, commercialization of such properties as well as to those who have the rights listed above¹⁸¹.

A right to periodic occupation confers on the holder the following¹⁸²:

- Use of the accommodation for the relevant period, or of access to accommodation of the same or higher standard nearby if for some unforeseen reason their own accommodation cannot be used;
- Use of common services and facilities, and services provided by the owner of the periodic ownership investment;
- The right to cede these rights to others.

The holder and users of a right to periodic occupation are expected to behave within the norms laid out in the rules, or constitution of the investment and within the laws of Mozambique, both in the common areas of the property and in the private areas¹⁸³. Promissory, and definitive contracts signed in the process of acquisition of periodic occupation rights are binding and any clause in such contracts which excludes or limits renunciation of said contracts is considered null¹⁸⁴.

Below we first describe the general requirements for all periodic occupation activities before moving on to discuss the specifics as they apply to each of the types of right listed above.

4.2.2 General Conditions

The following general conditions apply to all types of periodic occupation¹⁸⁵ and apply to each of the distinct phases of investments which are developed in this way¹⁸⁶:

- Individual units must comprise part of a larger investment duly licensed under the Periodic Occupation Regulation;
- Units must be distinct and independent with separate entrances either into communal areas or onto public access;
- Except in the case of apartment-hotels and tourism apartments (see Section 4.1 above) all the units in one investment must be for the purpose of periodic occupation;
- Units must be furnished and equipped as appropriate;

¹⁷⁸ Decree 39/2007 of 24 August, Article 2, paragraph 1

¹⁷⁹ Decree 39/2007 of 24 August, Article 2, paragraph 3

¹⁸⁰ Decree 39/2007 of 24 August, Article 2, paragraph 2

¹⁸¹ Decree 39/2007 of 24 August, Article 3, paragraphs 1 and 2

¹⁸² Decree 39/2007 of 24 August, Article 4, paragraph 1

¹⁸³ Decree 39/2007 of 24 August, Article 4, paragraph 2

¹⁸⁴ Decree 39/2007 of 24 August, Article 6

¹⁸⁵ Decree 39/2007 of 24 August, Article 7, paragraph 1

¹⁸⁶ Decree 39/2007 of 24 August, Article 7, paragraph 2

- Management of the investment if ceded to a third party, must only be ceded to one management operator, and in all cases each investment must be run by one management body;

In addition a free¹⁸⁷ Information Document must be made available and must include¹⁸⁸:

- Name, nationality and residence of the owner of the investment (when natural person);
- Name, nationality and residence of the representative of the entity owning the investment (when legal person);
- Proof of publication of the articles of association of the legal person in the government gazette (*BR*);
- Identification of the investment including the number of the registration of the building or buildings in the real property register, location, status of DUAT application including despatch numbers and validity dates of documents issued; guarantees regarding the completion of the development including methods for repayment of advances given if the development is not completed;
- Equipment and services a buyer can expect to have access to, as well as the price per unit;
- Information on how the investment will be managed;
- Costs of transmission of rights, which the buyer will be responsible for;
- Information about rights and time periods in respect of contract resolution, along with contacts of those responsible for dealing with this issue;
- License number of the investment if already licensed;
- Situation with regard to phases of construction, including planned completion dates if the development is under construction;

The buyer must be advised of any alteration to that contained in the Information Document, and such alterations must be specifically included in the contract, and alterations are only permitted if outside the control of the seller or if based on mutual agreement between the parties¹⁸⁹.

4.2.3 Licensing and Registration

All periodic occupation premises must be registered with MITUR, and will in exchange receive a certificate demonstrating registration. Applications for registration must include the details contained in the Information Document (see Section 4.2.2) above) and proof of financial guarantee (see Section 4.2.4) below)¹⁹⁰.

In certain aspects the requirements described may appear repetitive for certain types of development. However in practice operators note that it is often preferable to submit information in the exact format requested, using the terminology of the tourism legislation, with descriptions broken down according to the categories as listed in the legislation, even if this requires repetition. In this way, it is reported, the submission is less likely to be rejected on the basis of its format, because it is laid out according to the structure, and using the terminology which those who will analyse it expect. The procedures for licensing, alteration, enlargement, change of location, closure or suspension of periodic occupation establishments generally follow the same procedure. Below we refer to licensing, but the

¹⁸⁷ Decree 39/2007 of 24 August, Article 8, paragraph 1

¹⁸⁸ Decree 39/2007 of 24 August, Article 8, paragraphs 2 and 3

¹⁸⁹ Decree 39/2007 of 24 August, Article 8, paragraphs 4 and 5

¹⁹⁰ Decree 39/2007 of 24 August, Article 10

same procedures are applicable in any alteration to the establishment. Note that any significant changes must be reported to the relevant authority and may be subject to the requirement to complete a new application process.

Aside from those aspects of the authorisation and registration of periodic occupation activities which require the intervention of other departments (such as the notary and real property registry, as described below), licensing, inspection and registration of these activities falls within the remit of MITUR and its subordinate bodies¹⁹¹.

Licensing is undertaken in three phases:

- Pre-information;
- Authorisation;
- Licensing.

The investor intending to develop a property with a view to periodic occupation may first request pre-information from MITUR regarding the suitability of the proposed development. This is done by written application submitted in triplicate¹⁹² and accompanied by¹⁹³:

- A written description of the project including: physical characteristics of the area; geographic and hydrographical situation; vegetation; integration of planned development from architectonic point of view; sketches of the proposed buildings; characteristics of the area including indicating that there are no polluting industries or degraded buildings in the proposed area; size of area; indication if it is in a protected area; proposed classification if it is partially a tourism establishment; water, electrical and drainage plans; basis of the relevance of the project from a tourism point of view;
- Plans and maps to 1:1000 scale of the area and proposed development;
- Architectural plans in accordance with the various legal requirements;
- Copies of the Information Document.

Alternatively the applicant may submit the requirements for the pre-information and the application for authorisation together at the time of application for authorisation¹⁹⁴.

If the applicant submits a request for pre-information MITUR will consult with relevant local authorities and must provide a response within twenty days of having received the opinion of the local authorities¹⁹⁵. Applications may be rejected if the planned development is close to noisy or polluting industry, does not have suitable access roads, does not have sufficient hospital or medical services close to it, or when it is close to degraded or damaged buildings¹⁹⁶. Before rejecting an application MITUR gives the applicant 8 days to present a written basis for overturning the rejection and this is taken into account and a decision provided 15 days later¹⁹⁷.

¹⁹¹ Decree 39/2007 of 24 August, Article 53

¹⁹² Decree 39/2007 of 24 August, Articles 55 & 56

¹⁹³ Decree 39/2007 of 24 August, Article 57

¹⁹⁴ Decree 39/2007 of 24 August, Article 58

¹⁹⁵ Decree 39/2007 of 24 August, Article 60, paragraph 1

¹⁹⁶ Decree 39/2007 of 24 August, Article 60, paragraph 2

¹⁹⁷ Decree 39/2007 of 24 August, Article 61

Application for authorisation is submitted in writing, within 15 days of having received the outcome of the request for pre-information¹⁹⁸ and unless an extension to this time is requested if the application is not submitted, the pre-information application is considered to have lapsed¹⁹⁹. Application is made by means of a letter with the signature notarised, which includes the following²⁰⁰:

- Name, nationality & residence (natural person);
- Name, nationality & residence of representative (legal person) and copies of the government gazette and articles of association (*estatutos*);
- Identification of the property including its location and registration number with the real property registry where relevant;
- DUAT number, or indication of situation in respect of DUAT application and proof of registration of either provisional or definitive DUAT with the real property registry;
- Current license in case of expansion or change of use of existing tourism establishment;
- Authorisation from any other authorities (municipal, maritime etc.);
- Executive project which, differs slightly depending on if it is in a new-build or an existing construction but in essence includes the following: Plans to scale 1:1000 or 1:2000 showing the overall construction to be undertaken; Plans to scale 1:1000 showing the buildings and their different floors in sufficient detail to provide an understanding of the layout, type of building planned, circulation routes and equipment and fire safety responses; Plans of longitudinal and transversal transects permitting understanding of what is to be built, with at least one plan showing a transect along vertical access routes; Sketches to scale 1:100 of the exterior of the buildings showing the finishings; Plans showing drainage, including solutions for dealing with domestic and rainwater drainage, road access and electrical drawings; Architect or engineer's declaration that the relevant construction and health and safety legislation has been taken into account in the development of the project;
- Detailed written description (*memória descritiva*) of the proposed activity, including: physical characteristics of the area, geographical and hydrographical orientation, and types of vegetation; integration of the proposed development in the local area from an architectonic and landscape point of view; general description of the composition and essential characteristics of the construction; operation of the different types of services and buildings including linkages, circulation routes, ventilation; categorization and classification of the proposed development; planned time period for start of construction; guest capacity; investment value; plans and floor space allocated to each part of the development; proposed ventilation and air conditioning systems; time periods for start and conclusion of construction;
- Information Document;
- Proof of payment of guarantee;
- Approval of pre-information application (where relevant);
- Environmental impact opinion issued by the Ministry for Environmental Affairs (MICOA);
- Number of workers to be employed;
- Investment value;
- Proof of payment of fee for the application (see annex 7.3);

¹⁹⁸ Decree 39/2007 of 24 August, Article 63, paragraph 1

¹⁹⁹ Decree 39/2007 of 24 August, Article 63, paragraph 7

²⁰⁰ Decree 39/2007 of 24 August, Article 63, paragraph 2, Articles 64 - 67

- Public deed demonstrating the ownership structure and that periodic occupation can be undertaken on the property;
- Indication of any mortgages or other debts on the property;
- Indication of how the periodic occupation structure will be established, and proof from the real property registry that the parts of the property are registered appropriately to permit periodic occupation rights to be constituted;
- Number of units to be constituted as periodic occupation rights, and number of overall units in the development;
- Number and type of communal facilities including provision and equipment to be provided for tourism activities;
- Number of rights to be constituted and the type, duration and limit of each;
- Relative value of each right, based on a standard unit value;
- Mechanism for determining the levy or fee to be charged, as well as percentage of this fee to be used for management and percentage allocated to the community;
- Start date for the rights;
- Rights of the right-holders in respect of communal areas;
- Rights and responsibilities of the owner and managers.

If the applicant opts to submit the application for pre-information together with the application for authorisation, both sets of documents must be submitted together²⁰¹.

The development of investments in conservation areas is further regulated by the Tourism Regulation (see Section 4.1 above)²⁰².

MITUR may request changes and corrections to the submission and must then make a decision within twenty days of having received the final, complete submission²⁰³. Rejection of the application must include a legal basis, and may be in accordance with a number of possible reasons listed in the Periodic Occupation Regulation²⁰⁴.

If the application for authorisation is successful then the applicant can construct or prepare the development. This being complete the applicant then requests a license to begin operating²⁰⁵. The application is made in writing to MITUR and within 10 days of receipt of this an inspection (*vistoria*) takes place²⁰⁶.

Note: there is no legal requirement to transport, or pay for the transport, or for out of office expenses of inspectors coming to inspect the establishment. In the case of transport however, in practice applicants may choose to provide this in the interests of expediting the inspection process. For any and all payments made to government officials and any payment to any government department receipts must be provided. The law requires that each government department have a bank account and payments may be made directly into that account²⁰⁷. Where possible it is preferable to use this system rather than to pay cash.

²⁰¹ Decree 39/2007 of 24 August, Article 58

²⁰² Decree 39/2007 of 24 August, Article 68

²⁰³ Decree 39/2007 of 24 August, Articles 69 & 70

²⁰⁴ Decree 39/2007 of 24 August, Article 71

²⁰⁵ Decree 39/2007 of 24 August, Articles 72 – 80

²⁰⁶ Decree 39/2007 of 24 August, Articles 73 & 74

²⁰⁷ Decree 30/01 of 15th October Article 57

The inspection team comprises two representatives from the tourism sector, one from health, one from the fire brigade, and one from the national park or reserve (where relevant)²⁰⁸. A report (*auto de vistoria*) is prepared and the applicant has ten days to respond to any negative findings²⁰⁹. If alterations are required a new *vistoria* must be undertaken to confirm that these have taken place²¹⁰. Based on a favourable *auto de vistoria* the tourism inspectors' superior must give a decision within five working days. If the decision is favourable MITUR must then issue an operating license (*alvará*) within eight days²¹¹. If the time periods for the *vistoria* to take place, or for communication of the outcome of the *vistoria* (15 days) elapse without communication being received, tacit approval is assumed to have been given and the *alvará* must be issued²¹².

The *alvará* is valid for an indeterminate period²¹³. However it expires if operations do not begin within 90 days of it being issued, if the establishment closes for more than 90 days (except in the case of building work), if tourism activities are no longer undertaken on the premises or if the establishment loses its classification²¹⁴.

4.2.4 Financial Guarantees

The owner of a periodic occupation investment must put up financial guarantees of between 500 and 1,500 times minimum wage to MITUR²¹⁵. This guarantee, which can take the form of a bank guarantee or direct deposit²¹⁶, is to ensure²¹⁷:

- That buyers can assume their rights on the date indicated in the contract;
- No onus or mortgage can be imputable to the buyer;
- The full return of all advances paid, taking into account inflation, if the investment does not open on the date indicated or anything paid up until the date of resolution of the contract.

Transmission of periodic occupation rights includes the transmission of rights under the guarantee put forward regardless of whether or not the investment has opened to the public yet²¹⁸.

Buyers wanting to action the guarantee must apply to MITUR in writing providing details of all the alleged facts of the case and demonstrating their right and MITUR will then provide a decision within fifteen days from the date of the application being received²¹⁹. The guarantee having been actioned, MITUR advises the investor to reconstitute the value available within thirty days²²⁰.

4.2.5 Commercialization and Publicity

Any publicity for the commercialization of periodic occupation rights must include detailed reference to the Information Document, which includes details of the investment and how it

²⁰⁸ Decree 39/2007 of 24 August, Article 75

²⁰⁹ Decree 39/2007 of 24 August, Articles 75 - 77

²¹⁰ Decree 39/2007 of 24 August, Article 77

²¹¹ Decree 39/2007 of 24 August, Article 78

²¹² Decree 39/2007 of 24 August, Article 78, paragraph 2

²¹³ Decree 39/2007 of 24 August, Article 78, paragraph 3

²¹⁴ Decree 39/2007 of 24 August, Article 80

²¹⁵ Decree 39/2007 of 24 August, Article 9

²¹⁶ Decree 39/2007 of 24 August, Article 9, paragraph 2

²¹⁷ Decree 39/2007 of 24 August, Article 9, paragraph 1

²¹⁸ Decree 39/2007 of 24 August, Article 9, paragraph 4

²¹⁹ Decree 39/2007 of 24 August, Article 9, paragraph 5

²²⁰ Decree 39/2007 of 24 August, Article 9, paragraph 6

operates²²¹, and must include the fact that the Information Document is available for free, as well as explaining how it can be obtained²²².

Concrete, objective information contained in publicity material is considered part of any contract for periodic occupation rights signed subsequently, and makes null any contractual clause contrary to the information contained in the publicity material²²³.

Publicity material, contracts and other documents must not use the term “owner” or any other term likely to cause confusion over the exact nature of the rights being acquired²²⁴, unless these rights apply to fractional ownership or residential tourism²²⁵.

The commercialization of periodic occupation rights by anyone other than the owner of the investment, or someone duly mandated by the owner, is subject to authorization by the Ministry of Tourism²²⁶. Authorisation to undertake such activity requires written application to MITUR, along with documents demonstrating the right and capability of the applicant to undertake the activity, which include²²⁷:

- Proof of constitution and commercial registration of a commercial company;
- Certificates of no impediment (*certidão de quitação*) from the Ministry of Finance and National Social Security Institute (INSS);
- Copies of contracts with the investors responsible for the investments in which periodic occupation rights are being sold.

4.2.6 Real Periodic Occupation Right

The investor in a duly licensed periodic occupation premises may constitute real periodic occupation rights on units within the investment, and these rights are limited to occupation for certain parts of the year²²⁸. Other types of real rights cannot be constituted on property which already has existing real periodic occupation rights on it²²⁹.

Real periodic occupation rights are constituted by public deed (*escritura pública*)²³⁰. The public deed is prepared based on the certificate issued by the licensing authority which demonstrates that a financial guarantee has been put up by the investor, and the notary preparing the deed must specifically indicate that these documents have been shown when preparing the deed²³¹. Any alteration to real periodic occupation rights requires the prior consent of MITUR and must then be effected by public deed²³². Public deeds are issued subject to various costs including the payment of notarial fees, and stamp tax on the value of the transaction.

Real periodic occupation rights are subject to registration with the real property registry (*Conservatória de Registo Prédial*)²³³. These rights can only be conceded on a building, group of

²²¹ Decree 39/2007 of 24 August, Article 5 paragraph 1 and Article 8

²²² Decree 39/2007 of 24 August, Article 5, paragraph 2

²²³ Decree 39/2007 of 24 August, Article 5, paragraph 3

²²⁴ Decree 39/2007 of 24 August, Article 5, paragraph 4

²²⁵ Decree 39/2007 of 24 August, Article 5, paragraph 5

²²⁶ Decree 39/2007 of 24 August, Article 5, paragraph 6

²²⁷ Decree 39/2007 of 24 August, Article 5, paragraphs 7-9

²²⁸ Decree 39/2007 of 24 August, Article 11

²²⁹ Decree 39/2007 of 24 August, Article 12, paragraph 1

²³⁰ Decree 39/2007 of 24 August, Article 15, paragraph 1

²³¹ Decree 39/2007 of 24 August, Article 15, paragraph 2

²³² Decree 39/2007 of 24 August, Article 16

²³³ Decree 39/2007 of 24 August, Article 17, paragraph 1

buildings or property subject of a single registration at the real property registry²³⁴. Therefore if the development is carried out in phases, subsequent additions to the overall property, and the real periodic occupation rights on these subsequent additions are registered as alterations (*averbamentos*) to the original property registration at the *Conservatória de Registo Prédial*. Each registration of a real periodic occupation right with the *Conservatória de Registo Prédial* results in the issuing of a certificate, which details the rights of the bearer²³⁵ (details of what the certificate must include are provided in Decree 39/2007 of 24 August, Article 19). Registration of the real periodic occupation right can only be done after the overall development has been registered with the *Conservatória de Registo Prédial* as being one which includes units on which real periodic occupation rights are to exist²³⁶. Registration of property is subject to various costs, taxes and fees, based on the property value.

Real periodic occupation rights can be transmitted. When transmitted *entre vivos* the same procedures as for the original registration are followed, while different procedures exist when the transfer involves *mortis causa*²³⁷. In addition there are specific requirements in the regulation, as well as the Commercial and Civil Codes governing the transfer of property, the use of promissory and definitive contracts, execution of contracts, and the role of payments in contract law in Mozambique²³⁸. These are all complex technical areas of law outside the scope of this guide. Readers involved in periodic occupation are however encouraged to familiarise themselves with these issues, and in cases of doubt to seek legal counsel.

Real periodic occupation rights in tourism investments can only be applied if at least 20% of the capacity of the establishment continues to offer tourist accommodation²³⁹, and the original establishment must be classified as three star or above²⁴⁰. The establishment must have the same manager for both parts of the business and those with periodic occupation rights must have access to the communal areas available to tourists²⁴¹.

The right cannot be conceded for more than fifty years counted from the date of issuance of the DUAT or special license (unless the property is under construction in which case the right dates from the point where the investment is open to the public)²⁴².

The right is for specific periods of the year, of a minimum of seven and a maximum of thirty days²⁴³. All the periods of all the rights in a given investment must be of the same duration²⁴⁴. A period of seven consecutive days each year must be reserved for each unit for repair and maintenance²⁴⁵.

The administration and upkeep of the units and the equipment they contain is the responsibility of the owner of the overall development²⁴⁶. While the owner remains responsible for ensuring good management and the upkeep of the overall investment in accordance with his contract with the real periodic occupation rights-holders, he may opt to

²³⁴ Decree 39/2007 of 24 August, Article 17, paragraph 2

²³⁵ Decree 39/2007 of 24 August, Article 18, paragraph 1

²³⁶ Decree 39/2007 of 24 August, Article 18, paragraph 2

²³⁷ Decree 39/2007 of 24 August, Article 20

²³⁸ Decree 39/2007 of 24 August, Articles 20 - 25

²³⁹ Decree 39/2007 of 24 August, Article 14, paragraph 1

²⁴⁰ Decree 39/2007 of 24 August, Article 14, paragraph 2

²⁴¹ Decree 39/2007 of 24 August, Article 14, paragraph 3

²⁴² Decree 39/2007 of 24 August, Article 13, paragraph 1

²⁴³ Decree 39/2007 of 24 August, Article 13, paragraph 2

²⁴⁴ Decree 39/2007 of 24 August, Article 13, paragraph 3

²⁴⁵ Decree 39/2007 of 24 August, Article 13, paragraph 5

²⁴⁶ Decree 39/2007 of 24 August, Article 26, paragraph 1

concede the management of the development to a third party²⁴⁷. This decision must be communicated in writing to MITUR and the rights-holders within fifteen days²⁴⁸.

The rights-holders must pay an annual fee, or levy, as agreed in the contract, which is to be used for the maintenance and upkeep of the overall development²⁴⁹. The fee can also be used to contribute to paying the managers of the development though this amount may not comprise more than 20% of the total fee paid²⁵⁰. This fee may vary depending on the period of the year in which the right-holder has their right²⁵¹.

The fee may be adjusted based on the opinion of the accountant or auditor of the investment. This being the case all right-holders must receive the opinion and the proposed new fee, and given a period of time to respond. The fee can only be altered with the approval of 60% of the rights-holders²⁵². At least 4% of the fee must be used to constitute a reserve fund, which must be held in a separate bank account, along with any money remaining out of the fees paid in a given year²⁵³. This reserve fund is exclusively for the repair and maintenance of the property²⁵⁴. The owner of the development must present proof to MITUR that this fund has been constituted²⁵⁵.

The owner or management concession-holder must present the accounts for the reserve fund and these must be independently audited²⁵⁶. The audited accounts and a management report must be sent to all rights-holders who then have the right to request any supporting documents relevant to the accounts presented²⁵⁷.

At least 5% of the fee must be used to constitute a specific fund for local communities around the development²⁵⁸.

In order to ensure good management the owner, or the holder of the management concession must put up a guarantee in favour of the rights-holders to the minimum value of the annual total of the fees payable by said rights-holders²⁵⁹. A copy of the guarantee must be lodged with MITUR, and the guarantee can only be actioned by majority decision of all the rights-holders²⁶⁰. The value of the guarantee must be updated annually in line with annual fee increases²⁶¹.

The contract and documents registered with the *Conservatória de Registo Prédial* are sufficient to enable legal execution of the contract's terms under the Civil Code, in case of non-payment of the fee within two months of the date on which it is due²⁶².

²⁴⁷ Decree 39/2007 of 24 August, Article 26, paragraph 2

²⁴⁸ Decree 39/2007 of 24 August, Article 26, paragraph 3

²⁴⁹ Decree 39/2007 of 24 August, Article 27, paragraphs 1 and 2

²⁵⁰ Decree 39/2007 of 24 August, Article 27, paragraph 4

²⁵¹ Decree 39/2007 of 24 August, Article 27, paragraph 3

²⁵² Decree 39/2007 of 24 August, Article 29

²⁵³ Decree 39/2007 of 24 August, Article 33

²⁵⁴ Decree 39/2007 of 24 August, Article 33

²⁵⁵ Decree 39/2007 of 24 August, Article 33

²⁵⁶ Decree 39/2007 of 24 August, Article 36

²⁵⁷ Decree 39/2007 of 24 August, Article 36

²⁵⁸ Decree 39/2007 of 24 August, Article 34

²⁵⁹ Decree 39/2007 of 24 August, Article 35

²⁶⁰ Decree 39/2007 of 24 August, Article 35

²⁶¹ Decree 39/2007 of 24 August, Article 35

²⁶² Decree 39/2007 of 24 August, Article 28

Rights-holders cannot be held responsible for any other taxes or fees that the investor is liable for as a result of operating a tourism investment²⁶³.

The owner or management concession-holder must present a plan of renovation and maintenance for the coming year and this must be given to all rights-holders²⁶⁴. Rights-holders must permit access to the unit they are occupying for cleaning and maintenance work if necessary²⁶⁵. If maintenance work makes one or more units temporarily unavailable for occupation the right-holder must be offered an alternative, or compensation²⁶⁶. Substantive changes to the units may only be made with written approval of 60% of right-holders²⁶⁷.

4.2.7 Real Tourism Occupation Right

In general this right is treated in the same way as the real property occupation right described above²⁶⁸. There follows an analysis of the areas where the real tourism occupation right differs.

Real tourism occupation rights include those vested through tourism clubs or cards²⁶⁹. In order for a real tourism occupation right to be constituted the tourism establishment must already be functioning and duly licensed²⁷⁰. However developments may take place in phases²⁷¹, and under certain circumstances real tourism occupation rights may be granted on developments which are not yet complete²⁷². The constitution of real tourism occupation rights in tourism establishments requires that at least 30% of the establishment continues to offer traditional tourist accommodation and that the establishment is classified as three star or above²⁷³.

Real tourism rights last for the period defined by the owner of the development, but may not be more than twenty-five and less than three years (except when the development is under construction in which case the rights can date from the date the development opens to the public)²⁷⁴. Rights are granted for a designated period each year, which cannot be less than seven or more than thirty days²⁷⁵.

The Periodic Occupation Regulation provides a number of specifications about the type of contracts and promissory documents that can be used for these types of rights²⁷⁶.

The maintenance and administration of properties with real tourism rights are largely similar to those with real periodic occupation rights²⁷⁷. However, in place of audited accounts, a

²⁶³ Decree 39/2007 of 24 August, Article 32

²⁶⁴ Decree 39/2007 of 24 August, Article 37

²⁶⁵ Decree 39/2007 of 24 August, Articles 30 & 31

²⁶⁶ Decree 39/2007 of 24 August, Article 31

²⁶⁷ Decree 39/2007 of 24 August, Article 31

²⁶⁸ Decree 39/2007 of 24 August, Article 45

²⁶⁹ Decree 39/2007 of 24 August, Article 38

²⁷⁰ Decree 39/2007 of 24 August, Article 39, paragraph 1

²⁷¹ Decree 39/2007 of 24 August, Article 39, paragraph 2

²⁷² Decree 39/2007 of 24 August, Article 39, paragraph 3

²⁷³ Decree 39/2007 of 24 August, Article 39, paragraphs 4 and 5

²⁷⁴ Decree 39/2007 of 24 August, Article 40, paragraph 1

²⁷⁵ Decree 39/2007 of 24 August, Article 40, paragraph 2

²⁷⁶ Decree 39/2007 of 24 August, Articles 41 & 42

²⁷⁷ Decree 39/2007 of 24 August, Article 43, paragraph 1 and Article 45

management report is sent in the first quarter of each year²⁷⁸. Guarantees must be provided by the owner or manager for any fees received from the rights-holders²⁷⁹.

4.2.8 Real Fractional Occupation Right

In general this right is treated in the same way as the real property occupation right described above²⁸⁰. This section presents areas where the real fractional occupation right differs.

Real fractional occupation rights can be constituted on property within existing tourism establishments but no more than 12 rights can be constituted on each building within the establishment²⁸¹. No less than 30% of the overall establishment must continue to provide standard tourism accommodation²⁸² and the tourism establishment must be classified as four star or above²⁸³. The tourism establishment must have one owner and the rights-holders must have access to the facilities used by tourists at the establishment²⁸⁴.

The real fractional occupation right can be for an indeterminate period, and cannot be for any period less than fifteen years from the date of the relevant public deed²⁸⁵. The right equates to a period of time each year as agreed between those who constitute the fractional occupiers of the property, but may not be less than seven contiguous days²⁸⁶.

Real fractional occupation rights can be constituted in one of two ways, both requiring a public deed, but then requiring different forms of management in future²⁸⁷:

- Constitution of co-proprietorship;
- Constitution as a share- or quota-holder in a company which has the property as an asset.

Co-proprietorship is regulated by the Civil Code, while the company option is regulated by the Commercial and Civil Codes²⁸⁸. In the case of the company option the company must be a limited liability quota-hold (*limitada*) or an anonymous company (*sociedade anónima*) which has the use of the property asset as its sole function²⁸⁹. The public deeds are prepared based on the same documents required for the public deeds for real periodic occupation rights²⁹⁰. In all other aspects the requirements for real fractional occupation rights as they apply to co-proprietorship or companies are those provided in company and property law²⁹¹.

4.2.9 Residential Tourism

Residential tourism can be carried out subject to licensing by MITUR and according to the requirements laid out for real periodic occupation above, and by public deed of purchase and sale. Developments aiming to solely undertake residential tourism must be duly licensed by MITUR²⁹².

²⁷⁸ Decree 39/2007 of 24 August, Article 43, paragraph 2

²⁷⁹ Decree 39/2007 of 24 August, Article 44

²⁸⁰ Decree 39/2007 of 24 August, Article 52

²⁸¹ Decree 39/2007 of 24 August, Article 46

²⁸² Decree 39/2007 of 24 August, Article 48, paragraph 1

²⁸³ Decree 39/2007 of 24 August, Article 48, paragraph 2

²⁸⁴ Decree 39/2007 of 24 August, Article 48, paragraph 3

²⁸⁵ Decree 39/2007 of 24 August, Article 47

²⁸⁶ Decree 39/2007 of 24 August, Article 47

²⁸⁷ Decree 39/2007 of 24 August, Article 49

²⁸⁸ Decree 39/2007 of 24 August, Article 49

²⁸⁹ Decree 39/2007 of 24 August, Article 49, paragraphs 3-6

²⁹⁰ Decree 39/2007 of 24 August, Article 49, paragraph 7

²⁹¹ Decree 39/2007 of 24 August, Articles 49 & 50

²⁹² Decree 39/2007 of 24 August, Articles 51 & 52

4.3 DRINKING ESTABLISHMENTS, DINING ESTABLISHMENTS, DANCE HALLS AND SIMILAR ESTABLISHMENTS

The Tourism Regulation (Regulation 18/2007 of 07 August, the Tourist Lodging, Restaurants, Drinking Establishments and Dance Halls Regulation - *Regulamento de Alojamento Turístico, Restauração e Bebidas e Salas de Dança*), provides the following definitions²⁹³:

- Drinking Establishment: providing drinks and cafeteria service in return for payment, this establishment provides items for consumption on or outside the premises and can be called a bar, beer hall (*cervejaria*), café, cake shop (*pastelaria*), tea room (*salão de chá*), ice cream parlour (*geladaria*), pub or tavern (*taberna*). It specialises in providing drinks direct to customers;
- Dining Establishments: provide food and drinks, in return for payments, either on or outside the premises and comprises restaurants, fish bars (*marisqueiras*), diners (*casas de pasto*), pizzerias, snack bars, self-service, drive-ins, take away and fast food establishments;
- Dance Hall: providing places for dancing as well as shows, with the provision of drinks, and sometimes food, and comprising night clubs, discotheques, dance halls and cabarets.

Within these definitions there are a number of sub-categories and the legislation is specific as to what can be served by which type of establishment (see annex 7.6). These establishments may be part of a tourism development, or may be independent. Establishments providing tourist accommodation as well as food, drinks or dancing, should be aware that under some circumstances, the restaurant, bar and so on require a separate license²⁹⁴. In addition, establishments which undertake a variety of functions (for example a cake shop which has a bakery and which also sells pre-made products such as candies) may also be subject to additional licensing by the Ministry of Industry & Commerce. In cases of doubt readers are encouraged to seek specialized assistance, and a formal decision on their particular case in writing from any ministry or department which may consider that it has licensing authority for any of the activities being undertaken.

Establishments are categorized as follows²⁹⁵:

Type of establishment	Range of categories
Restaurant	Deluxe, 1 st , 2 nd and 3 rd Class
Themed restaurant ²⁹⁶	Deluxe, 1 st , 2 nd and 3 rd Class
Bar	Deluxe, 1 st , 2 nd and 3 rd Class
Snack bar	Deluxe, 1 st , 2 nd and 3 rd Class
Tea room	Deluxe, 1 st , 2 nd and 3 rd Class
Beer hall	1 st , 2 nd and 3 rd Class
Cake shop	1 st , 2 nd and 3 rd Class
Café	1 st , 2 nd and 3 rd Class
Drinking establishment	1 st , 2 nd and 3 rd Class
Dance hall	Deluxe, 1 st , 2 nd and 3 rd Class

Classifications are stipulated by the applicant at the time of submission of the documents required to begin the licensing process. However this classification is considered a guideline,

²⁹³ Decree 18/2007, of 07 August, Article 1

²⁹⁴ Decree 18/2007, of 07 August, Article 219

²⁹⁵ Decree 18/2007, of 07 August, Articles 9 & 10

²⁹⁶ Decree 18/2007, of 07 August, Article 1, clause 33 – themed restaurants are those which through their type of food, décor and in some cases themed performances, evoke an environment characteristic of a particular country or region

with the final classification being determined when the establishment is inspected prior to beginning operations²⁹⁷. Note however that detailed minimum requirements apply to each classification, and establishments are subject to fine if they do not comply with these minimum requirements. It is possible to change classification²⁹⁸, either up or down. If re-classifying to a higher category is planned at some future point, it is important to bear in mind aspects such as room dimensions for the higher classification, in the initial stages to development.

Different types of establishment are all licensed by the Provincial Governor²⁹⁹, who may delegate authority for licensing to the Provincial Director of Tourism³⁰⁰.

Therefore prior to commencing an activity the investor is required to decide which type or types of service will be provided and what classification they will be provided under. This decision then determines in considerable details, the layout and operation of the establishment. The specifications for each type and category of establishment are provided in Annex 7.6.

The procedures for applying for a license for an eating or drinking establishment is the same as that followed for tourism accommodation establishments licensed under the Tourism Regulation (see above Sections 4.1.1 – 4.1.7). Overall the application process is similar, for each type and category of establishment, varying depending on whether or not the project is a new-build or is taking place in a pre-existing structure, and the procedures described are therefore generic. Where these differ for a given type or category of establishment this is indicated below.

The application process begins with an initial request or ante-project³⁰¹. This having been approved a more detailed executive project is submitted³⁰². The applicant can also opt to submit the documents required for both ante-project and executive project together at the same time³⁰³. The executive project having been approved the applicant must request an inspection, the issuing of a management certificate, approval of the establishment's prices, and classification of the establishment³⁰⁴. The inspection having been completed successfully the applicant is then issued an operating license (*alvará*).

The Tourism Regulation provides some time periods for responses to be given for specific parts of the licensing process. Article 13 requires that the licensing process, from the public sector side, be completed within 30 days³⁰⁵. This period is suspended whenever it is necessary to ask for additional information from the applicant³⁰⁶. Within this thirty day period the technical approval of the ante-project must be given within 10 days of the date of receipt of the ante-project document³⁰⁷. This ten day period does not include the time required to gather any additional information required³⁰⁸. Having received the technical

²⁹⁷ Decree 18/2007, of 07 August, Article 38

²⁹⁸ Decree 18/2007, of 07 August, Article 287

²⁹⁹ Decree 18/2007, of 07 August, Article 11, paragraph 2

³⁰⁰ Decree 18/2007, of 07 August, Article 12

³⁰¹ Decree 18/2007, of 07 August, Articles 14 - 17

³⁰² Decree 18/2007, of 07 August, Articles 19 - 22

³⁰³ Decree 18/2007, of 07 August, Article 23

³⁰⁴ Decree 18/2007, of 07 August, Articles 207-114

³⁰⁵ Decree 18/2007, of 07 August, Article 13, paragraph 4

³⁰⁶ Decree 18/2007, of 07 August, Article 13, paragraph 5

³⁰⁷ Decree 18/2007, of 07 August, Article 18, paragraph 1

³⁰⁸ Decree 18/2007, of 07 August, Article 18, paragraph 1

approval the licensing authority then has five days to take a decision on the ante-project³⁰⁹, and then a further three days from the date on which the decision is taken to notify the applicant³¹⁰. Therefore the maximum time permitted for the approval of the ante-project (not taking into account any suspensions of the period due to the gathering of additional information) is 18 days.

On approval of the ante-project the applicant then has 180 days (renewable once for an additional 180 days) to submit the executive project³¹¹. As noted above the applicant may opt to submit a combined document including all the requirements for the ante-project and executive project³¹². The Tourism Regulation does not define a time period for the approval of the executive project. In practice the time periods included in the Tourism Regulation are reportedly rarely adhered to, with some operators reporting having waited months or years for approval of their project or issuing of their *alvará*.

The Tourism Regulation requires that any documents submitted as part of a licensing process be receipted, and that the receipt provided includes the date and a full list of items submitted³¹³. In addition the applicant may, at any stage, request information as to the progress of their application and request a written certificate indicating the stage reached, which may then be used in respect of other authorities³¹⁴.

Any name may be chosen for an establishment, as long as that name is not misleading. Establishments with names in a foreign language must provide an official translation of the name into Portuguese, along with their various applications³¹⁵.

4.3.1 Specific requirements pertaining to dining, drinking and dance establishments

All establishments must reach minimum levels of quality and service depending on their classification (see annex 7.6)³¹⁶. In dining and drinking establishments areas used by customers must, in any establishment, as a minimum have³¹⁷:

- Separate client and service entrance;
- Security service;
- Complied with health and hygiene standards;
- Cloak room next to the entrance;
- Private staircase when the establishment is on more than one level;
- Telephone;
- Air conditioning;
- Toilets with good quality equipment, and hot and cold running water;
- Appropriately signalled emergency exits;
- Smoke extraction;
- Fire extinguishers;
- Handicapped access.

³⁰⁹ Decree 18/2007, of 07 August, Article 18, paragraph 2

³¹⁰ Decree 18/2007, of 07 August, Article 18, paragraph 3

³¹¹ Decree 18/2007, of 07 August, Article 19

³¹² Decree 18/2007, of 07 August, Article 23

³¹³ Decree 18/2007, of 07 August, Article 41, paragraph 1

³¹⁴ Decree 18/2007, of 07 August, Article 41, paragraph 2

³¹⁵ Decree 18/2007, of 07 August, Article 7

³¹⁶ Decree 18/2007, of 07 August, Article 175

³¹⁷ Decree 18/2007, of 07 August, Article 175, paragraph 4

While the service area must have³¹⁸:

- Service entrance;
- Kitchen adequate to the type of service provided, with modern, efficient equipment;
- Adequate refrigeration;
- Complied with health and hygiene standards;
- Storage areas separated by type of product;
- Cloakroom and toilets for both male and female workers.

Certain requirements may be dispensed with at the discretion of the licensing authority for establishments situated in historic premises.

In dance halls a number of generic minimum requirements apply as follows³¹⁹:

- Entrance way, entrance hall, and cloakroom;
- Private entrance if on more than one level;
- Areas for dancing;
- Kitchen appropriate to the type of service to be provided and isolated from areas frequented by customers;
- Storage area;
- Cloakroom for staff;
- Smoke extraction system;
- Fire extinguishers.

All other requirements are as per those listed in Section 4.1 for accommodation establishments, and in annex 7.6 depending on the type and category of establishment.

4.4 TRAVEL AGENCIES, TOURIST OPERATORS AND TOURISM INFORMATION PROFESSIONALS

Decree 41/2005 of 30 August (*Decreto 41/2005 de 30 de Agosto, o Regulamento das Agências de Viagens e Turismo, e de Profissionais de Informação Turística* –the Tourism Information Regulation) regulates travel and tourism agencies and the profession of providing information to tourists.

The Tourism Information Regulation provides for the types of agencies that can exist, the types of tours they can offer, and the different types of tour guiding, as well as providing requirements for the licensing of agencies and guides³²⁰.

4.4.1 Travel Agencies

The activities of travel agencies are divided into categories depending on their scale. Those organisations which organise large, cut-price packages are considered to be Tourism Operators (*Operadores Turísticos*) rather than travel agents, and must wholesale their products to travel agents who will then retail them to the individual tourists.

Travel agencies (*agências de viagem e turismo*) are permitted to undertake the following activities³²¹:

- Organizing and carrying out tourist travel;
- Receiving, transferring and assisting tourists;

³¹⁸ Decree 18/2007, of 07 August, Article 175, paragraph 5

³¹⁹ Decree 18/2007, of 07 August, Article 202

³²⁰ Decree 41/2005 of 30 August, Article 2

³²¹ Decree 41/2005 of 30 August, Articles 6 & 7

- Representing national or international travel agencies;
- Obtaining passports and visas;
- Acquiring and selling travel tickets for all types of transport;
- Expediting and transferring luggage related to the tickets sold;
- Providing, when underwritten by the relevant insurance companies, travel insurance;
- Making reservations;
- Requesting on behalf of their clients, any documentation required from public services, related to the travel being undertaken;
- Provide information and publicity material including guides, timetables and similar publications;
- Act as intermediary in vehicle hire agreements;
- Reserve and sell tickets for public events;
- Obtain hunting and fishing licenses for tourists.

Travel agencies can arrange hunting and photo safaris, but must also ensure that these activities comply with the hunting tourism legislation³²² (currently being drafted).

However travel agencies must take care that none of these activities negatively affect the activities of, and services provided by individual companies such as vehicle hire operators, tour guides and those providing accommodation to tourists³²³.

Travel agencies can also have in their offices other activities, which are not their own but which relate to provision of services for tourists, as long as such activities are not incompatible and are duly licensed by the relevant licensing authority³²⁴. The activities must be separated and in case of doubt the tourism licensing authority must decide on compatibility of activities³²⁵.

Tourist excursions undertaken for profit can only be undertaken by duly licensed a travel agency³²⁶.

Travel agencies are licensed by MITUR, which may delegate this authority to the Provincial Governor³²⁷. Licensing applications can therefore in practice be submitted to the Provincial Directorate of Tourism, addressed to the Governor³²⁸. The application process must not take more than 25 working days³²⁹.

Applications to license a travel agency are made in writing and must include the following³³⁰:

- Written application addressed to the Minister of Tourism and including details of the company planning to undertake the activity (name, address of headquarters), and an indication of whether or not the activity is to be a travel agency or a tourism operator

³²² Decree 41/2005 of 30 August, Article 7, paragraph 3

³²³ Decree 41/2005 of 30 August, Article 10

³²⁴ Decree 41/2005 of 30 August, Article 11, paragraph 1

³²⁵ Decree 41/2005 of 30 August, Article 11, paragraphs 2 & 3

³²⁶ Decree 41/2005 of 30 August, Article 8

³²⁷ Decree 41/2005 of 30 August, Articles 12 & 13

³²⁸ Decree 41/2005 of 30 August, Article 14, paragraph 3

³²⁹ Decree 41/2005 of 30 August, Article 14, paragraph 2, however subsequent parts of the legislation provide for periods of time for responses which add up to more than 25 days

³³⁰ Decree 41/2005 of 30 August, Article 15

- (i.e. retail or wholesale), location of the offices of the proposed agency, investment value, number of jobs to be created;
- Official minutes of the constitutive General Assembly of the company and draft articles of association³³¹;
 - Plan of the proposed offices to scale 1:100, indicating areas for administration and for attending the public;
 - Technical proposal indicating the need for a travel agency in that particular part of the country, based on the national plans for development of tourism;
 - A written description (*memória descritiva*) of the planned activity.

Note that the name given to the travel agency must accurately reflect the type of services to be provided, and the name approved must be that which is used. If the name chosen is in any language other than Portuguese, an official translation, undertaken by a government-authorised translator must be provided as part of the application process³³².

The licensing authority will then request opinions from the various relevant authorities in the area in which the activity is to be undertaken, and these authorities have 10 working days to raise any concerns³³³. Within 15 working days of receipt of the proposal the licensing authority must take a decision and must then inform the applicant within an additional 5 working days³³⁴.

The application having been approved the applicant then has 70 working days to apply for an inspection of their premises (*vistoria*) otherwise the application is shelved³³⁵. The application must be made in writing and include³³⁶:

- Notarised copy of rental contract or ownership document of the premises in which the activity is to be carried out;
- Definitive commercial registration certificate (*certidão de registo comercial definitivo*) for the company, issued by the Commercial Registry (*Conservatória de Registo Comercial*);
- CV of the director of the agency and documents demonstrating the director's qualifications or at least three years experience working in the travel agency sector;
- Bank guarantee valid for at least one year³³⁷;
- Insurance valid for at least one year³³⁸.

The *vistoria* must take place within 10 days of the application being received³³⁹, and is undertaken by a multi-sectoral team, including representatives from tourism, health, and the local authority³⁴⁰. Usually a report (*auto de vistoria*) is produced at the *vistoria* and in practice the applicant should retain a copy of this report, to demonstrate to future teams of inspectors that the *vistoria* was carried out. While no mention is made of this report in the

³³¹ Note that the constitutive general assembly usually only takes place after the articles of association have been incorporated by public deed, and a copy of this deed (the *escritura pública dos estatutos*) should be sufficient to the purpose of demonstrating that the company's shareholders intend to undertake travel agency as one of the company's activities

³³² Decree 41/2005 of 30 August, Article 5

³³³ Decree 41/2005 of 30 August, Article 16

³³⁴ Decree 41/2005 of 30 August, Article 17

³³⁵ Decree 41/2005 of 30 August, Article 18, paragraphs 1 & 3

³³⁶ Decree 41/2005 of 30 August, Article 18, paragraph 2

³³⁷ Decree 41/2005 of 30 August, Articles 39 – 41, the guarantee must be of 500,000Mt for tourism operators and 250,000Mt for travel agencies, and must remain valid for as long as tours are taking place even if the agency has closed

³³⁸ Decree 41/2005 of 30 August, Articles 42 & 43, the insurance cover must be at least 100,000Mt, further details of the type of cover are provided in these articles

³³⁹ Decree 41/2005 of 30 August, Article 19, paragraph 4

³⁴⁰ Decree 41/2005 of 30 August, Article 19, paragraph 2

Tourism Information Regulation, applicants would do well to obtain a copy of the *auto de vistoria* if possible.

Note: there is no legal requirement to transport, or pay for the transport, or for out of office expenses of inspectors coming to inspect the establishment. In the case of transport however, in practice applicants may choose to provide this in the interests of expediting the inspection process. For any and all payments made to government officials and any payment to any government department receipts must be provided. The law requires that each government department have a bank account and payments may be made directly into that account³⁴¹. Where possible it is preferable to use this system rather than to pay cash.

The *vistoria* being successful, a license is issued and the travel agency must purchase the necessary signage indicating the type of establishment, from MITUR within 15 days of the license being issued³⁴². The license is valid for five years, and can be renewed on presentation of new bank guarantees, insurance certificates and the previous license³⁴³. The license must be on display in the premises of the travel agency³⁴⁴. The license expires if the agency is not opened within 90 days of the license being issued, if the agency suspends activities for more than 90 days without having good reason and having been authorised by the licensing authority, or if not renewed within 15 days of its expiry³⁴⁵.

Travel agencies can open subsidiaries and branches. The procedure for this is also described in the Tourism Information Legislation³⁴⁶. Any alteration to the ownership of the company holding the travel agency license must be communicated to MITUR in writing within 30 days of the change taking place³⁴⁷. Any other changes to the conditions under which the travel agency was licensed must also be communicated in writing³⁴⁸.

Fees are payable for all licenses applied for as follows³⁴⁹:

- Analysis and approval of initial submission – 7,000Mt
- Inspection and license issuing – 13,000Mt
- License renewal – 5,000Mt
- Change of premises – 5,500Mt
- Opening of subsidiary or branch – 6,000Mt
- Change of premises of subsidiary or branch – 8,500Mt

Travel agencies are obliged to use recognised tourism information professionals on organised tours and the Tourism Information Regulation provides specific requirements about the type and number of them to be used³⁵⁰.

The Tourism Information Regulation also provides detailed rules for the relationship between travel agencies and establishments offering accommodation to tourists³⁵¹.

³⁴¹ Decree 30/01 of 15th October Article 57

³⁴² Decree 41/2005 of 30 August, Article 20, paragraphs 1 & 3

³⁴³ Decree 41/2005 of 30 August, Article 20, paragraphs 2 & 5

³⁴⁴ Decree 41/2005 of 30 August, Article 20, paragraph 4

³⁴⁵ Decree 41/2005 of 30 August, Article 21

³⁴⁶ Decree 41/2005 of 30 August, Article 22

³⁴⁷ Decree 41/2005 of 30 August, Article 23

³⁴⁸ Decree 41/2005 of 30 August, Article 24

³⁴⁹ Decree 41/2005 of 30 August, Annex V

³⁵⁰ Decree 41/2005 of 30 August, Articles 32 and 33

³⁵¹ Decree 41/2005 of 30 August, Articles 34 - 38

All travel agencies must have a publicly available complaints book and complaints procedures are detailed in the Tourism Information Regulation³⁵².

The Tourism Information Regulation also provides rules for transport of tourists (which are further elaborated in Decree 41/2007, discussed in section 4.5 below), the definition of programmes and tours and the prices that can be charged by agencies for specific products³⁵³.

Travel agencies are obliged, in addition to any other reporting requirements, to report quarterly (within five days of the end of the quarter) to MITUR the number and nationality of tourists they have served and the types of transport used by these tourists³⁵⁴.

4.4.2 Tourism Information Professionals

The Tourism Information Regulation provides for two types of tourism information professionals: tourism guides and tourism technicians³⁵⁵. The profession of Tourism Guide comprises any of the following³⁵⁶:

- Professional hunter;
- Community guide;
- Excursion guide;
- Interpreter;
- Local guide;
- Regional guide.

Tourism Guides may be independent or employed by others³⁵⁷. Tourism technicians on the other hand, are always employed, and are the category of staff which provide tourist information in travel agencies or other tourist information premises³⁵⁸.

In order to become licensed as a tourism information professional the individual must submit a written application to MITUR including³⁵⁹:

- Notarised copy of ID document;
- CV;
- Police clearance certificate;
- Notarised copy of qualifications – certificates must indicate the areas studied and be relevant to the activity to be undertaken³⁶⁰.

Foreigners or those holding certificates obtained abroad can also be licensed as tourism information professionals as long as their certificates are duly recognised by the relevant national authority³⁶¹.

If the application is successful the licensing authority will issue an ID card which is valid for three years and can be renewed³⁶². This card must be carried at all times when the tourism

³⁵² Decree 41/2005 of 30 August, Articles 44- 46

³⁵³ Decree 41/2005 of 30 August, Articles 47 - 58

³⁵⁴ Decree 41/2005 of 30 August, Article 78

³⁵⁵ Decree 41/2005 of 30 August, Article 25, paragraph 1

³⁵⁶ Decree 41/2005 of 30 August, Article 25, paragraph 2

³⁵⁷ Decree 41/2005 of 30 August, Article 25, paragraph 3

³⁵⁸ Decree 41/2005 of 30 August, Article 26

³⁵⁹ Decree 41/2005 of 30 August, Article 27, paragraph 1

³⁶⁰ Decree 41/2005 of 30 August, Article 27, paragraph 2

³⁶¹ Decree 41/2005 of 30 August, Article 27, paragraph 3

information professional is working³⁶³. Trainee tourism information professionals must also have a card, and their accompanying tours must be specifically authorised by the relevant travel agency³⁶⁴.

The Tourism Information Regulation does not specify whether or not a fee is payable for licensing as a tourism information professional.

4.5 TOURISM-RELATED ACTIVITIES

This section of the guide deals with the various types of activities which are regulated under specific legislation in Mozambique, including cultural, outdoor, entertainment and sporting activities, diving, transport of tourists, hunting tourism and conservation & ecotourism.

4.5.1 Entertainment of Tourists

The word “entertainment” is, for want of a better word used here as a cover-all translation of the term “*animação*” which is the title of Decree 40/2007 of 24 August (*Decreto 40/2007 de 24 de Agosto, o Regulamento de Animação Turística* – the Tourism Entertainment Regulation). This regulation is designed to regulate a diverse variety of types of activities which may be undertaken by tourists³⁶⁵.

Activities covered by the regulation include³⁶⁶:

- Horse riding, walking, cycling and boat tours;
- Tours in all-terrain tourism vehicles or on motorbikes;
- Rickshaw tours;
- Trips on the sea and lakes;
- Traditional games;
- Traditional regional products;
- Local fairs and festivals;
- Traditional socializing, education and commercial establishments;
- Gastronomy;
- Local arts and crafts;
- Thermal and therapeutic baths;
- Mountain climbing;
- Ballooning;
- Para-gliding;
- Parachuting;
- Micro-lighting;
- Golf;
- Surfing, windsurfing, body-boarding and wake-boarding;
- Water skiing;
- Sailing, rowing, and canoeing;
- Diving (which also has its own regulation);
- Sport fishing;

³⁶² Decree 41/2005 of 30 August, Article 28, paragraphs 1 & 5 and Article 29

³⁶³ Decree 41/2005 of 30 August, Article 28, paragraph 2

³⁶⁴ Decree 41/2005 of 30 August, Article 28, paragraphs 3 & 4

³⁶⁵ Decree 40/2007 of 24 August, Articles 1 & 2

³⁶⁶ Decree 40/2007 of 24 August, Article 4

- Go-karting;
- Other activities can be added to the list by decision of the Council of Ministers³⁶⁷.

These activities can be undertaken by specifically licensed operators, by travel agencies and by those providing accommodation to tourists, provided that they have the relevant license under the Tourism Entertainment Regulation as well as under their own sub-sector (e.g. travel agency license, tourism accommodation license)³⁶⁸.

The provision of the activities listed is dependent on the operator obtaining a license which is issued by MITUR, or the Provincial Governor³⁶⁹. The application must be made in writing addressed to the Minister of Tourism and including the following³⁷⁰:

- Letter of application (*requerimento*) including: name, nationality, address (for natural persons) and name and headquarters' address (for legal persons); the value to be invested; estimated number of jobs to be created;
- Copy of certificate of commercial registration of one-person company (natural person) or company articles of association (*estatutos* – legal person);
- Proof of registration with Ministry of Finance (i.e. provision of tax number – NUIT);
- Plan of the proposed offices to scale 1:100, indicating areas for administration and for attending the public;
- Technical proposal indicating the need for a travel agency in that particular part of the country, based on the national plans for development of tourism;
- A written description (*memória descritiva*) of the planned activity.

The licensing authority may request opinions from other departments and must then issue its decision within 15 working days of receipt of the application³⁷¹. Before the license can be issued an inspection (*vistoria*) must take place³⁷². This takes place within ten working days after the reception of the opinions³⁷³. The Tourism Entertainment Regulation does not require the applicant to submit a written request for the inspection. In practice however this is usually required. Usually a report (*auto de vistoria*) is produced at the *vistoria* and in practice the applicant should retain a copy of this report, to demonstrate to future teams of inspectors that the *vistoria* was carried out. While no mention is made of this report in the Tourism Entertainment Regulation, applicants would do well to obtain a copy of the *auto de vistoria* if possible.

The *vistoria* being successful a license, valid for five years and renewable, is issued³⁷⁴. This license is non-transferable³⁷⁵. The license expires if not renewed within 15 days of its expiry date³⁷⁶. Any changes to the basis on which the license was issued must be communicated in writing to MITUR, and may result in a new licensing application being required³⁷⁷.

License-holders must have adequate insurance for the activities they plan to provide to tourists and must put up bank guarantees to values established in the legislation. Copies of

³⁶⁷ Decree 40/2007 of 24 August, Article 4

³⁶⁸ Decree 40/2007 of 24 August, Article 3, paragraph 2 and Article 5, paragraph 1

³⁶⁹ Decree 40/2007 of 24 August, Articles 6 & 7

³⁷⁰ Decree 40/2007 of 24 August, Article 9

³⁷¹ Decree 40/2007 of 24 August, Articles 10 & 11

³⁷² Decree 40/2007 of 24 August, Article 12, paragraph 1

³⁷³ Decree 40/2007 of 24 August, Article 12, paragraph 2

³⁷⁴ Decree 40/2007 of 24 August, Article 13

³⁷⁵ Decree 40/2007 of 24 August, Article 13, paragraph 4

³⁷⁶ Decree 40/2007 of 24 August, Article 14

³⁷⁷ Decree 40/2007 of 24 August, Article 15

the bank guarantees and insurance certificates must be lodged with MITUR³⁷⁸. License-holders may use their own transport to provide the activities to tourists. These vehicles and their drivers must be appropriately licensed and must carry their licensing documents with them at all times. Tourism entertainment license-holders may not compete with other providers of services specifically designed for the transport of passengers in general and tourists in particular³⁷⁹.

Tourism entertainment license-holders must have a complaints book publicly available for their clients, and complaints must be dealt with in accordance with the legal provisions³⁸⁰.

4.5.2 Diving

While diving is regulated generically by the Tourism Entertainment Regulation, it also has its own specific regulation, Decree 44/2006 of 29 November (*Decreto 44/2006 de 29 de Novembro, o Regulamento de Mergulhador Amador* – the Amateur Diving Regulation). Under the Amateur Diving Regulation, diving centres and schools must be duly licensed by the national maritime authority (*Autoridade Marítima Nacional*)³⁸¹.

In order to be licensed diving centres and schools must make written application to the national maritime authority including the following³⁸²:

- Proof of constitution of a company for the purpose (e.g. articles of association listing diving instruction and guiding as an objective of the company);
- Programme of courses to be offered (which must comprise courses approved by the National Maritime Authority);
- Proof of certification and qualifications of the instructors, guides and medical personnel (including a qualified nurse or health technician);
- List of equipment to be used (as a minimum the operation must have a boat, a vehicle, a mechanical resuscitator or artificial respirator, communication system, oxygen tanks, and diving signalling equipment);
- Plans of the site for the school, and dive operation (as a minimum the site must have a classroom, a health post with the necessary equipment and medicines, and a pool);
- Map of the area where practical activities including coordinates;
- Written approval from the ministries of environment and defence.

The license is issued subject to an inspection which must be requested in writing. The centre or school must be inspected annually and each inspection must be requested in writing³⁸³. Activities must begin within 90 days of licensing and the dive operator must inform the maritime authority about each course and which staff will be involved in it. Courses must be given in accordance with the schedules provided³⁸⁴.

The following minimum safety requirements are regulated by the Amateur Diving Regulation³⁸⁵:

- **In the pool** – a doctor or nurse with specific experience in diving physiopathology, equipment for artificial resuscitation or respiration, a first aid pharmacy available;

³⁷⁸ Decree 40/2007 of 24 August, Articles 16 - 22

³⁷⁹ Decree 40/2007 of 24 August, Article 23

³⁸⁰ Decree 40/2007 of 24 August, Article 31

³⁸¹ Decree 44/2006 of 29 November, Article 8

³⁸² Decree 44/2006 of 29 November, Articles 4 & 5 and Annex 1

³⁸³ Decree 44/2006 of 29 November, Articles 8 & 9

³⁸⁴ Decree 44/2006 of 29 November, Article 4

³⁸⁵ Decree 44/2006 of 29 November, Annex A

- **On the sea** – a support boat carrying equipment for artificial resuscitation or respiration with a doctor or nurse with specific experience in diving physiopathology on board, along with a diver ready to dive, and for dives of more than 40 metres an individual decompression chamber.

The Amateur Diving Regulation provides specific requirements for the qualifications of diving instructors and guides³⁸⁶, and for the certification of those learning to dive³⁸⁷, as well as for the maintenance of individual dive logs. Diving in Mozambique's national waters requires that all divers, national or foreign are duly permitted to do so by the national maritime authority³⁸⁸. Authorisation is valid for one year³⁸⁹. Fees are payable for the licensing of diving operations and schools and for the authorisation given by the national maritime authority for individuals to dive³⁹⁰.

4.5.3 Transport of Tourists

The transport of tourists by any means (air, land or water) is regulated by Decree 41/2007 of 24 August (*Decreto 41/2007 de 24 de Agosto, o Regulamento de Transporte Turístico* – the Tourism Transport Regulation). The regulation applies to travel agencies and any other individuals or organisations providing paid transport for tourists³⁹¹. In addition to the Tourism Transport Regulation, the Tourism Information Regulation, commercial legislation regulating transport contracts, and the specific regulations governing road, air and water transportation also apply³⁹².

Licensing of tourism transport activities is undertaken by the Ministry of Transport, which may delegate licensing to provincial level³⁹³. The licensing process must be concluded within 20 working days from the date of receipt of application³⁹⁴. In practice operators report that this time period is rarely complied with.

The licensing application must be made in writing and include the following³⁹⁵:

- Letter of application (*requerimento*) including: name, nationality, address (for natural persons) and name and headquarters' address (for legal persons);
- Type of tourism transport to be undertaken;
- Value being invested;
- Number of jobs being created;
- Parking area where the form of transport will be available to the public;
- Proof of ownership of the methods of transport to be used;
- Characteristics of each form of transport, including year of manufacture, model, capacity, make and condition;
- Copy of certificate of commercial registration of one-person company (natural person) or company articles of association (*estatutos* – legal person);
- Proof of registration with Ministry of Finance (i.e. provision of tax number – NUIT);

³⁸⁶ Decree 44/2006 of 29 November, Article 11

³⁸⁷ Decree 44/2006 of 29 November, Articles 10, 12, 13, 14 & 15

³⁸⁸ Decree 44/2006 of 29 November, Article 16

³⁸⁹ Decree 44/2006 of 29 November, Article 16

³⁹⁰ Decree 44/2006 of 29 November, Articles 19 & 20

³⁹¹ Decree 41/2007 of 24 August, Article 3

³⁹² Decree 41/2007 of 24 August, Article 4

³⁹³ Decree 41/2007 of 24 August, Articles 7, 8 & 9

³⁹⁴ Decree 41/2007 of 24 August, Article 9 paragraph 2

³⁹⁵ Decree 41/2007 of 24 August, Article 10

- Plan of the proposed offices to scale 1:100, indicating areas for administration and for attending the public;
- Technical proposal indicating the need for a tourism transport operation in that particular part of the country, based on the national plans for development of tourism;
- A written description (*memória descritiva*) of the planned activity.

In addition applicants must put up a bank guarantee of a minimum of 500,000Mt and have the correct type of insurance for the activity undertaken. Proof of the bank guarantee and insurance must be lodged with the licensing authority and kept up to date³⁹⁶.

The Ministry of Transport may request written opinions from other government departments prior to issuing a decision on the application³⁹⁷. If the decision is favourable the issuing of a license is conditional on an inspection (*vistoria*)³⁹⁸. All forms of tourism transport must have an inspection stamp (*selo de vistoria*) which is displayed prominently on the mode of transport³⁹⁹. Annual inspections must be undertaken and the *selo de vistoria* updated⁴⁰⁰. In addition ad hoc inspections may be undertaken at any time by the Ministry of Transport⁴⁰¹. The name of the transport operator must be clearly displayed on land transport vehicles⁴⁰².

In addition to licensing each individual vehicle the Ministry of Transport issues an operating license (*alvará*) which is valid for an indeterminate period⁴⁰³. Any changes to the criteria on which the *alvará* was issued must be communicated in writing to the Ministry of Transport⁴⁰⁴.

In addition to the standard road rules covering passenger transport the following apply to road transport vehicles licensed to transport tourists⁴⁰⁵:

- Have air-conditioning;
- Have an AM/FM radio;
- Be in a perfect state of conservation inside and out;
- Be in perfect conditions of safety, comfort and hygiene;
- Have a first aid kit;
- Solely be used for passenger transport;
- Have a bar service, cushions, uniformed drivers and provide books and newspapers in the case of buses.

The vehicles used must belong to the license-holder, and only in exceptional circumstances, when duly authorised by the licensing authority, can hired vehicles be used⁴⁰⁶. Special types of vehicle may be used depending on the terrain which the tourists will be visiting, but these are also subject to authorisation by the licensing authority⁴⁰⁷.

³⁹⁶ Decree 41/2007 of 24 August, Articles 30-32

³⁹⁷ Decree 41/2007 of 24 August, Articles 10 - 13

³⁹⁸ Decree 41/2007 of 24 August, Article 13

³⁹⁹ Decree 41/2007 of 24 August, Article 14

⁴⁰⁰ Decree 41/2007 of 24 August, Article 14, paragraph 2

⁴⁰¹ Decree 41/2007 of 24 August, Article 14, paragraph 3

⁴⁰² Decree 41/2007 of 24 August, Article 14, paragraph 4

⁴⁰³ Decree 41/2007 of 24 August, Articles 15 & 16

⁴⁰⁴ Decree 41/2007 of 24 August, Article 16, paragraph 3 and Article 17

⁴⁰⁵ Decree 41/2007 of 24 August, Article 19

⁴⁰⁶ Decree 41/2007 of 24 August, Article 21

⁴⁰⁷ Decree 41/2007 of 24 August, Article 22

Water transport can only be provided to tourists in boats licensed for commercial and recreational purposes⁴⁰⁸. In addition to the standard legal requirements for such vessels, boats used for transporting tourists must have⁴⁰⁹:

- A toilet;
- Communication equipment;
- Microphones and loud-hailers;
- AM/FM radio;
- Support boat to get passengers aboard;
- First aid kit;
- Rubbish bins;
- Bar with place for keeping glasses, bottles and ice;
- Marine safety equipment such as life jackets, life rafts, and fire fighting equipment.

Tourism transport drivers must be licensed to transport passengers, have at least two years driving experience in the type of vehicle they will drive the tourists in, have passed an exam specifically for tourism transport drivers and have knowledge of national and international languages⁴¹⁰. The Tourism Transport Regulation also provides a list of obligations for drivers⁴¹¹.

All licensed tourism transport operators must have complaints books publicly available and must deal with complaints as described in the Tourism Transport Regulation⁴¹². They must also provide statistics on a quarterly basis to MITUR about the number and nationality of tourists they have dealt with⁴¹³.

4.5.4 Hunting and Eco-tourism

Recent changes in the structure of the Ministries of Tourism and Agriculture mean that conservation areas, national parks, reserves, and hunting concessions, are now the responsibility of the Ministry of Tourism. Legislation is currently being drafted to regulate activities in these areas and in subsequent editions of this guide more details information will be available on these issues.

4.6 TOURISM & MINORS

Recent concerns over well-publicised cases of trafficking of minors and prostitution involving minors in the region have led to legislation being enacted to control these issues. The legislation (Law 6/99 of 02 February and Decree 35/2002 of 05 December) specifically target evening and night time activities and the consumption of food and alcohol. Detailed analysis of this legislation is outside the scope of this guide but the legislation is relevant to tourism establishments and tourism operators should be aware of its' contents.

⁴⁰⁸ Decree 41/2007 of 24 August, Article 23

⁴⁰⁹ Decree 41/2007 of 24 August, Article 24

⁴¹⁰ Decree 41/2007 of 24 August, Article 26

⁴¹¹ Decree 41/2007 of 24 August, Article 27

⁴¹² Decree 41/2007 of 24 August, Article 47

⁴¹³ Decree 41/2007 of 24 August, Article 49

5 OTHER RELEVANT LEGISLATION

5.1 LAND, ENVIRONMENT & CONSTRUCTION

For many tourism developments, obtaining the right to use land is essential. Therefore an understanding of Mozambique's land legislation is often essential to those planning to invest in tourism.

The Mozambican Constitution establishes the following principles in respect of land⁴¹⁴:

- Land in Mozambique is the property of the State.
- It may not be sold, mortgaged or otherwise alienated.
- As a universal means for the creation of wealth and social well-being, the use and enjoyment of land shall be the right of all the Mozambican people.
- The right to use and enjoy land is conferred by the State, and conditions for such use are determined by the State.

The land use right conferred by the State through the Land Law is known as the “*Direito de Uso e Aproveitamento de Terra*” or “DUAT”. In English this is translated as the Right of Use and Enjoyment. Foreign and national natural and legal persons and local communities may hold DUATs⁴¹⁵. The conditions of each DUAT are determined by the State. For a detailed examination of this complex subject please see the guide “The Legal Framework for Recognising and Acquiring Rights to Rural Land in Mozambique”

It is also worth noting that Mozambique's attractive coastline has long been of interest to investors. Maritime and environmental legislation require that any coastal development be subject to an environmental scoping exercise and in some cases to a full environmental impact assessment. In order to protect the dunes and the coastal environment in certain parts of the country these areas are designated as protected areas and the land and maritime legislation is interpreted to mean that structures may not be built within 100 metres of the high tide mark⁴¹⁶. This is because DUATs may not be conceded on public land or protected zones but special licenses for certain activities may be granted in such areas⁴¹⁷. However another reading of the relevant legislation is that provided that the planned development complies with the procedures for obtaining an environmental license and the procedure for special land licensing (see the Legal Framework guide on Land cited above), such development could be authorised⁴¹⁸.

Most tourism developments will require an environmental license. Mozambique's Constitution also establishes the right to live in a balanced environment and the duty to defend that environment.⁴¹⁹ The state and local authorities are required to adopt policies to protect the environment and ensure the responsible use of natural resources.⁴²⁰ The State is also required by the Constitution to guarantee the sustainable use of natural resources and ecological stability for future generations and to promote land use planning in order to

⁴¹⁴ Constitution of the Republic of Mozambique, 2004, Articles 109 and 110

⁴¹⁵ Land Law, Article 10, Paragraph 1.

⁴¹⁶ Land Law, Article 8 and Land Regulation, Article 5.

⁴¹⁷ Land Law, Article 9.

⁴¹⁸ Decree 45/2004 of 29 September, the Environmental Impact Assessment Procedure Regulation and Land Law Article 9 and Article 22 paragraph 1

⁴¹⁹ Constitution of the Republic of Mozambique, 2004, Article 90, paragraph 1

⁴²⁰ Constitution, Article 90, paragraph 2 and Article 117, paragraph 1

ensure that activities take place in the correct locations and that such activities contribute to balanced socio-economic development.⁴²¹

Any activity which may affect the environment requires authorization⁴²². Authorisation is based on evaluation of the potential impact of the planned activity to determine its environmental feasibility, and concludes with the issuing of an environmental license by Ministry for the Coordination of Environmental Action (*Ministério para a Coordenação de Acção Ambiental* – MICOA)⁴²³. The procedures are complex and may appear at times contradictory or overlapping, and the reader would do well to consult another guide in this series which provides details of the various types and levels of environmental licensing, “Legal Framework for Environmental Licensing”.

In addition to land use and environmental licensing, many tourism investments will require construction licensing. This complex area is outside the scope of the current guide but will be the subject of another guide in this series to be published shortly. In cases of doubt the reader is encouraged to seek specialist advice in this area.

5.1.1 Marine Environment Legislation

Decree 45/2006 of 30 November (*Decreto 45/2006 de 30 de Novembro – o Regulamento para Prevenção de Poluição e Protecção do Ambiente Marinho e Costeiro* – the Marine Environment Regulation) introduces a number of requirements with a view to protecting Mozambique’s coast from pollution and environmental damage.

Of particular relevance to tourism investors are the requirements governing waste and chemical management (Articles 43-53) and those regulating the management of beaches.

Under the Marine Environment Regulation certain beaches can be specifically designated as bathing beaches, by MITUR in consultation with all the relevant stakeholders⁴²⁴. Such beaches must be clearly designated and must have a dedicated system of safety including qualified life guards⁴²⁵. The use of motor vehicles on designated bathing beaches, except in specific, exceptional and authorised circumstances, is prohibited⁴²⁶. Motorised water sports are also prohibited in the vicinity of designated bathing beaches⁴²⁷. Many other specific requirements apply to designated bathing beaches, including the prohibition of large domestic animals, such as horses on the beach (and the requirement that small animals are on leads), and of some types of fishing in the area⁴²⁸.

The Marine Environment legislation includes specific articles protecting tropical fish, coral, turtles and other rare marine species found along Mozambique’s coast⁴²⁹. It also prohibits the introduction of non-native species that could damage the local environment⁴³⁰.

Proprietors of any establishment in an area covered by the Marine Environment Regulation (i.e. along the coast, near beaches, on islands etc) must publicly display a copy of Annex VII of the regulation which lists the infractions and sanctions for those who cause damage to the

⁴²¹ Constitution, Article 117, paragraph 2

⁴²² Environment Law, Article 15, paragraph 1

⁴²³ Environment Law, Article 15, paragraph 1

⁴²⁴ Decree 45/2006 of 30 November, Article 53, paragraph 1

⁴²⁵ Decree 45/2006 of 30 November, Article 53, paragraphs 2, 3 & 4

⁴²⁶ Decree 45/2006 of 30 November, Article 54

⁴²⁷ Decree 45/2006 of 30 November, Article 55

⁴²⁸ Decree 45/2006 of 30 November, Articles 56 - 60

⁴²⁹ Decree 45/2006 of 30 November, Article 59 - 65

⁴³⁰ Decree 45/2006 of 30 November, Article 63

marine environment (see Section 6.3). Not displaying this document is punishable with a fine of 20,000Mt⁴³¹.

5.2 HEALTH

Several health-related regulations apply to activities in the tourist industry. Decree 5/80 of 22 October requires that all workers engaged in the preparation and handling of food, or who deal with children as part of their work, must have a health certificate (*boletim de sanidade*)⁴³².

Decree 15/2006 of 22 June provides health-related requirements for the production, transport, sale and inspection of food-related items. While generally both pieces of legislation refer to the manufacture of food they are also held to apply to the preparation of food in any type of public kitchen and Decree 15/2006 also allows for the possibility anyone infringing that legislation being found criminally liable⁴³³.

Decree 11/2007 of 30 May introduced anti-smoking legislation in Mozambique. The regulation has a number of requirements in respect of public places including bars and restaurants. This decree must be taken into consideration when preparing plans for a tourism establishment since smoking and non-smoking areas must be clearly identified on such plans.

Each of these decrees is enforced by the Ministry of Health through their local representatives in the form of the *Centro de Higiene, Ambiente e Exames Medicos* (CHAEM), a division of the Provincial Health Department. CHAEM inspects company premises for health and safety prior to and as a condition of licensing, and carries out health checks on employees. CHAEM can inspect company premises at any time. The fines for non-compliance with each decree are high.

5.3 IMMIGRATION

In addition to the immigration formalities which must be completed by tourists entering and leaving Mozambique, tourism operators are required to report regularly to the Immigration Service about foreigners staying in their establishments.

Hotels, motels, camp sites, guest houses and similar establishments as well as other places that provide lodgings to foreign citizens, or rent, sublet or cede in any way accommodation to a foreigner have the duty to communicate that fact to the Immigration Services within five days using an “individual accommodation bulletin” (*boletim individual de alojamento*), or when Immigration Services are not available, to the police or the local administration⁴³⁴. The permanent departure of guests or visitors who are foreigners must also be communicated to authorities using the *boletim individual de alojamento* within 5 days of their departure⁴³⁵.

The *boletim individual de alojamento* must contain, without initials or abbreviations, the full name of the foreigner, their marital status, profession, place of birth, nationality, date of birth, and the place from which they arrived and their onward destination. The *boletim*

⁴³¹ Decree 45/2006 of 30 November, Article 86 and Annex VII

⁴³² Decree 5/80 of 22 October, Article 1

⁴³³ Decree 15/2006 of 22 June, Chapter III

⁴³⁴ Immigration Law, Article 25 and Immigration Regulation Articles 32 and 33

⁴³⁵ Immigration Regulation, Articles 32 and 33

individual de alojamento may be substituted by lists or computerized reports. Electronically produced lists or information must contain the same data as listed above⁴³⁶.

Further details about specific requirements for tourists entering and leaving Mozambique including about types of visas and costs are available in “Legal Framework for Immigration” available to download from www.acismoz.com

⁴³⁶ Immigration Regulation, Article 32 and 33

6 INSPECTIONS & FINES

Each of the pieces of legislation cited in this manual has its own sections which apply to fines for non-compliance. Establishments or other operators in the sector may be inspected not only by the tourism inspectorate but also by any other authority relevant to the activity they are undertaking (health, labour, maritime and so on).

Below we provide details of the principal fines which can be levied based on the main pieces of legislation discussed in the manual. Information about fines provides guidelines as to what parts of the legislation inspectors are likely to be seeking to ensure compliance with. In cases where an inspection takes place and a fine is applied the company has rights to reply, and to contest the outcome of the inspection. However there are time periods in which contestation must take place. In case of doubt the reader is encouraged to seek legal counsel.

6.1 PRINCIPAL INFRACTIONS UNDER THE TOURISM LAW

The Tourism Law provides for the following sanctions to be applied in the case of any infraction of that legislation⁴³⁷:

- Warning;
- Fine;
- Temporary suspension of activity;
- Closure of the establishment;
- Revocation of license;
- Administrative embargo;
- Demolition.

The sanctions are graduated according to the severity of the offence and whether it is a re-incident.

6.2 PRINCIPAL INFRACTIONS UNDER THE TOURISM REGULATION

These are provided in Annex IX of Decree 18/2007 of 07 August:

Infraction	Penalty	Fine (Mt)
Illegal construction in inappropriate location	Demolition	50,000 – 100,000
Illegal construction in appropriate location	Embargo	20,000 – 50,000
Operating without alvará		20,000 – 50,000
Non compliance with time periods for updating documents (avermamento) – tourism accommodation		10,000
Non compliance with time periods for updating documents (avermamento) – eating/drinking establishment		5,000
Use of unauthorized name for the premises – tourism accommodation		20,000
Use of unauthorized name for the premises – eating/drinking establishment		15,000
Violation of health & safety, food hygiene and cleanliness requirements	Suspension for up to six months	5,000 – 30,000
Violation of fire safety requirements		15,000 – 50,000

⁴³⁷ Law 4/2004 of 17 June, Article 24

Repeat occurrences of any infraction which puts users of the premises at risk	Closure	
Violation of the rights and responsibilities provided in the Tourism Law		10,000 – 50,000
Other infractions under the tourism legislation		5,000 – 10,000

In addition a number of infractions are laid out specifically, including⁴³⁸:

- Food which is not covered, protected or which is out of date;
- Smoking or eating in food preparation areas;
- Dealing with food when not correctly attired;
- Use of non-mains water where this has not been approved by the health authorities;
- Non-functioning toilets, washbasins and sinks;
- Accumulation of rubbish;
- Lack of rubbish receptacles, or use of receptacles without lids;
- Storing of crockery, cutlery and kitchen utensils in unhygienic conditions;
- Personal objects in areas of food preparation;
- Poor cleanliness of food preparation areas or utensils;
- Existence of utensils susceptible to rust;
- Use of cracked or chipped plates or glasses;
- Lack of adequate lighting and ventilation;
- Poorly functioning smoke extraction system;
- Pest infestation;
- Lack of disposable towels etc in public / staff bathrooms;
- Lack of or insufficient fire extinguishers;
- Out of date fire extinguishers;
- Lack of emergency exits or emergency lighting;
- Blocking of emergency exits and stairs;
- Use of non-flame resistant décor;
- Overcrowding of the establishment.

The tourism inspectorate is required to issue a written document in respect of any punishment which is to take place⁴³⁹. If the infraction is the first one documented at that establishment in the calendar year, MITUR may opt to replace a fine with a written warning⁴⁴⁰. Re-incidence is deemed to have happened when exactly the same infraction is committed within a six month period and in this case the minimum and maximum amount of the fine are multiplied by a factor of three⁴⁴¹.

Fines must be paid within 20 days of the date of the notification (note this is not the date on which the operator receives the notification, it is the date on which the notification is issued)⁴⁴². Fines which are not paid voluntarily, with proof of deposit of the payment into the MITUR bank account are passed to the court for collection⁴⁴³. Note that it is a good idea to retain a copy of a document that proves that the fine has been paid and that proof of payment has been given to MITUR. Those being fined have the right to appeal⁴⁴⁴. The lifting

⁴³⁸ Decree 18/2007 of 07 August, Articles 280 & 281

⁴³⁹ Decree 18/2007 of 07 August, Article 270

⁴⁴⁰ Decree 18/2007 of 07 August, Article 272

⁴⁴¹ Decree 18/2007 of 07 August, Article 273

⁴⁴² Decree 18/2007 of 07 August, Article 274

⁴⁴³ Decree 18/2007 of 07 August, Article 274

⁴⁴⁴ Decree 18/2007 of 07 August, Article 277

of a suspension or closure notice on an establishment takes place within five days after the licensing authority has been informed of the correction of the facts leading to the suspension or closure⁴⁴⁵. Fines are divided between the people who applied them (25% of the value), the Tourism Inspectorate (25% of the value) and the State budget⁴⁴⁶.

6.3 PRINCIPAL INFRACTIONS UNDER OTHER REGULATIONS

The other legislation discussed in this manual generally follows the structure for the Tourism Regulation, in respect of time periods for payment of fines, re-incidence and so on. There follow a number of specific fines mentioned:

Infraction	Fine (Mt) or other punishment	Legislation
Undertaking activities of a tourism information professional without a license	15,000 – 40,000 (also possible criminal or civil prosecution)	Decree 41/2005 of 30 August, Article 72 (Travel Agencies, Tourist Operators and Tourism Information Professionals Regulation)
Undertaking activities of travel agency without license	150,000 – 500,000 (also possible criminal or civil prosecution)	Decree 41/2005 of 30 August, Article 73 (Travel Agencies, Tourist Operators and Tourism Information Professionals Regulation)
Other penalties not specifically mentioned	3,500 – 10,000 (other fines are listed in Annex VI to this decree and range from 2,500 – 10,000)	Decree 41/2005 of 30 August, Article 76 (Travel Agencies, Tourist Operators and Tourism Information Professionals Regulation)
Fines yet to be established		Decree 40/2007 of 24 August, Article 25 (Tourism Entertainment Regulation)
Operating without a license, not providing proof of guarantees and insurance, other infractions included in the regulation	5,000 – 100,000 (also suspension or revocation of <i>alvará</i>)	Decree 41/2007 of 24 August, Articles 43, 44 (Tourism Transport Regulation)
Any listed in the legislation	<ul style="list-style-type: none"> • Warning • Fines of between 5,000-25,000 (individuals) and 50,000 – 100,000 (organizations) • Seizure of equipment • 12 month suspension • Ban • Six month suspension of license • Revocation of license 	Decree 44/2006 of 29 November, Article 24 (Diving Regulation)
<ul style="list-style-type: none"> • Lack of license • Activity in establishment of less than 3-star rating • Less than 30% of overall occupancy dedicated to tourism • Undertaking activities outside a registered tourism establishment 	100,000 – 300,000 (as well as suspension, embargo, cancellation of license, seizure of equipment and demolition)	Decree 39/2007 of 24 August, Articles 86 & 87 (Periodic Occupation Regulation)

⁴⁴⁵ Decree 18/2007 of 07 August, Article 275

⁴⁴⁶ Decree 18/2007 of 07 August, Article 278

<ul style="list-style-type: none"> • Construction on unauthorized site 		
<ul style="list-style-type: none"> • Use of water not approved by authorities; • Accumulation of rubbish; • Lack of bins or bins without lids; • Storage of crockery and kitchen equipment in unhygienic conditions; • Lack of cleanliness in kitchens; • Rusty kitchen implements; • Cracked or broken crockery; • Lack of light or ventilation; • Lack of extraction equipment for smoke etc; • Infestations of rodents or insects; • Lack of disposable towels etc. in bathrooms; • Non-functioning cisterns 	50,000 – 200,000 (as well as suspension, embargo, cancellation of license, seizure of equipment and demolition)	Decree 39/2007 of 24 August, Articles 86 & 87 (Periodic Occupation Regulation)
<ul style="list-style-type: none"> • Sale of rights which have not been properly legally constituted • Non-return of deposits • Violation of any of the legally established rights of right-holders • Lack of constitution of reserve funds • Lack of guarantees and insurance • False advertising • Not providing correct and adequate information • Not maintaining the property 	50,000 – 250,000 (as well as suspension, embargo, cancellation of license, seizure of equipment and demolition)	Decree 39/2007 of 24 August, Articles 86 & 87 (Periodic Occupation Regulation)

In addition the Marine Environment Regulation requires that proprietors of any establishment in an area covered by the legislation (i.e. along the coast, near beaches, on islands etc) must publicly display a copy of Annex VII of said regulation which lists the infractions and sanctions for those who cause damage to the marine environment. Not displaying this document is punishable with a fine of 20,000Mt⁴⁴⁷.

Annex VII is reproduced here in English. It must be displayed in the original Portuguese, but may also be displayed in English.

Infraction	Sanction (Mt)	Legislation
Driving motorised vehicles without a special license or outside the terms for which the license was conceded	20,000	Decree 45/2006 of 30 November, Annex VII/Article 54
Parking outside permitted areas	2,000	Decree 45/2006 of 30 November Annex VII/Article 54
Undertaking water sports without a license	20,000	Decree 45/2006 of 30 November

⁴⁴⁷ Decree 45/2006 of 30 November, Article 86 and Annex VII

or outside the terms for which the license was conceded		Annex VII/Article 55
Undertaking competitive sports events or cultural events without a license	10,000	Decree 45/2006 of 30 November Annex VII/Article 56
Undertaking non-competitive sports outside permitted areas	5,000	Decree 45/2006 of 30 November Annex VII/Article 56
Launching, using, or mooring boats near bathing beaches without a license or outside the terms for which the license was conceded	10,000	Decree 45/2006 of 30 November Annex VII/Article 57
Using or having large animals on bathing beaches without a license or outside the terms for which the license was conceded	10,000	Decree 45/2006 of 30 November Annex VII/Article 58
Having small domestic animals on bathing beaches without following the legal requirements	1,000	Decree 45/2006 of 30 November Annex VII/Article 58
Sport or recreational fishing on bathing beaches	5,000	Decree 45/2006 of 30 November Annex VII/Article 59
Fishing for ornamental fish	10,000	Decree 45/2006 of 30 November Annex VII/Article 59
Collection of ornamental shells for commercial purposes without a license or outside the terms for which the license was conceded	10,000	Decree 45/2006 of 30 November Annex VII/Article 60
Undertaking any activity which might damage coral or a coral reef	10,000	Decree 45/2006 of 30 November Annex VII/Article 61
Collection, hunting, storage or transport of native flora, except where legally permitted	20,000	Decree 45/2006 of 30 November Annex VII/Article 62
Introduction of new species into the areas covered by this regulation	20,000	Decree 45/2006 of 30 November Annex VII/Article 63
Hunting or in any way disturbing marine turtles, including damaging their ecosystem or taking eggs	50,000	Decree 45/2006 of 30 November Annex VII/Article 64
Undertaking any activities in wetlands unless legally permitted	20,000	Decree 45/2006 of 30 November Annex VII/Article 65
Construction outside that permitted in this legislation	50,000	Decree 45/2006 of 30 November Annex VII/Article 67
Construction of anything which by any part of its makeup has a negative impact on the pre-existing view and environment	50,000	Decree 45/2006 of 30 November Annex VII/Article 67
Prohibiting access to the beach	20,000	Decree 45/2006 of 30 November Annex VII/Article 68
Construction of access routes contrary to that provided in this regulation	20,000	Decree 45/2006 of 30 November Annex VII/Article 68
Depositing rubbish outside the authorised areas	2,000	Decree 45/2006 of 30 November Annex VII/Article 52
Defecation in the open air	200	Decree 45/2006 of 30 November Annex VII/Article 52
Installation of any environmentally damaging or dirty activity (scrap metal dealing, storage of construction or toxic materials etc) activity	50,000	Decree 45/2006 of 30 November Annex VII/Article 52
Not displaying this document visibly in tourism establishments	20,000	Decree 45/2006 of 30 November Annex VII/Article 86

7 ANNEXES

ANNEX 7.1: APIT CLASSIFICATIONS

These classifications are provided in the 2006 – 2013 Tourism Marketing Strategy (*Estratégia de Marketing do Turismo 2006-2013*, Resolution 45/2006 of 26 December)

Zone	Name	Key products	Market segment
A	Greater Maputo (Maputo City, Marracuene, Inhaca)	Urban and business tourism, Sun, sea & sand Culture Ecotourism / safari	National, regional and international business, International transit & leisure International and local families & friends
A	Inhambane Coast (Inharrime – Massinga)	Sun, sea & sand Water sports Bird watching Culture	Domestic, regional & international leisure Special interests Backpackers
A	Vilanculos/Bazaruto (Including the archipelago and coast to Inhassoro)	Coastal eco-tourism Sun, sea & sand Water sports	International and regional leisure
A/B	Elephant Coast (Catembe – Ponta Do Ouro)	Coastal eco-tourism Sun, sea & sand Water sports Safari Whale watching	Domestic, regional & (high end niche)international leisure
A/B	Xai Xai coast (Bilene – Chidenguele)	Sun, sea & sand Water sports Culture	Domestic & regional leisure
A/B	Sofala tourism area (Beira, Savana)	Urban tourism Sun, sea & sand Culture Eco-tourism	Domestic and regional business and leisure
A/B	Ilha de Moçambique/Nacala (Mocambo – Memba)	Culture Sun, sea & sand Water sports	International niche leisure Regional leisure
A/B	Pemba/Quirimbas (Pemba – Matembo including marine national park)	Sun, sea & sand Water sports Culture Eco-tourism	International niche leisure Regional leisure
B	Limpopo – Massingir (Massingir town and dam and part of Limpopo Park)	Eco-tourism Adventure Special interests Water sports Culture	Domestic and regional leisure and family & friends, international leisure, niche eco-tourism
B	Limpopo – Mapai (Limpopo National Park)	Eco-tourism Adventure Special interests	Domestic, regional and international leisure Niche eco-tourism
B	Gorongosa tourism area (Park and mountain)	Eco-tourism Bird watching Hunting	International and domestic leisure Eco-tourism
B	Manica tourism area (Manica, Chicamba and part of Chimanimani reserve)	Eco-tourism Adventure Special interests Culture	Backpackers, overlanders Niche eco-tourism
B	Cahora Bassa tourism area (Songo, dam and Tchuma Tchato tourism community)	Eco-tourism Adventure Special interests Culture	Backpackers, overlanders Niche eco-tourism Special interests

		Hunting	
B	Gilé/Pebane (Gilé reserve and Pebane coastal area)	Eco-tourism Sun, sea & sand Culture Special interests Thermal springs	Domestic leisure International niche
B	Gurué tourism area	Adventure Eco-tourism Culture	Domestic leisure International & regional leisure niche
B	Northern Cabo Delgado (Palma – Tanzanian border)	Sun, sea & sand Water sports Culture	International & regional leisure Special interests
B	Lake Niassa (including the shore and Manda Wilderness)	Eco-tourism Water sports Hunting	International & regional leisure Special interests
B	Niassa Reserve (and surrounding wildlife areas)	Eco-tourism Culture Special interests	International niche eco-tourism

ANNEX 7.2: SUMMARY OF TOURISM ROUTES

These routes and descriptions are provided in the 2006 – 2013 Tourism Marketing Strategy (*Estratégia de Marketing do Turismo 2006-2013*, Resolution 45/2006 of 26 December)

Zone	Route	Attractions
South	Libombos Circuit – Kosi Bay & St. Lucia – Ponta Do Ouro – Maputo Special Reserve – Maputo – Namaacha - Swaziland	Combining, beach, wilderness, culture, history, water sports, cultural diversity and scenic beauty
South	Lake Coast Route – Ponta do Ouro – Maputo Elephant Reserve – Maputo – Xai Xai – Inhambane - Vilanculos	Eco-tourism, scenic beauty, beach, water sports, varieties of scenery and wildlife on land and sea
South	Greater Limpopo Bush/beach Circuit – Nelspruit – Kruger Park – Limpopo – Vilanculos – Bazaruto – Inhambane – Xai Xai – Bilene - Maputo	Wildlife, culture and beach, a dream holiday for international tourists combining the best of wildlife and beaches
South	Limpopo Route – Maputo – Bilene – Chokwe – Massingir – Kruger National Park – Malelane - Maputo	Circular route which consolidates the benefits of the Greater Limpopo Circuit
Centre	Mozambique/Zimbabwe Adventure Route – Inhambane – Vilanculos – Gorongosa Park – Chicamba Dam – Manica – Chimanimani - Zimbabwe	Designed for backpackers and adventure travellers
Centre	Mozambique/Malawi Adventure Route - Inhambane – Vilanculos – Gorongosa Park – Chicamba Dam – Tchumo Tchato - Malawi	Designed for backpackers and adventure travellers
Centre	Central Eco-tourism Route – Beira – Marromeu Reserve – Gorongosa Mountain – Chimoio – Chimanimani – Chicamba Dam – Manica - Beira	Circular route with opportunities for bird-watching and hiking
Centre	Lake Route – Beira – Chicamba Dam – Chimoio – Tete – Cahora Bassa – Malawi (Entre Lagos)	Combines the great lakes and dams of the region
North	Coast & Culture Route – Nampula/Nacala – Ilha de Moçambique – Pemba - Quirimbas	Combining culture and the coast
North	Swahili Coast – Zanzibar – Pemba (Tanzania) – Mtwara – Mocimba da Praia – Quirimbas – Pemba - Nacala	An area rich in culture and history, beautiful coast, water sports activities
North	Lake to Coast – Pemba – Quirimbas – Niassa Reserve – Lake Niassa	Combining coast, culture, wildlife and the freshwater attractions of Lake Niassa
North	Northern Discovery – Ilha de Moçambique – Nacala Corridor – Nampula – Gurué – Cuamba – Lichinga – Metangula – Niassa Reserve – Palma – Quirimbas – Pemba - Nacala	Culture, wilderness and beaches

ANNEX 7.3: LICENSING FEES

New taxes are in the process of being developed. Those currently in use are based on the previous Tourism Regulation (Decree 40/2005 of 30 August, Annex VIII). That regulation did not, however, contain a number of the types of activity which have subsequently been regulated and which are included in this guide. Therefore in practice licensing charges are reportedly not standardized and justifications for the amounts charge vary accordingly.

<i>Activity</i>	<i>Fee (Mt)</i>
Accommodation	Between 17,000 & 32,500 depending on classification of establishment
Restaurants, bars etc	Between 16,500 & 24,500
Change of <i>alvará</i>	Between 3,000 & 6,000
Renewal of management license	Between 1,500 & 2,000

ANNEX 7.4: MODEL PRICE LIST

Model price lists are provided in Annexes VII and VIII of the Tourism Regulation⁴⁴⁸. These price lists are issued by MITUR in the form of a certificate which must be displayed, and are based on the information given to them by the operator. The following are therefore provided as models which can be used to submit the relevant information in a format which can easily be recognised and used by MITUR to issue the necessary documents.

Price lists must be publicly displayed, and if not the establishment is subject to a fine. Prices stated must include all taxes.

i. Accommodation Price List:

TABELA DE PREÇOS DE ALOJAMENTO

Name of Establishment / Denominação do estabelecimento _____

Classification / Classificação _____

Location / Localização _____

Designação do Aposento / type of accommodation	Preços (Moeda nacional) / Price (Meticais)	
	Mínimo / Minimum	Máximo / Maximum

⁴⁴⁸ Note that the models used by other tourism-related legislation mentioned in this guide are broadly similar to these, but operators should check the requirements for their specific sector

ii. Food & Drink Price List

TABELA DE PREÇOS DE COMIDAS E BEBIDAS

Name of Establishment / Denominação do estabelecimento _____

Classification / Classificação _____

Location / Localização _____

Comidas / Food			Bebidas / Drinks			
Designação do prato / dish	Preço em moeda nacional / Price in Meticals		Designação da bebida / name of drink	Unidade / unit or measure	Preço em moeda nacional / Price in Meticals	
	Máximo / Maximum	Mínimo / Minimum			Máximo / Maximum	Mínimo / Minimum

ANNEX 7.5: MODEL OF COMPLAINTS BOOK

Per Annex VI of the Tourism Regulation⁴⁴⁹:

- All establishments must have a complaints book on public display;
- The book must be provided when requested by a client who shows ID;
- The book must be signed and numbered on each page and have an opening and closing page also signed by a person responsible for licensing the relevant activity or sector;
- Complaints written in the book must be shown to the licensing authority within five working days;
- The licensing body must indicate in the book that they have seen the complaint;
- If the complainant does not do so, the manager of the establishment must fill in the name and address of the complainant.

Opening Statement – to be completed on the inside cover of the book by the MITUR representative (this must be written up or types and stuck in by the operator and then submitted to MITUR for completion):

TERMO DE ABERTURA

Há-de servir este livro para registar as reclamações apresentadas nos termos do inciso do artigo _____.

É aberto a _____ de _____ de _____ e contém a número da páginas que no termo de encerramento, todas devidamente numeradas e rubricadas por mim.

O _____

Model page of complaints book should be as follows:

Número de ordem / complaint number	Data / date	Reclamação apresentado por / complaint presented by	Portador de BI No. _____ do arquivo _____ / ID number and issuing authority	Morador em / Address	Texto da reclamação / complaint	Visto / seen by MITUR

⁴⁴⁹ Note that the model for the complaints book required by other tourism-related legislation mentioned in this guide is broadly similar to this one, but operators should check the requirements for their specific sector. As noted above there are two inconsistencies in Decree 18/2007, regarding the "Livro de Reclamacoes". In Article 223 it says that the book itself should be displayed, while in annex VI it requires that information regarding the existence of the book should be displayed. Article 225 refers to a "prazo" of 5 days and the Annex to a "prazo" of 48 hours for presenting a complaint written in the book to the authorities. Here we have used 48 hours

ANNEX 7.6 MINIMUM REQUIREMENTS & CLASSIFICATION CRITERIA PROVIDED BY THE TOURISM REGULATION

ANNEX 7.6.1 FIVE STAR LUXURY HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)															
Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m ²	Pool	Bathroom				
Main	Service		m ² per guest room	m ² per guest room	Pe direito m ²	Double m ²	Single m ²				Bath	Special	Complete	Standard	Shower only
1.8	1.3	1.8	3.5	2.5	2.6	25	18	15	8	150		8	8.5	5	3.5

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.2 FIVE STAR HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments		Bedroom veranda m2	Pool	Bathroom	Special		Complete	Standard	Shower only
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath 1.7x0.6x0.75					
1.8	1.2	1.75	3	2.25	2.6	20	13	13	6	100	75	6	5.5	4	3

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open

- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)

- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.3 FOUR STAR HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom		Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only
1.6	1.2	1.6	2.5	2	2.6	18	12	11	5	80	1.6x0.55x0.7	4.5	3	2.75

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room

- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working

- 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas

- 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.4 THREE STAR HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
1.35	1.2	1.4	2	1.8	2.6	17	11	10	4	60	1.6x0.55x0.7		4	2.75	2.5

Minimum General Requirements (Table 2 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
 - 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.3 All public areas must be well-lit
 - 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
 - 1.3.5 Well signed emergency exits in social areas and restaurants
 - 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room

- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working

- 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas

- 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.5 TWO STAR HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments		Bedroom veranda m2	Pool	Bathroom				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only
1.3	1.1	1.25	1.2	1.8	2.6	15	10	9	4	1.5x0.55x0.7		3.5	2.5	2

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open

- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)

- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.6 ONE STAR HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom		Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath 1.4x0.55x0.7	Special	Complete	Standard	Shower only
1.15	1.1	1.25	1.2	1.25	2.6	14	10	9	4			3.5	2.5	1.7

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room

- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working

- 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas

- 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.7 CLASSIFICATION MATRIX – HOTELS
Tourism Regulation Annex II, Table 1

1		1*	2**	3***	4****	5*****	5*****L
1.7	Attending to guests						
1.7.1	Reservations						
	Reservations service available either independently or through reception	X	X	X	X	X	X
1.7.2	Reception						
	Reception open 24 hours	X	X	X	X	X	X
1.7.3	Messages						
	Message service available			X	X	X	X
	Message service 24 hours					X	X
1.7.4	Wake up call						
	Wake up service available			X	X	X	X
1.7.5	Floor service						
	Housekeeping				X	X	X
	Cleaning	X	X	X	X	X	X
1.7.6	Room service						
	24 hour				X	X	X
	Breakfast in room				X	X	X
1.7.7	Laundry						
	laundry service	X	X	X	X		
	24 hour laundry					X	X
	Same day if handed in by 9am				X	X	X
	Next day service				X	X	X
	Express 2 hour service						X
2	Specific						
2.1	Reception						
	Baggage storage, not necessarily locked	X	X	X			
	Locked baggage store				X	X	X
	System for saving messages			X	X	X	X
	Computerised check in systems			X	X	X	X
	Legal exchange service available			X	X	X	X
	Climate controlled reception area				X	X	X
2.2	Residential						
	Housekeeper per floor			X	X	X	X

	Office per floor for storing cleaning materials			X	X	X	X
2.2.1	Rooms						
	Bedroom with 2.6m bedside space, and minimum area of 14m ² in double and 10m ² in single rooms in all rooms	X					
	Bedroom with 2.6m bedside space, and minimum area of 15m ² in double and 10m ² in single rooms in all rooms		X				
	Bedroom with 2.6m bedside space, and minimum area of 17m ² in double and 11m ² in single rooms in all rooms			X			
	Bedroom with 2.6m bedside space, and minimum area of 18m ² in double and 12m ² in single rooms in all rooms				X		
	Bedroom with 2.6m bedside space, and minimum area of 20m ² in double and 13m ² in single rooms in all rooms					X	
	Bedroom with 2.6m bedside space, and minimum area of 25m ² in all rooms						X
	Suites available				X	X	X
	Suites or superior rooms comprise at least 5% of rooms available				X		
	Suites or superior rooms comprise at least 10% of rooms available					X	
	Suites or superior rooms comprise at least 20% of rooms available						X
	Presidential suite comprising a minimum of dining room, sitting room, support kitchen, sleeping area and complete bathroom					X	X
	Suite with living room of at least 11m ²				X		
	Suite with living room of at least 13m ²					X	
	Suite with living room of at least 15m ²						X
	Rooms adapted for the disabled			X	X	X	X
	Rooms reserved for non-smokers			X	X	X	X
	When terraces these are at least 4m ²	X	X	X			
	When terraces these are at least 5m ²				X		
	When terraces these are at least 6m ²					X	
	When terraces these are at least 8m ²						X
	Guest directory with all information in all rooms	X	X	X	X	X	X
	Climate control in all rooms	X	X	X	X	X	X
	Ambient temperature control, manual or digital in all rooms			X	X	X	X
	Colour TV in all rooms		X	X	X	X	X
	Satellite or cable in all rooms (where available)				X	X	X
	Video, DVD or pay per view available in all rooms					X	X
	Larger or differentiated TV in 30% of rooms						X
	Controls for air conditioning, light and TV in the headboard in all rooms				X	X	X
	Bar fridge in all rooms				X	X	X
	Stocked bar fridge in all rooms					X	X
	Telephones in all rooms		X	X	X	X	X
	2 telephones in all suites or superior rooms					X	X
	Internet from internet room			X	X	X	X

	Internet in all rooms (where available)					X	X
	Wireless internet in all rooms (where available)						X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms			X	X	X	X
	Dining table with one seat per bed in all rooms				X	X	X
	Reading lamp on bedside table in all rooms			X	X	X	X
	Luggage holder in all suites and superior rooms		X				
	Luggage holder in all rooms			X	X	X	X
	Full-length mirror in all suites			X			
	Full-length mirror in all rooms				X	X	X
	Safe in all rooms				X	X	X
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all suites and superior rooms				X		
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all rooms					X	X
	Different types of pillows					X	X
	Separate lit dressing area in all suites and superior rooms					X	X
	100% cotton bed linen in all rooms.					X	X
	Good quality furniture in all rooms					X	X
2.2.2	Bathrooms						
	Private bathroom for all rooms with at least 30% being complete bathrooms of at least 3.5m ² or 2.5m ² when simple bathrooms	X	X				
	Private bathroom for all rooms with at least 50% being complete bathrooms of at least 4m ² or 2.75m ² when simple bathrooms			X			
	Private, complete bathroom for all rooms of at least 4.5m ²				X		
	Private, complete bathroom for all rooms of at least 5.5m ²					X	
	Private, complete bathroom for all rooms of at least 6.5m ²						X
	Hot water in shower and basin in all bathrooms	X	X	X	X	X	X
	Washbasin and mirror in all bathrooms	X	X	X			
	Washbasin with shelf and mirror in all bathrooms				X	X	X
	Shower of at least 0.8m ² in all bathrooms			X	X	X	X
	Jacuzzi bath in 50% of suite and superior room bathrooms					X	
	Jacuzzi bath in all suite and superior room bathrooms						X
	Shower and bath in all suite and superior room bathrooms						X
	Bath and shower products available in all bathrooms	X	X	X	X	X	X
	Magnifying mirror in all suite and superior room bathrooms					X	X
	Non-condensating mirror in all suite / superior room bathrooms						X
	Hair dryer available from reception	X	X	X			
	Hair dryer in all bathrooms				X	X	X

	Shaving point in all bathrooms	X	X	X	X	X	X
	Paper hankies in each bathroom				X	X	X
	100% cotton bathroom linens in all bathrooms				X	X	X
	Telephone extension in all bathrooms						x
2.3	Public Areas						
	At least 1.2m2 of social area per guest room	X	X				
	At least 2m2 of social area per guest room			X			
	At least 2.5m2 of social area per guest room				X		
	At least 3m2 of social area per guest room					X	
	At least 3.5m2 of social area per guest room						X
	Bathrooms in public areas with ventilation, and disabled access	X	X	X	X	X	X
	Parking for cars equivalent to at least 10% of guest rooms			X			
	Parking for cars equivalent to at least 15% of guest rooms with well-signed disabled access				X		
	Parking for cars equivalent to at least 20% of guest rooms with well-signed disabled access					X	X
	Climate control in public areas				X	X	X
	Décor of excellent quality					X	X
	Art, preferably local, in various parts of the establishment				X	X	X
	Hair dresser				X	X	X
	Variety of shops				X	X	X
2.4	Communication						
	Public telephones for guest use	X	X	X	X	X	X
	Area for telephone calls with chairs				X	X	X
	Switchboard linked to all areas					X	X
	Fax	X	X	X	X	X	X
	Area with computers for internet access (when available)			X	X	X	X
	Wireless internet in internal public areas (when available)					X	
	Wireless internet throughout hotel (when available)						X
2.5	Food & Beverages						
2.5.1	Dining area						
	Dining room with 1.25m2 per guest room	X					
	Dining room with 1.8m2 per guest room		X	X			
	Dining room with 2m2 per guest room				X		
	Dining room with 2.25m2 per guest room					X	
	Dining room with 2.5m2 per guest room						X
	Restaurant or coffee shop	X	X	X			
	International category restaurant				X	X	

	At least two international category restaurants						X
	Bar environment in its own space			X	X	X	
	Two bar areas						X
	Disabled access to all dining areas	X	X	X	X	X	X
	Furniture and décor of excellent quality				X	X	X
	Climate control in all areas			X	X	X	X
2.5.2	Equipment						
	Fabric table cloths and napkins at breakfast and dinner service				X	X	
	Fabric table cloths and napkins at all meal services						X
	Stainless steel cutlery at breakfast and dinner service	X	X	X			
	Top quality stainless steel cutlery at all meal services				X	X	X
	Crystal glasses at breakfast and dinner service						X
	Porcelain plates at breakfast and dinner service	X	X	X			
	Top quality porcelain at all meal services				X	X	X
2.5.3	Service						
	Breakfast and diner offered for at least 3 hours in the main restaurant					X	X
	24 hour service in the restaurant or coffee shop						X
	Bar service				X	X	X
	Specially trained head of kitchen				X	X	X
	Menu designed and laid out in the theme of the restaurant				X	X	X
	Wine list				X	X	
	Wine and drinks list presented by qualified staff member						X
	Meals served on appropriate crockery			X	X	X	X
	Maitre d' responsible for restaurant service			X	X	X	X
	Trained table waiters			X	X	X	X
2.6	Service areas						
	Main corridors at least 1.25m wide	X	X				
	Main corridors at least 1.4m wide			X			
	Main corridors at least 1.6m wide				X		
	Main corridors at least 1.75m wide					X	
	Main corridors at least 1.8m wide						X
	Main stairs 1.15m wide and service stairs 1.1m wide	X					
	Main stairs 1.3m wide and service stairs 1.1m wide		X				
	Main stairs 1.35m wide and service stairs 1.15m wide			X			
	Main stairs 1.5m wide and service stairs 1.2m wide				X		
	Main stairs 1.6m wide and service stairs 1.25m wide					X	

	Main stairs 1.8m wide and service stairs 1.3m wide						X
	Separate service entrance	X	X	X	X	X	X
	Central kitchen area for preparing snacks and breakfast	X	X	X	X	X	X
	Service elevator					X	X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X	X	X	X	X
2.7	Leisure areas						
	Gym / body building area				X	X	X
	Gym / body building area with instructor					X	X
	Spa and massage service						X
	Latest gym equipment						X
	Towels available in the gym				X	X	X
	Bar near the gym						X
	External or indoor pool				X	X	X
	Covered and heated pool						X
	Towels available at the pool			X	X	X	X
	Bar service at pool				X	X	X
	Access and orientation information for bathers				X	X	X
2.8	Events & Conventions						
	Meeting rooms of various sizes for different types of event			X	X	X	X
	Support / breakout rooms for small group work				X	X	X
	Secretarial support rooms					X	X
	Climate control in meeting rooms			X	X	X	X

ANNEX 7.6.8 DELUXE FIVE STAR RESORT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
2	1.55	1.85	3.5	2.59	2.6	40	36	24	10	200		10	6.5	5.5	4

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.9 FIVE STAR RESORT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom		Sitting rooms of suites and apartments		Bedroom veranda m2	Pool	Bathroom m2					
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only	
1.8	1.45	1.75	3	2.25	2.6	36	32	20	8				8	6.5	5.5	4

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.10 FOUR STAR RESORT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
1.6	1.35	1.65	2.5	2	2.6	32	28	18	6				4.5	3.5	3

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.11 THREE STAR RESORT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width		Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments		Bedroom veranda m2	Pool	Bathroom m2					
	Main	Service	m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only	
	1.4	1.25	1.45	2	1.8	2.6	28	24	16	5			4	3	2.75

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open

- 2.2.1.15 All bed linen must be clean and in good condition
- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)

- 2.6.2 All establishments must have an ironing service
- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.12 CLASSIFICATION MATRIX – RESORT-HOTELS

Tourism Regulation Annex II, Table 2

1		3***	4****	5*****	5*****L
1.1	Environment Quality				
1.2	Building				
1.3	Security				
1.4	Health/hygiene				
1.5	Access				
1.6	Conservation & maintenance				
1.7	Attending to guests				
1.7.1	Reservations				
	Reservations service available either independently or through reception	X	X	X	X
1.7.2	Reception				
	Reception open 24 hours	X	X	X	X
1.7.3	Messages				
	Message service available	X	X	X	X
	Message service 24 hours			X	X
1.7.4	Wake up call				
	Wake up service available	X	X	X	X
1.7.5	Floor service				
	Housekeeping		X	X	X
	Cleaning	X	X	X	X
1.7.6	Room service				
	16 hour	X			
	24 hour		X	X	X
	Breakfast in room	X	X	X	X
1.7.7	Laundry				
	laundry service	X	X	X	
	24 hour laundry				X
	Same day if handed in by 9am		X	X	X
	Next day service		X	X	X
	Express 2 hour service				X
2	Specific				
2.1	Reception				

	Baggage storage, not necessarily locked	X			
	Locked baggage store		X	X	X
	System for saving messages	X	X	X	X
	Computerised check in systems	X	X	X	X
	Legal exchange service available	X	X	X	X
	Climate controlled reception area		X	X	X
2.2	Residential				
	Housekeeping per floor	X	X	X	X
	Office per floor for storing cleaning materials	X	X	X	X
2.2.1	Rooms				
	Bedroom with 2.6m bedside space, and minimum area of 28m ² in all rooms	X			
	Bedroom with 2.6m bedside space, and minimum area of 36m ² in all rooms		X		
	Bedroom with 2.6m bedside space, and minimum area of 36m ² in all rooms			X	
	Bedroom with 2.6m bedside space, and minimum area of 40m ² in all rooms				x
	Chalet type apartments or suites comprising 10% of rooms minimum size 28m ²	X			
	Chalet type apartments or suites comprising 10% of rooms minimum size 32m ²		X		
	Chalet type apartments or suites comprising 10% of rooms minimum size 36m ²			X	
	Chalet type apartments or suites comprising 10% of rooms minimum size 40m ²				X
	Chalet type apartments or presidential suite with dining room, living room, support kitchen, sleeping area and full bathroom			X	X
	Chalets or suites with living room of at least 16m ²	X			
	Chalets or suites with living room of at least 18m ²		X		
	Chalets or suites with living room of at least 20m ²			X	
	Chalets or suites with living room of at least 24m ²				X
	Rooms adapted for the disabled	X	X	X	X
	Rooms reserved for non-smokers	X	X	X	X
	When terraces these are at least 5m ²	X	X		
	When terraces these are at least 6/8m ²			X	X
	Guest directory with all information in all rooms	X	X	X	X
	Climate control in all rooms	X	X	X	X
	Ambient temperature control, manual or digital in all rooms		X	X	X
	Colour TV in all rooms	X	X	X	X
	Satellite or cable in all rooms (where available)		X	X	X
	Video, DVD or pay per view available in all rooms			X	X
	Larger or differentiated TV in 30% of rooms				X
	Controls for air conditioning, light and TV in the headboard in all rooms		X	X	X

	Bar fridge in all rooms		X		
	Stocked bar fridge in all rooms			X	X
	Telephones in all rooms	X	X		
	2 telephones in all suites or superior rooms			X	X
	Internet from internet room		X	X	
	Wireless internet in all rooms (where available)				X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms	X	X	X	X
	Dining table with one seat per bed in all rooms		X		
	Reading lamp on bedside table in all rooms			X	X
	Luggage holder in all rooms	X	X	X	X
	Full-length mirror in all suites		X	X	X
	Safe in all rooms		X	X	X
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all suites and superior rooms		X		
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all rooms			X	X
	Different types of pillows			X	X
	Separate lit dressing area in all suites and superior rooms			X	X
	100% cotton bed linen in all rooms.			X	X
	Good quality furniture in all rooms			X	X
2.2.2	Bathrooms				
	Private bathroom for all rooms of at least 4m ²	X			
	Private bathroom for all rooms of at least 4.5m ²		X		
	Private bathroom for all rooms of at least 5.5m ²			X	
	Private bathroom for all rooms of at least 6.5m ²				X
	Hot water in shower and basin in all bathrooms	X	X	X	X
	Washbasin with shelf and mirror in all bathrooms		X	X	X
	Shower of at least 0.8m ² in all bathrooms	X	X	X	X
	Jacuzzi bath in all suite and superior room bathrooms			X	X
	Bath and shower products available in all bathrooms	X	X	X	X
	Non-condensating mirror in all suite / superior room bathrooms			X	X
	Hair dryer in all bathrooms	X	X	X	X
	Paper hankies in each bathroom		X	X	X
	Bathrobes in each room			X	X
	Telephone extension in all bathrooms				X
2.3	Public Areas				
	At least 2m ² of social area per guest room	X			

	At least 2.5m2 of social area per guest room		X		
	At least 2.3m2 of social area per guest room			X	
	At least 3.5m2 of social area per guest room				X
	Bathrooms in public areas with ventilation, and disabled access	X	X	X	X
	Parking for cars equivalent to at least 10% of guest rooms	X			
	Parking for cars equivalent to at least 15% of guest rooms with well-signed disabled access		X	X	
	Parking for cars equivalent to at least 20% of guest rooms with well-signed disabled access				X
	Climate control in public areas		X	X	X
	Décor of excellent quality			X	X
	Art, preferably local, in various parts of the establishment		X	X	X
	Hair dresser			X	X
	Variety of shops			X	X
	Heliport				X
2.4	Communication				
	Public telephones for guest use	X	X	X	X
	Area for telephone calls with chairs		X	X	X
	Switchboard linked to all areas	X	X	X	X
	Fax	X	X	X	X
	Area with computers for internet access (when available)	X	X	X	X
	Wireless internet in internal public areas (when available)			X	
	Wireless internet throughout hotel (when available)				X
2.5	Food & Beverages				
2.5.1	Dining area				
	Dining room with 1.8m2 per guest room	X			
	Dining room with 2m2 per guest room		X		
	Dining room with 2.25m2 per guest room			X	
	Dining room with 2.5m2 per guest room				X
	Restaurant or coffee shop	X			
	International category restaurant		X		
	At least two international category restaurants			X	X
	Bar environment in its own space	X	X		
	Two bar areas			X	X
	Disabled access to all dining areas	X	X	X	X
	Furniture and décor of excellent quality			X	X
	Climate control in all areas	X	X	X	X
2.5.2	Equipment				

	Fabric table cloths and napkins at breakfast and dinner service		X	X	
	Fabric table cloths and napkins at all meal services				X
	Stainless steel cutlery at breakfast and dinner service	X	X		
	Top quality stainless steel cutlery at all meal services			X	X
	Crystal glasses at breakfast and dinner service				X
	Porcelain plates at breakfast and dinner service	X	X		
	Top quality porcelain at all meal services			X	X
2.5.3	Service				
	Breakfast and diner offered for at least 3 hours in the main restaurant			X	X
	24 hour service in the restaurant or coffee shop				X
	Bar service	X	X	X	X
	Specially trained head of kitchen	X	X	X	X
	Menu designed and laid out in the theme of the restaurant		X	X	X
	Wine list		X	X	
	Wine and drinks list presented by qualified staff member				X
	Meals served on appropriate crockery	X	X	X	X
	Maitre d' responsible for restaurant service	X	X	X	X
	Trained table waiters	X	X	X	X
2.6	Service areas				
	Main corridors at least 1.45m wide	X			
	Main corridors at least 1.65m wide		X		
	Main corridors at least 1.75m wide			X	
	Main corridors at least 1.85m wide				X
	Main stairs 1.4m wide and service stairs 1.25m wide	X			
	Main stairs 1.6m wide and service stairs 1.35m wide		X		
	Main stairs 1.8m wide and service stairs 1.45m wide			X	
	Main stairs 2m wide and service stairs 1.55m wide				X
	Separate service entrance	X	X	X	X
	Central kitchen area for preparing snacks and breakfast	X	X	X	X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X	X	X
2.7	Leisure areas				
	Gym / body building area	X	X		
	Gym / body building area with instructor			X	X
	Latest gym equipment			X	X
	Towels available in the gym		X	X	X
	Bar near the gym		X	X	X

Reserved reading area	X	X	X	X
Games room	X	X	X	X
Outdoor or indoor pool	X			
Outdoor adult and child pools		X	X	
Covered and heated pool			X	X
Towels available at the pool		X	X	X
Bar service at pool	X	X	X	X
Access and orientation information for bathers	X	X	X	X
Sauna and relaxation room		X	X	X
Health club with massage			X	X
Disco			X	X
Cinema				X
Sports programme with qualified supervisors		X	X	X
Children's club			X	X
Children's programme supervised by trained staff			X	X
Recreational monitors for adults and children		X	X	X
Tennis courts		X	X	X
At least 2 flood lit tennis courts			X	X
Squash court				X

ANNEX 7.6.13 FIVE STAR LODGE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments		Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only
1.75	1.2	1.75	3	2.25	2.6	20	14			100	1.7x0.6x0.75		5.5	4

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.14 FOUR STAR LODGE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
1.5	1.2	1.6	2.5	2	2.6	18	13	11		80	1.6x0.55x0.7		4.5		3

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
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 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
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 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.15 THREE STAR LODGE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2						
Main	Service	m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2		Bath	Special	Complete	Standard	Shower only		
1.35	1.2	1.4	2	1.8	2.6	17	12	10	60	1.6x0.55x0.7	4	2.75	2.5	

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
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- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

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- 1.3.2 Systems to manage the arrival and departure of guests
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1.4 Health/Hygiene

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 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.15 All bed linen must be clean and in good condition

- 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.2.2.5 All showers must have a shower curtain
 - 2.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.8 All bathrooms must have one rubbish bin
 - 2.2.2.9 All bathrooms must have one soap and one glass per guest
 - 2.2.2.10 All bathrooms must have a light switch at the entrance
 - 2.2.2.11 All bathrooms must be cleaned daily
 - 2.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.2.2.13 Bathroom requisites must be available to guests on request
 - 2.2.2.14
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must be available on every floor where there is a public area
 - 2.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Links between the kitchen and dining areas must allow for rapid movement
- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.16 TWO STAR LODGE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2												
									m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2	Bath	Special	Complete	Standard	Shower only		
Main	Service																			
1.25	1.1	1.25	1.5	1.75	2.6	12	9	9					1.5x0.55x0.7			3.6		2.5		2

Minimum General Requirements (Table 2 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
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ANNEX 7.6.17 ONE STAR LODGE

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Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only	
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 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
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- 2.6.7 Sufficient refrigeration must be available

ANNEX 7.6.18 CLASSIFICATION MATRIX – LODGES

Tourism Regulation Annex II, Table 3

1		1*	2**	3***	4****	5*****
1.1	Environment Quality					
1.2	Building					
1.3	Security					
1.4	Health/hygiene					
1.5	Access					
1.6	Conservation & maintenance					
1.7	Attending to guests					
1.7.1	Reservations					
	Reservations service available	X	X	X	X	X
1.7.2	Reception					
	Reception open 24 hours	X	X	X	X	X
1.7.3	Messages					
	Message service available				X	X
	Message service 24 hours					X
1.7.4	Wake up call					
	Wake up service available			X	X	X
1.7.5	Floor service					
	Housekeeping				X	X
	Cleaning	X	X	X	X	X
1.7.6	Room service					
	24 hour				X	X
	Breakfast in room			X	X	X
1.7.7	Laundry					
	laundry service	X	X	X	X	X
	Same day if handed in by 9am			X	X	X
	Express 2 hour service					X
2	Specific					
2.1	Reception					
	Baggage storage, not necessarily locked	X	X	X		
	Locked baggage store				X	X
	System for saving messages	X	X	X	X	X

	Computerised check in systems			X	X	X
	Legal exchange service available			X	X	X
	Climate controlled reception area				X	X
2.2	Residential					
	Housekeeper per floor			X	X	X
	Office per floor for storing cleaning materials		X	X	X	X
2.2.1	Rooms					
	Bedroom with 2.6m bedside space, and minimum area of 12m ² in double and 9m ² in single rooms in all rooms	X	X			
	Bedroom with 2.6m bedside space, and minimum area of 17m ² in double and 12m ² in single rooms in all rooms			X		
	Bedroom with 2.6m bedside space, and minimum area of 18m ² in all rooms				X	
	Bedroom with 2.6m bedside space, and minimum area of 20m ² in all rooms					X
	Chalet type apartments or suites comprising 10% of rooms minimum size 20m ²				X	
	Chalet type apartments or suites comprising 20% of rooms minimum size 24m ³					X
	Chalet type apartments or presidential suite with dining room, living room, support kitchen, sleeping area and full bathroom					X
	Chalets or suites with living room of at least 11m ²				X	
	Chalets or suites with living room of at least 13m ²					X
	Rooms adapted for the disabled		X	X	X	X
	Rooms reserved for non-smokers			X	X	X
	Guest directory with all information in all rooms	X	X	X	X	X
	Climate control in all rooms			X	X	X
	Ambient temperature control, manual or digital in all rooms				X	X
	Colour TV in all rooms		X	X	X	X
	Satellite or cable in all rooms (where available)				X	X
	Video, DVD or pay per view available in all rooms					X
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms				X	X
	Bar fridge in all rooms				X	
	Stocked bar fridge in all rooms					X
	Telephones in all rooms			X	X	X
	2 telephones in all suites or superior rooms					X
	Internet in all rooms (where available)				X	
	Wireless internet in all rooms (where available)					X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms			X	X	X

	Dining table with one seat per bed in all rooms				X	X
	Reading lamp on bedside table in all rooms			X	X	X
	Luggage holder in all suites and superior rooms			X		
	Luggage holder in all rooms				X	X
	Full-length mirror in all suites			X		
	Full-length mirror in all rooms				X	X
	Safe in all rooms				X	X
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all suites and superior rooms				X	
	Single beds of at least 0.9x1.9m and doubles of at least 1.4x1.9m in all rooms					X
	Different types of pillows					X
	Separate lit dressing area in all suites and superior rooms					X
	100% cotton bed linen in all rooms.				X	X
	Good quality furniture in all rooms				X	X
2.2.2	Bathrooms					
	Private bathroom for all rooms with at least 30% being complete bathrooms of at least 3.5m2 or 2.5m2 when simple bathrooms	X	X			
	Private bathroom for all rooms with at least 50% being complete bathrooms of at least 4m2 or 2.75m2 when simple bathrooms			X		
	Private, complete bathroom for all rooms of at least 4.5m2				X	
	Private, complete bathroom for all rooms of at least 5.5m2					X
	Hot water in shower and basin in all bathrooms	X	X	X	X	X
	Washbasin with shelf and mirror in all bathrooms				X	X
	Shower of at least 0.8m2 in all bathrooms			X	X	X
	Jacuzzi bath in all suite and superior room bathrooms					X
	Shower and bath in all suite and superior room bathrooms					X
	Bath and shower products available in all bathrooms			X	X	X
	Magnifying mirror in all suite and superior room bathrooms					X
	Hair dryer available from reception	X	X	X		
	Hair dryer in all bathrooms				X	X
	Shaving point in all bathrooms	X	X	X	X	X
	Paper hankies in each bathroom				X	X
	100% cotton bathroom linens in all bathrooms				X	X
2.3	Public Areas					
	At least 1.5m2 of social area per guest room	X	X			
	At least 2m2 of social area per guest room			X		
	At least 2.5m2 of social area per guest room				X	

	At least 3m2 of social area per guest room					X
	Bathrooms in public areas with ventilation, and disabled access	X	X	X	X	X
	Parking for cars equivalent to at least 10% of guest rooms			X		
	Parking for cars equivalent to at least 15% of guest rooms with well-signed disabled access				X	
	Parking for cars equivalent to at least 20% of guest rooms with well-signed disabled access					X
	Climate control in public areas				X	X
	Décor of excellent quality				X	X
	Art, preferably local, in various parts of the establishment				X	X
	Hair dresser					X
	Variety of shops					X
2.4	Communication					
	Public telephones for guest use	X	X	X	X	X
	Area for telephone calls with chairs				X	X
	Switchboard linked to all areas			X	X	X
	Fax	X	X	X	X	X
	Area with computers for internet access (when available)			X	X	X
	Wireless internet in internal public areas (when available)					X
2.5	Food & Beverages					
2.5.1	Dining area					
	Dining room with 1.25m2 per guest room	X				
	Dining room with 1.75m2 per guest room		X			
	Dining room with 1.8m2 per guest room			X		
	Dining room with 2m2 per guest room				X	
	Dining room with 2.25m2 per guest room					X
	Restaurant or coffee shop	X	X	X		
	International category restaurant				X	X
	Bar environment in its own space				X	X
	Disabled access to all dining areas				X	X
	Furniture and décor of excellent quality					X
	Climate control in all areas			X	X	X
2.5.2	Equipment					
	Fabric table cloths and napkins at breakfast and dinner service				X	
	Fabric table cloths and napkins at all meal services					X
	Stainless steel cutlery at breakfast and dinner service	X	X	X		
	Top quality stainless steel cutlery at all meal services				X	X
	Porcelain plates at breakfast and dinner service	X	X	X		

	Top quality porcelain at all meal services				X	X
2.5.3	Service					
	Breakfast and diner offered for at least 3 hours in the restaurant or coffee shop				X	X
	Bar service				X	X
	Specially trained head of kitchen			X	X	X
	Menu designed and laid out in the theme of the restaurant				X	X
	Wine list				X	X
	Meals served on appropriate crockery			X	X	X
	Maitre d' responsible for restaurant service			X	X	X
	Trained table waiters			X	X	X
2.6	Service areas					
	Main corridors at least 1.25m wide	X	X			
	Main corridors at least 1.4m wide			X		
	Main corridors at least 1.6m wide				X	
	Main corridors at least 1.75m wide					X
	Main stairs 1.15m wide and service stairs 1.1m wide	X				
	Main stairs 1.25m wide and service stairs 1.2m wide		X			
	Main stairs 1.35m wide and service stairs 1.2m wide			X		
	Main stairs 1.5m wide and service stairs 1.2m wide				X	
	Main stairs 1.75m wide and service stairs 1.25m wide					X
	Separate service entrance		X	X	X	X
	Central kitchen area for preparing snacks and breakfast	X	X	X	X	X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X	X	X	X
2.7	Leisure areas					
	Gym / body building area				X	
	Gym / body building area with instructor					X
	Latest gym equipment					X
	Towels available in the gym				X	X
	Bar near the gym					X
	Area reserved for reading, visiting, games			X	X	X
	External or indoor pool				X	X
	Covered and heated pool					X
	Towels available at the pool				X	X
	Bar service at pool				X	X
	Access and orientation information for bathers				X	X
	Sauna and relaxation room				X	X

	Health club with massage					X
	Activities involving nature including walking	X	X	X	X	X
	Safari			X	X	X
	Activities involving nature including walking accompanied by professional guide			X	X	X

ANNEX 7.6. 19 FOUR STAR APARTMENT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2	Bath	Special		Complete	Standard	Shower only		
Main	Service	1.6		2.6	13	10	15	5		1.6x0.55x0.7		4.5		3

Minimum General Requirements (Table 3 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
- 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.3 All public areas must be well-lit
- 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
- 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures

- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.4.4 Apartments must have a rubbish disposal or collection service
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.8 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.9 The number of fold-out beds cannot be more than 50% of the beds in the room
 - 2.2.1.10 Fold-out beds can only be in bedrooms and sitting rooms
 - 2.2.1.11 Rooms can accommodate a number of beds depending on the size of the room, allowing 6m² for each single and 10m² for each double bed
 - 2.2.1.12 4m² is allowable for bunk beds
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room

- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.2 Sitting Room
 - 2.2.2.1 Each apartment must have an appropriately equipped communal sitting room
 - 2.2.2.2 If the sitting room is also used as a dining room it must be appropriately equipped
 - 2.2.2.3 The sitting room must have space sufficient to the capacity of the apartment
 - 2.2.2.4 The sitting room must have a window which opens to the exterior
- 2.2.3 Kitchen
 - 2.2.3.1 Each apartment must have an appropriately equipped kitchen
 - 2.2.3.2 The kitchen must have a fridge and a gas or electric stove with at least two plates and an oven, a sink and a cupboard
 - 2.2.3.3 The kitchen can form part of the sitting room if it has sufficient heat extraction
 - 2.2.3.4 Each apartment must have sufficient fuel for cooking, heating water and heating the apartment
- 2.2.4 Bathroom
 - 2.2.4.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.4.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.4.3 All showers must have a shower curtain
 - 2.2.4.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.4.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.4.6 All bathrooms must have one rubbish bin
 - 2.2.4.7 All bathrooms must have a light switch at the entrance
 - 2.2.4.8 All bathrooms must be cleaned daily
 - 2.2.4.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.20 THREE STAR APARTMENT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2			
				Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard
Main	Service	m2 per guest room	m2 per guest room	2.6	12	9	13	4	1.6x0.55x0.7		4.5	2.75	

Minimum General Requirements (Table 3 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
 - 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.3 All public areas must be well-lit
 - 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
 - 1.3.5 Well signed emergency exits in social areas and restaurants
 - 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures

- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.4.4 Apartments must have a rubbish disposal or collection service
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.8 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.9 The number of fold-out beds cannot be more than 50% of the beds in the room
 - 2.2.1.10 Fold-out beds can only be in bedrooms and sitting rooms
 - 2.2.1.11 Rooms can accommodate a number of beds depending on the size of the room, allowing 6m² for each single and 10m² for each double bed
 - 2.2.1.12 4m² is allowable for bunk beds
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room

- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.2 Sitting Room
 - 2.2.2.1 Each apartment must have an appropriately equipped communal sitting room
 - 2.2.2.2 If the sitting room is also used as a dining room it must be appropriately equipped
 - 2.2.2.3 The sitting room must have space sufficient to the capacity of the apartment
 - 2.2.2.4 The sitting room must have a window which opens to the exterior
- 2.2.3 Kitchen
 - 2.2.3.1 Each apartment must have an appropriately equipped kitchen
 - 2.2.3.2 The kitchen must have a fridge and a gas or electric stove with at least two plates and an oven, a sink and a cupboard
 - 2.2.3.3 The kitchen can form part of the sitting room if it has sufficient heat extraction
 - 2.2.3.4 Each apartment must have sufficient fuel for cooking, heating water and heating the apartment
- 2.2.4 Bathroom
 - 2.2.4.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.4.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.4.3 All showers must have a shower curtain
 - 2.2.4.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.4.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.4.6 All bathrooms must have one rubbish bin
 - 2.2.4.7 All bathrooms must have a light switch at the entrance
 - 2.2.4.8 All bathrooms must be cleaned daily
 - 2.2.4.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.21 TWO STAR APARTMENT-HOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
				Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
Main	Service	m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
1.3	1.1	1.25		2.6	10	9	12	4		1.4x0.55x0.7		4	2.5	

Minimum General Requirements (Table 3 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Buildings of more than 3 floors (including the ground floor) must have an elevator for people and goods
 - 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.3 All public areas must be well-lit
 - 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
 - 1.3.5 Well signed emergency exits in social areas and restaurants
 - 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures

- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.4.4 Apartments must have a rubbish disposal or collection service
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
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- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
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 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.8 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.9 The number of fold-out beds cannot be more than 50% of the beds in the room
 - 2.2.1.10 Fold-out beds can only be in bedrooms and sitting rooms
 - 2.2.1.11 Rooms can accommodate a number of beds depending on the size of the room, allowing 6m² for each single and 10m² for each double bed
 - 2.2.1.12 4m² is allowable for bunk beds
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room

- 2.2.1.17 All rooms must be prepared and cleaned before a guest occupies them
- 2.2.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.2 Sitting Room
 - 2.2.2.1 Each apartment must have an appropriately equipped communal sitting room
 - 2.2.2.2 If the sitting room is also used as a dining room it must be appropriately equipped
 - 2.2.2.3 The sitting room must have space sufficient to the capacity of the apartment
 - 2.2.2.4 The sitting room must have a window which opens to the exterior
- 2.2.3 Kitchen
 - 2.2.3.1 Each apartment must have an appropriately equipped kitchen
 - 2.2.3.2 The kitchen must have a fridge and a gas or electric stove with at least two plates and an oven, a sink and a cupboard
 - 2.2.3.3 The kitchen can form part of the sitting room if it has sufficient heat extraction
 - 2.2.3.4 Each apartment must have sufficient fuel for cooking, heating water and heating the apartment
- 2.2.4 Bathroom
 - 2.2.4.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.4.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.4.3 All showers must have a shower curtain
 - 2.2.4.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.4.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.4.6 All bathrooms must have one rubbish bin
 - 2.2.4.7 All bathrooms must have a light switch at the entrance
 - 2.2.4.8 All bathrooms must be cleaned daily
 - 2.2.4.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service

- 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
- 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
- 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
- 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.22 CLASSIFICATION MATRIX – APARTMENT-HOTELS
Tourism Regulation Annex II, Table 4

1		2**	3***	4****
1.1	Environment Quality			
	Constructed environmentally and operated under environmental principles	X	X	X
1.2	Building			
	Well-maintained	X	X	X
	Appropriate lighting outside the building		X	X
	Gardens and open areas outside the building			X
1.3	Security			
	Control of vehicular entry and exit		X	X
	Security personal available	X	X	X
	Staff trained to deal with fire and panic	X	X	X
	Qualified security service			X
	Emergency backup generator			X
1.4	Health/hygiene			
	Staff with first aid training	X	X	X
	Closed area for storing rubbish	X	X	X
1.5	Access			
	Exclusive guest access route		X	X
	Internal signs allowing easy access to areas	X	X	X
1.6	Conservation & maintenance			
	Maintenance programme in place		X	X
	Regular cleaning of carpets, windows and curtains	X	X	X
1.7	Attending to guests			
1.7.1	Reservations			
	Reservations service available either independently or through reception	X	X	X
1.7.2	Reception			
	Reception open 24 hours	X	X	X
1.7.3	Messages			
	Message service available		X	X
1.7.4	Wake up call			
	Wake up service available	X	X	X
1.7.5	Floor service			
	Housekeeping		X	X

	Cleaning	X	X	X
1.7.6	Room service			
	Breakfast in room		X	X
1.7.7	Laundry			
	laundry service	X	X	X
	24 hour laundry			X
	Same day if handed in by 9am		X	
2	Specific			
2.1	Reception			
	Baggage storage, not necessarily locked	X	X	X
	System for saving messages	X	X	X
2.2	Residential			
	Extra wardrobes		X	X
	Office per floor for storing cleaning materials	X	X	X
2.2.1	Rooms			
	Bedroom with 2.6m bedside space, and minimum area of 10m ² in double and 9m ² in single rooms in all rooms	X		
	Bedroom with 2.6m bedside space, and minimum area of 12m ² in double and 9m ² in single rooms in all rooms		X	
	Bedroom with 2.6m bedside space, and minimum area of 13m ² in double and 10m ² in single rooms in all rooms			X
	Living room of at least 12m ²	X		
	Living room of at least 13m ²		X	
	Living room of at least 14m ²			X
	Rooms reserved for non-smokers		X	X
	When terraces these are at least 4m ²	X	X	X
	Guest directory with all information in all rooms		X	X
	Climate control in all rooms		X	X
	Colour TV in all rooms	X	X	X
	Satellite or cable in all rooms (where available)		X	X
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms		X	X
	Telephones in all rooms	X	X	X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms		X	X
	Reading lamp on bedside table in all rooms		X	X
2.2.2	Bathrooms			
	Private bathroom for all rooms of at least 2.5m ²	X		
	Private bathroom for all rooms of at least 2.75m ²		X	
	Private bathroom for all rooms of at least 4.5m ²			X

ANNEX 7.6.23 FOUR STAR BOARDING HOUSE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room m2 per guest room	Bedroom	Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2	Special	Complete	Standard	Shower only	
Main	Service	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath					
1.2	1.2	1.25	1.25	1.6	2.6	12	9	9	4	1.4x0.55x0.7	3.5	2.5	2

Minimum General Requirements (Table 4 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)

- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.18 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
 - 2.2.2 Bathrooms

- 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
- 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
- 2.2.2.3 All showers must have a shower curtain
- 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
- 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.2.6 All bathrooms must have one rubbish bin
- 2.2.2.7 All bathrooms must have a light switch at the entrance
- 2.2.2.8 All bathrooms must be cleaned daily
- 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.24 THREE STAR BOARDING HOUSE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2					
				m2 per guest room	m2 per guest room	Pe direito m2				Double m2	Single m2	Bath	Special	Complete	Standard
Main	Service	1	1	1.5	2.6	10	8	7.5			1.4x0.55x0.7		3.5	2.5	1.7

Minimum General Requirements (Table 4 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)

- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.18 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
 - 2.2.2 Bathrooms

- 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
- 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
- 2.2.2.3 All showers must have a shower curtain
- 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
- 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.2.6 All bathrooms must have one rubbish bin
- 2.2.2.7 All bathrooms must have a light switch at the entrance
- 2.2.2.8 All bathrooms must be cleaned daily
- 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.25 TWO STAR BOARDING HOUSE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom	Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2						
Main	Service	m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2		Bath	Special	Complete	Standard	Shower only		
1.1	1.1	1	1	1.25	2.6	9	9			3.5	2.5			

Minimum General Requirements (Table 4 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)

- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.18 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
 - 2.2.2 Bathrooms

- 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
- 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
- 2.2.2.3 All showers must have a shower curtain
- 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
- 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.2.6 All bathrooms must have one rubbish bin
- 2.2.2.7 All bathrooms must have a light switch at the entrance
- 2.2.2.8 All bathrooms must be cleaned daily
- 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.26 ONE STAR BOARDING HOUSE

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only	
1	1	1	1	1.25	2.6	9	9	9				3.5	2.5		

Minimum General Requirements (Table 4 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)

- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Have sufficient appropriate access for disabled people
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.18 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
 - 2.2.2 Bathrooms

- 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
- 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
- 2.2.2.3 All showers must have a shower curtain
- 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
- 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.2.6 All bathrooms must have one rubbish bin
- 2.2.2.7 All bathrooms must have a light switch at the entrance
- 2.2.2.8 All bathrooms must be cleaned daily
- 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.3.2 All establishments must have at least one toilet in the waiting area
 - 2.3.3 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
 - 2.5.6 Dining rooms can be substituted for breakfast rooms in residential establishments
 - 2.5.7 The service areas for preparation of food must be in accordance with the type of meals to be served
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.4 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.6 Sufficient refrigeration must be available

ANNEX 7.6.27 CLASSIFICATION MATRIX – BOARDING HOUSES

Tourism Regulation Annex II, Table 5

1		1*	2**	3***	4****
1.1	Environment Quality				
	Constructed environmentally and operated under environmental principles	X	X	X	X
1.2	Building				
	Well-maintained	X	X	X	X
	Appropriate lighting outside the building			X	X
1.3	Security				
	Security personal available	X	X	X	X
	Staff trained to deal with fire and panic	X	X	X	X
1.4	Health/hygiene				
	Staff with first aid training	X	X	X	X
1.5	Access				
	Internal signs allowing easy access to areas	X	X	X	X
1.6	Conservation & maintenance				
	Maintenance programme in place	X	X	X	X
	Regular cleaning of carpets, windows and curtains	X	X	X	X
1.7	Attending to guests				
1.7.1	Reservations				
	Reservations service available either independently or through reception	X	X	X	X
1.7.2	Reception				
	Reception open 24 hours	X	X	X	X
1.7.3	Floor service				
	Housekeeping			X	X
	Cleaning	X	X	X	X
1.7.4	Laundry				
	laundry service			X	X
2	Specific				
2.1	Reception				
	Baggage storage, not necessarily locked	X	X	X	X
	System for saving messages			X	X
2.2	Residential				
2.2.1	Rooms				

	Bedroom with 2.6m bedside space, and minimum area of 10m ² in double and 9m ² in single rooms in all rooms	X	X		
	Bedroom with 2.6m bedside space, and minimum area of 11m ² in double and 10m ² in single rooms in all rooms			X	
	Bedroom with 2.6m bedside space, and minimum area of 12m ² in double and 11m ² in single rooms in all rooms				X
	Guest directory with all information in all rooms		X	X	X
	Ventilation system in all rooms	X	X		
	Climate control in all rooms			X	X
	Colour TV in 50% of rooms		X		
	Colour TV in all rooms			X	X
	Telephone in all rooms			X	X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms		X	X	X
	Reading lamp on bedside table in all rooms			X	X
2.2.2	Bathrooms				
	one communal bathroom per five rooms on each floor with minimum size 2.5m ² and independent toilets, one per five rooms on each floor with minimum size 1.5m ²	X			
	Complete private bathroom in all rooms with at least 5% being 3.5m ² 10% simple bathrooms of 2.5m ² and 85% showers of 1.5m ²		X		
	private bathroom in all rooms with at least 50% being complete and of 3.5m ² or 2.5m ² if simple bathrooms			X	
	Private bathrooms in all rooms with full bathroom of 3.5m ² in 70% of rooms and 2.5m ² for simple bathrooms in remaining rooms				X
	Hot water in shower in all bathrooms	X	X	X	X
	Bath and shower products available in all bathrooms		X	X	X
	Hair dryer available from reception		X	X	X
	Shaving point in all bathrooms	X	X	X	X
2.3	Public Areas				
	At least 1m ² of social area per guest room	X	X	X	X
	Bathrooms in public areas with ventilation, and disabled access	X	X	X	X
2.4	Communication				
	Public telephones for guest use		X	X	X
	Fax	X	X	X	X
2.5	Food & Beverages				
2.5.1	Dining area				
	Dining room with 1.25m ² per guest room	X	X		

	Dining room with 1.5m ² per guest room			X	X
	Restaurant or coffee shop	X	X	X	X
2.6	Service areas				
	Main corridors at least 1m wide	X	X	X	
	Main corridors at least 1.25m wide				X
	Main stairs 1m wide and service stairs 1m wide	X			
	Main stairs 1.1m wide and service stairs 1.1m wide		X		
	Main stairs 1.15m wide and service stairs 1.15m wide			X	
	Main stairs 1.2m wide and service stairs 1.2m wide				X
	Separate service entrance		X	X	X
	Central kitchen area for preparing snacks and breakfast		X	X	X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X	X	X

ANNEX 7.6.28 FIVE STAR INN

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2			
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only
1.4	1.25	1.35	1.6	1.8	2.6	18	14	11	5	1.6x0.55x0.7		3.8	3	

Minimum General Requirements (Table 5 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit
- 1.2.3 Buildings cannot exceed 2 floors
- 1.2.4 Motel room entrances must be at least 15-30 metres from main roads
- 1.2.5 Inns must integrate into the region in terms of architecture, furnishings and décor

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)

- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Motels must indicate if they have rooms available and this must be done in large reflective letters that can be read from the road at night
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.18 In Motels each unit must be autonomous, isolated or part of a block

- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.6 All bathrooms must have one rubbish bin
 - 2.2.2.7 All bathrooms must have a light switch at the entrance
 - 2.2.2.8 All bathrooms must be cleaned daily
 - 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.2 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.3 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.4 Sufficient refrigeration must be available

ANNEX 7.6.29 FOUR STAR INN

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only	
1.35	1.15	1.3	1.55	1.55	2.6	17	13	10	4	1.5x0.55x0.7		3.8	2.75		

Minimum General Requirements (Table 5 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit
- 1.2.3 Buildings cannot exceed 2 floors
- 1.2.4 Motel room entrances must be at least 15-30 metres from main roads
- 1.2.5 Inns must integrate into the region in terms of architecture, furnishings and décor

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures

- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Motels must indicate if they have rooms available and this must be done in large reflective letters that can be read from the road at night
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them

- 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.18 In Motels each unit must be autonomous, isolated or part of a block
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.6 All bathrooms must have one rubbish bin
 - 2.2.2.7 All bathrooms must have a light switch at the entrance
 - 2.2.2.8 All bathrooms must be cleaned daily
 - 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.2 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.3 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.4 Sufficient refrigeration must be available

ANNEX 7.6.30 CLASSIFICATION MATRIX – INNS

Tourism Regulation Annex II, Table 6

1		2**	3***	4****	5*****
1.1	Environment Quality				
	Constructed environmentally and operated under environmental principles	X	X	X	X
1.2	Building				
	Well-maintained	X	X	X	X
1.3	Security				
	Security personal available	X	X	X	X
	Staff trained to deal with fire and panic	X	X	X	X
1.4	Health/hygiene				
	Staff with first aid training	X	X	X	X
	Permanent protection against insects and rodents		X	X	X
	Closed area for storing rubbish	X	X	X	X
1.5	Access				
	Internal signs allowing easy access to areas	X	X	X	X
1.6	Conservation & maintenance				
	Regular cleaning of carpets, windows and curtains	X	X	X	X
1.7	Attending to guests				
1.7.1	Reservations				
	Reservations service available either independently or through reception	X	X	X	X
1.7.2	Reception				
	Reception open 24 hours	X	X	X	X
1.7.5	Floor service				
	Cleaning	X	X	X	X
1.7.7	Laundry				
	laundry service	X	X	X	X
2	Specific				
2.1	Reception				
	Baggage storage, not necessarily locked	X	X	X	X
2.2	Residential				
2.2.1	Rooms				
	Bedroom with 2.6m bedside space, and minimum area of 14m ² in double and 11m ² in single rooms in all rooms	X			
	Bedroom with 2.6m bedside space, and minimum area of 15m ² in double and 12m ² in single rooms in all rooms		X		

	Bedroom with 2.6m bedside space, and minimum area of 17m ² in double and 13m ² in single rooms in all rooms			X	
	Bedroom with 2.6m bedside space, and minimum area of 18m ² in double and 14m ² in single rooms in all rooms				X
	Guest directory with all information in all rooms	X	X	X	X
	Colour TV in all rooms		X	X	X
	Telephones in all rooms		X	X	X
	Dressing table or desk with own light, plug point and telephone allowing use of personal electronic equipment in all rooms		X	X	X
	Reading lamp on bedside table in all rooms		X	X	X
2.2.2	Bathrooms				
	Private simple bathroom for all rooms of at least 2.5m ²	X	X		
	Private full bathroom in 60% of rooms of at least 3.8m ² when full and 2.75m ² when simple			X	
	Private full bathroom in 80% of rooms of at least 3.8m ² when full and 2.75m ² when simple				X
	Hot water in shower and basin in all bathrooms	X	X	X	X
	Hair dryer available from reception		X	X	X
	Shaving point in each bathroom	X	X	X	X
2.3	Public Areas				
	At least 1.3m ² of social area per guest room	X			
	At least 1.5m ² of social area per guest room		X		
	At least 1.8m ² of social area per guest room			X	
	At least 2m ² of social area per guest room				X
	Bathrooms in public areas with ventilation, and disabled access	X	X	X	X
2.4	Communication				
	Public telephones for guest use		X	X	X
	Fax	X	X	X	X
2.5	Food & Beverages				
	Dining room with 1.3m ² per guest room	X			
	Dining room with 1.5m ² per guest room		X		
	Dining room with 1.8m ² per guest room			X	
	Dining room with 2m ² per guest room				X
	Restaurant or coffee shop	X	X	X	X
2.6	Service areas				
	Main corridors at least 1.2m wide	X			
	Main corridors at least 1.3m wide		X		
	Main corridors at least 1.4m wide			X	
	Main corridors at least 1.6m wide				X
	Main stairs 1.2m wide and service stairs 1.05m wide	X			

	Main stairs 1.3m wide and service stairs 1.05m wide		X		
	Main stairs 1.35m wide and service stairs 1.15m wide			X	
	Main stairs 1.3m wide and service stairs 1.25m wide				X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X	X	X

ANNEX 7.6.31 THREE STAR MOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				Shower only
				Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	
Main	Service	m2 per guest room	m2 per guest room	2.6	15	12	9	4		Bath	Special	Complete	Standard	2.75
1.3	1.05	1.3	1.55	1.55										

Minimum General Requirements (Table 5 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit
- 1.2.3 Buildings cannot exceed 2 floors
- 1.2.4 Motel room entrances must be at least 15-30 metres from main roads
- 1.2.5 Inns must integrate into the region in terms of architecture, furnishings and décor

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures

- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Motels must indicate if they have rooms available and this must be done in large reflective letters that can be read from the road at night
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them

- 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.2.1.18 In Motels each unit must be autonomous, isolated or part of a block
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.6 All bathrooms must have one rubbish bin
 - 2.2.2.7 All bathrooms must have a light switch at the entrance
 - 2.2.2.8 All bathrooms must be cleaned daily
 - 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.2 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.3 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.4 Sufficient refrigeration must be available

ANNEX 7.6.32 TWO STAR MOTEL

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service		m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2			Bath	Special	Complete	Standard	Shower only	
1.2	1.05	1.2	1.5	1.5	2.6	14	11	9	4				2.75		

Minimum General Requirements (Table 5 of Tourism Regulation)

1 General

1.1 Legal

- 1.1.1 Obey all legal requirements
- 1.1.2 Be licensed correctly including having an environmental license
- 1.1.3 Have a complaints book
- 1.1.4 Use the correct classification signs
- 1.1.5 Have a staff member available 24 hours per day

1.2 Building

- 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
- 1.2.2 All public areas must be well-lit
- 1.2.3 Buildings cannot exceed 2 floors
- 1.2.4 Motel room entrances must be at least 15-30 metres from main roads
- 1.2.5 Inns must integrate into the region in terms of architecture, furnishings and décor

1.3 Security

- 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
- 1.3.2 Systems to manage the arrival and departure of guests
- 1.3.3 Security to prevent theft of guests belongings
- 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
- 1.3.5 Well signed emergency exits in social areas and restaurants
- 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.3.7 Guest rooms which interconnect must have double doors with a space between so that guests can only move from one room to the other if both guests agree.

1.4 Health/Hygiene

- 1.4.1 Regularly undertake pest control measures
- 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities

- 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Motels must indicate if they have rooms available and this must be done in large reflective letters that can be read from the road at night
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.4 All windows must be covered with black-out curtains
 - 2.2.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.6 All rooms must have at least one bedside table
 - 2.2.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.11 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.12 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.13 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.14 All bed linen must be clean and in good condition
 - 2.2.1.15 Heaters and ventilation must be available on request
 - 2.2.1.15 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.16 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.17 All bed linen must be clean and must be changed whenever a guest leaves the establishment

- 2.2.1.18 In Motels each unit must be autonomous, isolated or part of a block
- 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.6 All bathrooms must have one rubbish bin
 - 2.2.2.7 All bathrooms must have a light switch at the entrance
 - 2.2.2.8 All bathrooms must be cleaned daily
 - 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.6.2 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.6.3 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.6.4 Sufficient refrigeration must be available

ANNEX 7.6.33 CLASSIFICATION MATRIX – MOTELS

Tourism Regulation Annex II, Table 7

1		2**	3***
2.2	Residential		
2.2.1	Rooms		
	Bedroom with 2.6m bedside space, and minimum area of 14m ² in double and 11m ² in single rooms in all rooms	X	
	Bedroom with 2.6m bedside space, and minimum area of 15m ² in double and 12m ² in single rooms in all rooms		X
	Rooms reserved for non-smokers	X	X
	Climate control in all rooms		X
	TV in all rooms	X	X
	Telephones in all rooms	X	X
2.2.2	Bathrooms		
	Private simple bathroom for all rooms of at least 2.75m ²	X	X
	Hot water in shower and basin in all bathrooms	X	X
	Hair dryer available from reception		X
	Shaving point in each bathroom	X	X
2.3	Public Areas		
	At least 1.5m ² of social area per guest room	X	
	At least 1.55m ² of social area per guest room		X
	Bathrooms in public areas with ventilation, and disabled access	X	X
2.4	Communication		
	Public telephones for guest use		X
2.5	Food & Beverages		
	Dining room with 1.5m ² per guest room	X	
	Dining room with 1.55m ² per guest room		X
	Restaurant or coffee shop		
2.6	Service areas		
	Main corridors at least 1.2m wide	X	
	Main corridors at least 1.3m wide		X
	Main stairs 1.2m wide and service stairs 1.05m wide	X	
	Main stairs 1.3m wide and service stairs 1.05m wide		X
	Separate service entrance		X
	Central kitchen area for preparing snacks and breakfast		X
	Dining area for workers as well as dressing room and bathroom with shower, separated by gender	X	X

ANNEX 7.6.34 GUEST HOUSE – SINGLE CLASSIFICATION

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres	Corridor width	Living space outside room	Dining room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
				Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
Main	Service	m2 per guest room	m2 per guest room	Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
1.1	1	1.2	1	2.6	10	9						3.5	2.75	1.7

Minimum General Requirements (Table 8 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
 - 1.3.5 Well signed emergency exits in social areas and restaurants
 - 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
 - 1.5 Access

- 1.5.1 Any form of racial or ethnic discrimination is prohibited
- 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service either provided internally or by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 All rooms must have windows which open to the exterior
 - 2.2.1.3 All windows must be covered with black-out curtains
 - 2.2.1.4 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.5 All rooms must have at least one bedside table
 - 2.2.1.6 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.7 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.8 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.9 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.10 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.11 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.12 All bed linen must be clean and in good condition
 - 2.2.1.13 Heaters and ventilation must be available on request
 - 2.2.1.14 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.15 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.16 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest

- 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.2.2.6 All bathrooms must have one rubbish bin
- 2.2.2.7 All bathrooms must have a light switch at the entrance
- 2.2.2.8 All bathrooms must be cleaned daily
- 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
- 2.5 Food & Beverages
 - 2.5.1 All establishments must have at least one dining room
 - 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
 - 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
 - 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
 - 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas

ANNEX 7.6.35 TOURISM ROOM RENTAL – SINGLE CLASSIFICATION

Room Dimensions (Annex 1 of Tourism Regulation)

Stair width metres		Corridor width	Living space outside room m2 per guest room	Dining room m2 per guest room	Bedroom			Sitting rooms of suites and apartments	Bedroom veranda m2	Pool	Bathroom m2				
Main	Service				Pe direito m2	Double m2	Single m2				Bath	Special	Complete	Standard	Shower only
					2.6	9	9						3.5	2.5	1.7

Minimum General Requirements (Table 9 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a manager
 - 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory, displayed prominently, containing emergency information
 - 1.3.5 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
 - 1.4 Health/Hygiene
 - 1.4.1 Must have permanent water and electricity
 - 1.4.2 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
 - 1.4.3 Regularly undertake pest control measures
 - 1.4.4 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.6 Conservation & Maintenance
 - 1.6.1 All areas, equipment and buildings must be well-maintained
- 2.1 Residential Areas
 - 2.1.1 Bedrooms
 - 2.1.1.1 All rooms must have windows which open to the exterior

- 2.1.1.2 All windows must be covered with black-out curtains
- 2.1.1.3 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
- 2.1.1.4 All rooms must have a place to store clothes with sufficient shelving or drawers
- 2.1.1.5 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
- 2.1.1.6 All rooms must have at least one bedside table
- 2.1.1.7 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
- 2.1.1.8 All bed linen must be clean and in good condition
- 2.1.1.9 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.1.1.10 All rooms must be prepared and cleaned before a guest occupies them
- 2.1.1.11 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.1.2 Bathrooms
 - 2.1.2.1 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.1.2.2 All showers must have a shower curtain
 - 2.1.2.3 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.1.2.4 All bathrooms must have one rubbish bin
 - 2.1.2.5 All bathrooms must have a light switch at the entrance
 - 2.1.2.6 All bathrooms must have individual soaps or liquid soap, a soap tray, a toilet-roll holder, a towel rail and a mirror
- 2.2 2.2.1 All establishments must have a kitchen with utensils
- 2.2 2.2.2 The kitchen must have a refrigerator and electric or gas stove with at least 2 plates, a sink and a cupboard
- 2.2 2.2.3 The kitchen must be well-ventilated
- 2.2 2.2.4 The establishment must have sufficient fuel for the kitchen, water heater and heating systems
- 2.3 2.3.1 The establishment must have a service area with a place for washing and drying clothes

ANNEX 7.6.36 TOURIST VILLAGE – SINGLE CLASSIFICATION

No room dimensions provided

Minimum General Requirements (Table 6 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit
 - 1.2.3 External areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.4 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Well signed emergency exits in social areas and restaurants
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
 - 1.5 Access
 - 1.5.1 Have sufficient appropriate access for disabled people
 - 1.5.2 Any form of racial or ethnic discrimination is prohibited
 - 1.5.3 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.4 Sufficient unimpeded access ways to enable all guests to move around freely
 - 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided by third parties
 - 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified

- 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
- 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 1.8 Location
- 1.8.1 Tourist villages must be located in areas with a good environment and open air to allow for outdoor activities

ANNEX 7.6.37 TOURISM HOMESTEAD – SINGLE CLASSIFICATION

No room dimensions provided

Minimum General Requirements (Table 8 of Tourism Regulation)

- 1 General
- 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
- 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit
- 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory in English & Portuguese, displayed prominently, containing emergency information
 - 1.3.5 Well signed emergency exits in social areas and restaurants
 - 1.3.6 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service either provided internally or by third parties
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified
 - 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
 - 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely

- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Reception must function 24 hours per day
 - 2.2 Residential Areas
 - 2.2.1 Bedrooms
 - 2.2.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.2 All rooms must have windows which open to the exterior
 - 2.2.1.3 All windows must be covered with black-out curtains
 - 2.2.1.4 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.5 All rooms must have at least one bedside table
 - 2.2.1.6 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.7 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.8 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.9 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.10 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.11 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.12 All bed linen must be clean and in good condition
 - 2.2.1.13 Heaters and ventilation must be available on request
 - 2.2.1.14 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.15 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.16 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.2 Bathrooms
 - 2.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.2.2.2 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.2.2.3 All showers must have a shower curtain
 - 2.2.2.4 All bathrooms must have a bath towel and hand towel per guest
 - 2.2.2.5 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.2.6 All bathrooms must have one rubbish bin
 - 2.2.2.7 All bathrooms must have a light switch at the entrance
 - 2.2.2.8 All bathrooms must be cleaned daily
 - 2.2.2.9 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
 - 2.3 Public Areas
 - 2.3.1 All establishments must have at least one toilet in the waiting area
 - 2.3.2 Public toilets must have disposable hygiene materials (e.g. paper towels)
 - 2.4 Communication
 - 2.4.1 All establishments must have one telephone available in social areas
 - 2.5 Food & Beverages

- 2.5.1 All establishments must have at least one dining room
- 2.5.2 All establishments must provide at least breakfast, either included in the room rate or not
- 2.5.3 All establishments in areas where there are no alternative dining establishments must offer lunch and dinner
- 2.5.4 Meal times must be during the periods indicated by the management and each meal time must last at least 2.5 hours
- 2.5.5 The quality of food must be in accordance with the classification of the establishment
- 2.6 Service Areas
 - 2.6.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.6.2 All establishments must have an ironing service
 - 2.6.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas

ANNEX 7.6.38 PRIVATE LODGING – SINGLE CLASSIFICATION

No room dimensions provided

Minimum General Requirements (Table 9 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a manager
 - 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Each guest room must have a directory, displayed prominently, containing emergency information
 - 1.3.5 Guest room doors which open into public areas must be able to be locked when the guest is inside the room
 - 1.4 Health/Hygiene
 - 1.4.1 Must have permanent water and electricity
 - 1.4.2 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
 - 1.4.3 Regularly undertake pest control measures
 - 1.4.4 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.6 Conservation & Maintenance
 - 1.6.1 All areas, equipment and buildings must be well-maintained
- 2 Specific
 - 2.1 Residential Areas
 - 2.1.1 Bedrooms
 - 2.1.1.1 All rooms must have windows which open to the exterior
 - 2.1.1.2 All windows must be covered with black-out curtains
 - 2.1.1.3 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.1.1.4 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.1.1.5 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.1.1.6 All rooms must have at least one bedside table
 - 2.1.1.7 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.1.1.8 All bed linen must be clean and in good condition

- 2.1.1.9 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
- 2.1.1.10 All rooms must be prepared and cleaned before a guest occupies them
- 2.1.1.11 All bed linen must be clean and must be changed whenever a guest leaves the establishment
- 2.1.2 Bathrooms
 - 2.1.2.1 Bathrooms must provide hot and cold running water and permanent ventilation, either artificial or natural
 - 2.1.2.2 All showers must have a shower curtain
 - 2.1.2.3 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.1.2.4 All bathrooms must have one rubbish bin
 - 2.1.2.5 All bathrooms must have a light switch at the entrance
 - 2.1.2.6 All bathrooms must have individual soaps or liquid soap, a soap tray, a toilet-roll holder, a towel rail and a mirror
- 2.2 2.2.1 All establishments must have a kitchen with utensils
- 2.2.2 The kitchen must have a refrigerator and electric or gas stove with at least 2 plates, a sink and a cupboard
- 2.2.3 The kitchen must be well-ventilated
- 2.2.4 The establishment must have sufficient fuel for the kitchen, water heater and heating systems
- 2.3 2.3.1 The establishment must have a service area with a place for washing and drying clothes

ANNEX 7.6.39 TOURISM COMPLEX – SINGLE CLASSIFICATION

No room dimensions provided

Minimum General Requirements (Table 10 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Building
 - 1.2.1 Buildings of more than 4 floors (including the ground floor) must have an elevator for people and goods
 - 1.2.2 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.3 All public areas must be well-lit
 - 1.2.4 External areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.5 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Systems to manage the arrival and departure of guests
 - 1.3.3 Security to prevent theft of guests belongings
 - 1.3.4 Well signed emergency exits in social areas and restaurants
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.4.3 Have sufficient first aid equipment available in public areas, reception (and on beaches and leisure areas where relevant)
 - 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Sufficient unimpeded access ways to enable all guests to move around freely
 - 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.6.3 The establishment must have a maintenance service provided internally or by third parties
 - 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 All staff must have uniforms and be identified

- 1.7.3 Heads of reception, maitre'd, heads of drinks service and telephone operators must all speak Portuguese and some English
- 1.7.4 All workers must maintain adequate professional ethics and treat guests attentively and politely
- 2 Specific
- 2.1 Tourism Lodging Establishments
 - 2.1.1 Reception
 - 2.1.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.1.2 Reception must function 24 hours per day
 - 2.1.2 Residential Areas
 - 2.1.2.1 Bedrooms
 - 2.2.1.1.1 All rooms must be numbered with the number on the outside of the door
 - 2.2.1.1.2 When rooms are on more than one floor, the first digit of the room number must indicate the floor
 - 2.2.1.1.3 All rooms must have windows which open to the exterior
 - 2.2.1.1.4 All windows must be covered with black-out curtains
 - 2.2.1.1.5 All bedrooms must at least have a single bed of 0.9mx1.9m or a double bed of 1.4mx1.9m
 - 2.2.1.1.6 All rooms must have at least one bedside table
 - 2.2.1.1.7 All rooms must have a bench, chair or sofa, and a place for writing
 - 2.2.1.1.8 All rooms must have a place to store clothes with sufficient shelving or drawers
 - 2.2.1.1.9 All rooms must have carpets next to the beds in sufficient number for the number of guests unless the floor is completely carpeted
 - 2.2.1.1.10 All rooms must have a system of communication between the rooms and reception
 - 2.2.1.1.11 All telephones in rooms must have a list of internal telephone numbers and room extension numbers
 - 2.2.1.1.12 All rooms must have one pillow, one pillow case, two sheets, one cover and/or one quilt
 - 2.2.1.1.13 All rooms must have a light switch at the entrance and provide sufficient light for reading/working
 - 2.2.1.1.14 All rooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.2.1.1.15 All bed linen must be clean and in good condition
 - 2.2.1.1.16 All plug sockets must show voltage unless there is a general sign indicating voltage of all plugs in the room
 - 2.2.1.1.17 All rooms must be prepared and cleaned before a guest occupies them
 - 2.2.1.1.18 All bed linen must be clean and must be changed whenever a guest leaves the establishment
 - 2.2.1.1.19 The cleaning and tidying of rooms must be the responsibility of the floor supervisor with sufficient staff for the purpose
 - 2.1.2.2 Bathrooms
 - 2.1.2.2.1 All rooms must have a private bathroom with walls, floor and ceiling covered in cleanable material
 - 2.1.2.2.2 Bathrooms must provide 24 hour hot and cold running water and permanent ventilation, either artificial or natural
 - 2.1.2.2.3 All bathrooms must have a well-lit mirror above the hand basin, a bathmat, a towel rail, and a place to put requisites
 - 2.1.2.2.4 All bathrooms must have a plug point next to the mirror, with voltage indicated and obeying the normal safety requirements
 - 2.1.2.2.5 All showers must have a shower curtain
 - 2.1.2.2.6 All bathrooms must have a bath towel and hand towel per guest
 - 2.1.2.2.7 All bathrooms must have sufficient space for guests to move around when all drawers are fully pulled out and doors open
 - 2.1.2.2.8 All bathrooms must have one rubbish bin
 - 2.1.2.2.9 All bathrooms must have one soap and one glass per guest

- 2.1.2.2.10 All bathrooms must have a light switch at the entrance
- 2.1.2.2.11 All bathrooms must be cleaned daily
- 2.1.2.2.12 In establishments which aim to preserve the environment guests may be asked about changing their linen each day
- 2.1.2.2.13 Bathroom requisites must be available to guests on request
- 2.1.3 Public Areas
 - 2.1.3.1 All establishments must have a waiting area open 24 hours per day with chairs and sofas
 - 2.1.3.2 All establishments must have at least one toilet in the waiting area
 - 2.1.3.3 Public toilets must be available on every floor where there is a public area
 - 2.1.3.4 Public toilets must have disposable hygiene materials (e.g. paper towels)
- 2.1.4 Communication
 - 2.1.4.1 All establishments must have one telephone available in social areas
- 2.1.5 Service Areas
 - 2.1.5.1 A laundry service must be available in all establishments, and may be operated by a third party. Clothes must be returned within 24 hours (urgent) or 48 hours (normal)
 - 2.1.5.2 All establishments must have an ironing service
 - 2.1.5.3 Service areas must be installed to prevent smell and ensure their complete isolation from other areas
 - 2.1.5.4 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.1.5.5 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.1.5.6 Links between the kitchen and dining areas must allow for rapid movement
 - 2.1.5.7 Sufficient refrigeration must be available
- 2.2 Catering Establishments
 - 2.2.1 Entrance
 - 2.2.1.1 All establishments must have separate public and service entrances
 - 2.2.2 Bathrooms
 - 2.2.2.1 Public bathrooms must be available and separated by gender
 - 2.2.2.2 All bathrooms must have running water and good ventilation
 - 2.2.2.3 All bathrooms must have paper towels or hand dryers
 - 2.2.2.4 All bathrooms must have at least one bin
 - 2.2.2.5 All bathrooms must be cleaned daily and as necessary
 - 2.2.3 Dining areas
 - 2.2.3.1 All establishments must have a dining room of suitable size, allowing efficient service
 - 2.2.3.2 All establishments must have extraction systems in dining rooms and dancing areas where smoking is permitted
 - 2.2.4 Kitchen
 - 2.2.4.1 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.2.4.2 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.2.4.3 Links between the kitchen and dining areas must allow for rapid movement
 - 2.2.4.4 Sufficient refrigeration must be available
 - 2.2.4.5 All food must be stored, handled and prepared in accordance with food hygiene regulations

- 2.2.4.6 Food used must be fresh
- 2.2.5 Service areas
 - 2.2.5.1 All establishments must have an area for storing food, beverages and empty cases in accordance with the capacity of the establishment
 - 2.2.5.2 Cleaning materials must be stored separately
 - 2.2.5.3 Rubbish must be separated from all other areas
 - 2.2.5.4 When serving on different floors there must be a lift or service stairs
 - 2.2.5.5 A dressing room, and bathroom with showers must be available for workers, and must be separated by gender
- 2.3 Leisure areas
 - 2.3.1 All tourism complexes must have a communal green space
 - 2.3.2 All tourism complexes must have a swimming pool
 - 2.3.3 All tourism complexes must have a children's playground with basic equipment and a supervisor
 - 2.3.4 All tourism complexes must have a multiple use sports area and provide balls and nets for various sports

ANNEX 7.6.40 FOUR STAR CAMP SITE

Minimum General Requirements (Table 7 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Security
 - 1.2.1 The establishment must have electrical power for the campers and the site itself and a backup illumination system
 - 1.2.2 The establishment must have a permanent security force, and the workers responsible must wear uniforms and be clearly identified
 - 1.2.3 Systems to manage the arrival and departure of guests
 - 1.2.4 Security to prevent theft of guests belongings
 - 1.2.5 Fire prevention and protection systems
 - 1.3 Health/Hygiene
 - 1.3.1 One bathroom per twenty campers with running water
 - 1.3.2 Water points no more than 60m apart, with concrete bases and drains
 - 1.3.3 Rubbish bins no more than 100m apart
 - 1.3.4 First aid equipment must be available
 - 1.3.5 The first aid kit must be looked after by the person responsible for the site
 - 1.4 Access
 - 1.4.1 Any form of racial or ethnic discrimination is prohibited
 - 1.4.2 The entrance must be well-signalled and allow for the entry of vehicles and trailers without causing problems on the main roads passing the site
 - 1.4.3 Roads within the site must be 3m wide for single track and 5m wide for two-way traffic and must be well-maintained
 - 1.4.4 Well-maintained, visible signage indicating the classification of the establishment
 - 1.4.5 Clear indication of whether or not there is room, this signage must be visible outside the site
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Each establishment must have a public telephone
 - 2.1.3 Reception must function 24 hours per day
 - 2.2 Camp Area
 - 2.2.1 There must be one plug point with mirror for every twenty campers
 - 2.3 Bathrooms
 - 2.3.1 All establishments must have individual showers with an outer room for dressing, showers must be separated by gender and there must be one per eight campers

- 2.3.2 Bathrooms must be cleaned daily
- 2.3.3 All establishments must have mirrors with enough light in each bathroom
- 2.3.4 All establishments must have wash basins with permanent cold running water, one for every twenty-five campers
- 2.3.5 All establishments must have facilities for washing and drying clothes, one per every fifty campers
- 2.4 Service Area
 - 2.4.1 Every establishment must have a convenience store
 - 2.4.2 Every establishment must have an installation for employees of the site
 - 2.4.3 Every establishment must have an administrative services area

ANNEX 7.6.41 THREE STAR CAMP SITE

Minimum General Requirements (Table 7 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Security
 - 1.2.1 The establishment must have electrical power for the campers and the site itself and a backup illumination system
 - 1.2.2 The establishment must have a permanent security force, and the workers responsible must wear uniforms and be clearly identified
 - 1.2.3 Systems to manage the arrival and departure of guests
 - 1.2.4 Security to prevent theft of guests belongings
 - 1.2.5 Fire prevention and protection systems
 - 1.3 Health/Hygiene
 - 1.3.1 One bathroom per twenty campers with running water
 - 1.3.2 Water points no more than 60m apart, with concrete bases and drains
 - 1.3.3 Rubbish bins no more than 100m apart
 - 1.3.4 First aid equipment must be available
 - 1.3.5 The first aid kit must be looked after by the person responsible for the site
 - 1.4 Access
 - 1.4.1 Any form of racial or ethnic discrimination is prohibited
 - 1.4.2 The entrance must be well-signalled and allow for the entry of vehicles and trailers without causing problems on the main roads passing the site
 - 1.4.3 Roads within the site must be 3m wide for single track and 5m wide for two-way traffic and must be well-maintained
 - 1.4.4 Well-maintained, visible signage indicating the classification of the establishment
 - 1.4.5 Clear indication of whether or not there is room, this signage must be visible outside the site
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Each establishment must have a public telephone
 - 2.1.3 Reception must function 24 hours per day
 - 2.2 Camp Area
 - 2.2.1 There must be one plug point with mirror for every twenty campers
 - 2.3 Bathrooms
 - 2.3.1 All establishments must have individual showers with an outer room for dressing, showers must be separated by gender and there must be one per eight campers

- 2.3.2 Bathrooms must be cleaned daily
- 2.3.3 All establishments must have mirrors with enough light in each bathroom
- 2.3.4 All establishments must have wash basins with permanent cold running water, one for every twenty-five campers
- 2.3.5 All establishments must have facilities for washing and drying clothes, one per every fifty campers
- 2.4 Service Area
 - 2.4.1 Every establishment must have a convenience store
 - 2.4.2 Every establishment must have an installation for employees of the site
 - 2.4.3 Every establishment must have an administrative services area

ANNEX 7.6.42 TWO STAR CAMP SITE

Minimum General Requirements (Table 7 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Security
 - 1.2.1 The establishment must have electrical power for the campers and the site itself and a backup illumination system
 - 1.2.2 The establishment must have a permanent security force, and the workers responsible must wear uniforms and be clearly identified
 - 1.2.3 Systems to manage the arrival and departure of guests
 - 1.2.4 Security to prevent theft of guests belongings
 - 1.2.5 Fire prevention and protection systems
 - 1.3 Health/Hygiene
 - 1.3.1 One bathroom per twenty campers with running water
 - 1.3.2 Water points no more than 60m apart, with concrete bases and drains
 - 1.3.3 Rubbish bins no more than 100m apart
 - 1.3.4 First aid equipment must be available
 - 1.3.5 The first aid kit must be looked after by the person responsible for the site
 - 1.4 Access
 - 1.4.1 Any form of racial or ethnic discrimination is prohibited
 - 1.4.2 The entrance must be well-signalled and allow for the entry of vehicles and trailers without causing problems on the main roads passing the site
 - 1.4.3 Roads within the site must be 3m wide for single track and 5m wide for two-way traffic and must be well-maintained
 - 1.4.4 Well-maintained, visible signage indicating the classification of the establishment
 - 1.4.5 Clear indication of whether or not there is room, this signage must be visible outside the site
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Each establishment must have a public telephone
 - 2.1.3 Reception must function 24 hours per day
 - 2.2 Camp Area
 - 2.2.1 There must be one plug point with mirror for every twenty campers
 - 2.3 Bathrooms
 - 2.3.1 All establishments must have individual showers with an outer room for dressing, showers must be separated by gender and there must be one per eight campers

- 2.3.2 Bathrooms must be cleaned daily
- 2.3.3 All establishments must have mirrors with enough light in each bathroom
- 2.3.4 All establishments must have wash basins with permanent cold running water, one for every twenty-five campers
- 2.3.5 All establishments must have facilities for washing and drying clothes, one per every fifty campers
- 2.4 Service Area
 - 2.4.1 Every establishment must have a convenience store
 - 2.4.2 Every establishment must have an installation for employees of the site
 - 2.4.3 Every establishment must have an administrative services area

ANNEX 7.6.43 ONE STAR CAMP SITE

Minimum General Requirements (Table 7 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly including having an environmental license
 - 1.1.3 Have a complaints book
 - 1.1.4 Use the correct classification signs
 - 1.1.5 Have a staff member available 24 hours per day
 - 1.2 Security
 - 1.2.1 The establishment must have electrical power for the campers and the site itself and a backup illumination system
 - 1.2.2 The establishment must have a permanent security force, and the workers responsible must wear uniforms and be clearly identified
 - 1.2.3 Systems to manage the arrival and departure of guests
 - 1.2.4 Security to prevent theft of guests belongings
 - 1.2.5 Fire prevention and protection systems
 - 1.3 Health/Hygiene
 - 1.3.1 One bathroom per twenty campers with running water
 - 1.3.2 Water points no more than 60m apart, with concrete bases and drains
 - 1.3.3 Rubbish bins no more than 100m apart
 - 1.3.4 First aid equipment must be available
 - 1.3.5 The first aid kit must be looked after by the person responsible for the site
 - 1.4 Access
 - 1.4.1 Any form of racial or ethnic discrimination is prohibited
 - 1.4.2 The entrance must be well-signalled and allow for the entry of vehicles and trailers without causing problems on the main roads passing the site
 - 1.4.3 Roads within the site must be 3m wide for single track and 5m wide for two-way traffic and must be well-maintained
 - 1.4.4 Well-maintained, visible signage indicating the classification of the establishment
 - 1.4.5 Clear indication of whether or not there is room, this signage must be visible outside the site
- 2 Specific
 - 2.1 Reception
 - 2.1.1 Reception must be at the entrance to the establishment and offer help and information
 - 2.1.2 Each establishment must have a public telephone
 - 2.1.3 Reception must function 24 hours per day
 - 2.2 Camp Area
 - 2.2.1 There must be one plug point with mirror for every twenty campers
 - 2.3 Bathrooms
 - 2.3.1 All establishments must have individual showers with an outer room for dressing, showers must be separated by gender and there must be one per eight campers

- 2.3.2 Bathrooms must be cleaned daily
- 2.3.3 All establishments must have mirrors with enough light in each bathroom
- 2.3.4 All establishments must have wash basins with permanent cold running water, one for every twenty-five campers
- 2.3.5 All establishments must have facilities for washing and drying clothes, one per every fifty campers
- 2.4 Service Area
 - 2.4.1 Every establishment must have a convenience store
 - 2.4.2 Every establishment must have an installation for employees of the site
 - 2.4.3 Every establishment must have an administrative services area

ANNEX 7.6.44 RESTAURANTS, DANCE HALLS AND THEMED RESTAURANTS

All classifications

Minimum General Requirements (Table 11 of Tourism Regulation)

- 1 General
 - 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly
 - 1.1.3 Use the correct classification signs
 - 1.1.4 Have a complaints book
 - 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit and external areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.3 When on two or more floors establishments must have private stairs for guests
 - 1.2.4 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
 - 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Security to prevent theft of guests belongings
 - 1.3.3 Well signed emergency exits in dining and dancing areas
 - 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
 - 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Access for the handicapped must be provided
 - 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
 - 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 A manager must be present when the establishment is open
- 2 Specific
 - 2.1 Entrance
 - 2.1.1 All establishments must have separate public and service entrances
 - 2.2 Bathrooms
 - 2.2.1 Public bathrooms must be available and separated by gender

- 2.2.2 All bathrooms must have running water and good ventilation
- 2.2.3 All bathrooms must have paper towels or hand dryers
- 2.2.4 All bathrooms must have at least one bin
- 2.2.5 All bathrooms must be cleaned daily and as necessary
- 2.3 Dining and dancing areas
 - 2.3.1 All establishments must have a dining room of suitable size, allowing efficient service
 - 2.3.2 Dance halls must have a designated dance floor
 - 2.3.3 All establishments must have extraction systems in dining rooms and dancing areas where smoking is permitted
 - 2.3.4 All dance halls must have clearly indicated emergency exits
- 2.4 Kitchen
 - 2.4.1 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.4.2 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.4.3 Links between the kitchen and dining areas must allow for rapid movement
 - 2.4.4 Sufficient refrigeration must be available
 - 2.4.5 All food must be stored, handled and prepared in accordance with food hygiene regulations
 - 2.4.6 Food used must be fresh
- 2.5 Service areas
 - 2.5.1 All establishments must have an area for storing food, beverages and empty cases in accordance with the capacity of the establishment
 - 2.5.2 Cleaning materials must be stored separately
 - 2.5.3 Rubbish must be separated from all other areas
 - 2.5.4 When serving on different floors there must be a lift or service stairs
 - 2.5.5 A dressing room, and bathroom with showers must be available for workers, and must be separated by gender

ANNEX 7.6.45 BARS, SNACK BARS, DRINKING ESTABLISHMENTS AND CAFES

All classifications

Minimum General Requirements (Table 12 of Tourism Regulation)

- 1 General
- 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly
 - 1.1.3 Use the correct classification signs
 - 1.1.4 Have a complaints book
- 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit and external areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.3 When on two or more floors establishments must have private stairs for guests
 - 1.2.4 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
- 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Security to prevent theft of guests belongings
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Access for the handicapped must be provided
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 A manager must be present when the establishment is open
- 2 Specific
- 2.1 Bathrooms
 - 2.1.1 Public bathrooms must be available
 - 2.1.2 All bathrooms must have running water and good ventilation
 - 2.1.3 All bathrooms must have paper towels or hand dryers
 - 2.1.4 All bathrooms must have at least one bin

- 2.1.5 All bathrooms must be cleaned daily and as necessary
- 2.2 Kitchen
 - 2.2.1 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.2.2 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.2.3 Sufficient refrigeration must be available
- 2.3 Service areas
 - 2.3.1 All establishments must have an area for storing food, beverages and empty cases in accordance with the capacity of the establishment
 - 2.3.2 Cleaning materials must be stored separately
 - 2.3.3 Rubbish must be separated from all other areas
 - 2.3.4 A dressing room, and bathroom must be available for workers

ANNEX 7.6.46 BEER HALLS, CAKE SHOPS & TEA ROOMS

All classifications

Minimum General Requirements (Table 13 of Tourism Regulation)

- 1 General
- 1.1 Legal
 - 1.1.1 Obey all legal requirements
 - 1.1.2 Be licensed correctly
 - 1.1.3 Use the correct classification signs
 - 1.1.4 Have a complaints book
- 1.2 Building
 - 1.2.1 Have permanent water, electricity and telephone for the use of guests (except where these utilities do not exist)
 - 1.2.2 All public areas must be well-lit and external areas and annexes must have signage and be lit, and paths must be well-lit
 - 1.2.3 When on two or more floors establishments must have private stairs for guests
 - 1.2.4 Machines, equipment, switches, water pipes and drains must be installed in such a way as to avoid noise and vibration
- 1.3 Security
 - 1.3.1 Have appropriate fire prevention, and fire emergency equipment, signage and plans
 - 1.3.2 Security to prevent theft of guests belongings
- 1.4 Health/Hygiene
 - 1.4.1 Regularly undertake pest control measures
 - 1.4.2 Regular and adequate cleaning of equipment, linen, crockery, cutlery and kitchen and bathroom facilities
- 1.5 Access
 - 1.5.1 Any form of racial or ethnic discrimination is prohibited
 - 1.5.2 Well-maintained, visible signage indicating the classification of the establishment
 - 1.5.3 Access for the handicapped must be provided
- 1.6 Conservation & Maintenance
 - 1.6.1 The façade of the building must be well-maintained
 - 1.6.2 All areas, equipment and buildings must be well-maintained
- 1.7 Attending Guests
 - 1.7.1 The level and quality of service must be in accordance with the classification of the establishment
 - 1.7.2 A manager must be present when the establishment is open
- 2 Specific
- 2.1 Bathrooms
 - 2.1.1 Public bathrooms must be available
 - 2.1.2 All bathrooms must have running water and good ventilation
 - 2.1.3 All bathrooms must have paper towels or hand dryers
 - 2.1.4 All bathrooms must have at least one bin

- 2.1.5 All bathrooms must be cleaned daily and as necessary
- 2.2 Kitchen
 - 2.2.1 Kitchens must have direct or artificial ventilation and smoke extraction
 - 2.2.2 The floor, walls and ceiling of the kitchen must be covered in easily cleanable material
 - 2.2.3 Sufficient refrigeration must be available
- 2.3 Service areas
 - 2.3.1 All establishments must have an area for storing food, beverages and empty cases in accordance with the capacity of the establishment
 - 2.3.2 Cleaning materials must be stored separately
 - 2.3.3 Rubbish must be separated from all other areas
 - 2.3.4 A dressing room, and bathroom must be available for workers