

Regulations for Tourism Enterprises, Restaurants, Drinking Establishments and Dance Halls

Decree 97/2013
of 31 December 2014

FREE TRANSLATION

Prepared for:



By:



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REPUBLIC OF MOZAMBIQUE
Council of Ministers

**Decree 97/2013
of 31 December 2014**

As there is a need to establish the legal framework of the establishment, exploitation and operation of Tourism Enterprises, Restaurants, Drinking Establishments and Dance Halls, as well as their classification and registration system, under the provisions of article 204, paragraph 1, clause f) of the Constitution of the Republic, the Council of Ministers decrees:

Article 1

The Regulations for Tourism Enterprises, Restaurants, Drinking Establishments and Dance Halls, annexed to this Decree and constituting an integral part thereof, are hereby approved.

Article 2

Decree 18/2007 of 7 August is hereby revoked.

Article 3

This Decree enters into force thirty days after its publication.

Approved by the Council of Ministers, on 10 December 2013

To be published.

The Prime Minister, *Alberto Clementino António Vaquina*.

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Regulations for Tourism Enterprises, Restaurants, Drinking Establishments and Dance Halls

CHAPTER I General provisions

ARTICLE 1

Definitions

For the purpose of the Regulations and in relation to the terms used throughout these Regulations, the following definitions apply:

1. **Tourism lodging:** Accommodation in a hotel or para-hotel establishment. When referring to lodging or accommodation it is understood that we are only dealing with the use of a room or house and not with the meals that comprise the diet.
2. **Private lodging for tourism purposes:** A private dwelling available for temporary rental to people who travel for tourism purposes, with a kitchen and other compartments.
3. **Rental of rooms:** Establishment of tourist accommodation with a minimum of three and a maximum of seven rooms for offering lodging and other ancillary services of a family character. The person in charge may live in the outbuilding of the premises during the periods of tourism use of the licensed rooms.
4. **Bar:** Establishment or hotel annex where drinks are served, predominantly spirits.
5. **Cafe:** Establishment of the hotel branch specialised in the supply of drinks, especially coffee and its compounds, at tables placed throughout the space of the establishment. Some cafes also offer light meals.
6. **Country house:** Buildings for tourism purposes situated in villages and rural spaces that integrate, through its plan, building materials and other characteristics, into the typical local architecture.
7. **Guest house:** Tourist accommodation establishment integrated or not into family dwellings, containing common areas, serving breakfast and optionally also lunch and dinner.
8. **Beer hall:** Establishment specialised in selling and serving several types of beer, in bottles, tins, draught beer or per glass.
9. **Tourism complex:** Groupings of functionally interdependent establishments, situated within a demarcated area, sharing a single administration under the terms laid down in these Regulations and comprising one or more accommodation establishments or ancillary tourist accommodation means, and optionally including restaurants and drinking establishments, initiatives, projects or activities that are declared as being of interest for tourism.

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10. **Night stay:** The continuous period of time necessary for offering lodging, breakfast, lunch and dinner.
11. **Tourism enterprises:** Establishments offering paid tourist accommodation services, having available for their operation an adequate set of structures, equipment and ancillary services.
12. **Agro-tourism establishments:** Buildings situated in agricultural holdings, allowing guests to follow and get to know agricultural activities, or their participation in these activities, according to the rules established by their owners.
13. **Dining and drinking establishment:** Establishments providing, in return for payment, food and beverages to the public to be consumed at the spot.
14. **Restaurant and catering establishment:** Establishment providing, in return for payment, meals and drinks, within the establishment or outside it, and comprising restaurants, fish bars, diners, pizzerias, snack bars and takeaways. The service offered by them consists basically of the preparation and supply of meals.
15. **Drinking establishment:** Establishment providing, in return for payment, drinks and cafeteria services for consumption on or outside the premises, and can be called a bar, beer hall, cafe, cake shop, tea room, or ice cream parlour. The service rendered in these establishments consists of providing drinks directly to customers.
16. **Accommodation establishment:** Tourism enterprises providing temporary accommodation and other ancillary or support services, with or without the supply of meals, and oriented to daily renting.
17. **Hotel:** Establishment occupying all or part of a building and being fully independent, forming its premises a homogeneous unit and with direct access to the floors for the exclusive use of its clients.
18. **Apartment-hotel:** Establishment comprising a set of furnished and independent apartments, within their own building and operated as a hotel.
19. **Resort-hotel:** A leisure hotel offering various options of recreational, sports and cultural activities to the guests, in addition to a full restaurant service; it is usually situated outside urban areas, in particularly beautiful areas, possibly in coastal areas or in areas with important natural attractions, such as lakes, rivers, mountain ridges, mountains.
20. **Lavatory facilities:** The part of the building intended for hygiene and the satisfaction of physiological needs.
21. **Lodge:** A tourist accommodation establishment based on activities related to nature, such as safaris, fishing, diving, walks and the observation of natural resources, and predominantly built in style and with the use of local materials.
22. **Half-board accommodation:** Renting of a room and provision of breakfast and one of the main meals, lunch or dinner.

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23. **Ancillary lodging facilities:** Accommodation that does not comply with the conventional hotel rules or systems, such as holiday villages, camps or colonies, apartment-hotels, camp and caravan sites, youth hostels, private houses.
24. **Motel:** Accommodation establishment for normally short stays, comprising lodging units with direct access from the outside and with a private garage or parking place, next to each apartment. The main characteristic resides in the fact that they are designed horizontally and that the lodgings are distributed over independent units, supported by services situated in a central nucleus. The motels are predominantly situated in the periphery of large cities, in rural areas and next to roads with a lot of traffic, as well as in summer vacation places.
25. **Camp site:** A tourism enterprise in a properly delimited area, providing sufficient infrastructures to allow, either for free or on a payment basis, the installation of tents, trailers, caravans or motor caravans and other material and equipment necessary for the practice of camping and caravanning.
26. **Boarding house:** Accommodation establishment which, on account of its characteristics, equipment, general look, location and capacity, does not comply with the standards established for a classification as a hotel but does satisfy the requirements of the provisions mentioned in Section V of Chapter VI of these Regulations. A small accommodation establishment with conventional characteristics where, in addition to accommodation, meals are served to guests and passers-by. In general, boarding houses are family management units.
27. **Full board:** Full service, consisting of renting a room and its private facilities for a minimum period of twenty-four hours and providing breakfast, lunch and dinner during this period.
28. **Bed & Breakfast:** Renting of a room and the provision of continental breakfast, which is included in the room charge.
29. **Bedroom:** A room exclusively intended for this purpose.
30. **Superior room:** Room of a tourism enterprise with high quality equipment, a minibar, Jacuzzi and a kingsize bed.
31. **Tourism homestead:** a private dwelling providing, cumulatively or not, accommodation, food, drinks and dancing, which may be used as housing by its owners, operators or legitimate holders.
32. **Hotel regime:** Renting of lodging units on a daily basis or for a period up to one month, at least together with the provision of cleaning services.
33. **Full meal:** A meal service which, without prejudice to the provision regarding the tourist menu, the restaurants, irrespective of their category, may offer, at a fixed price, comprising the dishes of the menu of the day, obligatory including bread (80g) and red or white ordinary wine (2dl), which may be replaced by a glass of beer (3dl) or a soft drink.

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34. **Reservation:** Blocking of space in tourist establishments, guaranteeing the interested party its subsequent use. This may be done before the payment of the amount corresponding to the reserved space.
35. **Lodging house:** Hotel or boarding house without restaurant, limiting itself to the provision of lodging and breakfast.
36. **Themed restaurant:** Restaurants that, through their type of food, furniture, decor and occasionally through themed performances, evoke an environment characteristic of a particular country or region. Establishment characterized by its meal and drinks service, designed to offer a local ambience to the customers, whether on account of the choice of dishes on the menu, or by providing dancing, shows with music and/or dances of the region.
37. **Snack bar:** Restaurant and drinking establishment where previously prepared light meals are served, at reasonable prices and usually at a counter with individual seats for the customers.
38. **Dance hall:** Leisure establishment whose fundamental activity is dancing, with or without variety shows, with the provision of drinks, including or not meal services, namely covering those according to international practice called night club, disco or dancing and cabaret.
39. **Hotel service:** A service consisting of breakfast and one of the main meals (lunch or dinner), the inclusion of lodging being understood.
40. **Suite:** A unit comprising, at least a bedroom, a private bathroom and living room, communicating between them through the entrance hall.
41. **Spa:** Commercial establishment with an elegant space and with a specific structure to offer health, beauty and wellness treatments to the customers.
42. **Tourism:** A set of professional activities related to the transport, lodging, feeding and leisure activities of tourists.
43. **Sustainable tourism:** Tourism which safeguards the environment and the natural resources, guaranteeing the economic growth of the activity, i.e., capable of satisfying the needs of current and future generations.

ARTICLE 2

Object

1. These Regulations establish the legal framework of the establishment, exploitation and operation of tourism enterprises, restaurants, drinking establishments and dance halls as well as their classification and registration system.
2. The construction as well as the safety, sanitary and environmental conditions of tourism enterprises, restaurants, drinking establishments and dance halls are subject to the respective legislation in force.

ARTICLE 3

Tourism policy and development plans

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The authorisation of tourism projects shall always take into account the tourism policy and implementation strategy as well as the tourism development plans.

ARTICLE 4

Performance of the activity

1. The creation, alteration, extension, relocation and closure of tourism enterprises, restaurants, drinking establishments and dance halls, as well as the suspension of their activity, requires authorisation of the minister supervising the tourism sector, the provincial governor or the mayor, under the exact terms laid down in these Regulations.
2. In the administrative areas not covered by the municipalisation, the competence is assumed by the respective district administrator.

ARTICLE 5

Location

The location of tourism enterprises, restaurants, drinking establishments and dance halls, in urban centres or areas covered by already approved urbanization plans, can only be authorised within the already planned zones or, in their absence, through an opinion of the respective local government or competent authority, explicitly stating that they do not oppose the location or implementation of the project.

ARTICLE 6

Denomination of the establishment

1. In the denomination of tourism enterprises, restaurants, drinking establishments and dance halls no expressions shall be included that do not correspond to the services rendered by them or that mislead their classification.
2. The establishments referred to in the previous paragraph shall not use a denomination that is different from the authorized one, neither in any way refer to the previous one, in case it has been changed.
3. The choice of the denomination of the establishment is free, but the applicant shall annex its translation by a certified entity to the request, when the denomination is in a foreign language, or a free translation to the official language, in the case of national languages.
4. The use of a denomination contrary to the public or moral order will not be authorised.

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CHAPTER II

Categories and Licensing of Tourism Enterprises, Restaurants, Drinking Establishments and Dance Halls.

SECTION I

Typology and Competences

ARTICLE 7

Categories of tourism enterprises

1. The tourism enterprises covered in these Regulations are classified according to the following types and categories:

a) Hotels	From 5 to 1 star
b) Resort-Hotels	From 5 to 3 stars
c) Lodges	From 5 to 1 star
d) Apartment-Hotels	From 4 to 2 stars
e) Residential Hotels	From 4 to 1 star
f) Boarding Houses	From 4 to 1 star
g) Residential Boarding Houses	From 4 to 1 star
h) Camp sites	From 4 to 1 star
i) Motels	From 3 to 2 stars
j) Guest Houses	From 4 to 1 star
k) Private lodging for tourism purposes	Single Classification
l) Room hire for tourism purposes	Single Classification
m) Tourism Complexes	Single Classification
n) Country Houses	Single Classification
o) Agro-Tourism Establishments	Single Classification
p) Tourism homesteads	Single Classification

2. The single classification categories may, in agreement with the dynamics of the sector, be object of classification, in which case the corresponding matrixes will be established.

3. The Minister supervising the Tourism sector is competent to establish the classification and matrixes referred to in the previous paragraph.

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Article 8

Categories of restaurants and drinking establishments

The restaurants and drinking establishments referred to in these Regulations are classified according to the following types and categories:

- | | |
|------------------------------------|--|
| a) Restaurants | Deluxe, 1 st , 2 nd and 3 rd classes; |
| b) Themed Restaurants | Deluxe, 1 st , 2 nd and 3 rd classes; |
| c) Bars, Snack Bars and Beer Halls | Deluxe, 1 st , 2 nd and 3 rd classes; |
| d) Cake Shops and Tea Rooms | 1 st , 2 nd and 3 rd classes; |
| e) Cafes | 1 st , 2 nd and 3 rd classes; |
| f) Ice Cream Parlours | 1 st , 2 nd and 3 rd classes; |
| g) Pizzerias | Single Classification. |

Article 9

Categories of dance halls

The dance halls referred to in these Regulations are classified according to the following categories:

- | | |
|----------------------|---|
| Single § Dance halls | Deluxe, 1 st , 2 nd and 3 rd classes |
|----------------------|---|

Article 10

Competences for licensing

1. The Minister supervising the tourism sector is competent to authorise the establishment, alteration, extension, relocation, closure of 5 to 4 star tourism enterprises, tourism complexes, campsites, agro-tourism establishments and country houses as well as the suspension of their activity.
2. The Provincial Governor is competent to authorise the establishment, alteration, extension, relocation and closure of 3 to 2 star tourism enterprises, restaurants and drinking establishments and deluxe and 1st class dance halls and pizzerias as well as the suspension of their activity.
3. The Mayor or District Administrator in the administrative areas not covered by the municipalisation is competent to authorise the establishment, alteration, extension, relocation and closure of 1 star tourism enterprises, private lodging for tourism purposes, restaurants and drinking establishments and 2nd and 3rd class dance halls, as well as the suspension of their activity.

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Article 11

Delegation of powers

The Minister supervising the tourism sector, the Provincial Government and the Mayor or District Administrator may delegate powers, respectively:

- a) The powers referred to in paragraph 1 of the previous article, to the official responsible for the licensing authority at central level;
- b) The powers referred to in paragraph 2 of the previous article, to the official responsible for the tourism sector at provincial level;
- c) The powers referred to in paragraph 3 of the previous article, to the official responsible for the tourism sector at Municipal or District Council level, when this is the case.

Article 12

Competences for initiating licensing procedures

1. The licensing authority at central level is competent to initiate the licensing procedures for tourism enterprises with a 5 and 4 star classification, tourism complexes, campsites, agro-tourism establishments and country houses.
2. The licensing authority a provincial level is competent to initiate the licensing procedures of 3 and 2 star tourism enterprises, restaurants and drinking establishments and deluxe an 1st class dance halls and pizzerias.
3. The licensing authority at municipal council or district government level, according to the case, is competent to initiate the licensing procedures of 1 star tourism enterprises, private lodgings for tourism purposes, restaurants and drinking establishments and 2nd and 3rd class dance halls.

SECTION II

Submission of the request

ARTICLE 13

Request

1. The request (ante-project) for the establishment, alteration, relocation and extension of tourism enterprises, restaurants, drinking establishments and dance halls, is made in an application with certified signature, under the law, addressed to the minister supervising the tourism sector, the provincial governor, the mayor or the district administrator, according to the competences conferred by article 10 of these Regulations, and shall mention:
 - a) Full name, filiation, nationality, identity card and validity, permanent address, in the case of a natural person; or identification of the legal representative and head office, in the case of an enterprise, as well as the *Boletim da República* (Government Gazette) in which the articles of

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association are published and annexing a photocopy of them and the certificate of the final registration as a legal entity;

b) Location where the establishment is set up or is intended to be set up.

2. In addition to the information mentioned in articles 17 and 18 of these Regulations, the applicant shall annex to the request referred to in the previous paragraph the following:

a) Opinions of the local State authorities or the Municipal Council, of the respective area;

b) The opinion of the competent authority supervising the sector for the coordination of environmental affairs about the environmental impact;

c) Number of workers to be employed and the value of the investment;

d) Land use and benefit right for tourism purposes, issued by the competent authority, as defined in the Land Law and its Regulations.

3. In the act of submission of the request to the licensing authority, the proponent shall present a proof of the payment of the fees corresponding to the analysis and approval of an executive project through the model B and model 11 delivery notes.

SECTION III

Tourism project in conservation areas

ARTICLE 14

Set-up requirements

1. A tourism project to be implemented in conservation areas shall satisfy the conditions laid down in the management plan, the tourism development plan and other legal instruments applicable to conservation areas, as well as the requirements described in the following paragraphs.

2. The entity competent for licensing may authorise the start of the licensing procedures for tourism enterprises in conservation areas, with the exemption of some of the requirements described in Chapter VI of these Regulations.

3. In the national parks and national reserves, the application process for establishing tourism enterprises shall, in addition to the information referred to in article 13, insofar as applicable, start with the following documents:

a) The opinion of the administrator of the national park or the national reserve;

b) The opinion of the body supervising maritime administration in the case of a conservation area next to the sea;

c) Minutes of the hearing of the resident local communities.

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4. In the buffer zone, the application process for the establishment of tourism enterprises shall, in addition to the information referred to in article 13, insofar as applicable, start with the following documents:
 - a) The opinion of the entity supervising the conservation areas;
 - b) The opinion of the State authority managing the buffer zone;
 - c) The opinion of the local State authorities;
 - d) The opinion referred to in clause b) of paragraph 2 of this article;
 - e) The minutes referred to in clause c) of paragraph 2 of this article.
5. In a game farm, in community and other conservation areas, the application process for the establishment of a tourism enterprise shall, in addition to the information referred to in article 13, insofar as applicable, start with the following documents:
 - a) The opinion referred to in clause a) of paragraph 3 of this article;
 - b) The opinion referred to in clause b) of paragraph 2 of this article
6. In an official game reserve, the application process for the establishment of a tourism enterprise shall, in addition to the information referred to in article 13, insofar as applicable, start with the following documents:
 - a) The opinion referred to in clause a) of paragraph 3 of this article;
 - b) The minutes referred to in clause c) of paragraph 2 of this article.

ARTICLE 15

Hearing of the resident local communities

1. The hearing of the resident local communities shall be done, with the necessary adaptations, in conformity with the provisions of the land legislation.
2. The objective of the hearing shall be to ask the resident local communities, if the tourism enterprise that is intended to be established will affect negatively or not their socio-economic structure.

SECTION IV

Time limits

ARTICLE 16

Decision

1. The technical approval of the request (ante-project) shall be concluded within five workdays from the date of reception of the process.
2. The licensing authority shall decide about the request, within two workdays after the start of the process.

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3. The entity responsible for initiating the procedures will notify the applicant, within three workdays, regarding the decision taken about the request.
4. The indicated time limits do not include the time required to gather any additional information or request any opinions deemed necessary.

ARTICLE 17

Approval of the executive project for a new building

1. When the tourism enterprise is to be established in a new building to be constructed, the executive project includes the following supporting documents:
 - a) Plans to scale 1:1000 or 1:2000 showing the overall construction to be undertaken;
 - b) Plans to scale 1:100 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;
 - c) Plans of longitudinal and transversal transects permitting a clear understanding of the project, with at least one plan showing a transect along vertical access routes;
 - d) Sketches to scale 1:100 of the exterior of the various buildings showing the finishing;
 - e) Plans showing drainage, including solutions for dealing with domestic and rainwater drainage, road access and electrical drawings;
 - f) Declaration that the provisions of the legal framework of urban constructions and the hygiene and safety, sanitation and environmental requirements were met, issued by the competent authority, or signed by the architect or engineer responsible for the works;
 - g) Written justification of the project.
2. The detailed written description of the project referred to in clause g) of the previous paragraph shall contain:
 - a) The physical characteristics of the area: relief, geographical and hydrographical orientation, and types of vegetation;
 - b) Integration of the proposed development in the area and in the region from an architectonic and landscape point of view;
 - c) General description of the composition and essential characteristics of the construction of the building;
 - d) Operation of the different types of services and buildings planned and their linkages, the horizontal and vertical circulation routes, the ventilation, air conditioning installations and other similar aspects considered, in general, for a proper understanding of the solutions presented;
 - e) Typology, classification and category proposed for the establishment;

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- f) Planned time period for the start and conclusion of the construction;
 - g) Tourist accommodation capacity and value of the investment.
 - h) In the plans referred to in clause b) of paragraph 1 of this article, the areas shall be indicated, in conformity with the requirements of the Table included in Annex I.
3. If the project is to be implemented in phases, the proponent shall indicate the different stages of its development.
 4. The executive project shall, in addition to the information referred to in the previous paragraphs, demarcate the smoking and non-smoking areas, as well as make provisions for disabled accesses, facilities and respective equipment.

ARTICLE 18

Approval of an executive project for already existing buildings

1. When the tourism projects are to be developed in already existing buildings, the executive project includes the following supporting documents:
 - a) Plans to scale 1:100 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;
 - b) Plans of longitudinal and transversal transects of the part of the building intended for the tourism enterprise, to scale 1:100, in sufficient number to provide a clear understanding of the project, with at least one plan showing a transect along vertical access routes;
 - c) Sketches to scale 1:100 of the exterior of the building;
 - d) The infra-structural project referred to in clause e) of paragraph 1 of article 17, if applicable;
 - e) Declaration, issued by the competent authority or signed by the architect or engineer responsible for the works, that the provisions of the legal framework of urban constructions and the hygiene and safety, sanitation and environmental requirements were met;
 - f) Detailed written description.
2. The detailed written description referred to in clause f) of the previous paragraph shall contain:
 - a) The essential construction characteristics of the building;
 - b) Operation of the different types of services, the installations foreseen and their linkages, the horizontal and vertical circulation routes, the ventilation, air conditioning installations and other similar aspects considered, in general, of everything that is necessary to describe, for a proper understanding of the solutions presented;
 - c) Typology, classification and category proposed for the establishment;

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- d) Start and conclusion dates of the construction.
3. In the plans referred to in clause a) of paragraph 1 of this article, the areas shall be indicated in conformity with the requirements of the Table included in Annex I.
4. In the case of a one or two star boarding house, the supporting documents required in clauses a) to c) of paragraph 1 of this article can be replaced by a single plan of the enterprise, if there are no works that change the structure or if as such allowed by its simplicity.
5. The opinion of the residents committee if the development is to be established in an apartment building.
6. The provisions of paragraph 4 of the previous article apply to this project.

ARTICLE 19

Prior verification of the process

1. The entities responsible for the reception of the investment requests shall perform a prior meticulous verification of the documents referred to in articles 17 and 18, before submitting the project to the competent authority to take a decision.
2. The licensing authority at provincial level or any other body responsible for the reception of the investment requests is also competent to do a verification of the conformity of the documents referred to in the previous paragraph, when the minister supervising the tourism sector is competent to take a decision.
3. Without prejudice to the provisions of the preceding paragraphs, the One-Stop Shop [*Balcão de Atendimento Único*] may also receive and perform the prior verification of the documents concerning licensing requests under the terms laid down in these Regulations, and should forward the process on the day of their reception to the competent authority for taking a decision.

SECTION V

Camp sites

ARTICLE 20

Property

1. A campsite can be public or private.
2. The public camp and caravanning site is State property; however, its management can be granted to national private entities.
3. A private campsite can only be exploited by nationals or by companies majority-owned by nationals.

ARTICLE 21

Physical requirements for campsites

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1. Camp sites shall be situated in places that are adequate for its purpose, and shall satisfy the following requirements:
 - a) The place shall not be marshy, excessively humid or exposed to wind;
 - b) It shall have plenty of sunshine;
 - c) It shall have trees and good drainage.
2. The location of the sites shall be in agreement with the tourism development plans and in addition shall satisfy the following requirements:
 - a) Removed from transport routes and from unhealthy, inconvenient or toxic installations;
 - b) Isolated from the surrounding area;
 - c) Access to the public road and internal circulation, allowing easy passage of towing vehicles.
3. In the campsite only one-storey tourist accommodation facilities, restaurants, drinking establishments and dance halls are allowed, and the respective projects shall comply with the provisions of these Regulations and the municipal structural plan.

ARTICLE 22

Common Requirements

1. Considering the specific elements mentioned in paragraph 3 of the previous article, the general requirements of this article apply to campsites. If the installation of fixed tents, chalets or bungalows is intended, the requirements applicable to the corresponding lodges shall be taken into account, namely the respective classification and the sizes according to the respective Table of Annex I.
2. A campsite shall have a service area with the following:
 - a) Reception at the entrance and a service to store valuables at the reception;
 - b) A public telephone;
 - c) Security in the establishment;
 - d) Installation and distribution of electricity ensuring its supply to the campers and to the site itself, as well as an alternative lighting system;
 - e) A permanent surveillance service, with guards presenting themselves properly uniformed and identified;
 - f) Lavatory facilities with running water;
 - g) Individual showers with changing rooms;

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- h) Mirror and sufficient lighting in the sanitary facilities;
 - i) Washhouses, with running and permanent cold water;
 - j) Dish washing places and washtubs with respective clotheslines;
 - k) Running water distribution system by means of cemented fountains with drains;
 - l) Power point near the mirror;
 - m) Dustbins conveniently spread across the site;
 - n) Recreational area;
 - o) Facilities for the camping site workers;
 - p) Areas for barbecues;
 - q) Convenience store;
 - r) Administrative service area.
2. The licensing authority may, exceptionally, authorise the operation of a campsite without telephone and without electricity when, due to its location, their respective installation is impossible or excessively expensive.

ARTICLE 23

Presentation of supporting documents

1. The provisions of the previous section apply, with the necessary adaptations, to campsites. The applicant shall present the following supporting documents for a detailed appraisal of the location:
- a) Plan of the location;
 - b) Plan of the establishment of the enterprise to scale 1:1000 or 1:2000, showing the situation of the construction;
 - c) Drawing of the solution foreseen for drainage, the final destination of the domestic and rainwater drainage, street plans, accesses and electrification.
2. Detailed written description of the project, indicating, namely, the usable area of the site:
- a) Nature of the soil and its occupation, as well as the solutions to be applied for the creation of artificial shade;
 - b) The drinking water supply system, with express reference to the daily available debit and the distribution system;
 - c) Tourist accommodation capacity;
 - d) Architectural characteristics of the constructions, bearing in mind their landscape integration;

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- e) Waste collection and disposal system;
- f) Sites for making fire;
- g) Ventilation system;
- h) Sites for washing clothes with clotheslines;
- i) Fire protection system.

ARTICLE 24

First-aid material

1. The campsite shall have the necessary material available for bandages and medicines that are normally used for urgent assistance, according to the stipulations of the Health Services.
2. The first-aid material is entrusted to the manager of the campsite.

ARTICLE 25

Signalling and traffic

1. The campsite shall have adequate signage and have access to the public road, allowing easy traffic of motor vehicles and trailers.
2. The internal roads shall have a minimum width of 3 and 5 metres respectively, according to being one-way or two-way and shall be kept in good conditions.
3. At the entrance of the campsite and well visible from the outside, the inexistence of vacant camping places shall be indicated with letters that can easily be read, even at night.

SECTION VI

Guest houses and private lodging for tourism purposes

ARTICLE 26

Requirements

1. The provisions for tourism enterprises concerning the approval of the executive project. applies to guest houses and private lodging for tourism purposes.
2. For private lodging the minimum accommodation capacity is three and the maximum is seven rooms.
3. For guest houses the minimum accommodation capacity is three rooms and the maximum is ten rooms; however, the respective rooms may have private bathrooms and, at least, a suite.

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CHAPTER III

Common provisions for tourism enterprises, restaurants, drinking establishments and dance halls

SECTION I

Common provisions

ARTICLE 27

Presentation of supporting documents

1. The supporting documents referred to in articles 13, 17 and 18 of these Regulations shall be submitted in quadruplicate, with the exception of photographs which may be submitted in duplicate.
2. The licensing authority may require, if necessary, the submission of more copies as well as other information deemed indispensable for a correct and objective appraisal of the project.

ARTICLE 28

Use of public maritime domain zones

1. When the development of tourism enterprises, restaurants, drinking establishments and dance halls occurs in public maritime domain zones subject to the jurisdiction of other State authorities, the applicant shall also submit the special license, issued by the competent authority, proof of having been authorised for the purpose of performing the activity.
2. If the special license referred to in the preceding paragraph is not submitted together with the other documents, the approval process is suspended for a period of thirty days, after which it is filed, without prejudice to the provisions of the following paragraph about a new appraisal when the document is submitted.
3. If within the term referred to in the previous paragraph the applicant does not submit, due to circumstances beyond his control, the special license required, the entity supervising the tourism sector may, whenever justified by the interest of the project for tourism, propose to the competent State authority taking a pertinent decision, which presents itself as the quickest and most balanced for the project in question.

ARTICLE 29

Suppression of deficiencies

1. When the supporting documents required under the terms of the previous sections are not in conformity with the provisions of these Regulations, the relevant licensing authority shall immediately request the applicant to correct or make up for the verified deficiencies.

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2. In this case, the terms imposed on the services start to run from the date of reception of the corrected documents.

ARTICLE 30

Opinions in the scope of the analysis of projects

1. In carrying out their licensing activity, the State authorities responsible for the licensing process shall request opinions from institutions with specific competence in the various subject-matters, namely in the fields of urban planning, sanitation, construction, engineering and architecture, fire safety, public security, environmental affairs, and historical or cultural heritage.
2. For the purpose of the previous paragraph, the consultation of the Police of the Republic of Mozambique is required in the case of setting up a tourist establishment under article 197 of these Regulations and of the entity supervising the area of culture, in the case of setting up an establishment in buildings that are considered monuments or historical or cultural heritage.
3. The opinions referred to in paragraphs 1 and 2 of this article are binding.

ARTICLE 31

Term for giving opinions

When there are interventions from other entities or services and the opinions have not been given in a joint meeting, the competent authority responsible for the licensing process shall comment within four workdays from the date of reception or, if the opinions referred to in the previous article have not been issued within the same time limit, within five workdays from the last communication received.

ARTICLE 32

Term for starting construction

1. With the approval of the project a term of six months, from the date of reception of the communication of the decision, is fixed for the start of the construction of the tourism enterprise for greenfield projects.
2. Non-compliance with the term fixed in the previous paragraph implies the cancelling of the authorisation of the execution of the project and the consequent filing of the project, which shall be communicated ex officio to the competent State authority, which authorised the land use and benefit right or special license.

ARTICLE 33

Request for inspection

When the construction has been concluded, the applicant submits a written request for inspection to the competent central, local or municipal authority, to verify the requirements for the opening and start of operation of the tourism establishment.

ARTICLE 34

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Receipt

1. When the interested party submits the information referred to in this Chapter he will receive a receipt, containing the date of reception and a reference to the documents submitted.
2. The interested party has always the right to be informed about the progress of the licensing process and request and obtain a written certificate, always indicating the purpose for which the request is made.

SECTION II

Common requirements for tourism enterprises

SUBSECTION I

General requirements

ARTICLE 35

Obligation of the requirements

In addition to the requirements laid down in article 5 and following articles of these Regulations, the tourism enterprises shall also fulfil the common requirements mentioned in this section.

ARTICLE 36

Water, electricity and telephone

The tourism enterprise shall have permanent water and electricity supply and have a telephone connected to the general network for use by the clients, with the exception of locations where the service is not available.

ARTICLE 37

Sanitary facilities

1. For the purpose of the provisions in these Regulations, the below designated sanitary facilities are understood to comprise the following equipment:
 - a) Toilet, facilities comprising a lavatory and a washbasin;
 - b) Shower, facilities comprising a shower and a washbasin;
 - c) Simple bathroom, comprising a shower with a cubicle, a washbasin and a lavatory;
 - d) Complete bathroom, comprising a bath with shower, at least a washbasin and a lavatory;
 - e) Deluxe bathroom, comprising a Jacuzzi (optional) with shower, a cubicle, at least a washbasin and a lavatory.
2. The shower and a bathroom shall have permanent hot and cold running water.

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ARTICLE 38

Ventilation and sanitary equipment

1. The sanitary facilities shall have hot and cold running water, and natural, direct or artificial ventilation, with continuous renewal of air.
2. These sanitary facilities shall always be provided with towels or driers.
3. The wall and floor shall be covered with material that can be easily cleaned.
4. The facilities referred to in the previous article, with the exception of the toilets, shall also be equipped with the following:
 - a) Light and a mirror with sufficient lighting above the washbasin;
 - b) Support for toiletries;
 - c) Power point with an indication of the voltage, complying with the safety standards, next to a mirror;
 - d) Curtain or other screen for the baths and showers or cubicle;
 - e) Bath mats;
 - f) Towel racks;
 - g) Toiletries;
 - h) Hair drier for tourism enterprises of more than 2 stars;
 - i) Emergency signal next to the baths and the showers with cubicle.
5. In apartment-hotels the requirement of clause i) of the previous paragraph does not apply.

ARTICLE 39

Air conditioning

1. When air conditioning is required, it should be possible to regulate it separately for the various rooms used by the customers.
2. In any case, a convenient relative air humidity shall be maintained.

ARTICLE 40

Heating

1. When heating is required, there shall be a sufficient number of units and with an adjustable control in the rooms, private rooms and sanitary facilities.
2. The air conditioning shall function whenever required by the ambient temperature, with a minimum temperature between 18°C and 22°C and a maximum temperature between 24°C and 25°C.

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ARTICLE 41

Exemption from heating and air conditioning installations

The competent authority for initiating the licensing procedures may accept the total or partial exemption from a heating or air conditioning installation, if due to the location of the establishment and/or the period of exploitation, these requirements are unnecessary.

ARTICLE 42

Elimination of noise and vibrations

The installation of machines or equipment, lifts, water pipes and discharge pipes shall be done in such a way that noise and vibrations are eliminated, through the use of adequate techniques.

ARTICLE 43

Installations, equipment and furniture maintenance

The establishments and their respective installations, furniture and other belongings shall be maintained in proper conditions of look, operation and cleanliness, and any deterioration or damage detected shall be repaired.

SUBSECTION II

Common spaces

ARTICLE 44

Accesses

The surface area of the halls shall be in agreement with the respective capacity of the establishments and must in any case be sufficient to allow easy access to the rooms.

ARTICLE 45

Surface coating

In four and five star tourism enterprises, most of the surface of the recreational spaces and dining-halls shall be coated with a good-quality wall-to-wall carpet or rugs, allowing, however, other solutions, provided that they guarantee the same level of comfort.

ARTICLE 46

Establishment of shops in tourism enterprises

Shops can be established in tourism enterprises, provided that their level is in agreement with the classification of the enterprise and do not affect the areas required by these Regulations.

ARTICLE 47

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Ventilation in the dining-halls

The dining-halls of the tourism enterprises shall have direct ventilation to the outside or, in its absence, air renewal devices with adequate capacity.

ARTICLE 48

Banquet halls

1. The banquet, party or conference halls in tourism enterprises must have their own entrance hall, with a changing room, sanitary facilities and, at least, a telephone booth, if their capacity justifies this, and insofar as the other facilities of the establishment are unable to render support.
2. The area of these halls is outside the minimum area required for the recreational spaces.

ARTICLE 49

Acoustic insulation

The facilities of the tourism enterprises, restaurants, drinking establishments and dance halls where music for dancing or for a concert is offered, shall be acoustically insulated.

ARTICLE 50

Sanitary facilities

1. The common sanitary facilities shall have a double entrance door, with a small porch between them, if their necessary insulation from the outside is not possible with a single door.
2. There must be common facilities on all floors where there are halls, dining-halls or other recreational spaces, except if on the next floor and at a short distance there are other common sanitary facilities.
3. The sanitary facilities shall have an architectural format allowing adequate disability access.
4. The facilities referred to this article shall be separated by gender and each one shall have at least three dividing walls.

SUBSECTION III

Vertical access

ARTICLE 51

Access constituents

1. The vertical access of an establishment is made up of the main, service and emergency stairs, inter-floor ramps, a lift, hoists and plate lifts.

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2. Without prejudice to the provisions of the following articles, the organization and composition of the various means of access mentioned in the previous paragraph depends basically on the category of the establishment and is determined taking into account the architectural solution adopted and the number of rooms and floors, in accordance with the legislation in force about this subject.

ARTICLE 52

Requirement of a lift

1. Except for the four and five star establishments, in the three and two star hotels a lift is only required in case the establishment has more than three floors, including the ground floor.
2. The provisions of the previous paragraph apply when the establishment does not occupy the entire building, but is situated or reaches floors beyond the third one.
3. In cases where the installation of lifts is required, they must serve all floors in which facilities to be used by the customers are situated.
4. The minimum number of units to be installed, their capacity and velocity shall be proportional to the capacity of the establishment and to the number of floors of the building.
5. The provisions in the previous paragraphs apply to the hoists, with the necessary adaptations.

ARTICLE 53

Characteristics of the ascension equipment

1. When the enterprise is established in a building with more than three floors, in the programme of its vertical accesses special attention shall be paid to the number and characteristics of the lifts, hoists and plate lifts to be installed.
2. In the case referred to in the previous paragraph, the location, number and sizes of the stairs are determined according to the number of floors occupied by the establishment and the number of rooms per floor, as well as the shape of the building and its horizontal distribution system.
3. In the establishments referred to in this article, the functions of the general main stairs may accumulate those of the service stairs, whenever their vertical accesses programme allows this, without resulting in prejudice to their use by guests and services.

SUBSECTION IV

Rooms

ARTICLE 54

Identification

1. All rooms and apartments shall be identified through a number, which is displayed on the outside of the entrance door.

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2. When the rooms or apartments are situated on more than one floor, the first digit of the number identifying them shall indicate the floor and the remaining digit(s) the serial number of the room.

ARTICLE 55

Need for a window or balcony

1. All rooms shall have a window or balcony leading directly to the outside.
2. The area of the opening to the outside shall be at least 1.2 m².
3. The windows or balconies of the rooms shall have a system allowing total impediment to the entrance of light.

ARTICLE 56

Room furniture

1. All rooms intended for guests shall at least have the following:
 - a) A single or double bed or two single beds with the following minimum sizes:
 - b) Single bed of at least 0.9 m x 1.9 m;
 - c) Twin bed of at least 1.4 m x 1.9 m;
 - d) One or two bedside tables;
 - e) A bench or chair and a small table;
 - f) A cupboard with drawers or a wardrobe and a sufficient number of hangers;
 - g) Bed mats, according to the number of occupiers, unless the room is completely carpeted;
 - h) A bell next to the bedside table to call the worker on duty, unless the use of the telephone is foreseen to this end.
 - i) A safe-deposit box to keep valuables of the guests; in one, two and three star establishments at the reception and in four and five star establishments in each room;
 - j) Bar fridge.
2. The requirements of clauses f) and i) of paragraph 1 do not apply to the one star boarding houses.
3. If the tourism enterprises do not have private sanitary facilities, they shall in this case have a washbasin connected to the discharge pipe, with running water and a mirror with a light and a socket next to it.
4. In the case referred to in the previous paragraph, the walls and floors near the washbasins and bidets shall be adequately impermeable.

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5. The provision of paragraph 3 of this article does not apply to the rooms of hotel-apartments.

ARTICLE 57

Private veranda areas

1. If the establishment offers a room with a private living room or veranda, in both cases they must have the minimum areas fixed in Table 1 of Annex I.
2. The private living room may communicate with one or more rooms but must, however, be able to function as annex to only one of them, being isolated from the others.
3. The areas of the private living room and the veranda are not included in the calculation of the areas of the respective rooms.

ARTICLE 58

Minimum requirements for suites

Without prejudice to the characteristics referred to in paragraph 38 of article 1, the compartments of the suite shall have the minimum areas fixed in Table 1 of Annex I, corresponding to the classification of the establishment, and shall have a telephone.

SUBSECTION V

Service areas

ARTICLE 59

Separation of the service areas

1. In a four and five star hotel, tourism complex and lodge, and in a four star apartment-hotel, lodging house, boarding house, residential boarding house and guest house, the service areas shall be fully separated from those to be used by the guests.
2. In the remaining establishments, the service areas shall be set up so as to avoid the spread of smells and to obtain their adequate isolation from other facilities.

ARTICLE 60

Ventilation in the kitchen

1. The kitchen shall always have direct or artificial ventilation as well as equipment for air renewal and the extraction of fumes and smells.
2. The floor and the walls shall be coated with materials that can easily be cleaned.
3. The communication of the kitchen with the dining-halls shall be such that it allows rapid circulation, with short routes, or have a direct link by means of a plate lift with adequate capacity, when the kitchen is not situated on the same floor as the dining-hall.

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ARTICLE 61

Refrigeration plants

The tourism enterprises, restaurants, drinking establishments and dance halls shall have refrigeration plants for the preservation and refrigeration of food and beverages, according to the local supply capacity, characteristics and conditions.

ARTICLE 62

Service circulation installations

1. The set of installations for the circulation of services and their distribution and support over the various floors, normally made up of a hoist and pantries on each floor, is the service backbone.
2. The existence and composition of the service backbone is, in any case, determined by the reception capacity of the establishment, the number of rooms per floor and the service solutions adopted.

SUBSECTION VI

Annexes

ARTICLE 63

Standards to be observed

The tourism enterprises, restaurants, drinking establishments and dance halls may have annexes, which are subject, with the necessary adaptations, to the standards applicable to the main establishments.

ARTICLE 64

Situation of the annexes

The annexes shall be situated in buildings next to the main establishment or at such a short distance that their use does not constitute any inconvenience for the guests or consumers of tourism products and services.

ARTICLE 65

Requirements for the annexes

1. The facilities of the annexes shall have the same characteristics and satisfy the requirements of the main establishment.
2. Common use and service facilities that the contiguity or proximidade of the main establishment can supply are expendable.

CHAPTER IV

Classification of Tourism Enterprises

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SECTION I

Classification

ARTICLE 66

Objective and nature

The classification is intended to attribute a typology and category to the tourism enterprises, restaurants, drinking establishments and dance halls and is obligatory.

ARTICLE 67

Categories

1. The tourism enterprises and the establishments referred to in these Regulations are classified in categories taking into account the quality of service and of the facilities, according to the requirements defined in these Regulations.
2. The requirements to be considered shall cover the following:
 - a) Characteristics of the facilities and equipment;
 - b) Reception service;
 - c) Cleaning and laundry service;
 - d) Food and drink service;
 - e) Ancillary services.
3. These Regulations distinguish between minimum requirements and optional requirements, which jointly allow the attainment of the score that is necessary for obtaining a certain category.

ARTICLE 68

Scoring system

1. The classification of the tourism enterprises, restaurants, drinking establishments and dance halls is done by an evaluator who attributes a score, on a 1 to 10 points scale, for each one of the service areas, according to the following table:

a) Excellent	10
b) Very Good	9
c) Good	8
d) Basic	6 or 7
e) Acceptable	5
f) Poor	3 or 4
g) Unacceptable	1 or 2
2. For each one of the requirements that must be analysed in each service area, an example is presented of how to use each one of these concepts: excellent, very good, good, basic, acceptable, poor and unacceptable.

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3. In addition to the overall score per service area, each category requires additional scoring criteria, as well as each category band requires that at least a certain percentage of the obligatory requirements enters the score; these requirements must have a minimum score and a limit of requirements with a score below the required minimum, as indicated below:

- a) 5 Stars

Number of requirements to be scored	95% to 100%
Minimum score	9 or 10
Not more than 2 requirements with score	8

- b) 4 Stars

Number of requirements to be scored	81% to 94%
Minimum score	8 or more
Not more than two requirements with score	7
All service areas with score	8, 9 or 10

- c) 3 Stars

Number of requirements to be scored	71% to 80%
Minimum score	7 or more
Not more than two requirements with score	6
All service areas with score	8, 9 or 10

- d) 2 Stars

Number of requirements to be scored	61% to 70%
Unacceptable requirements	Less than 3
Minimum score	6 or more
Not more than two requirements with score	5
All service areas with score	7, 8, 9 or 10

- e) 1 Star

Number of requirements to be scored	61% to 70%
Unacceptable requirements	Less than 3
All service areas with score	7, 8, 9 or 10

ARTICLE 69

Competence for classification

1. The National Tourism Institute (*Instituto Nacional do Turismo - INATUR*) is the competent authority to perform the classification and reclassification of tourism enterprises, restaurants, drinking establishments and dance halls in the whole country in accordance with procedures to be defined by ministerial decree of the minister supervising the tourism sector.
2. Upon communicating the decision authorizing the start of operation of an establishment, the competent licensing authority shall remit the process to INATUR, who shall carry out its classification within three months after which the process is returned to the licensing authority for the purpose of approval.

ARTICLE 70

Competence for approval

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1. The minister supervising the tourism sector is responsible for the approval of the classification and reclassification of 5 and 4 star tourism enterprises, tourism complexes, campsites, agro-tourism establishments and country houses.
2. The provincial governor is responsible for the approval of the classification of 3, 2 and 1 star tourism enterprises, private lodging for tourism purposes, deluxe, 1st, 2nd and 3rd class restaurants, drinking establishments and dance halls, ice cream parlours and pizzerias.

SECTION II

Fees, revision and exemption from the classification requirements

ARTICLE 71

Fees

1. The fees due for the execution of the classification process are fixed according to the Table of Annex X of these regulations, constituting an integral part thereof.
2. The power to update periodically the value of the fees referred to in the previous paragraph is delegated to the Ministers supervising the Tourism and Finance sectors.
3. The amounts of the fees fixed in these Regulations have the following destination:
 - a) 30% for the classification services improvement fund;
 - b) 10% for the parties directly involved in the classification process;
 - c) 60% for the State budget.
4. The distribution criteria of the amount referred to in clause b) of the previous paragraph will be defined by decision of the minister supervising the tourism sector.
5. The amounts of the fees fixed in these Regulations shall be handed over to the Taxation Office of the Tax Area through delivery note Model B and Model 11.

ARTICLE 72

Revision of the classification

1. The classification of the tourism enterprises, restaurants, drinking establishments and dance halls must be revised every four years.
2. The request for revision shall be submitted by the interested party to the competent authority six months before the end of the term.

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3. The classification may also be revised at any time, unofficially or at the request of the interested party, when there is a change of the assumptions that determined the respective attribution.

ARTICLE 73

Exemption from the requirements

1. The requirements for the attribution of the classification can be dispensed with by the competent State authority when its strict observance is liable to affect the architectural or structural characteristics of the buildings or of those having historical, architectural, artistic or cultural value.
2. An exemption from the requirements may also be granted to projects that are recognized as being innovating and adding value to the tourism supply.

SECTION III

National gastronomy, culture and art

ARTICLE 74

Gastronomy

All tourism enterprises, restaurants, drinking establishments and dance halls, if applicable, shall whenever possible include in their menus the national gastronomy.

ARTICLE 75

Art

The tourism enterprises which under these Regulations offer ancillary equipment and services, shall whenever possible have a space to be used, whether free of charge or in return of payment, by national painters, sculptors and craftsmen to exhibit and sell their products to tourists.

ARTICLE 76

Culture

The tourism enterprises, restaurants, drinking establishments and dance halls shall whenever possible value national art and culture, including entertainment activities, in their design, construction, décor and operation.

CHAPTER V

National Register of Tourism Enterprises

ARTICLE 77

Competence

1. The National Register of Tourism Enterprises, in short RNET, is hereby created.

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2. The central body of the State apparatus responsible for the tourism sector will make the National Register of Tourism Enterprises (RNET) available on its Internet site, made up of an updated list of the tourism enterprises, restaurants, drinking establishments and dance halls with a valid operating license, including, among other relevant data, the name, classification, prices, capacity and location of the establishment, identification of the operator, the periods of operation and other relevant information.
3. Any facts that constitute an alteration of the information included in the registration shall be communicated by the operator to the central body of the State apparatus responsible for the tourism sector within 10 days after its occurrence.
4. The expiry of the operating license determines the cancellation of the registration of the tourism enterprise, restaurant, drinking establishment or dance halls in the RNET.
5. The property registry services may have access to the data contained in the RNET regarding the classification of the tourism enterprises, restaurants, drinking establishments and dance halls, regulated in these Regulations.

ARTICLE 78

Registration data

1. The tourism enterprises, restaurants, drinking establishments and dance halls, are subject to registration and shall to this end provide the following information:
 - a) Company name, subscribed and paid up share capital, holders and their respective shares, head office and possible agencies, shares or financial holdings in other companies;
 - b) Date of the definitive registration as a legal entity and of the Government Gazette (*Boletim da República*) in which the articles of association are published;
 - c) Identity and qualifications of the managers;
 - d) Operator of the establishment and its legal nature;
 - e) Owner of the establishment.
2. In the act of issuance of the operating license, the licensing authority does the unofficial registration of the establishment.

ARTICLE 79

Acts subject to registration

1. The following acts are subject to the registration referred to in the previous article:
 - a) Transfer of the property of the establishment;
 - b) Cessation of the exploitation;

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- c) Suspension of the activity;
 - d) Closure;
 - e) Revocation or expiry of the operating license;
 - f) Alteration of the memorandum of association or of any information contained in the operating license.
2. The complaints, sanctions, praise and supervision and inspection reports are annotated in the register by means of annotations, with a reference to the processes where the respective establishments are registered.
 3. The annotations referred to in the previous paragraph are made by the entities responsible for the licensing of the respective establishments.

CHAPTER VI

Requirements for the tourism enterprises

SECTION I

Minimum standards

ARTICLE 80

Minimum standards per type of enterprise

1. The tourism enterprises, restaurants, drinking establishments and dance halls object of these Regulations shall have minimum quality standards, both concerning the physical aspects of the establishment and with respect to the services offered.
2. The following minimum requirements apply to all establishments, varying according to their typology:
 - a) Legal obligations;
 - b) Building;
 - c) Security;
 - d) Health and hygiene;
 - e) Accesses;
 - f) Conservation and maintenance;
 - g) Customer service.
3. Minimum standards also apply to the establishments object of these Regulations for each one of the specific areas and/or sectors of the establishment, varying according to the typology of the tourism enterprise, restaurant, drinking establishment or dance halls, and include:

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- a) Reception;
 - b) Rooms and bathroom;
 - c) Public areas;
 - d) Communications sector;
 - e) Food and beverage sector;
 - f) Service areas.
4. The minimum classification criteria for each type of establishment are those contained in the Tables of Annex I of these Regulations.

SECTION II

Hotel

ARTICLE 81

Classification

1. Hotels are classified in the following categories: 5 stars, 4 stars, 3 stars, 2 stars and 1 star.
2. The hotel classification matrix, including a description of the general and specific requirements for each category, is presented in Table 1 of Annex II.

SUBSECTION I

Minimum requirements

ARTICLE 82

Independence of the building

In order that an establishment be classified as a hotel it shall occupy an entire building or a fully independent part of a building, with its facilities forming a homogenous whole with direct access to the floors for exclusive use by the customers.

ARTICLE 83

Exemption from some requirements

The the licensing authority may exempt some of the minimum requirements referred to in this chapter for hotel establishments, when a building of historical or architectural interest is being used and the observance of these requirements would be excessively expensive or would affect the specific characteristics of the building.

SUBSECTION II

Five Star Hotel

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ARTICLE 84

Location and comfort conditions

1. For a hotel to be classified as a five star hotel, it shall be integrated in a place with an adequate level for this category of establishment, and offer the highest level of comfort and convenience, with deluxe installations, furniture and equipment with improvements of modern and state of the art hotel techniques, have an exquisite general look and environment and furthermore comply with the minimum characteristics and requirements contained in the following articles and in Table 2 included in Annex I.
2. The establishment shall have an entrance at public road level for the exclusive use of the customers.

ARTICLE 85

Guest areas

1. In the guest areas there shall be the following:
 - a) Adequately air-conditioned lobby, in which the reception, cloakrooms, trade shops and a telephone are situated;
 - b) Management office;
 - c) Living, writing, reading or games areas, organised taking into account the need to ensure conveniently the compatibility of their different functions;
 - d) Dining-hall and restaurant, this last one possibly incorporated into the dining-hall space;
 - e) Bar in a separate space;
 - f) Room for breakfast and meals for children;
 - g) Main stairs and lift;
 - h) Rooms with spacious complete private bathrooms with cubicle and antechamber, all of them with a satellite or cable television system installed;
 - i) All bathrooms of the suites or superior rooms shall have an anti steaming-up mirror with a magnification lens;
 - j) A number of suites or superior rooms corresponding to twenty percent of the rooms;
 - k) Presidential suite comprising at least a dining room, a living room, a support kitchen, a sleeping area and a complete bathroom;
 - l) The suites shall have a bathroom with a jacuzzi-type bath and cubicle, in a number corresponding to five percent of the rooms;
 - m) Conference hall;

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- n) Devices in all guest rooms to call workers on duty and telephones with an internal connection and to the general network;
 - o) Radio and television sets in all rooms;
 - p) Hairdresser (unisex) facilities and trade shop;
 - q) Air conditioning and heating system in all public and private areas used by guests;
 - r) Sports and recreational facilities, with the necessary support annexes and independent accesses;
 - s) Swimming pool of at least 150 m²;
 - t) Internet room and wireless service available in the whole building;
 - u) Foreign exchange facilities available for the customers, authorised by the competent authority;
 - v) Sauna.
2. The outside of the building shall have gardens, landscape features, be provided with special lighting highlighting its front and architectural features.
 3. The establishment shall have a garage or parking place with camera or electronic safety systems installed, according to its capacity and location.
 4. All rooms shall have a manual or digital ambient temperature control system, air conditioning, light and television control at the bedside table, a filled up bar fridge, dining tables with at least one chair per bed, full-length mirrors and a safe.
 5. All bathrooms shall have hot water in all facilities, a washbasin with a bench and a mirror with a magnifying glass, a hair drier available and tissue.
 6. These establishments shall have, at least one bedroom with a bathroom adapted for the disabled and other inclusive tourism conditions.
 7. When the establishment is situated outside the urban centre, the recreational facilities shall be designed in such a way that it allows their outdoor use.

ARTICLE 86

Service area

1. In the service area there shall be the following:
 - a) Reception services, including a message and wake-up service;
 - b) Support service for the floors, including a housekeeper and cleaning;
 - c) Room service;
 - d) Entrance for goods and workers separate from that for guests;
 - e) Locked place or space for storing luggage;

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- f) Service column;
 - g) Service stairs and hoist;
 - h) Laundry service;
 - i) Kitchen, pantry and ancillary facilities provided with all the necessary equipment, according to the level and capacity of the establishment;
 - j) Storage areas, namely for food and drinks, with adequate areas and subdivisions;
 - k) In-house workshop for permanent maintenance;
 - l) Cold stores;
 - m) Annexes for the workers, separated by gender, comprising clothing and sanitary facilities with shower and lavatories, according to the number of employees and in agreement with the health legislation;
 - n) Workers dining-hall;
 - o) Foreign exchange facilities available for the customers, authorised by the competent authority.
2. If the hotel is situated in an area that does not allow the lodging of its workers, there shall be rooms or dormitories for them in the service areas or in the annex, with showers and lavatories.
3. The establishment shall be provided with a CCTV or similar security equipment, and means of vehicle exit control.

SUBSECTION III

Four Star Hotel

ARTICLE 87

Comfort conditions

For a hotel to be classified as a four star hotel, it shall have all comfort conditions, with good quality facilities, furniture and equipment, offering a general look of a comfortable environment and furthermore comply with the minimum characteristics and requirements contained in the following articles and in Table 2 of Annex I.

ARTICLE 88

Guest areas

1. In the guest areas there shall be the following:
- a) Lobby, in which the reception, cloakroom and telephone access are situated;
 - b) Management office;

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- c) Living, writing, reading or games areas, organised taking into account the need to ensure conveniently the compatibility of their different functions;
 - d) Dining-hall;
 - e) Bar in a separate space;
 - f) Main stairs and lift;
 - g) Rooms with a private bathroom and antechamber;
 - h) A number of suites, or superior rooms, at least corresponding to five percent of the rooms;
 - i) Telephone in all rooms with internal connection and to the general network;
 - j) Device to call workers on duty in all guest rooms;
 - k) Radio and television sets in all rooms;
 - l) Swimming pool of at least 100 m²;
 - m) Internet room and wireless service;
 - n) Conference hall;
 - o) Foreign exchange facilities available for the customers, authorised by the competent authority;
 - p) Air conditioning in all public and private areas used by guests;
 - q) Sports and recreational facilities, with the necessary support annexes and independent accesses.
2. The establishment shall have a garage or guarded parking place, according to its capacity and location.
 3. The rooms shall have a complete private bathroom.
 4. The provisions of paragraph 7 of article 85 apply to these establishments.

ARTICLE 89

Service area

1. In the service area there shall be the following:
 - a) Worker and goods entrance separate from the guest entrance;
 - b) Locked place or space for storing luggage;
 - c) Service column;
 - d) Conveniently developed kitchen, pantry and ancillary facilities;

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- e) Storage areas, namely for food and drinks, with adequate areas and subdivisions;
 - f) Adequate refrigeration plants;
 - g) Annexes for the workers, with adequate areas and subdivisions;
 - h) Workers dining-hall.
2. The provisions of paragraph 3 of article 86 of these Regulations apply to these establishments.

SUBSECTION IV

Three Star Hotel

ARTICLE 90

Requirements

1. For a hotel be classified as a three star hotel, it shall satisfy the requirements set out in the previous subsection, in addition to the provisions of Table 2 of Annex I, excluding the provisions of clauses g), h) and q) of paragraph 1 of article 88.
2. The rooms shall have a private bathroom, having at least 50 percent of them a complete bathroom and the remaining ones a simple bathroom.

SUBSECTION V

Two Star Hotel

ARTICLE 91

Comfort conditions

For a hotel to be classified as a two star hotel, it shall have facilities, furniture and equipment allowing it to offer comfort and convenience conditions, and furthermore comply with the minimum characteristics and requirements contained in the following articles and in Table 2 included in Annex I.

ARTICLE 92

Guest areas

In the guest areas there shall be the following:

- a) Lobby, in which the reception, a cloakroom and a telephone booth are situated;
- b) Management office;
- c) Safe-deposit box for guarding the guests' valuables;
- d) Living area;
- e) Dining-hall;

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- f) Bar;
- g) Main and service stairs;
- h) Rooms with private bathroom.

ARTICLE 93

Service area

In the service area there shall be the following:

- a) Simplified service column;
- b) Conveniently developed kitchen, pantry and ancillary facilities;
- c) General pantries for food and drinks;
- d) Adequate refrigeration plants;
- e) Annexes for the workers, separated by gender, comprising a changing room and sanitary facilities provided with showers and lavatories;
- f) Workers dining-hall.

SUBSECTION VI

One Star Hotel

ARTICLE 94

Facilities and furniture

For a hotel to be classified as a one star hotel, it shall have facilities, furniture and equipment capable to satisfy the needs of the guests, with a minimum of convenience and comfort, and furthermore comply with the minimum characteristics and requirements contained in the following articles and in Table 2 of Annex I.

ARTICLE 95

Guest areas

In the guest areas there shall be the following:

- a) Lobby, in which the reception and a telephone are situated;
- b) Administrative area;
- c) Safe-deposit box for guarding the guests' valuables;
- d) A telephone on each floor, when the rooms don't have one;
- e) Living area with bar;
- f) Dining-hall;

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- g) Main and service stairs;
- h) Rooms with a private bathroom.

ARTICLE 96

Service area

In the service area there shall be:

- a) Simplified service column;
- b) Adequate kitchen, pantry and refrigeration plants;
- c) Pantry for food and drinks and another one for hygiene and cleaning products;
- d) Annexes for the workers, separated by gender, comprising changing rooms and sanitary facilities provided with shower and lavatories;
- e) Workers dining-hall.

SECTION III

Lodging House

ARTICLE 97

Classification

1. A hotel or boarding house that only offers lodging and breakfast is classified as a lodging house (*residencial*).
2. The lodging houses are classified in the following categories: 4 stars, 3 stars, 2 stars and 1 star.
3. The classification matrixes of the lodging houses are the same as those defined for hotels and boarding houses, which are included in Tables 1 and 5 of Annex II, respectively.
4. The classification referred to in the previous paragraph is determined at the request of the interested parties or unofficially.

ARTICLE 98

Minimum requirements for classification

The minimum requirements for lodging houses are those corresponding to their classification, with the changes resulting from their nature and those contained in Tables 2 and 4 of Annex I.

ARTICLE 99

Obligation to use the denomination

1. The establishments referred to in the previous article are obliged to use in their denomination the term *residencial* and only they can use it.

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2. The term *residencial* will be followed by a reference to the respective category.

ARTICLE 100

General requirements for classification

The provisions contained in the previous subsections apply to these establishments, with the following changes:

- a) The dining-halls for customers are replaced by breakfast halls;
- b) The kitchens, pantries, refrigeration plants, storage areas and other ancillary facilities are reduced to sizes that are sufficient for serving breakfast;
- c) The existence of a bar is optional in the one and two star lodging houses.

SECTION IV

Apartment - Hotel

ARTICLE 101

Classification

1. The apartment - hotels are classified in the following categories: 4 stars, 3 stars and 2 stars.
2. The classification matrix of apartment - hotels, including the distinction between the general and the specific requirements for each category, is presented in Table 4 of Annex II.

ARTICLE 102

Requirements

1. The apartments comprising the establishments referred to in this section shall comply with the minimum sizes contained in Table 1 of Annex I and offer at least the following spaces and equipment:
 - a) Bedroom with the respective bed clothes;
 - b) Adequately equipped common room;
 - c) Bathroom with bath articles;
 - d) Kitchen with the respective kitchenware.
2. To the remaining facilities the requirements of the category to which they belong apply, while they shall also comply with the following articles and with Table 3 of Annex I.
3. For an apartment-hotel to be classified in the 4 star, 3 star or 2 star category, it shall be established in an adequate building, with good quality furniture and décor, equipment and utensils, and shall also comply with the following articles and with the characteristics and requirements contained in Table 4 of Annex II.

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4. When the apartments have a capacity of more than six places, they shall have an additional simple bathroom.

ARTICLE 103

Determination of the lodging capacity

1. The lodging capacity of hotel-apartments is determined by the number of beds existing in the bedrooms and of convertible beds installed in other places.
2. The number of places of convertible beds shall not exceed 50 percent of those corresponding to rooms, without prejudice to the provisions of the following paragraph.
3. In case the apartment has only one room and a common room, the number of places of convertible beds can be equal to that of the room.
4. The convertible beds can only be installed in bedrooms or in common rooms.

ARTICLE 104

Number of beds

1. In the bedrooms the number of beds that can be installed shall be proportional to their area, and each single bed shall correspond to a minimum area of 6m² and each double bed to 10 m².
2. In the case of bunk beds, the area corresponding to each one is reduced to 4 m².
3. Only single beds can be installed as bunk beds.

ARTICLE 105

Common room

1. The common room functions as a dining-hall and shall be provided with adequate furniture to satisfy this double purpose.
2. Without prejudice to the provisions of Table 1 of Annex I, the common room shall have an area that is proportional to the capacity of the apartment.
3. The room shall have a window or balconies leading directly to the outside, with an opening of at least 2 m².
4. The windows or balconies shall have a system allowing total impediment to the entrance of light.

ARTICLE 106

Kitchen

1. The kitchen shall always be equipped with a fridge and an electric or gas cooker with at least two burners and an oven, a dishwasher and a cupboard for food and kitchenware.

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2. The kitchen may be installed in the common room, if it is equipped with a cooker hood and if the room's conformity and size allow its adequate installation.
3. In any one of the cases referred to in the previous paragraphs the kitchen shall have direct or artificial ventilation.

ARTICLE 107

Apartment with one or two places

In the apartments with one or two places, the bedroom, the common room and the kitchen may be integrated in a single space, provided that its conformity and size and the characteristics of the furniture allow this.

ARTICLE 108

Conditions provided to the customer

1. The apartments shall have available, for use by the customers and without restrictions in terms of consumption, the following:
 - a) Running drinking-water, in the kitchen as well as in the sanitary facilities;
 - b) Electric lighting and power points in all rooms, with an indication of the voltage;
 - c) The necessary fuel for the kitchen, water heater and the heating system, if required by the solution adopted in the establishment.
2. The apartments shall also have a waste disposal system or, in its absence, waste disposal shall be ensured by daily collection.

ARTICLE 109

Other services

1. In the apartment-hotels the following shall always exist:
 - a) Reception with a telephone;
 - b) A restaurant.
2. When the establishment is made up of various apartment blocks, the reception can be common to all blocks.
3. The restaurant is an ancillary service independent from the lodging, and shall not be included in its price.
4. The body supervising the tourism sector may dispense with the existence of a restaurant when, due to the integration of the apartment-hotel into an urban centre, a restaurant is not justified.

ARTICLE 110

Prohibited acts for customers

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In these establishments the customers are prohibited to:

- a) Bring pieces of furniture to the apartment or make any repairs of them;
- b) House a number of people that does not correspond to the maximum capacity fixed for the apartment;
- c) Cede, on any grounds, the use of the apartment, unless in the case of relatives or if they have an express authorisation;
- d) Give the apartment a purpose different from that for which it has been rented;
- e) Bring to the apartment explosive, inflammable or other substances that may cause damage or inconveniences to the other occupants of the establishment;
- f) Use, without express authorization, appliances that increase significantly the normal water, electricity and fuel consumption.

SUBSECTION I

Four Star Apartment-Hotel

ARTICLE 111

Requirements

1. For an apartment-hotel to be classified in the four star category, it shall be established in an adequate building, with good quality furniture and décor, and equipment and utensils of excellent quality. In addition to the requirements referred to in the previous paragraph, the apartment-hotel shall also comply with the minimum requirements contained in Table 3 of Annex I and with the following clauses:
 - a) Lift and hoist;
 - b) Air conditioning;
 - c) Telephone with a connection to the general network in all apartments;
 - d) Complete bathroom in each apartment.
3. When the apartments have a capacity of more than six places, they shall have an additional simple bathroom.

SUBSECTION II

Three Star Apartment-Hotel

ARTICLE 112

Requirements

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1. For an apartment-hotel to be classified in the three star category, it shall be established in an adequate building, with good quality furniture and décor and with very good quality equipment and utensils.
2. It shall also comply with the minimum requirements contained in Table 3 of Annex I and with the following clauses:
 - a) Lift;
 - b) Air conditioning;
 - c) Telephone in each apartment, connected to the reception;
 - d) Complete bathroom in each apartment.
3. The provisions of paragraph 3 of the previous article apply to the establishments referred to in this subsection.

SUBSECTION III

Two Star Apartment-Hotel

ARTICLE 113

Requirements

1. For an apartment-hotel to be classified in the two star category it shall be established in a well-maintained building, with furniture, equipment and utensils of an acceptable level.
2. It shall also comply with the minimum requirements contained in Table 3 of Annex I and with the following clauses:
 - a) Lift;
 - b) Air conditioning;
 - c) Telephone in each apartment, connected to the reception;
 - d) Simple bathroom in each apartment.
3. The provisions of paragraph 3 of article 111 apply to the establishments referred to in this section.

SECTION V

Boarding House

ARTICLE 114

Classification

1. Boarding houses are classified in the following categories: 4 stars, 3 stars, 2 stars and 1 star.

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2. The classification matrix of boarding houses, including the distinction between the general and the specific requirements for each category, is presented in Table 5 of Annex II.

ARTICLE 115

Minimum requirements

For an establishment to be classified as a boarding house, it shall occupy all of or an independent part of a building.

SUBSECTION I

Four Star Boarding House

ARTICLE 116

Comfort and furniture

For an establishment to be considered a 4 star boarding house, it shall offer good conditions of convenience and comfort, with excellent quality furniture and equipment, adequate to its classification, and shall also comply with the minimum characteristics and requirements contained in Tables 1 and 4 of Annex I.

ARTICLE 117

Guest areas and services

1. A four star boarding house shall have:
 - a) Reception with telephone;
 - b) Living area;
 - c) Dining-hall;
 - d) Private bathrooms in all rooms, which should be complete bathrooms in at least 70 percent of the rooms;
 - e) Kitchen, pantry and storage room;
 - f) Dining-hall, changing room and sanitary facilities with shower for the workers, separated by gender.
2. The reception service shall be available during twenty-four hours a day.

SUBSECTION II

Three Star Boarding House

ARTICLE 118

Comfort and furniture

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For a boarding house to be classified in the three star category, it shall offer conditions of comfort, have good quality furniture and equipment and shall satisfy the minimum requirements contained in Tables 1 and 4 of Annex I.

ARTICLE 119

Guest and service areas

1. A three star boarding house shall have:
 - a) Reception with telephone;
 - b) Living area;
 - c) Dining-hall;
 - d) Private bathrooms in all rooms, having at least 50 percent of them a complete bathroom and the remaining ones a simple bathroom;
 - e) Independent toilets on each floor, in a proportion of one toilet for each eight rooms or less without private lavatories;
 - f) Kitchen and pantry;
 - g) Dining-hall, changing room, sanitary facilities with shower and separated by gender, for the workers.
2. The provisions of paragraph 2 of article 117 apply.

SUBSECTION III

Two Star Boarding House

ARTICLE 120

Comfort and furniture

For a boarding house to be classified in the two star category, it shall offer comfort, have furniture and equipment of acceptable quality and shall satisfy the minimum requirements contained in Tables 1 and 4 of Annex I.

ARTICLE 121

Guest and service areas

1. A two star boarding house shall have:
 - a) Reception with telephone;
 - b) Living area;
 - c) Dining-hall;
 - d) Rooms with private bathroom or shower, having five percent of them a complete bathroom, ten percent a simple bathroom and the remaining ones a shower.

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- e) Independent toilets on each floor, in a proportion of one toilet for each ten rooms or less without private lavatories;
 - f) Kitchen and pantry;
 - g) Dining-hall, changing room and sanitary facilities, with shower and separated by gender, for the workers.
2. The provisions of paragraph 2 of article 117 apply.

SUBSECTION IV

One Star Boarding House

ARTICLE 122

Comfort and furniture

For a boarding house to be classified in the one star category, it shall offer conditions of comfort, have simple, but comfortable furniture and equipment, and satisfy the minimum requirements contained in Tables 1 and 4 of Annex I.

ARTICLE 123

Guest and service areas

1. A one star boarding house shall have:
- a) Reception with telephone;
 - b) Dining-hall;
 - c) Common simple bathrooms on each floor, in a proportion of one per five rooms or less without private bathroom;
 - d) Independent toilets on each floor, in a proportion of one per five rooms or less without private lavatories;
 - e) Kitchen and pantry;
 - f) Dining-hall, changing room and sanitary facilities with shower for the workers, separated by gender.
2. The provisions of paragraph 2 of article 117 apply.

SECTION VI

ARTICLE 124

Residential Boarding House

To the residential boarding house the provisions for the residential hotel apply, with the necessary adaptations.

SECTION VII

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Motels

ARTICLE 125

Classification

1. The motels are classified in the following categories: 3 stars or 2 stars.
2. The classification matrix of motels, including the distinction between general items and specific items for each category, is presented in Table 6 of Annex II.

ARTICLE 126

Requirements for the buildings

1. The buildings in which the motels are established shall not exceed two floors and shall respect the minimum sizes contained in Table I of Annex I.
2. The establishments referred to in the previous paragraph shall be located in such a way that their apartments are at a distance of at least 15 to 30 metres from the axis of regional and national roads and motorways, respectively, without prejudice to the observance of the determinations of the competent authorities.

ARTICLE 127

Characteristics of the apartments

1. Each one of the component apartments shall constitute an independent, isolated unit, or integrated in a whole.
2. The apartments comprise at least a room with a hall and a simple bathroom.

ARTICLE 128

Air conditioning

The motels shall have air conditioning in all rooms and public areas.

ARTICLE 129

Service area

In the service area there shall be:

- a) Kitchen-pantry and an adequate refrigeration plant;
- b) Larder for food and drinks;
- c) Annexes for the workers, comprising a dining-hall, changing room and sanitary facilities with showers and lavatories;
- d) Place or space, not necessarily locked, to keep luggage;
- e) Enclosed space for waste storage;

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- f) Internal signalling system allowing easy access and movement all over the premises.

ARTICLE 130

Stay of employees and service

In these establishments there shall be during 24 hours per day:

- a) Reception service;
- b) First-aid service;
- c) Wake-up call.

ARTICLE 131

Indication of vacancies

On the outside of the establishments referred to in this section the existence of vacancies shall be indicated through signs with illuminated or reflecting letters allowing their reading from the road without difficulty, even at night.

SUBSECTION I

Three Star Motels

ARTICLE 132

Requirements

A motel is classified in the 3 star category when, in addition to the general requirements and those contained in Table 5 of Annex I, it is established in a building constructed with good quality materials and has good quality facilities and equipment

ARTICLE 133

Common use areas

1. In the common guest areas there shall be:

- a) Reception with telephone;
- b) Living area;
- c) Bar;
- d) Room service;
- e) Restaurant.

2. In all rooms there shall be a colour television set and a telephone connected to the internal and general network.

SUBSECTION II

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Two Star Motels

ARTICLE 134

Requirements

A motel is classified in the 3 star category when it offers good comfort and additionally satisfies the minimum requirements contained in the following article and in Table 5 of Annex I.

ARTICLE 135

Common use areas

1. In the common guest areas there shall be:
 - a) Reception with telephone and adjacent living area;
 - b) Restaurant.
2. In all rooms there shall be a telephone connected to the internal and general network.

SECTION VIII

Campsites

ARTICLE 136

Classification

1. The campsites are classified in the following categories: 4 stars, 3 stars, 2 stars and 1 star.
2. The classification matrix of campsites, including the distinction between general and specific items, is presented in Table 7 of Annex II.

SUBSECTION I

Four Star Campsites

ARTICLE 137

Minimum requirements

1. For a campsite to be classified in the 4 star category, it shall be situated on a site with plenty of trees and gardens, comply with the requirements contained in articles 20 to 25 and in Tables 1 and 6 of Annex I, and also have the following:
 - a) Services to keep valuables at the reception;
 - b) Health post;
 - c) Convenience store;

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- d) Disco;
 - e) Bar;
 - f) Restaurant-Bar;
 - g) Game rooms;
 - h) Tables and benches for outdoor meals;
 - i) Gardened spaces;
 - j) Parking place;
 - k) Telephone booths;
 - l) Washing machines and electric irons;
 - m) Kitchen equipment for the preparation of meals;
 - n) Swimming pool for adults and children;
 - o) Fenced playing fields;
 - p) A block of sanitary facilities for each 2 hectares of camping area.
 - q) Washhouses for dish washing, washtubs and respective clotheslines in a proportion of one per 35 campers.
2. The sanitary facilities shall have:
- a) Individual showers with a hall as changing room and separated by gender, with hot water, in a proportion of three units for each 25 campers;
 - b) Washbasins with hot water in a proportion of one per 10 campers;
 - c) Toilets with self-discharging water, in a proportion of one per 10 users, while to 25% of the men's toilets may be replaced by urinals;
 - d) Disposable toilet covers and specific recipients to put hygienic materials, conveniently spread across the site in such a way that the distances do not exceed 60 metres;
 - e) Toilets with power points in a proportion of one per 20 campers.
3. In the four star campsites there shall be five piped water distribution places for each hectare of camping area.
4. The useful area for each camper is 22 m².
5. The swimming pools shall have infra-structures and equipment guaranteeing the cleaning of the water.

SUBSECTION II

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Three Star Campsites

Article 138

Minimum requirements

1. For a campsite to be classified in the 3 star category, it shall comply with the requirements contained in articles 20 to 25 and in Tables 1 and 6 of Annex I. It shall also be situated on wooded land and also have the following:
 - a) Convenience store;
 - b) Recreation room with television;
 - c) Bar;
 - d) Restaurant-Bar;
 - e) Game rooms;
 - f) Tables and benches for outdoor meals;
 - g) Gardened spaces;
 - h) Telephone booths;
 - i) A block of sanitary facilities for each 2 hectares of camping area;
 - j) Washhouses for dish washing, washtubs and respective drains, in a proportion of one per 25 campers.
2. The sanitary facilities shall have:
 - a) Individual showers with a hall as changing room and separated by gender, in a proportion of three units for each thirty campers; at least one third shall have hot water;
 - b) Washbasins with hot water in a proportion of one per twenty campers;
 - c) Toilets with self-discharging water and power points in a proportion of one per twenty campers, while to 25% of the men's toilets may be replaced by urinals;
 - d) Disposable toilet covers and specific recipients to put disposable hygienic material, conveniently spread across the site, in such a way that the distances do not exceed 60 metres;
 - e) Toilets with power points in a proportion of one per 30 campers.
3. The useful area for each camper is 18 m².

SUBSECTION III

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Two Star Campsites

Article 139

Minimum requirements

1. For a campsite to be classified in the two star category, it shall be situated on a place adequate for its category and, in addition to complying with the common requirements contained in articles 20 to 25 and in Tables 1 and 6 of Annex I, it shall have the following:
 - a) Convenience store;
 - b) Bar;
 - c) Recreation room with television;
 - d) Washhouses for dish washing and washtubs and respective drains, in a proportion of one per 40 campers.
2. The sanitary facilities shall have:
 - a) Individual showers with a hall as changing room and separated by gender, in a proportion of one unit for each 35 campers and at least one hot water shower per sanitary facility of both sexes.
 - b) Washbasins in a proportion of one unit for each 40 campers;
 - c) Toilets with power points, individual showers and a hall as changing room, in a proportion of one unit for each 40 campers, while to 25% of the men's toilets may be replaced by urinals.
3. The useful area for each camper is 15 m².

SUBSECTION IV

One Star Campsites

Article 140

Minimum requirements

1. For a campsite to be classified in the one star category, it shall, in addition to complying with the requirements contained in articles 20 to 25 and in Tables 1 and 6 of Annex I, have the following:
 - a) Bar;
 - b) Washhouses for dish washing and washtubs and respective drains, in a proportion of one unit for each 50 campers.
2. The sanitary facilities shall have:
 - a) Washbasins in a proportion of one unit for each 50 campers;

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- b) Toilets with power points, individual showers and a hall as changing room in a proportion of one unit for each 50 campers, while to 25% of the men's toilets may be replaced by urinals.

3. The area for each camper is 11 m².

SECTION IX

Private lodging for tourism purposes

ARTICLE 141

Classification

The private lodgings for tourism purposes are classified in a single category.

ARTICLE 142

Requirements

1. The provisions for tourism enterprises concerning the approval of the executive project apply to private lodging for tourism purposes.
2. For private lodging the minimum accommodation capacity is three and the maximum is seven rooms.
3. The tourism enterprise referred to in this article shall meet the minimum classification requirements contained in Tables 8 and 9 of Annex I.

SECTION X

Tourism Complexes

ARTICLE 143

Classification

The tourism complexes are classified in a single category.

ARTICLE 144

Requirements

The tourism complexes shall be situated in a demarcated area, be submitted to the same administration and integrate one or several accommodation establishments, complementary tourist accommodation facilities, restaurants and drinking establishments, dance halls and at least one establishment, initiative, project or activity declared of interest for tourism.

ARTICLE 145

Qualification

1. A qualification as tourism complex is attributed by the competent authority, upon an application signed by the owner or by all owners of the tourism enterprises, restaurants, drinking establishments and dance halls, initiatives, projects or

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activities declared of interest for tourism which, at the date of its submission, integrate the tourism complex, or alternatively by its administrative body.

2. A qualification as tourism complex can be requested through an application submitted at any one of the following moments:
 - a) From the licensing or authorisation of the fragmentation or, at the time of the legal division of the area into plots, the licensing or authorisation of site development works, with respect to the area intended for the establishment of the enterprises and establishments that will integrate the tourism complex;
 - b) In any phase of its establishment;
 - c) When already in operation.

ARTICLE 146

Request

- 1 In the case of clause a) of paragraph 2 of the previous article, the application shall be accompanied by the following supporting documents:
 - a) Certificate of the property registry, title deed or other document replacing it, with respect to the building or buildings covered by the tourism complex;
 - b) Detailed written description and justification, clarifying the intention and indicating the requested area, a description of the essential parts of the infra-structure networks, namely the existing networks and the overload the intention may imply, the total construction area above the quota threshold and the respective uses intended, the number of lodging units, the maximum heights, the number of floors above and below the quota threshold and the total site area;
 - c) General plan of the area covered by the tourism complex, with the definition of the proposed zoning, the indication of the various tourism enterprises, the establishments, initiatives, projects or activities likely to be declared of interest for tourism, which constitute the tourism complex, and the general characteristics of its facilities, equipment and common tourism services;
 - d) Plans to scale 1:500 of the location of the enterprises and establishments comprising the complex;
 - e) Certificate of the property registry/title deed, with respect to the building or to each one of the buildings covered by the tourism complex.
 - f) Operating licenses or licenses of the activities integrated into the tourism complex, when subject to fragmentation or/and operating license or/and license for the execution of site development works;
 - g) Full identification of the entity responsible for the administration of the tourism complex;
 - h) Draft regulations for the administration of the tourism complex.

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2. In the case of clause b) of paragraph 2 of the previous article, the application shall be accompanied by the following supporting documents:
 - a) General plan of the area covered by the tourism complex, to scale 1:500, identifying the buildings or plots integrating the area, with the location of the enterprises and establishments comprising it;
 - b) Certificate of the property registry/title deed of the building or buildings covered by the tourism complex in which the registration of the approved fragmentations is included;
 - c) Operating license/license for the fragmentation of the building or buildings integrating the tourism complex;
 - d) The approved projects of the enterprises and establishments under construction, together with the respective licenses;
 - e) Projects relative to the establishments, initiatives or activities prepared under the terms of these Regulations;
 - f) Identification of the infra-structures, facilities, equipment and common services of the tourism complex;
 - g) Full identification of the entity responsible for the administration of the tourism complex;
 - h) Draft regulations for the administration of the tourism complex.

3. In the case of clause c) of paragraph 2 of the previous article, the application shall be accompanied by the following supporting documents:
 - a) General plan of the area covered by the tourism complex, to scale 1:500;
 - b) Identification of the building or buildings or plots where the enterprises and establishments comprising the complex are located;
 - c) Certificate of the property registry/title deed of the building or buildings covered by the tourism complex in which the registration of the approved fragmentations is included;
 - d) Operating license/license for the fragmentation of the building or buildings integrating the tourism complex that are object of fragmentation;
 - e) Operating license/ tourism activity license of each tourism enterprise;
 - f) Operating license for the dining and drinking services of each establishment;
 - g) Declaration of interest for tourism of at least one of the establishments, initiatives, projects or activities integrated into the tourism complex under the terms of these Regulations;
 - h) Identification of the infra-structures, facilities, equipment and common services of the tourism complex;

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- i) Photographs of the fronts of the existing buildings;
 - j) Full identification of the entity responsible for the administration of the tourism complex;
 - k) Draft regulations for the administration of the tourism complex.
4. When deemed indispensable for a proper start of the procedures, the Minister supervising the tourism sector may, within 15 days from the date of reception of the application, request the interested party to submit additional information, suspending the term established for decision making.

SECTION XI

Country Houses and Tourism Homesteads

Article 147

Classification

Country houses and tourism homesteads are classified in a single category.

ARTICLE 148

Requirements

In addition to the criteria contained in Table 9 of Annex II, country houses and tourism homesteads shall comply with the following requirements:

1. Each room in country houses and tourism homesteads corresponds to a lodging unit.
2. In country houses and tourism homesteads the maximum number of lodging units for guests is 10.
3. Country houses for guests that are not integrated in the main building of the house may be situated in adjacent or nearby buildings, which are harmonized with it from an architectural point of view and regarding the quality of the facilities and equipment, provided that their use does not constitute inconvenience for the guests and that lodging units can be installed outside of the main building, under the terms laid down in the previous paragraph, when at least two of these units are situated in it and in the main building of the country houses there shall at least be a living room for guests.
4. The bedrooms and living rooms for the guests of country houses and tourism homesteads shall have the following facilities:
 - a) One or two single beds or one double bed;
 - b) Rooms with a maximum capacity for two people, where upon request of the guest up to two additional single beds may be installed, provided that they are for children;

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- c) In country houses and tourism homesteads the bedrooms and, where they exist, private rooms shall have windows or balconies leading directly to the outside and have adequate furniture and equipment;
 - d) In country houses and tourism homesteads the doors of the rooms shall have a security system that only allows access to the guests and the employees of the enterprise.
 - e) If the units have private rooms, kitchenettes can be installed in them so as to enable the guests to prepare breakfast or light meals.
 - f) In the cases referred to in clause e) only electrical equipment or equipment using natural gas of adequately controlled origin may be used, provided that it complies with the legal requirements for its installation.
5. Country houses and tourism homesteads shall have kitchens, at least equipped with a fridge, cooker, dishwasher and cupboards for food and kitchenware and have a device to absorb fumes and smells.
 6. In country houses and tourism homesteads there shall at least be one bathroom for each two rooms.
 7. The bathrooms of the country houses and tourism homesteads shall at least have a shower or cubicle, a toilet and a washbasin with mirror and electrical light and a power point and the walls, floors and ceilings of these facilities shall be coated with resistant and impermeable material that can be cleaned easily.

SECTION X II

Agro-tourism establishments

Article 149

Classification

Agro-tourism establishments are classified in a single category.

ARTICLE 150

Requirements

1. In agro-tourism enterprises there shall at least be one sanitary unit for each two lodging units.
2. Lodging units may be installed outside of the main building, in adjacent or nearby buildings, which are harmonized with it from an architectural point of view and regarding the quality of the facilities and equipment.
3. The lodging units referred to in the previous paragraph may comprise up to a maximum of three rooms and shall at least have a private room with or without kitchen or kitchenette, one sanitary unit when having one or two rooms and two sanitary units when having three rooms.
4. The minimum area of the single rooms is 7 m² and of the double rooms 9 m².

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5. Each room in the agro-tourism houses corresponds to a lodging unit.
6. The minimum area of rooms with two single beds or one double bed shall be at least 9 m² and of the rooms with one single bed 7 m² and when the bedrooms have private rooms, their area shall be at least 12 m².
7. In agro-tourism establishments, the maximum number of lodging units for guests is ten.
8. Agro-tourism houses shall have kitchens, at least equipped with a fridge, a cooker, a dishwasher and cupboards for food and kitchenware and have a device to absorb fumes and smells.
9. In agro-tourism houses there shall at least be one bathroom for each two rooms.

SECTION XII

Lodge

ARTICLE 151

Classification

1. Lodges are classified in the following categories: 5 stars, 4 stars, 3 stars and 2 stars.
2. In addition to the general requirements laid down for hotels of the same category the provisions in the following articles apply to lodges.
3. The classification matrix of lodges, including the distinction between the general and the specific requirements for each category, is presented in Table 3 of Annex II.

SUBSECTION I

Five Star Lodge

ARTICLE 152

Minimum requirements

For a lodge to be classified as a five star lodge, it shall be situated in a place that is adequate for this category, with high-level facilities and modern equipment and furniture and shall offer maximum security, convenience and comfort, complying with the sizes laid down in Table 1 of Annex I and the minimum criteria contained in Table 2 of Annex I.

ARTICLE 153

Guest areas

1. In the guest areas there shall be the following:

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- a) Reception with waiting room;
 - b) Administrative area including a management office;
 - c) First-aid post;
 - d) Room safe-deposit box for guests to keep their valuables;
 - e) Living area in a proportion of occupation of 1.5 m² per bed, for writing, reading, games and a garden;
 - f) Means for nature observation activities and excursions, expeditions on foot, by boat, or on animals, accompanied by a competent tourism information professional;
 - g) Conditions for the practice of maritime or outdoor sports according to the environment in which the lodge is situated;
 - h) Superior quality restaurant and according to the lodging capacity;
 - i) Bar in a separate space;
 - j) Conference hall;
 - k) Convenience store;
 - l) Lighting appropriate for the environment;
 - m) Chalets with suites, the number of which corresponding to ten percent of the rooms;
 - n) Rooms with a complete private bathroom.
 - o) Devices to call workers and telephones with internal connection;
 - p) Air conditioning and heating in all public and private areas used by guests;
 - q) Swimming pool;
 - r) Sentry box with a full-time guard;
 - s) Parking place;
 - t) Sports facilities;
 - u) Recreational facilities.
2. In the case of a lodge established near the shore or in conservation areas, there shall also be the following:
- a) Diving centre;
 - b) Boat launching site.

ARTICLE 154

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Service area

In the service area there shall be the following:

- a) Separate entrance for goods and workers;
- b) Left luggage office;
- c) Kitchen with sizes proportional to the capacity of the restaurant;
- d) Food and drinks storage area, with adequate size and flooring;
- e) Cold stores;
- f) Annex for workers separated by gender, comprising changing rooms, sanitary facilities, provided with shower and lavatories;
- g) Workers dining-hall;
- h) Rooms or dormitories for workers.

SUBSECTION II

Four Star Lodge

ARTICLE 155

Minimum requirements

For a lodge to be classified in the four star category, it shall have all comfort conditions, with good quality facilities, furniture and equipment, without prejudice to the observance of the requirements laid down in the following articles and in Tables 1 and 2 of Annex I.

ARTICLE 156

Guest areas

1. In the guest areas there shall be the following:

- a) Reception with waiting room;
- b) Administrative area including management office;
- c) First-aid post;
- d) Room safe-deposit box for guests to keep their valuables;
- e) Living area in a proportion of occupation of 1 m² per bed, for writing, reading, games and a garden;
- f) Means for nature observation activities and excursions, expeditions on foot, by boat, or on animals, accompanied by a competent tourism information professional;

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- g) Conditions for the practice of maritime or outdoor sports according to the environment in which the lodge is situated;
 - h) Good quality restaurant according to the lodging capacity;
 - i) Bar in a separate space;
 - j) Conference hall;
 - k) Convenience store;
 - l) Lighting appropriate for the environment;
 - m) Chalets with suites, the number of which corresponding to five percent of the rooms;
 - n) Rooms with a private bathroom.
 - o) Devices to call workers and telephones with internal connection;
 - p) Air conditioning and heating in all public and private areas used by guests;
 - q) Swimming pool;
 - r) Sentry box with a full-time guard;
 - s) Parking place;
 - t) Sports facilities;
 - u) Recreational facilities.
2. Rooms with a private bathroom, having at least 50 percent of them a complete bathroom and the remaining ones a simple bathroom.
3. The provisions of paragraph 2 of article 153 of these Regulations apply to these establishments.

ARTICLE 157

Service area

In the service area there shall be:

- a) Separate entrance for goods and workers;
- b) Kitchen with sizes proportional to the capacity of the restaurant;
- c) Food and drinks storage area, with an adequate size and flooring;
- d) Cold stores;
- e) Annex for workers separated by gender comprising changing rooms, sanitary facilities, provided with shower and lavatories;
- f) Workers dining-hall;

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- g) Dormitory or rooms for workers.

SUBSECTION III

Three Star Lodge

ARTICLE 158

Minimum requirements

For a lodge to be classified in the three star category, it shall be integrated in an adequate environment, with facilities offering good comfort and satisfying the requirements laid down in the previous section, without prejudice to the specific requirements of the establishments of this subsection contained in the following articles and in Tables 1 and 2 of Annex I.

ARTICLE 159

Guest areas

In the guest areas there shall be the following:

- a) Reception with waiting room;
- b) Administrative area including management office;
- c) First-aid post;
- d) Safe-deposit box for guests to keep their valuables;
- e) Living area in a proportion of occupation of 1 m² per bed, for writing, reading, games and a garden;
- f) Means for nature observation activities and excursions, expeditions on foot, by boat, or on animals, accompanied by a competent tourism information professional;
- g) Conditions for the practice of maritime or outdoor sports according to the environment in which the lodge is situated;
- h) Restaurant according to the lodging capacity;
- i) Bar in a separate space;
- j) Conference hall;
- k) Convenience stores;
- l) Lighting appropriate for the environment;
- m) Chalets with suites, the number of which corresponding to five percent of the rooms;
- n) Rooms with a private bathroom.
- o) Devices to call workers and telephones with internal connection;

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- p) Adequate natural and artificial ventilation in all public and private areas used by guests;
- q) Swimming pool;
- r) Sentry box;
- s) Parking place.

ARTICLE 160

Service area

In the service area there shall be:

- a) Separate entrance for goods and workers;
- b) Kitchen with sizes proportional to the capacity of the restaurant;
- c) Food and drinks storage area, with an adequate size and flooring;
- d) Cold stores;
- e) Annex for workers separated by gender comprising changing rooms, sanitary facilities, provided with shower and lavatories;
- f) Workers dining-hall;
- g) Dormitory or rooms for workers.

SUBSECTION IV

Two Star Lodge

ARTICLE 161

Minimum requirements

For a lodge to be classified in the two star category, it shall be integrated in an adequate environment, with facilities offering reasonable comfort and satisfying the requirements laid down in the previous section, without prejudice to the provisions of the following articles and those contained in Table 2 of Annex I.

ARTICLE 162

Guest areas

In the guest areas there shall be the following:

- a) Reception;
- b) Administration facilities;
- c) Safe-deposit box for guests to keep their valuables;
- d) Restaurant with bar;

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- e) Rooms with private bathroom;
- f) First-aid material;
- g) Means for the practice of at least one nature-related recreational activity.

ARTICLE 163

Service areas

In the service areas there shall be:

- a) Kitchen-pantry and adequately sized ancillary facilities;
- b) Larder for food and drinks;
- c) Adequate refrigeration plants;
- d) Annexes for workers separated by gender, comprising a changing room and sanitary facilities provided with showers and lavatories;
- e) Workers dining-hall.

SUBSECTION V

One Star Lodge

ARTICLE 164

Requirements

For a lodge to be classified in the one star category, it shall be integrated in a reasonable natural environment, with facilities that offer comfort satisfying the requirements laid down in the previous section, though the reception may not have a waiting room neither a public area.

ARTICLE 165

Guest areas

In the guest areas there shall be the following:

- a) Reception;
- b) Administration facilities;
- c) Safe-deposit box for guests to keep their valuables;
- d) Restaurant adequate to the accommodation capacity;
- e) Bar;
- f) Rooms with private bathroom;
- g) First-aid material;

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- h) Means for the practice of at least one nature-related recreational activity.

ARTICLE 166

Service areas

In the service areas there shall be:

- a) Kitchen-pantry and adequately sized ancillary facilities;
- b) Larder for food and drinks;
- c) Adequate refrigeration plants;
- d) Annexes for workers separated by gender, comprising a changing room and sanitary facilities provided with showers and lavatories;
- e) Workers dining-hall.

SECTION XIV

Resort-Hotels

ARTICLE 167

Classification

1. Resort-hotels are classified in the following categories: 5 stars, 4 stars and 3 stars.
2. The classification matrix of resort-hotels, including the distinction between the general and the specific items of each category, is presented in Table 2 of Annex II.

ARTICLE 168

General requirements

1. With the exception of the specific requirements laid down in the following articles, the general requirements applicable to hotels of the same category apply to resort-hotels.
2. For an accommodation establishment to be classified as a resort-hotel, it shall be situated outside the urban zones, in particularly attractive areas, at a distance that shall never be more than 100 km from an airport, possibly in coastal areas or in areas with important natural attractions, such as lakes, rivers, mountain ridges and mountains, offering recreational, leisure, sports and cultural activities to the guests, in addition to a full restaurant service.

ARTICLE 169

Minimum sizes

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The minimum sizes laid down in Table 1 of Annex I apply to the various compartments of resort-hotels.

ARTICLE 170

Beds

In resort-hotels with a classification of more than 4 stars, the beds shall have the following minimum dimensions:

- a) Single bed: at least 0.90 metres x 1.90 metres, and
- b) Twin beds: at least 1.40 metres x 1.90 metres in all suites and superior rooms.

SECTION XV

Guest Houses

ARTICLE 171

Classification

1. Guest houses are classified in the following categories: 4 stars, 3 stars, 2 stars and 1 star.
2. The classification matrix of guest houses, including the distinction between the general and the specific requirements for each category, is presented in Table 8 of Annex II.

ARTICLE 172

Requirements

1. The provisions for tourism enterprises concerning the approval of the executive project apply to guest houses.
2. The minimum accommodation capacity of a guest house is 3 rooms while there is no maximum limit; the respective rooms may have a private bathroom and a suite.
3. The tourism enterprises referred to in this article shall meet the minimum classification requirements contained in Tables 8 and 9 of Annex I.

CHAPTER VII

Requirements for Restaurants and Drinking Establishments

SECTION I

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Common provisions

ARTICLE 173

General requirements

1. The facilities of these establishments shall be adapted to the specific services they provide and comply with the provisions of the following articles.
2. The facilities and equipment which, while not required for a certain restaurant and drinking establishment category, are in fact installed, shall comply with the standards laid down in these Regulations.
3. The standards laid down in these Regulations apply to restaurant and drinking establishments.

ARTICLE 174

Minimum criteria per type of establishment

1. All restaurants and drinking establishments shall have minimum standards of quality, with respect to the physical aspects of the establishment and the services offered.
2. The minimum criteria for restaurants and drinking establishments include the décor, the equipment, the environment and the service and their respective minimum requirements are contained in Tables 10, 11 and 12 of Annex I and in the following articles.
3. Minimum standards are required of restaurants and drinking establishments for each one of their specific areas and/or sectors, namely:
 - a) Entrance;
 - b) Sanitary facilities;
 - c) Dining room;
 - d) Kitchen;
 - e) Service area.
4. The customer area shall have:
 - a) Entrance for customers, separate from the service entrance, and with limited visibility to the inside of the establishment;
 - b) Security service under the responsibility of a guard;
 - c) Health and hygienic conditions;
 - d) Cloakroom near the entrance;

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- e) Private stairs, when the customer facilities are situated on two or more floors;
 - f) Telephone;
 - g) Air conditioning;
 - h) Sanitary facilities with precious materials and deluxe equipment and washbasins with hot and cold running water;
 - i) Adequately indicated emergency exits;
 - j) Fume extraction;
 - k) Fire extinguisher;
 - l) Accesses for the disabled.
5. In the service area there shall be:
- a) Service entrance;
 - b) Kitchen-pantry, adequate for the exploitation characteristics, with modern and efficient equipment;
 - c) Cold stores;
 - d) Health and hygienic conditions;
 - e) Food and drinks storage area and a store for empty vessels, adequate for the capacity of the establishment;
 - f) Changing room and toilets for the workers, separated by gender.
6. In case the establishment is situated on a 2nd floor or higher and the customer facilities are distributed over three or more floors, there must be a lift, the provisions of paragraphs 3 and 4 of article 52 of these Regulations being applicable.

ARTICLE 175

Exemption from some requirements

In the restaurant and drinking establishment facilities the competent authorising body may exempt some of the minimum requirements referred to in this chapter, when a building of historical or architectural interest is being used and the observance of these requirements would be excessively expensive or would affect the specific characteristics of the building.

ARTICLE 176

Requirements for the classification of restaurants and drinking establishments

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For a restaurant and drinking establishment to be classified, it shall take into consideration the décor, the equipment, the environment and the service, and comply with the criteria contained in Tables 10, 12 and 13 of Annex II.

ARTICLE 177

Requirements for deluxe establishments

1. For an establishment to be classified in the deluxe category, it shall satisfy the following minimum requirements, in addition to those contained in the tables referred to in the previous paragraphs:
 - a) Telephone;
 - b) Air conditioning and heating;
 - c) Kitchen-pantry;
 - d) Sanitary facilities with precious materials and deluxe equipment and washbasins with hot and cold running water.
2. The décor and equipment shall be so as to offer an exquisite environment and service.

ARTICLE 178

Requirements for 1st class establishments

1. For an establishment to be classified in the 1st class category, it shall have, in addition to the requirements contained in Annexes I and II, the following:
 - a) Telephone;
 - b) Air conditioning and heating;
 - c) Kitchen-pantry.
 - d) Sanitary facilities with precious materials and good quality equipment and washbasins with hot and cold running water;
2. The décor and equipment shall be of good quality, so as to offer a comfortable environment.

ARTICLE 179

Requirements for 2nd class establishments

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1. For an establishment to be classified in the 2nd class category, it shall have, in addition to the requirements contained in Annexes I and II, the following:
 - a) An adequate air-conditioning system;
 - b) Kitchen with basic equipment;
 - c) Food and drinks storage area and a store for empty vessels, adequate for the capacity and characteristics of the establishment.
2. The décor and equipment shall be of good quality, so as to offer an acceptable environment.

ARTICLE 180

Requirements para 3rd class establishments

1. For an establishment to be classified in the 3rd class category, it shall satisfy the minimum requirements of restaurants and drinking establishments, in addition to complying with the provisions of the respective Tables of Annexes I and II.
2. The equipment, though simple, shall be well preserved and maintained.

SECTION II

Restaurant

ARTICLE 181

Classification of restaurants

1. Restaurants, including the themed ones, are classified in the following categories: deluxe, 1st, 2nd and 3rd class.
2. The classification matrix of restaurants and themed restaurants, including the distinction between the general and specific requirements of each category, are included in Table 10 of Annex II.

SUBSECTION I

Deluxe Restaurant

ARTICLE 182

Requirements

1. For a restaurant to be classified in the deluxe category, it shall satisfy the minimum requirements contained in the following paragraphs, in addition to those contained in Table 10 of Annex I.
2. In the customer area there shall be:

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- a) Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment;
 - b) Private stairs, when the customer facilities are situated on two or more floors;
 - c) Cloakrooms near the entrance;
 - d) Lobby or waiting room with bar service;
 - e) Telephone;
 - f) Dining-hall the capacity of which shall be defined by its area, to allow an efficient service and of a level corresponding to the classification of the establishment;
 - g) Air conditioning and heating;
 - h) Sanitary facilities with precious materials and deluxe equipment and washbasins with hot and cold running water.
3. In the service area there shall be:
- a) Service entrance;
 - b) Kitchen with the most modern, refined and efficient equipment;
 - c) Pantry, divided into a dirty and a clean area, communicating with the dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas;
 - d) Storage area for food, drinks and a store for empty vessels, adequate for the capacity and characteristics of the establishment;
 - e) Workers' changing room.
4. The décor and equipment shall be so as to offer an exquisite environment and service, and to this end the establishment shall have a complete ancillary set of the same equipment.
5. In case the establishment is situated on a 2nd floor or higher and the customer facilities are distributed over three or more floors, there must be a lift, the provisions of paragraphs 3 and 4 of article 52 of these Regulations being applicable.

ARTICLE 183

Variety of dishes

1. In the deluxe restaurant, a large variety of dishes shall be made available to the customers, including of the international kitchen, complying in any case with the rules fixed under the terms of article 260 of these Regulations.
2. In addition to the dishes referred to in the previous paragraph, brands of wine of renowned prestige shall also be made available to the customers.

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3. Without prejudice to the provisions of the previous paragraphs, the requirement of an international kitchen does not apply to a themed restaurant.

ARTICLE 184

Meal service

1. The meal service is directed by a head waiter.
2. The wine service shall be under the responsibility of a specialised employee.

SUBSECTION II

First Class Restaurant

ARTICLE 185

Requirements

1. For a restaurant to be classified in the 1st class category, it shall satisfy the minimum requirements contained in the following paragraphs and those contained in Table 10 of Annex I.
2. In the customer area there shall be:
 - a) Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment;
 - b) Private stairs, when the customer facilities are situated on two or more floors;
 - c) Cloakrooms near the entrance;
 - d) Dining-hall, the capacity of which shall be defined by its area, to allow an efficient service and of a level corresponding to the classification of the establishment;
 - e) Air conditioning and heating;
 - f) Sanitary facilities with precious materials, deluxe equipment and washbasins with hot and cold running water.
3. In the service area there shall be:
 - a) Service entrance;
 - b) Kitchen with adequate equipment;
 - c) Pantry, divided into a dirty and a clean area, communicating with the dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas;
 - d) Storage area for food, drinks and a store for empty vessels, adequate for the capacity and characteristics of the establishment;

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- e) Workers' changing room.
4. The décor and equipment shall be of good quality so as to offer an exquisite environment and service, and to this end the establishment shall have ancillary table equipment.
5. The provisions of paragraphs 3 and 4 of article 52 of these Regulations apply to these establishments.

ARTICLE 186

Dishes of the international kitchen

1. Dishes of the international kitchen shall be made available to customers in the restaurant, complying in any case with the rules fixed under the terms of article 260 of these Regulations.
2. In addition to the dishes referred to in the previous paragraph, brands of wine of renowned prestige shall also be made available to the customers.

ARTICLE 187

Meal service

1. The meal service is directed by a head waiter.
2. The head waiter shall at least speak Portuguese and English.

SUBSECTION III

Second Class Restaurant

ARTICLE 188

Requirements

1. For a restaurant to be classified in the 2nd class category, it shall satisfy, in addition to the requirements contained in Table 10 of Annex I, the minimum requirements defined in the following paragraphs.
2. In the customer area there shall be:
 - a) Entrance for customers;
 - b) Cloakrooms near the entrance;
 - c) Dining-hall the capacity of which shall be defined by its area;
 - d) Air conditioning and heating;
3. In the service area there shall be:
 - a) Service entrance;

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- b) Kitchen and pantry;
 - c) Workers' changing room.
4. The equipment shall be of acceptable quality.
 5. When the conditions of the site where the establishment is situated don't allow the existence of a service entrance, there may be exemption from this requirement, and in this case the supplies shall be brought outside the hours in which the establishment is open to the public or, if this is not possible, during off-peak hours.

ARTICLE 189

Dishes of the regional kitchen

1. In 2nd class restaurants dishes of the regional kitchen shall be made available to the customers, complying in any case with the rules fixed under the terms of article 260 of these Regulations.
2. In addition to the dishes referred to in the previous paragraph brands of wine of renowned prestige shall also be made available to the customers.

SUBSECTION IV

Third Class Restaurant

ARTICLE 190

Requirements

1. For a restaurant to be classified in the 3rd class category, it shall satisfy the minimum requirements contained in Table 10 of Annex I.
2. The equipment, though simple, shall be well preserved and maintained.
3. In the meal service at least the rules fixed under the terms of article 260 of these Regulations shall be observed.

SUBSECTION V

Themed Restaurant

ARTICLE 191

Provisions for a themed restaurant

In everything that is not especially stipulated, the same requirements and criteria defined for restaurants apply in this section, with the necessary adaptations, to themed restaurants.

ARTICLE 192

Workers in a themed restaurant

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In themed restaurants the workers may use clothes that are typical of the country or of a certain region.

SUBSECTION VI

Meals in the restaurant

ARTICLE 193

Display of the menu

1. In restaurants the display of the day's menu, on a well visible place and allowing easy reading from the outside, is obligatory, including the respective prices as well as, when practical and in a notable way, the composition and price of a full meal and of a tourist menu.
2. In the deluxe and 1st class restaurants the provision of the previous paragraph is not obligatory.
3. The day's menu includes all dishes that the establishment is able to serve on the day to which the menu applies.
4. The menu contains the name and classification of the establishment and the taxes and fees on the prices to be applied to the customer are also indicated on it, except when included in the approved price.
5. In the deluxe and 1st class establishments, the menu is at least worded in Portuguese and in English.

ARTICLE 194

Day's menu

1. Inside the restaurants, a day's menu, prepared in conformity with the provisions of the previous article, shall be made available to the customers.
2. In the deluxe, 1st and 2nd class restaurants there will be a wine list, with an indication of the existing brands and respective prices.
3. On the wine list, mineral waters, beers, soft drinks, liqueurs, spirits and any other drinks that the establishment offers and their respective prices shall also be indicated.
4. The presentation to the customer of the day's menu, as well as of the wine list, the moment in which he is prepared to use the services of the establishment, is obligatory.

ARTICLE 195

Full meal

1. Without prejudice to the provisions with respect to the tourist menu, restaurants, regardless of their category, may offer a full meal service at a fixed price.

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2. A full meal is made up of dishes included in the day's menu and obligatory includes bread (80g) and ordinary red or white wine (2dl).
3. The wine can be replaced by a glass of beer (3dl) or a soft drink.

ARTICLE 196

Tourist menu

1. In all restaurants the practice of a tourist menu service is allowed.
2. The composition of the tourist menu with respect to fish or meat is understood to refer to a local dish, while the remaining components are selected from among the dishes included in the day's menu.
3. When in addition to the minimum number of dishes comprising the day's menu, there are others which, due to their special characteristics have a price that is incompatible with their inclusion in the tourist menu, these dishes shall be adequately highlighted and the additional amount due indicated so that it can be included in the price.
4. The price of a tourist menu includes all taxes and fees due, in accordance with the applicable tax legislation, and its maximum is fixed by the supervising authority.

SECTION III

Beer Hall, Bar and Snack Bar

ARTICLE 197

Classification

1. The beer hall, bar and snack bar establishments are classified in the following categories: deluxe, 1st, 2nd and 3rd class.
2. The classification matrix of beer halls, bars and snack bars, including the distinction between the general and specific requirements for each category, is presented in Table 12 of Annex II.
3. The minimum criteria applied to these categories of establishments are those contained in Tables 11 and 12 of Annex I.

ARTICLE 198

Requirements for snack bars

Restaurants that assume non-traditional forms are designated by snack bars and comply with the minimum, general and specific requirements for each category and the service offered, adapted according to the specific characteristics of this type of establishment.

SECTION IV

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Tearoom, Cake Shop, Café and Ice Cream Parlours

ARTICLE 199

Classification

1. Tearooms, cake shops, cafes and ice cream parlours are classified according to the 1st, 2nd and 3rd class category and they shall comply with the minimum criteria contained in Tables 11 and 12 of Annex I.
2. The classification matrixes of tea rooms, cake shops, cafes and ice cream parlours, including the distinction between the general and the specific requirements of each category, are contained in Tables 12 and 13 of Annex II.

CHAPTER VIII

Dance Halls

Article 200

Classification

1. Dance halls are classified in the following categories: deluxe, 1st, 2nd and 3rd class.
2. The classification matrix of dance halls, including the distinction between general and specific requirements of each category, is contained in Table 11 of Annex II.

Article 201

Requirements of dance halls

1. Without prejudice to the provisions in the previous paragraph and irrespective of the type of exploitation adopted, these establishments shall, in addition to the requirements contained in Table 10 of Annex I, comply with the following minimum requirements:

- a) Entrance with limited visibility to the inside;
- b) Lobby;
- c) Cloakroom near the entrance;
- d) Private entrance, when the customer facilities are situated on two or more floors;
- e) One or more dancefloors;
- f) Kitchen and pantry organised according to the intended exploitation;
- g) Storage area for food, drinks and a store for empty vessels, adequate for the capacity and characteristic of the establishment;
- h) Workers' changing room;

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- i) Adequately indicated emergency exits;
 - j) Fume extraction;
 - k) Fire extinguisher;
2. The communication between the service area and the customers' hall shall be done in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer area.
 3. In case the establishment is situated on a 2nd floor or higher, or the customer facilities are distributed over three or more floors, there must be a lift, the provisions of paragraphs 3 and 4 of article 52 of these Regulations being applicable.
 4. When there is a dance show for public entertainment in the dance halls that are object of these Regulations, the provisions of the Regulations for Shows and Public Entertainment apply.

SECTION I

Deluxe Dance Hall

ARTICLE 202

Requirements for deluxe dance halls

1. For a dance hall to be classified in the deluxe category, it shall comply with the following minimum requirements, in addition to those contained in Table 10 of Annex I:
 - a) Telephone;
 - b) Air conditioning;
 - c) Sanitary facilities with precious materials and deluxe equipment, and washbasins with hot and cold running water.
2. The décor and equipment shall be so as to offer an exquisite environment and service.

SECTION II

First Class Dance Hall

ARTICLE 203

Requirements for 1st class dance halls

1. For a dance hall to be classified in the 1st class category, it shall meet the minimum requirements contained in Table 10 of Annex I, and in addition have the following:

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- a) Telephone;
 - b) Air conditioning;
 - c) Sanitary facilities with deluxe coating materials and equipment and washbasins with hot and cold running water.
2. The décor and equipment shall be of good quality, so as to offer a comfortable environment.

SECTION III

Second and Third Class Dance Hall

ARTICLE 204

Requirements for 2nd and 3rd class dance halls

1. For a dance hall to be classified in the 2nd or 3rd class category, it shall meet the minimum requirements contained in Table 10 of Annex I, and in addition have the following:
 - a) Air conditioning;
 - b) Good quality sanitary facilities with running water.
2. The décor and equipment shall be of acceptable quality.

CHAPTER IX

Other Provisions

ARTICLE 205

Standardised pictographs

In the information of a general character relative to tourism enterprises, restaurants, drinking establishments and dance halls and to the services offered by them, standardised pictographs shall be used as contained in the Table annexed to these Regulations, constituting an integral part thereof.

ARTICLE 206

Information system

1. The accomplishment of the procedures laid down in these Regulations is accomplished using the information system under the terms to be defined by joint ministerial decree of the ministers supervising the science and technology and the tourism sectors.

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2. For the purpose stated in the previous paragraph, the central, local and municipal bodies have access to all information regarding tourism activities, tourism enterprises, restaurants, drinking establishments and dance halls, contained in the information system.
3. As long as the information systems referred to in paragraph 1 are not yet in operation, the accomplishment of the procedures established in these Regulations is done on paper.

CHAPTER X

Inspection

ARTICLE 207

Inspection for opening an establishment

1. When someone intends to start the exploitation of a tourism enterprise, restaurant, drinking establishment or dance hall, he shall request the competent licensing authority to do the respective inspection for opening the establishment, taking into account the approved project and the conditions laid down in the classification system.
2. Simultaneously with the request referred to in the previous paragraph, he shall request the licensing authority the issuing of a management certificate as well as the approval of the respective tables of prices, under penalty of the inspection being considered not requested.
3. The authorisation for opening the establishment is granted through the issuing of the opening approval dispatch.

ARTICLE 208

Composition of the inspection team

1. An inspection is carried out by a team comprising the following members:
 - a) Two representatives of the licensing authority, one of them being the team leader;
 - b) One representative of the health sector;
 - c) One representative of the administration of the national park or reserve, in the case of establishments being located in these conservation areas;
 - d) One representative of the fire brigade;
 - e) One representative of the police force of the Republic of Mozambique and one representative of the culture sector, in the case of dance halls.
2. The applicant shall be present at the time of the inspection or be represented by proxies.

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ARTICLE 209

Inspection instruments

Before carrying out the inspection, the members of the inspection team shall consider the relevant legislation and the inspection manual and have a thorough command of the project of the establishment to be inspected.

ARTICLE 210

Term for the inspection

The inspection is carried out within five workdays from the date of entrance of the application in the competent authority for performing the inspection.

ARTICLE 211

Inspection report

1. At the end of the inspection, the team meets to produce a report, which must contain the opinions of the represented entities, as well as the final report about the verification of the conditions for opening the establishment to the public in conformity with the approved project.
2. In the event of deficiencies having been observed, a term is fixed in the report for introducing the respective corrections.
3. The inspection report is submitted to the competent authorizing body for decision, which shall be pronounced and communicated to the applicant within five workdays.
4. A copy of the report is given to the applicant who may contest any aspect within three workdays.

ARTICLE 212

Decision against the opening

If the result of the inspection is against the opening of the establishment, this shall be communicated to the applicant with the respective grounds.

ARTICLE 213

Correction of deficiencies

The verification of the correction of the deficiencies referred to in paragraph 2 of article 211 is done through the performance of a new inspection, complying with the same procedures of the opening inspection, at which at least the representatives of the entities whose field of competence is related to these deficiencies shall be present.

ARTICLE 214

Imposition of new conditions

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The provisions in the previous articles do not impede that the supervision entities may at any time impose the application of new precautionary measures aimed at the elimination of difficulties that occasionally may have occurred.

ARTICLE 215

Issuing of an operating license

1. An operating license is issued by the competent licensing authority after the termination of the classification process.
2. After the issuing of the operating license, the applicant shall acquire from the competent classification body the signboard corresponding to the category and classification of the establishment, to be displayed within 15 days from the date of reception of the operating license.
3. In all tourism enterprises, restaurants, drinking establishments and dance halls the display on the outside, next to the main entrance, of the board identifying the respective classification is obligatory; its model has been approved and is annexed to these Regulations.

ARTICLE 216

Validity of the operating license

1. The operating license is valid for an indefinite period of time and shall contain the following information:
 - a) Serial number of the operating license;
 - b) Identification of the operator of the establishment;
 - c) Name of the establishment;
 - d) Location of the establishment and indication of the respective conservation area, if applicable;
 - e) Category of the establishment;
 - f) Classification of the establishment;
 - g) Area occupied by the establishment;
 - h) Capacity of the establishment;
 - i) Services provided;
2. In the event of the occurrence of an alteration of any one of the items indicated in the previous paragraph, the owner shall request the competent licensing authority the replacement of the operating license against the devolution of the previous one.
3. The devolution of the operating license is also required in the case of termination of the activity.

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4. The operating license shall be clearly displayed and be presented to the inspection authorities whenever they request this.

ARTICLE 217

Beginning operations

Tourism enterprises, restaurants, drinking establishments and dance halls can only open to the public after the reception of the decision authorizing the opening of the establishment.

CHAPTER XI

Autonomous Operations of the Establishments

SECTION I

Common provisions

ARTICLE 218

Performance of additional activities

1. When in a tourism enterprise dining, drinking or dancing activities are additionally performed, assuming towards the public a functional autonomy, the respective provisions regulating the exploitation of these establishments will be applicable to them, with the necessary adaptations.
2. For the purpose of the provisions of the previous paragraph, there is specifically considered to be a case of functional autonomy when the respective exploitation is announced to the public as an independent restaurant, drinking establishment or dance hall.
3. In the event of doubt about the autonomy of the exploitation of restaurants, drinking establishments and dance halls, the licensing authority will decide and shall to this end hear the competent licensing authorities for each one of the activities.

ARTICLE 219

Obligation of indication of the classification

1. Establishments shall not use a classification different from the one they have been awarded, neither shall they in any way mention the previous classification when it has been changed.
2. In advertising, correspondence, invoices, or any other form of reference to the establishments, their category and classification shall be clearly, completely and unequivocally indicated.

ARTICLE 220

Period of operation

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1. Establishments that are not open to the public during the whole year shall inform the licensing authority, by 31st May each year, of their periods of operation for the following year.
2. The information laid down in the previous paragraph is dispensed with when there is no change in the period of operation communicated in the previous year.
3. In the absence of timely information, the operation of the establishment during the whole year is obligatory.

ARTICLE 221

Responsible party for the operation

1. In all tourism enterprises, restaurants, drinking establishments and dance halls there shall be a person in charge, who is responsible for ensuring their smooth operation, the treatment of tourists and consumers of tourism products and services with decency, hospitality, courtesy, dignity, delicacy as well as a rapid and efficient service.
2. The technical capacity of the designated person must be certified by a document to be issued by the licensing authority, according to the model contained in Annex V. The applicant must annex to the request the following documents:
 - a) Curriculum Vitae;
 - b) Authenticated (notarized) certificate of having attended a course on tourism, hotel management or equivalent; and
 - c) Proof of payment of the respective fee.
3. The provision of the previous paragraph does not apply to tourism enterprises such as private lodging for tourism purposes, country houses, agro-tourism establishments as well as 2nd and 3rd class restaurants and drinking establishments.

ARTICLE 222

Free access and stay in the establishments

1. Tourism enterprises, restaurants, drinking establishments and dance halls are public establishments and any discriminatory practice based on colour, race, sex, ethnic origin, religion, social position or other discriminatory practice is prohibited.
2. The following are considered justified grounds for prohibiting access:
 - a) Drunkenness causing disturbance or any other state resulting from the consumption of drugs;
 - b) Non-compliance with the common hygiene, moral, coexistence and public order standards.
3. The following are considered justified grounds for prohibiting a stay:

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- a) Absence of the purpose to acquire or consume the goods or services that are object of the activity of the establishment;
- b) In general, any act that calls into question public security and order.

ARTICLE 223

Banning of access to animals

1. In all tourism enterprises, restaurants, drinking establishments and dance halls, access of people accompanied by animals shall be prohibited.
2. The restriction laid down in the previous paragraph is extensive to the owner and manager of the respective establishments.

ARTICLE 224

Reserving the right of admission

1. While respecting the provisions of paragraph 1 of the previous article, and taking into account the guarantee of the well-being of tourists or consumers of tourism products and services, the management may ask permission from the competent authority to reserve the right of admission to tourism enterprises, restaurants, drinking establishments and dance halls, in the following cases:

Sole §: In the case of establishments intended to attract a certain professional or associative class, or relating to a certain market segment, or another group based on a properly grounded objective criterion.

2. If the exercise of the right referred to in the previous paragraph is authorised, this information shall be made public on a standardised plaque to be clearly displayed at the entrance of the establishment.
3. In cases in which certain events are to be held, the establishment may condition access provided that the public is duly informed.

ARTICLE 225

Access of minors

1. The entrance and stay of minors under the age of eighteen in tourism enterprises and dance halls is prohibited under the terms of Law 6/99 of 2 February and its regulations.
2. Cases in which minors are demonstrably accompanied by an authorized person are exempted from the prohibition contained in the first part of the previous paragraph.

ARTICLE 226

Prohibition of child sex tourism

In the establishments object of these Regulations, all suppliers and consumers of tourism products and services and all tourists are prohibited to practice child sex

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tourism, as stipulated and punished under the Tourism Law, Law 4/2004 of 17 June and the penal legislation.

ARTICLE 227

Consumption of food and drinks not purchased in the establishment

1. In tourism enterprises, restaurants, drinking establishments and dance halls food or drinks that are not provided by the establishment itself cannot be consumed, unless permission is given by the management.
2. The permission referred to in the previous paragraph can be granted against the payment of a corkage fee.

SECTION II

Prices

ARTICLE 228

Announcement of the price list

1. No tourism enterprise, restaurant, drinking establishment or dance hall can start its operation without having informed, in the act of requesting an inspection, the licensing authority about the price lists with respect to lodging and/or food and drinks or access to dance halls.
2. The information shall be presented in writing according to the models of Annexes VII and VIII, in duplicate, one copy to be returned to the interested party, with the respective date of entry, and serving as receipt.
3. The already approved prices are included in a form according to the models of Annexes VII and VIII.
4. In the case of a re-classified establishment, information about the new price lists to be used shall be given within five workdays after the notification of the new classification.

ARTICLE 229

Obligatory minimum consumption

1. In dance halls or establishments with shows, the practice of obligatory minimum consumption and of admission tickets may be authorised.
2. For this purpose, the interested party shall present the respective request to the competent authority for authorisation, including the denomination and classification of the establishment, the consumption price, the service to which it gives access, the characteristics and poster of the show, if applicable.

ARTICLE 230

Establishment of an obligatory minimum consumption

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1. The licensing authority is competent to approve the price of the obligatory minimum consumption, taking into account the classification of the establishment, the service offered and the level of the show, if applicable.
2. The obligatory minimum consumptions about which there has not been any decision within fifteen workdays from the date of entrance of the respective request into the competent authorizing entity are understood to have been implicitly fixed.

ARTICLE 231

Revision of the obligatory minimum consumption price

1. Whenever justified by the circumstances the interested parties may request the approval of new prices for the obligatory minimum consumption.
2. The price of the obligatory minimum consumption, approved under the terms of the previous paragraph, enters into force on the day immediately following the day of reception by the interested party of the dispatch of approval of the change.

ARTICLE 232

Prohibition of prices above those communicated

No tourism enterprise, restaurant, drinking establishment or dance hall is allowed to practise prices above those approved under the terms of these Regulations.

ARTICLE 233

Domestic tourism

The Government encourages and the private sector promotes measures that stimulate domestic tourism.

ARTICLE 234

Obligatory display of prices

1. In all tourism enterprises the standardised tables shall be conspicuously displayed and shall contain the denomination and the classification of the establishment and the lodging, meal and full board prices.
2. In these establishments the tables to be presented to the customers in the dining-halls shall always contain the price of a meal and of a full meal.
3. In drinking establishments and dance halls there shall be conspicuously displayed price lists that reproduce the communicated tables and shall be made available to the customers.
4. In establishments in which an obligatory minimum consumption is practised, its price shall be clearly displayed at the entrance, indicating, without a breakdown, the total price, including fees and taxes.

ARTICLE 235

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Obligation to use prices in national currency

In all establishments that are object of these Regulations the determination and practice of prices in the national currency is obligatory.

SECTION III

Services in tourism enterprises

SUBSECTION I

Common provisions

ARTICLE 236

Conformity with the category and classification and quality standards

1. The level and quality of the services in tourism enterprises shall be in accordance with their category and classification.
2. For the purpose of the previous paragraph, the tourism quality standards in force in the country apply.

ARTICLE 237

Location of the reception

1. The reception shall be situated on the floor of the entrance of the establishment, and must have administrative and customer assistance and information services.
2. The reception services have, among others, the following functions:
 - a) Receive and provide assistance to customers;
 - b) Make reservations;
 - c) Be responsible for the arrival and departure of guests;
 - d) Issue invoices and receipts and deal with the respective payments;
 - e) Receive, look after and hand over correspondence and other objects to guests;
 - f) Note down and inform guests, as soon as possible, about telephone calls and messages that were received during their absence;
 - g) Take care of the reception and handing over of luggage;
 - h) Look after the room or apartment keys;
 - i) Provide a wake-up service.
3. The reception service shall, in applicable cases, function twenty-four hours a day.

ARTICLE 238

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Maintenance of the rooms at the time of occupation

1. The rooms and apartments shall be prepared and cleaned before being occupied by customers.
2. In all tourism enterprises the rooms are again tidied up at the end of the morning and prepared for the night.
3. In all tourism enterprises bed linen and towels shall be kept properly clean and replaced when they are dirty and whenever guests leave the establishment.

ARTICLE 239

Meals

1. The composition and quality of the meals shall be in accordance with the classification of the establishment.
2. In the preparation of the dishes perfectly preserved and properly treated products shall be used.

ARTICLE 240

Breakfast

1. In all establishments which are required to serve breakfast, under the terms of these Regulations, at least two types of breakfast must be provided, for the customer to choose from.
2. Breakfast shall be served in the room, if the customer requests this, and a service charge may be determined by the establishment.

ARTICLE 241

Mealtimes

Meals shall be served according to a timetable set by the manager of the establishment, with each mealtime lasting at least two and a half hours.

ARTICLE 242

Valuables deposit service

1. All tourism enterprises shall provide a free safety deposit service for money, jewellery or other valuables handed over for this purpose by guests, against receipt.
2. Information about the availability of the above-mentioned service shall be clearly displayed and the receptionist shall inform the guest unequivocally that the establishment does not assume responsibility for money, jewellery or valuables that have not been deposited in the way laid down in the previous paragraph.

ARTICLE 243

Washing and ironing service

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Tourism enterprises shall always be able to provide a washing and ironing service to their guests, though this service may be outsourced to specialized laundry companies. They are, however, responsible for their correct provision and especially for the return of the clothes within forty-eight hours, or twenty-four hours, in cases of urgency.

ARTICLE 244

Uniform and attitude

1. When required by the specific service area, all workers shall present themselves with the appropriate type of uniform for the work they do.
2. The workers in charge of food preparation must have their heads covered in the traditional way, with kept nails and unpainted.
3. All workers shall be properly identified and attend to the customers with amiability, courtesy, rectitude, diligence and cleanness.

ARTICLE 245

Languages

In all tourism enterprises the heads of the reception, the waiters and the telephonists shall at least speak Portuguese and English.

ARTICLE 246

Reception staff

In all tourism enterprises reception services shall be performed by trained workers and, in the case of three, four and five star hotels, they shall be differentiated for each one type of service.

ARTICLE 247

Telephone service

The telephone service shall be sufficiently rapid and efficient and permanently ensured by a trained operator.

ARTICLE 248

Meal service

1. The meal service is headed by a head waiter assisted by other waiters, taking into account the capacity of the establishment.
2. The menu shall allow the customer to choose between at least two kinds of soup or hors d'oeuvre in two and three star hotels or, at least, three kinds in four and five star hotels.
3. In three, four and five star hotels, a specialised waiter shall be in charge of the beverage service, including brands of renowned international prestige.

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ARTICLE 249

Cleaning and tidying up

In all tourism enterprises, floor housekeepers shall be in charge of the cleaning and tidying up of the rooms, with the assistance of other workers, whose number shall be proportional to the capacity of the establishment.

SUBSECTION II

Four and five star hotels

ARTICLE 250

Room service for meals and drinks

1. The head waiter, assisted by other workers, shall be in charge of the room service for meals and drinks.
2. During the night, there shall be a permanent service responsible for attending calls from customers, as well as for serving them mineral water or any other instant drinks in their rooms.

ARTICLE 251

Variety of dishes and international kitchen

In the four and five star hotels a large variety of dishes shall be made available to the customers, including those of the international kitchen.

SUBSECTION III

Three, two and one star hotels

ARTICLE 252

Room service for meals and drinks

1. When there is no especially indicated worker responsible for the room service for meals and drinks, it can be provided by the employee in charge of the dining-hall.
2. During the night, the room service can be ensured by only one employee.

ARTICLE 253

Other requirements

In everything that is not specifically stipulated, the provisions of the previous subsection, with the necessary adaptations, are applicable to these establishments.

SECTION IV

Service in the remaining tourism enterprises

ARTICLE 254

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General requirements of the services

In the remaining tourism enterprises, the service shall comply with the general requirements laid down in the previous subsections, taking into account the corresponding classification.

SECTION V

Restaurants and drinking establishments

ARTICLE 255

Common requirements

1. Restaurants and drinking establishments shall have:
 - a) Running water;
 - b) Electricity;
 - c) Customer areas, in conformity with the specific activities;
 - d) Telephone for customer use;
 - e) Sanitary facilities for customer use, separated by gender;
 - f) Service stairs or plate lift when the customer facilities are situated on a floor different from the one on which the food or drinks to be served are prepared;
 - g) Kitchen-pantry or kitchen and pantry, with an adequate area and subdivisions according to the capacity of the establishment;
 - h) Refrigeration plants for the preservation, refrigeration of food and beverages, in accordance with the classification and capacity of the establishment;
 - i) Sanitary facilities for the workers separated by gender.
2. The existence of facilities in the dining-hall for the preparation of food may be acceptable, provided that the quality of the adopted solution allows this.

ARTICLE 256

Sanitary facilities

1. The sanitary facilities shall have direct or artificial ventilation, with continuous renewal of air.
2. These installations shall, as much as possible, be situated such that they don't communicate directly with the rooms or halls used by the customers.
3. The sanitary facilities shall always be provided with towels or driers.
4. The walls, floors and ceilings shall be coated with materials that can easily be cleaned.

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ARTICLE 257

Air conditioning

1. When air conditioning is required, the respective installations shall allow their separate control for the various annexes used by the customers.
2. The air conditioning and heating shall work whenever required by the weather conditions, so as to keep a permanent appropriate ambient temperature.
3. The installation of air conditioning or heating can be dispensed with if, due to the location, these requirements are not necessary.

ARTICLE 258

Technical requirements of the installed equipment

The installation of machines or equipment, lifts, water pipes and drains, shall be done in such a way that noise and vibrations are eliminated and adequate technical means are used to this end.

ARTICLE 259

Maintenance of installations, equipment and furniture

The establishments, respective installations, furniture and other belongings shall be properly maintained in terms of presentation, operation and cleaning, and wear or failures verified shall be promptly repaired.

ARTICLE 260

Hygiene and service quality

In all restaurants and drinking establishments attention shall be paid to hygiene and service quality, in accordance with their classification, paying special attention to the following:

- a) Presentation of food and beverages, using perfectly preserved products;
- b) Appropriate presentation of plates and trays;
- c) Friendly treatment of customers, serving them quickly and efficiently;
- d) Perfect operation and cleaning of the sanitary facilities.

CHAPTER XII

Fees

ARTICLE 261

Fees

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For the performance of the activities object of these Regulations, licensing fees are due according to the provisions to be determined by a joint ministerial decree of the Ministers supervising the Finance and the Tourism sectors.

ARTICLE 262

Destination of the licensing fees

1. The amounts of the fees fixed in these Regulations have the following destination:
 - a) 20% for the licensing services improvement fund;
 - b) 10% for the parties directly involved in the inspection process;
 - c) 10% for the classification services improvement fund;
 - d) 60% for the State budget.
2. The distribution criteria of the amount referred to in clause b) of the previous paragraph will be defined by decision of the minister supervising the tourism sector.
3. The amounts of the fees fixed in these Regulations shall be handed over to the Taxation Office of the Tax Area through delivery note Model B and Model 11.

CHAPTER XIII

Complaints book

ARTICLE 263

Complaints book

1. The tourism enterprises, restaurants, drinking establishments and dance halls shall have a complaints book, under the terms and conditions established in these Regulations.
2. The first copy of the complaint form shall be sent to the entity competent to supervise and deal with the infringement cases and apply penalties, concerning tourism activities, tourism enterprises, restaurants, drinking establishments and dance halls.
3. The competent supervisory entity shall provide the licensing bodies access to the complaints.

ARTICLE 264

Display in a visible place

In all tourism enterprises, restaurants, drinking establishments and dance halls the display, in a visible place, of the complaints book is obligatory.

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ARTICLE 265

Complaints procedure

1. The complaints book, the model of which is contained in Annex VI, shall be provided to customers who ask for it and show a document confirming their identification, unless the manager of the establishment exempts him from this for knowing him personally.
2. The complaints book shall have an opening and a closing page, signed by the competent licensing authority, with sheets in triplicate and adequately numbered and initialled.
3. The manager of the establishment shall send the first copy of the complaints entered into the book within five workdays to the competent supervision services, possibly together with the claims, for the purpose of indicating they have seen it and subsequent actions, hand over the duplicate to the complainant and the triplicate is kept in the complaints book.

CHAPTER XIV

Signage and signposting

ARTICLE 266

Tourism signage

The tourism signage to be used in the scope of the classification system of tourism enterprises, restaurants, drinking establishments and dance halls is contained in Annex III.

ARTICLE 267

Tourism signposting

The entity supervising the roads sector is competent to execute the tourism signposting, at the proposal of the entity supervising the tourism sector.

CHAPTER XV

Supervision and penalties

SECTION I

General provisions

ARTICLE 268

Supervision bodies

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1. The National Inspectorate of Economic Activities is competent to perform the supervision of tourism enterprises, restaurants, drinking establishments and dance halls as well as to deal with the respective cases of infringement and apply the fines due.
2. The body referred to in paragraph 1 of this article may, in the performance of its duties, request the collaboration of police or administrative authorities.

ARTICLE 269

Records of evidence

Whenever the competent supervision officials are aware of the existence of any infringement of the provisions of these Regulations or resulting from it, they prepare the respective records of evidence under the terms of the requirements of the Penal Code.

ARTICLE 270

Complaint

Any person is entitled to submit to the competent supervisory authority a complaint about any facts that infringe, with intent or recklessly, the provisions of these Regulations, that have come to his attention or that he has witnessed.

ARTICLE 271

Primary infringer

1. When a fine is applicable, the competent supervisory authority may, taking into account the reduced seriousness of the infringement and other attenuating circumstances, replace the fine by a warning, in the case of a first infringement.
2. The infringements of the provisions of these Regulations shall be punished under the terms contained in the Table of Annex IX.

ARTICLE 272

Recurrence

1. Recurrence is deemed to have happened when exactly the same infringement is committed by an offender to whom a sanction had been applied, within a six month period from the date of the final determination of the previous penalty.
2. A recurrence is punished with a multiplication of the minimum and maximum amount of the fine by a factor of three.

ARTICLE 273

Term for the payment of fines

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

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2. The payment is made through a payment slip issued by the supervisory authority, to be deposited into the Finance Department of the respective area.
3. In the absence of voluntary payment within the time limit referred to in paragraph 1, the case is referred to the competent court.

ARTICLE 274

Lifting of the suspension or closure

The reasons that substantiated the application of measures to suspend the activity or close an establishment having been eliminated, the suspension or closure is lifted within five workdays from the communication of this elimination through an application of the interested party, accompanied for this purpose by supporting documents.

ARTICLE 275

Complaint and appeals

The decisions taken under the terms of these Regulations are liable to complaint, hierarchical appeal and judicial review in accordance with the Law.

ARTICLE 276

Destination of the fines

1. The amounts of the fines fixed in these Regulations have the following destination:
 - a) 20% for the competent licensing authority;
 - b) 40% for the supervisory authority;
 - c) 40% for the State budget.
2. The amounts of the fines applied shall be handed over by the competent supervision services to the Taxation Office of the Tax Area through delivery notes Model B and Model 11.

SECTION II

Infringements

ARTICLE 277

Illegal construction and operation

Without prejudice to the legislation in force about this matter, the following constitute infringements:

- a) Start of the construction of tourism enterprises without authorisation of the competent licensing authority;

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- b) Unlicensed performance of the activities regulated in these Regulations.

ARTICLE 278

Infringements in the areas of sanitation, hygiene and cleaning

Without prejudice to other applicable legislation, the following are particularly considered infringements in the area of sanitation, food hygiene and cleaning:

- a) Food not adequately protected or preserved or exceeding the use-by date;
- b) Smoking or eating in the area where food is handled or prepared;
- c) Handling or preparing food without proper and complete outfit;
- d) Use of water from outside the public water supply system or not approved by the health authorities;
- e) Removal of the U-traps from washbasins, dishwashers and lavatories;
- f) Accumulation of debris and waste;
- g) Non-existence of rubbish bins or the use of bins without a lid;
- h) Storage of tableware and kitchenware in places that do not offer hygienic conditions;
- i) Personal objects in contact with the food preparation or storage areas;
- j) Poor state of maintenance and cleaning of the installations, equipment and utensils;
- k) Existence of utensils susceptible to oxidation;
- l) Existence of broken or cracked tableware or glass;
- m) Poor aeration, ventilation and lighting;
- n) Poor operation of the fume and smells collection and exhaustion system;
- o) Infestation by rodents or insects;
- p) Non-existence of disposable towels or hand driers, as well as of essential articles for personal hygiene in the sanitary facilities;
- q) Non-functioning flush.

ARTICLE 279

Infringements in the area of fire safety

Without prejudice to other applicable legislation, the following are particularly considered infringements in the area of fire safety:

- a) Non-existence of fire extinguishers or existence in insufficient number;

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- b) Existence of fire extinguishers beyond their use-by date;
- c) Non-existence of exit signs;
- d) Non-existence or poor emergency safety lighting;
- e) Blocking of exits and of windows or stairs;
- f) Occupation of the escape paths;
- g) Disabling of the smoke chambers;
- h) Use of decorative materials without fire protection;
- i) Existence of fuel beyond the stipulated limits fixed or of an unapproved type;
- j) Overcrowding of the establishment.

ARTICLE 280

Additional penalties

1. According to the seriousness and repetition of the infringements referred to in these Regulations as well as the fault of the agent, the following additional penalties can be applied:

- a) Seizure of the material through which the infringement was practised;
 - b) Suspension, for a period up to two years, of the exercise of the activity directly related to the offence committed;
 - c) Closure, for a maximum term of two years, of the tourism enterprise, restaurant, drinking establishment or dance hall or of the premises at which tourist accommodation services are being provided without a valid licence.
2. If an additional penalty of closure is applied, the operating license, if there is one, shall be unofficially cancelled by the Municipal Council or District Government or at the request of the licensing or supervisory authority.

ARTICLE 281

Embargo, demolition and closure

1. The penalty of embargo is applicable to illegal projects, though appropriate in terms of their location.
2. The penalty of demolition is applicable to illegal projects and those in unsuitable areas.
3. The penalty of closure of an establishment can be applied when, through the repeated commitment of serious offences, the continuation of its exploitation represents a risk for the users or for third parties or injury to the image of national tourism.

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4. For the purpose of the previous paragraph offences in the field of sanitation, food hygiene, cleaning and fire safety, racial discrimination and child sex tourism are particularly qualified as serious.

ARTICLE 282

Various infringements

Other infringements not especially referred to in these Regulations but which are contrary to the exercise of the tourism activity are also punishable in accordance with the table of Annex IX.

SECTION III

Embargo, demolition and prohibition

ARTICLE 283

Embargo and demolition

Without prejudice to the powers conferred by law on other entities, the mayor or district administrator is competent to stop and order the demolition of works carried out in violation of the provisions of these Regulations, on his own initiative or through a notification by the central or local State authority responsible for licensing or by the supervisory authority.

ARTICLE 284

Prohibition to operate

The licensing authority, through a report of the competent supervisory authority, may determine the temporary prohibition of the entire or partial operation of tourism enterprises, restaurants, drinking establishments and dance halls, when the lack of compliance with the applicable legal provisions calls into question the safety of tourists or consumers of tourism products and services or public health.

CHAPTER XVI

Co-partnership in tourism complexes

ARTICLE 285

Common expenses

1. In tourism complexes the co-partnership of the owner of each part of the property in the maintenance, usufruct and operational expenses with respect to common facilities and equipment, as well as the common tourism services, is determined by the application of the following formula:

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$$VC = VD \times VR$$

in which:

VC = value of the co-partnership;

VD = value of the common expenses;

VR = relative value of the fraction of the property.

2. The value of the common expenses corresponds to the sum of the values of the maintenance and usufruct expenses of all common facilities and equipment and of the expenses with the operation of the common tourism services, contained in the approved budget.
3. For the purpose of the provisions of the previous paragraph, common expenses are deemed to be those with the maintenance and usufruct of the urbanisation infra-structures referred to in article 5, as long as they have not been received by the competent authorities.
4. The value of each fraction of the property is obtained by the application of the following formula:

$$VR = VF/T$$

in which:

VF = conventional value of the fraction of the property;

T = value corresponding to the sum of the conventional values of all fractions of the property comprising the complex.

5. Unless in the foundational title it is stipulated on the contrary, for the purpose of the provisions of the previous paragraph the conventional value of the fraction of the property corresponds to the area of the plot on which the lodging unit, the tourism facilities or equipment are established, according to the case, corrected or not according to the following rules:
 - a) If there are no lodging units or tourism facilities or equipment on the plot, the conventional value corresponds to the respective area in m²;
 - b) If there are lodging units or tourism facilities or equipment on the plot, the conventional value is calculated in the following way:
 - i) In the case of lodging units, the product of the multiplication of the number of beds corresponding to their capacity by 120 is added to the area of the plot;
 - ii) In the case of tourism facilities or equipment the area of the plot is multiplied by 1.5 or by 2, depending on their use for sports or other purposes.

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6. Whenever there are several building fractions on the same plot, the conventional value of each one of them corresponds to the value of the plot calculated as described in the previous paragraph divided by the number of fractions, unless in the foundational title it is stipulated on the contrary.

CHAPTER XVII

Final and temporary provisions

ARTICLE 286

Statistics

1. Without prejudice to the competences of the National Statistics Institute and the requirements regarding the control of guests, tourism enterprises, restaurants, drinking establishments and dance halls shall send monthly information to the licensing authority, and its subsequent dispatch to the RNET, about the number of customers they have received.
2. The number of tourists shall be broken down by nationality, purpose of the trip, country of origin or of provenance and the means of transport used.
3. The information referred to in the previous paragraphs is strictly confidential and for internal use only.

ARTICLE 287

Change of the fines

The fines referred to in the Table of Annex IX of these Regulations are subject to change by order of the minister supervising the tourism sector.

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Annex II

Table 1 – Classification Matrix for HOTELS

The classification matrix for hotels has 6 distinct categories of establishments, from simple (1★) to luxurious (5★). The basic characteristics of each one are:

- 1★** – Simple rooms. Basic service, may offer only stay and breakfast.
- 2★★** – Modest rooms. Service with limited availability as to type and/or attendance hours. Food and beverage service and the availability of space for meetings and events are optional.
- 3★★★** – Medium standard rooms. Good quality facilities and equipment. Food and beverage service, may be subject to pre-determined attendance hours. Facilities and equipment for events. Staff with specialized training.
- 4★★★★** – Rooms with superior comfort. High quality facilities and equipment. Twenty-four hour food and beverage service. Bar service. Facilities and equipment for meetings and events. Qualified and trained staff. Leisure areas with swimming pool, shops and a business centre.
- 5★★★★★** – Deluxe rooms. Excellent quality facilities and equipment. Twenty-four hour food and beverage service. Banquet and reception service. Facilities and equipment for meetings and events. Qualified and trained staff. Exclusive areas for leisure and work, with the availability of, among others, a swimming pool, gymnastics rooms, shops, a business centre, a beauty parlour.

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1	GENERAL ITEMS	1★	2★	3★	4★	5★
1.1	Environmental Quality					
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓	✓	✓
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.		✓	✓	✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction					✓
1.2	Building					
	Well maintained building	✓	✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓	✓
	Special lighting that values the front and architectural features of the building				✓	✓
	Gardens and landscape features on the outside of the building				✓	✓
	Acceptable look/maintenance/preservation of the building. Compliance with the minimum maintenance aspects	✓				
	Good look/maintenance/preservation of the building. Compliance with the minimum maintenance aspects		✓			
	Very good look/maintenance/preservation of the building. Does not show any visible maintenance aspects to the guests.			✓		
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive look.				✓	✓
1.3	Security					
	CCTV or similar security equipment				✓	✓
	Means of control of vehicle entrance and exit				✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓		
	Use of qualified security services				✓	✓
	Employees capable of dealing with fire and panic situations with predetermined teams, with specific training (robbery, explosion, flooding and other situations)	✓	✓	✓	✓	✓
	Automatic emergency generator			✓	✓	✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓	✓	✓
	Use of qualified private 24/7 security services				✓	✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible					✓
1.4	Health/Hygiene					
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓	✓
	Emergency medical assistance service					✓
	Sanitization of food "in natura" before storage	✓	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓	✓
	In-house periodic quality control programme for the food served in the establishment				✓	✓
1.5	Accesses					
	Have an entrance at public road level for the exclusive use of the customers, with facilities for the elderly and the disabled	✓	✓	✓	✓	✓
	Internal signalling system allowing easy access and movement all over the premises			✓	✓	✓
1.6	Preservation and Maintenance					
	Have an in-house maintenance workshop				✓	✓
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓	✓
	24-hour maintenance service					✓
1.7	Guest Service					
	Free availability of all fruit baskets and/or other special courtesies					✓
	Special aspects of attendance cordiality	✓	✓	✓	✓	✓
	Training and orientation of employees	✓	✓	✓	✓	✓
	Promptness and courtesy	✓	✓	✓	✓	✓

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	Proper employee presentation, outfit and identification	✓	✓	✓	✓	✓
	Availability of a luxury car rental service					✓
1.7.1	Reservation Service					
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓	✓	✓	✓
	Availability of 24-hour service with trilingual attendance					✓
	Availability of 24-hour service with bilingual attendance				✓	
	Availability of 12-hour service			✓		
	Availability of 8-hour service	✓	✓			
1.7.2	Reception Service					
	Availability of 24-hour reception service				✓	✓
	Availability of 16-hour reception service			✓		
	Availability of 8-hour reception service	✓	✓			
	Procedure for the special attendance of authorities and personalities				✓	✓
1.7.3	Message Service					
	Functional availability of a courier service			✓	✓	✓
	24-hour message service					✓
1.7.4	Wake-up Service					
	Availability of a wake-up service	✓	✓	✓	✓	✓
	Programmed by the guest him/herself					✓
1.7.5	Floor Service					
	Housekeeper service				✓	✓
	Daily cleaning service	✓	✓	✓	✓	✓
1.7.6	Room Service					
	24-hour room service				✓	✓
	In-room breakfast service				✓	✓
	24-hour room service with trilingual attendance per shift					✓
	Throwing back the bed covers				✓	✓
1.7.7	Laundry Service					
	Laundry service	✓	✓	✓	✓	
	24-hour laundry service					✓
	Clothes washed and ironed on the same day, provided that they are handed in before 9 in the morning				✓	✓
	Dry cleaning service with next day delivery			✓	✓	✓
	Express laundry service with delivery in 2 hours					✓
2	SPECIFIC ITEMS					
2.1	Lobby/Reception					
	Place or space to keep luggage, not necessarily locked	✓	✓	✓		
	Locked place or space to keep luggage				✓	✓
	Place to keep or delivery system for correspondence and messages			✓	✓	✓
	Computerised control systems, allowing an efficient check-in / check-out service			✓	✓	✓
	Foreign exchange facilities available for the customers, when authorised by the competent authority, under the legislation in force			✓	✓	✓
	Air conditioning of the reception area				✓	✓
	Staff capable of providing information and services of interest to the guests, with promptness, efficiency and cordiality	✓	✓	✓	✓	✓
2.2	Residential Sector					
	Housekeeper per floor			✓	✓	✓
	All living rooms and bedrooms of the residential units with lighting and ventilation according to the building standards in force	✓	✓	✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓	✓	✓
	Daily cleaning	✓	✓	✓	✓	✓
	Frequency of changing bedclothes at each change of guests			✓	✓	✓
	Coating, floors, linings, furniture and décor with top-class equipment					✓
	Office per floor for storing cleaning products			✓	✓	✓
2.2.1	Rooms					
	Bedroom with at least 2.6m bedside space and minimum area of 14m ² in double and 10m ² in single rooms in all rooms	✓				

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	Bedroom with at least 2.6m bedside space and minimum area of 15m ² in double and 10m ² in single rooms in all rooms		✓			
	Bedroom with at least 2.6m bedside space and minimum area of 17m ² in double and 11m ² in single rooms in all rooms			✓		
	Bedroom with at least 2.6m bedside space and minimum area of 18m ² in double and 12m ² in single rooms in all rooms				✓	
	Bedroom with at least 2.6m bedside space and minimum area of 20m ² in double and 13m ² in single rooms in all rooms					✓
	Suites available				✓	✓
	Suites or superior rooms, comprising at least 5% of rooms available				✓	
	Suites or superior rooms, comprising at least 10% of rooms available					✓
	Presidential suite comprising at least a dining room, sitting room, support kitchen, sleeping area and a complete bathroom.					✓
	Suite with living room of at least 11 m ²				✓	
	Suite with living room of at least 13 m ²					✓
	Rooms adapted for the disabled			✓	✓	✓
	Rooms reserved for non-smokers			✓	✓	✓
	When there are terraces, these are at least 4 m ²	✓	✓	✓		
	When there are terraces, these are at least 5 m ²				✓	
	When there are terraces, these are at least 6 m ²					✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel	✓	✓	✓	✓	✓
	Air conditioning in all rooms	✓	✓	✓	✓	✓
	Manual or digital ambient temperature control in all rooms			✓	✓	✓
	Colour TV in all rooms		✓	✓	✓	✓
	Satellite or cable TV system in all rooms (where available)				✓	✓
	LCD or plasma TV set, DVD equipment or pay-per-view system in all suites and at least 30% of the rooms					✓
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms				✓	✓
	Bar fridge in all rooms				✓	✓
	Stocked bar fridge in all rooms					✓
	Telephones in all rooms		✓	✓	✓	✓
	Telephone in all suites and/or superior rooms					✓
	Internet access available from the Internet room			✓	✓	✓
	Internet access in all rooms (where available)					✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment			✓	✓	✓
	Dining table with at least one seat per bed in all suites				✓	✓
	Reading lamp on bedside table in all rooms			✓	✓	✓
	Luggage holder in all suites and/or superior rooms			✓		
	Luggage holder in all rooms				✓	✓
	Full-length mirror in all suites			✓		
	Full-length mirror in all rooms				✓	✓
	Safe-deposit box in all rooms				✓	✓
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all suites and/or superior rooms				✓	
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all rooms					✓
	Different types of pillows					✓
	Separate lit dressing area in all suites and/or superior rooms					✓
	100% cotton bed linen in all rooms					✓
	Good quality furniture in all rooms					✓
	Wardrobe or specific place to keep clothes in all rooms	✓	✓	✓	✓	✓
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	✓	✓			
	Private bathroom for all rooms with at least 50% being complete bathrooms of at least 4m ² or 2.75m ² when simple bathrooms			✓		
	Private, complete bathroom of at least 4.5m ² for all rooms				✓	
	Private, complete bathroom of at least 5.5m ² for all rooms					✓

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	Hot water in shower and washbasin in all bathrooms	✓	✓	✓	✓	
	Hot water in all facilities in all bathrooms					✓
	Washbasin with mirror in all bathrooms	✓	✓	✓		
	Washbasin with bench and mirror, in all bathrooms				✓	✓
	Shower of at least 0.8m ² in all bathrooms			✓	✓	✓
	Jacuzzi bath in 50% of suite and/or superior room bathrooms					✓
	Shower with cubicle and bath in all suite and/or superior room bathrooms					✓
	Support for bath and shower products, in all bathrooms	✓	✓	✓	✓	✓
	Magnifying mirror in all suite and/or superior room bathrooms					✓
	Hair drier available at the reception upon request by the guest	✓	✓	✓		
	Hair drier available in all bathrooms				✓	✓
	Half height shaving point in all bathrooms	✓	✓	✓	✓	✓
	Tissue in all bathrooms				✓	✓
	100% cotton bathroom linens in all bathrooms				✓	✓
	Availability of additional accessories comprising at least 2 amenities	✓	✓			
	Other accessories in all bathrooms (bathing cap, toothbrush and toothpaste, shampoo, conditioner, moisturizer, hair driers, bath robes, foam, bath salts, sewing kit, etc.)					
	At least six					✓
	At least five				✓	
	At least four			✓		
	At least two	✓	✓			
2.3	Public Areas					
	1.2m ² of social area per residential unit	✓	✓			
	2m ² of social area per residential unit			✓		
	2.5m ² of social area per residential unit				✓	
	3m ² of social area per residential unit					✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, and disabled access	✓	✓	✓	✓	✓
	Parking places for cars equivalent to at least 10% of the total number of guest rooms			✓		
	Parking places for cars equivalent to at least 15% of the total number of guest rooms, with well-signed disabled access				✓	
	Parking places for cars equivalent to at least 20% of the total number of guest rooms, with well-signed disabled access					✓
	Air conditioning in all social areas				✓	✓
	Coating, floors, furniture and décor of excellent quality					✓
	Art, preferably local, in various parts of the establishment				✓	✓
	Barbershop and hair dresser					✓
	Variety of shops				✓	✓
	Live music in at least one of the social environments					✓
2.4	Communications sector					
	Telephones in the public guest areas	✓	✓	✓	✓	✓
	Place for telephone calls in the social areas, with chairs/bench for the guests				✓	✓
	Switchboard connected to all sectors					✓
	Fax	✓	✓	✓	✓	✓
	Area with computers with Internet access (where available)			✓	✓	✓
	Wireless Internet in all internal public areas of the hotel (where available)					✓
	Wireless Internet throughout the hotel (where available)					✓
2.5	Food & Beverages Sector					
2.5.1	Dining-hall					
	Dining-hall with an area of at least 1.25m ² per residential unit	✓				
	Dining-hall with an area of at least 1.8m ² per residential unit		✓	✓		
	Dining-hall with an area of at least 2m ² per residential unit				✓	
	Dining-hall with an area of at least 2.25m ² per residential unit					✓
	Restaurant or coffee shop	✓	✓	✓		
	International category restaurant				✓	✓
	At least two international category restaurants					✓
	Separate bar environment			✓	✓	✓
	At least two separate bar environments					✓

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	Disabled access to the dining-halls, restaurants and bars	✓	✓	✓	✓	✓
	Excellent quality furniture and décor				✓	✓
	Air conditioning in the dining-halls, restaurants and bars			✓	✓	✓
	Specific qualification requirements for the cook					✓
	Specific qualification requirements for the barman					✓
	Quality and level of the food service compatible with the category of the establishment					
	24-hour room service attendance of international standards and with a trilingual menu					✓
	Breakfast, lunch and dinner of international standards and with a bilingual menu					✓
	Lunch and dinner in the main restaurant				✓	
	Breakfast and light meals are occasionally offered	✓	✓	✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓	✓	✓
2.5.2	Equipment					
	Fabric table cloths and napkins at lunch and dinner service in the restaurant				✓	✓
	Stainless steel cutlery at lunch and dinner service in the restaurant	✓	✓	✓		
	Top quality stainless steel cutlery at all food and beverage services of the establishment				✓	✓
	Porcelain plates at lunch and dinner service in the restaurant	✓	✓	✓		
	Top quality porcelain plates at all food and beverage services of the establishment				✓	✓
2.5.3	Services					
	Lunch and dinner offered for at least 3 hours in the main restaurant					✓
	24-hour service in the restaurant or coffee shop					✓
	Bar service				✓	✓
	Specially trained chef				✓	✓
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant				✓	✓
	Wine list				✓	✓
	Wine and drinks list presented by a qualified staff member					✓
	Meals served with appropriate cutlery and glasses			✓	✓	✓
	Meals served on appropriate crockery			✓	✓	✓
	Maître d'hôtel responsible for restaurant service			✓	✓	✓
	Properly trained waiters			✓	✓	✓
2.6	Service areas					
	Main corridors at least 1.25m wide	✓	✓			
	Main corridors at least 1.4m wide			✓		
	Main corridors at least 1.6m wide				✓	
	Main corridors at least 1.75m wide					✓
	Main stairs at least 1.15m wide and service stairs at least 1.1m wide	✓				
	Main stairs at least 1.3m wide and service stairs at least 1.1m wide		✓			
	Main stairs at least 1.35m wide and service stairs at least 1.15m wide			✓		
	Main stairs at least 1.5m wide and service stairs at least 1.2 wide				✓	
	Main stairs at least 1.6m wide and service stairs at least 1.25 wide					✓
	Separate service entrance	✓	✓	✓	✓	✓
	Central kitchen area for preparing snacks and breakfast	✓	✓	✓	✓	✓
	Service elevator exclusively used for this purpose					✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓	✓	✓	✓
2.7	Leisure Areas					
	Gym / body building area				✓	✓
	Gym / body building area with instructor					✓
	Spa and massage service					✓
	Latest gym equipment					✓
	Towels available in the gym				✓	✓

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	Bar near the gym					
	Outdoor or indoor swimming pool				✓	✓
	Towels available at the swimming pool			✓	✓	✓
	Bar service at the pool				✓	✓
	Access and orientation information for bathers				✓	✓
	Adequate ambient, facilities and/or equipment for a beauty parlour, spa, babysitting, sale of newspapers and magazines, convenience shop, travel agent, foreign exchange service, special transport, among others					
	At least six					✓
	At least four				✓	
	At least two			✓		
2.8	Event & Convention Area					
	Meeting rooms with capacity for events of various types and sizes			✓	✓	✓
	Support / breakout rooms for small group work				✓	✓
	Secretarial support rooms					✓
	Air conditioning in meeting rooms			✓	✓	✓
	Business Centre with equipment for meetings (fax, telephone, computer, audio-visual equipment, projection screens, etc.)				✓	✓
	Complete sound equipment				✓	✓
	Simultaneous translation service					✓
	Coffee break space				✓	✓
	Adequate ambient, facilities and equipment for events and banquets					✓
	Support service available for events and banquets					✓
	VIP room with equipment for executive guests (computer, fax, copying machine, TV, meeting table and living area)					✓

Table 2 – Classification Matrix of RESORT-HOTELS

1	GENERAL ITEMS	3★	4★	5★
1.1	Environmental Quality			
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.		✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction	✓	✓	✓
1.2	Building			
	Well maintained building	✓	✓	✓
	Appropriate lighting of the outside areas of the building	✓	✓	✓
	Special lighting that values the front and architectural features of the building		✓	✓
	Gardens and landscape features on the outside of the building		✓	✓
	Very good look/maintenance/ preservation of the building. Does not show any visible maintenance aspects to the guests.	✓	✓	
	Excellent look/maintenance/preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive and luxurious look.			✓
1.3	Security			
	CCTV or similar security equipment			✓
	Means of control of vehicle entrance and exit		✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓		
	Use of qualified private security services		✓	✓
	Employees with training to deal with fire and panic situations	✓	✓	✓
	Automatic emergency generator	✓	✓	✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓
	Use of qualified private 24/7 security services			

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	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible		✓	✓
1.4	Health/Hygiene			
	At least one worker per shift with training in first-aid techniques	✓	✓	✓
	First-aid post		✓	✓
	Emergency medical assistance service			✓
	Sanitization of food "in natura" before storage	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓
	In-house periodic quality control programme for the food served in the establishment		✓	✓
1.5	Accesses			
	Have an entrance at public road level for the exclusive use of the customers, with facilities for the elderly and the disabled	✓	✓	✓
	Security guard box at the entrance of the establishment		✓	✓
	Internal signalling system allowing easy access and movement all over the premises	✓	✓	✓
1.6	Preservation and Maintenance			
	Have an in-house maintenance worksop		✓	✓
	Prevention and control programmes for the preservation / maintenance of the building and equipment	✓	✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓
	24-hour maintenance service			
1.7	Guest Service			
	Free availability of all fruit baskets and/or other special courtesies			✓
	Special aspects of attendance cordiality		✓	
	Training and orientation of employees	✓	✓	✓
	Promptness and courtesy	✓	✓	✓
	Proper employee presentation, outfit and identification	✓	✓	✓
	Availability of a luxury car rental service			✓
1.7.1	Reservation Service			
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓	✓
	Availability of 24-hour service with bilingual attendance			✓
	Availability of 12-hour service		✓	
	Availability of 8-hour service	✓		
1.7.2	Reception Service			
	Existence of a reception service, which shall provide 24-hour assistance			✓
	Availability of 16-hour reception service		✓	
	Availability of 8-hour reception service	✓		
	Procedure for the special attendance of authorities and personalities			✓
1.7.3	Courier Service			
	Functional availability of a courier service	✓	✓	✓
	24-hour messenger service			✓
1.7.4	Wake-up Service			
	Availability of wake-up service	✓	✓	✓
	Availability of a wake-up service programmed by the guest him/herself			✓
1.7.5	Floor Service			
	Housekeeper service		✓	✓
	Daily cleaning service	✓	✓	✓
1.7.6	Room Service			
	16-hour room service	✓	✓	
	24-hour room service			✓
	In-room breakfast service	✓	✓	✓
	24-hour room service with trilingual attendance per shift			✓
	Throwing back the bed covers			✓
1.7.7	Laundry Service			
	Laundry service	✓	✓	✓
	24-hour laundry service			✓
	Clothes washed and ironed on the same day, provided that they are handed in before 9 in the morning		✓	✓
	Dry cleaning service with next day delivery			✓

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	Express laundry service with delivery in 2 hours			✓
2	SPECIFIC ITEMS			
2.1	Lobby/Reception			
	Place or space to keep luggage, not necessarily locked	✓		
	Locked place or space to keep luggage		✓	✓
	Place to keep or delivery system for correspondence and messages	✓	✓	✓
	Computerised control systems, allowing an efficient check-in / check-out service	✓	✓	✓
	Foreign exchange facilities available for the customers, when authorised by the competent authority, under the legislation in force	✓	✓	✓
	Air conditioning of the reception area		✓	✓
	Staff capable of providing information and services of interest to the guests, with promptness, efficiency and cordiality	✓	✓	✓
2.2	Residential Sector			
	Office per floor in the residential sector	✓	✓	✓
	Office per floor for storing cleaning products	✓	✓	✓
	Coating, floors, linings, furniture and décor with top-class equipment			✓
2.2.1	Rooms			
	Bedroom with at least 2.6m bedside space, and minimum area of 28m ² in all rooms	✓		
	Bedroom with at least 2.6m bedside space, and minimum area of 32m ² in all rooms		✓	
	Bedroom with at least 2.6m bedside space, and minimum area of 36m ² in all rooms			✓
	Chalet type apartments and/or suites comprising at least 10% of the rooms, with bedroom with at least 2.6m bedside space, and minimum area of 28m ²		✓	
	Chalet type apartments and/or suites comprising at least 20% of the rooms, with bedroom with at least 2.6m bedside space, and minimum area of 36m ²			✓
	Chalet type apartments and/or presidential suite comprising at least a dining room, a living room, a support kitchen, a sleeping area and a complete bathroom			✓
	Chalets and/or suites with living room of at least 16m ²	✓		
	Chalets and/or suites with living room of at least 18m ²		✓	
	Chalets and/or suites with living room of at least 20m ²			✓
	Rooms adapted for the disabled	✓	✓	✓
	Rooms reserved for non-smokers	✓	✓	✓
	When there are terraces, these are at least 5 m ²	✓	✓	
	When there are terraces, these are at least 6 m ² /8 m ²			✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel	✓	✓	✓
	Air conditioning in all rooms.	✓	✓	✓
	Manuel or digital ambient temperature control in all rooms		✓	✓
	Colour TV in all rooms	✓	✓	✓
	Satellite or cable TV system in all rooms (where available)		✓	✓
	LCD or plasma TV set, video equipment , DVD or pay-per-view system in all suites			✓
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms		✓	✓
	Bar fridge in all rooms		✓	
	Stocked bar fridge in all rooms			✓
	Telephones in all rooms	✓	✓	
	Two telephones in all suites and/or superior rooms			✓
	Internet access in all rooms (where available)		✓	✓
	Wireless Internet access in all public areas (where available)			✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment	✓	✓	✓
	Dining table with at least one seat per bed in all suites		✓	
	Dining table with at least one seat per bed in all rooms			✓
	Reading lamp on bedside table in all rooms	✓	✓	✓
	Luggage holder in all rooms	✓	✓	✓
	Full-length mirror in all rooms		✓	✓
	Safe-deposit box in all rooms		✓	✓

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	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all suites and/or superior rooms		✓	
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all rooms			✓
	Different types of pillows			✓
	Separate lit dressing area in all suites and/or superior rooms			✓
	100% cotton bed linen in all rooms			✓
	Good quality furniture in all rooms			✓
	Wardrobe or specific place to keep clothes in all rooms	✓	✓	✓
2.2.1	Bathroom			
	Complete private bathroom of at least 4m ² for all rooms	✓		
	Private, complete bathroom of at least 4.5m ² for all rooms		✓	
	Private, complete bathroom of at least 5.5m ² for all rooms			✓
	Hot water in shower and washbasin in all bathrooms	✓	✓	
	Hot water in all facilities in all bathrooms			✓
	Washbasin with bench and mirror, in all bathrooms		✓	✓
	Shower of at least 0.8m ² in all bathrooms	✓	✓	✓
	Shower with cubicle and bath in all suite and/or superior room bathrooms			✓
	Jacuzzi bath in all suite and/or superior room bathrooms			✓
	Support for bath and shower products, in all bathrooms	✓	✓	✓
	Magnifying mirror in all suite and/or superior room bathrooms			✓
	Mirror anti-steaming-up in all suite and/or superior room bathrooms			✓
	Hair drier available in all bathrooms	✓	✓	✓
	Half height shaving point in all bathrooms	✓	✓	✓
	Tissue in all bathrooms		✓	✓
	Bathing suits in all bathrooms			✓
	Other accessories in all bathrooms (bathing cap, toothbrush and toothpaste, shampoo, conditioner, moisturizer, hair driers, bath robes, foam, bath salts, sewing kit, etc.):			
	At least eight			✓
	At least six		✓	
	At least four or three	✓		
2.3	Public areas			
	2m ² of social area per residential unit	✓		
	2.5m ² of social area per residential unit		✓	
	3m ² of social area per residential unit			✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, and disabled access	✓	✓	✓
	Parking places for cars equivalent to at least 10% of the total number of guest rooms	✓		
	Parking places for cars equivalent to at least 15% of the total number of guest rooms, with well-signed disabled access		✓	✓
	Parking places for cars equivalent to at least 20% of the total number of guest rooms, with well-signed disabled access			
	Air conditioning in all social areas		✓	✓
	Coating, floors, furniture and décor of good quality			✓
	Art, preferably local, in various parts of the establishment		✓	✓
	Barbershop and hair dresser			✓
	Variety of shops			✓
2.4	Communications sector			
	Telephones in the public guest areas	✓	✓	✓
	Place for telephone calls in the social areas, with chairs/bench for the guests		✓	✓
	Switchboard connected to all sectors	✓	✓	✓
	Fax	✓	✓	✓
	Area with computers with Internet access (where available)	✓	✓	✓
	Wireless Internet in all internal public areas of the hotel (where available)			✓
2.5	Food & Beverages Sector			
2.5.1	Dining-hall			
	Dining-hall with an area of at least 1.8m ² per residential unit	✓		
	Dining-hall with an area of at least 2m ² per residential unit		✓	
	Dining-hall with an area of at least 2.25m ² per residential unit			✓

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	Restaurant or coffee shop	✓		
	International category restaurant		✓	
	At least two international category restaurants			✓
	Separate bar environment	✓	✓	
	At least two separate bar environments			✓
	Disabled access to the dining-halls, restaurants and bars	✓	✓	✓
	Good quality furniture and décor			✓
	Air conditioning in the dining-halls, restaurants and bars	✓	✓	✓
	Qualified cook		✓	✓
	Qualified barman		✓	✓
	Quality and level of the food service compatible with the category of the establishment	✓	✓	✓
	24-hour attendance in restaurant of international standards and with a trilingual menu			✓
	Breakfast, lunch and dinner of international standards and with a bilingual menu		✓	
	Lunch and dinner in the main restaurant		✓	✓
	Breakfast and light meals are occasionally offered			
	Ambient/comfort/décor compatible with the category	✓	✓	✓
2.5.2	Equipment			
	Fabric table cloths and napkins at lunch and dinner service in the restaurant		✓	✓
	Stainless steel cutlery at lunch and dinner service in the restaurant	✓	✓	
	Stainless steel cutlery at all food and beverage services of the establishment			✓
	Crystal glasses at lunch and dinner service in the restaurant			
	Porcelain plates at lunch and dinner service in the restaurant	✓	✓	
	Top quality porcelain plates at all food and beverage services of the establishment			✓
2.5.3	Services			
	Lunch and dinner offered for at least 3 hours in the main restaurant			✓
	24-hour service in the restaurant or coffee shop			
	Bar service	✓	✓	✓
	Specially trained chef	✓	✓	✓
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant		✓	✓
	Wine list		✓	✓
	Wine and drinks list presented by a qualified staff member			
	Meals served with appropriate cutlery and glasses	✓	✓	✓
	Meals served on appropriate crockery.	✓	✓	✓
	Maitre d'hôtel responsible for restaurant service	✓	✓	✓
	Properly trained waiters	✓	✓	✓
2.6	Service areas			
	Main corridors at least 1.45m wide	✓		
	Main corridors at least 1.65m wide		✓	
	Main corridors at least 1.75m wide			✓
	Main corridors at least 1.85m wide			
	Main stairs at least 1.40m wide and service stairs at least 1.25m wide	✓		
	Main stairs at least 1.60m wide and service stairs at least 1.35m wide		✓	
	Main stairs at least 1.80m wide and service stairs at least 1.45m wide			✓
	Main stairs at least 2m wide and service stairs at least 1.55m wide			
	Separate service entrance	✓	✓	✓
	Central kitchen area for preparing snacks and breakfast	✓	✓	✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓	✓
2.7	Leisure Areas			
	Gym / body building area	✓	✓	
	Gym / body building area with instructor			✓
	Latest gym equipment			✓
	Towels available for guests in the gym		✓	✓
	Bar near the gym		✓	✓
	Reserved reading area	✓	✓	✓
	Games room	✓	✓	✓

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	Outdoor or indoor swimming pool	✓		
	Outdoor adult and child swimming pools		✓	✓
	Covered and heated pool			✓
	Towels available for guests at the pool		✓	✓
	Bar service at the pool	✓	✓	✓
	Access and orientation information for bathers	✓	✓	✓
	Dry or steam sauna and relaxation room		✓	✓
	Health club with massage room			✓
	Disco			✓
	Cinema			
	Sports programme with qualified supervisors		✓	✓
	Children's club			✓
	Children's programme supervised by trained staff			✓
	Recreational monitors for adults and children		✓	✓
	Tennis courts		✓	✓
	At least two flood lit tennis courts			✓
	Squash court			
	Multi-sport field			✓
	Golf court			
	Ecological walks and trails			
	Horse riding			✓
	Beach service (if the resort is located near the shore)	✓	✓	✓
	Electrical cars to circulate within the resort			
	Means for nature observation activities and excursions and expeditions on foot	✓	✓	✓
	Means for nature observation activities and excursions, expeditions on foot, by boat, or on animals, accompanied by a competent tourism information professional	✓	✓	✓
	Facilities for the practice of maritime or outdoor sports (according to the environment in which the resort is situated)	✓	✓	✓
	Diving centre (if the resort is located near the shore or in conservation areas)		✓	✓
	Boat launching site (if the resort is located near the shore or in conservation areas)		✓	✓
	Adequate ambient, facilities and/or equipment for a beauty parlour, spa, babysitting, sale of newspapers and magazines, convenience shop, travel agent, foreign exchange service, special transport, among others			
	At least six			✓
	At least four		✓	
	At least two	✓		
2.8	Event & Convention Area			
	Meeting rooms with capacity for events of various types and sizes		✓	✓
	Support / breakout rooms for small group work		✓	✓
	Secretarial support rooms			
	Air conditioning in meeting rooms		✓	✓
	Business Centre with equipment for meetings (fax, telephone, computer, audio-visual equipment, projection screens, etc.)		✓	✓
	Complete sound equipment		✓	✓
	Simultaneous translation service			✓
	Coffee break space		✓	✓
	Adequate ambient, facilities and equipment for events and banquets		✓	✓
	Support service available for events and banquets		✓	✓
	VIP room with equipment for executive guests (computer, fax, copying machine, TV, meeting table and living area)			

Table 3 – Classification Matrix of LODGES

1	GENERAL ITEMS	1★	2★	3★	4★	5★
1.1	Environmental Quality					
	In the hotel structure provide for the best environment, with good environmental practices, with good environmental practices, basically successful integration of the environment	✓	✓	✓	✓	✓

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	with the customers					
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.		✓	✓	✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction				✓	✓
1.2	Building					
	Well maintained building	✓	✓	✓	✓	✓
	Establishment located in a building of distinctive architectural design valuing local materials and culture		✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓	✓
	Special lighting that values the front and architectural features of the building				✓	✓
	Gardens and landscape features on the outside of the building				✓	✓
	Acceptable look/maintenance/preservation of the building. Compliance with the minimum maintenance aspects	✓				
	Good look/maintenance/ preservation of the building. Compliance with the minimum maintenance aspects		✓			
	Very good look/maintenance/ preservation of the building. Does not show any visible maintenance aspects to the guests.			✓		
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive look.				✓	
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive and luxurious look.					✓
1.3	Security					
	CCTV or similar security equipment					✓
	Means of control of vehicle entrance and exit				✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓		
	Use of qualified security services				✓	✓
	Employees capable of dealing with fire and panic situations with specific training (robbery, flooding and other situations)	✓	✓	✓	✓	✓
	Automatic emergency generator				✓	✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓	✓	✓
	Use of qualified private 24/7 security services					✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible.			✓	✓	✓
	Provision of appropriate fire protection equipment throughout the establishment	✓	✓	✓	✓	✓
1.4	Health/Hygiene					
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓	✓
	First-aid post				✓	✓
	Emergency medical assistance service					✓
	Sanitization of food "in natura" before storage	✓	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓	✓
	In-house periodic quality control programme for the food served in the establishment				✓	✓
1.5	Accesses					
	Security guard box at the entrance of the establishment				✓	✓
	Internal signalling system allowing easy access and movement all over the premises			✓	✓	✓
1.6	Preservation and Maintenance					
	Have an in-house maintenance worksop				✓	✓
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓	✓
	24-hour maintenance service					✓
1.7	Guest Service					
	Free availability of all fruit baskets and/or other special courtesies				✓	✓

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	Special aspects of attendance cordiality			✓	✓	✓
	Training and orientation of employees	✓	✓	✓	✓	✓
	Promptness and courtesy	✓	✓	✓	✓	✓
	Proper employee presentation, outfit and identification	✓	✓	✓	✓	✓
	Vehicle parking service provided by a qualified employee					✓
	Butler service					✓
1.7.1	Reservation Service					
	Availability of a functional reservation service	✓	✓	✓	✓	✓
	Availability of 24-hour service with bilingual attendance				✓	✓
	Availability of 12-hour service			✓		
	Availability of 8-hour service	✓	✓			
1.7.2	Reception Service					
	Availability of 24-hour reception service			✓	✓	✓
	Availability of 16-hour reception service		✓			
	Availability of 8-hour reception service	✓				
	Procedure for the special attendance of authorities and personalities			✓	✓	✓
1.7.3	Courier Service					
	Functional availability of a courier service				✓	✓
	24-hour messenger service					✓
1.7.4	Wake-up Service					
	Availability of a wake-up service			✓	✓	✓
1.7.5	Floor Service					
	Housekeeper service				✓	✓
	Daily cleaning service	✓	✓	✓	✓	✓
1.7.6	Room Service					
	24-hour room service				✓	✓
	In-room breakfast service			✓	✓	✓
	24-hour room service with trilingual attendance per shift					✓
1.7.7	Laundry Service					
	Laundry service	✓	✓	✓	✓	✓
	Clothes washed and ironed on the same day, provided that they are handed in before 9 in the morning			✓	✓	✓
	Express laundry service					✓
2	SPECIFIC ITEMS					
2.1	Lobby/Reception					
	Place or space to keep luggage, not necessarily locked	✓	✓	✓		
	Locked place or space to keep luggage				✓	✓
	Place to keep or delivery system for correspondence and messages	✓	✓	✓	✓	✓
	Computerised control systems, allowing an efficient check-in / check-out service			✓	✓	✓
	Foreign exchange facilities available for the customers, when authorised by the competent authority, under the legislation in force			✓	✓	✓
	Air conditioning of the reception area				✓	✓
	Staff capable of providing information and services of interest to the guests, with promptness, efficiency and cordiality	✓	✓	✓	✓	✓
2.2	Residential Sector					
	Office per floor in the residential sector			✓	✓	✓
	Office per floor for storing cleaning products		✓	✓	✓	✓
2.2.1	Rooms					
	Bedroom with at least 2.6m bedside space and minimum area of 12m ² in double and 9m ² in single rooms in all rooms	✓	✓			
	Bedroom with at least 2.6m bedside space and minimum area of 17m ² in double and 12m ² in single rooms in all rooms			✓		
	Bedroom with at least 2.6m bedside space and minimum area of 18m ² in all rooms				✓	
	Bedroom with at least 2.6m bedside space and minimum area of 20m ² in all rooms					✓
	Chalet type apartments and/or suites comprising at least 10% of the rooms, with bedroom with at least 2.6m bedside space, and minimum area of 20m ²				✓	
	Chalet type apartments and/or suites comprising at least 20%					✓

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	of the rooms, with bedroom with at least 2.6m bedside space, and minimum area of 24m ²					
	Chalet type apartments and/or presidential suite comprising at least a dining room, a living room, a support kitchen, a sleeping area and a complete bathroom.					✓
	Chalets and/or suites with living room of at least 11 m ²				✓	✓
	Chalets and/or suites with living room of at least 13 m ²					✓
	Rooms adapted for the disabled		✓	✓	✓	✓
	Rooms reserved for non-smokers			✓	✓	✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel	✓	✓	✓	✓	✓
	Air conditioning in all rooms.			✓	✓	✓
	Manuel or digital ambient temperature control in all rooms				✓	✓
	Colour TV in all rooms		✓	✓	✓	✓
	Satellite or cable TV system in all rooms (where available)				✓	✓
	Video equipment, DVD or pay-per-view system in all suites					✓
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms				✓	✓
	Bar fridge in all rooms				✓	
	Stocked bar fridge in all rooms					✓
	Telephones in all rooms			✓	✓	✓
	Two telephones in all suites and/or superior rooms					✓
	Internet access in all rooms (where available)				✓	
	Wireless Internet access in all rooms (where available)					✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment			✓	✓	✓
	Dining table with at least one seat per bed in all suites and/or superior rooms				✓	✓
	Reading lamp on bedside table in all rooms			✓	✓	✓
	Luggage holder in all suites and/or superior rooms			✓		
	Luggage holder in all rooms				✓	✓
	Full-length mirror in all suites and/or superior rooms			✓		
	Full-length mirror in all rooms				✓	✓
	Safe-deposit box in all rooms				✓	✓
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all suites and/or superior rooms				✓	
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all suites and/or superior rooms in all rooms					✓
	Different types of pillows					✓
	Separate lit dressing area in all suites and/or superior rooms					✓
	100% cotton bed linen in all rooms				✓	✓
	Good quality furniture in all rooms				✓	✓
2.2.1	Bathroom					
	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	✓	✓			
	Private bathroom for all rooms with at least 50% being complete bathrooms of at least 4m ² or 2.75m ² when simple bathrooms			✓		
	Private, complete bathroom of at least 4.5m ² for all rooms				✓	
	Private, complete bathroom of at least 5.5m ² for all rooms					✓
	Hot water in shower and washbasin in all bathrooms	✓	✓	✓	✓	
	Hot water in all facilities in all bathrooms					✓
	Washbasin with bench and mirror, in all bathrooms				✓	✓
	Shower of at least 0.8m ² in all bathrooms			✓	✓	✓
	Jacuzzi bath in all suite and/or superior room bathrooms					✓
	Shower with cubicle and bath in all suite and/or superior room bathrooms					✓
	Support for bath and shower products, in all bathrooms			✓	✓	✓
	Magnifying mirror in all suite and/or superior room bathrooms					✓
	Hair drier available at the reception upon request by the guest	✓	✓	✓		
	Hair drier available in all bathrooms				✓	✓
	Half height shaving point in all bathrooms	✓	✓	✓	✓	✓

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	Tissue in all bathrooms				✓	✓
	100% cotton bathroom linens in all bathrooms				✓	✓
2.3	Public areas					
	1.5m ² of social area per residential unit	✓	✓			
	2m ² of social area per residential unit			✓		
	2.5m ² of social area per residential unit				✓	
	3m ² of social area per residential unit					✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, adapted for people with special needs	✓	✓	✓	✓	✓
	Parking places for cars equivalent to at least 10% of the total number of guest rooms			✓		
	Parking places for cars equivalent to at least 15% of the total number of guest rooms, with well-signed disabled access				✓	
	Parking places for cars equivalent to at least 20% of the total number of guest rooms, with well-signed disabled access					✓
	Air conditioning in all social areas				✓	✓
	Coating, floors, furniture and décor of good quality				✓	✓
	Art, preferably local, in various parts of the establishment				✓	✓
	Barbershop and hair dresser					✓
	Variety of shops					✓
2.4	Communications sector					
	Telephones in the public guest areas	✓	✓	✓	✓	✓
	Place for telephone calls in the social areas, with chairs/bench for the guests				✓	✓
	Switchboard connected to all sectors			✓	✓	✓
	Fax	✓	✓	✓	✓	✓
	Area with computers with Internet access (where available)			✓	✓	✓
	Wireless Internet in all internal public areas of the hotel (where available)					✓
2.5	Food & Beverages Sector					
2.5.1	Dining-hall					
	Dining-hall with an area of at least 1.25m ² per residential unit	✓				
	Dining-hall with an area of at least 1.75m ² per residential unit		✓			
	Dining-hall with an area of at least 1.8m ² per residential unit			✓		
	Dining-hall with an area of at least 2m ² per residential unit				✓	
	Dining-hall with an area of at least 2.25m ² per residential unit					✓
	Restaurant or coffee shop	✓	✓	✓		
	International category restaurant				✓	✓
	Separate bar environment				✓	✓
	Disabled access to the dining-halls, restaurants and bars				✓	✓
	Good quality furniture and décor					✓
	Air conditioning in the dining-halls, restaurants and bars			✓	✓	✓
2.5.2	Equipment					
	Fabric table cloths and napkins at lunch and dinner service in the restaurant				✓	
	Fabric table cloths and napkins in all food and beverage services of the establishment					✓
	Stainless steel cutlery at lunch and dinner service in the restaurant	✓	✓	✓		
	Stainless steel cutlery in all food and beverage services of the establishment				✓	✓
	Porcelain plates at lunch and dinner service in the restaurant	✓	✓	✓		
	Top quality porcelain plates at all food and beverage services of the establishment				✓	✓
2.5.3	Services					
	Lunch and dinner offered for at least 3 hours in the restaurant or coffee shop				✓	✓
	Bar service				✓	✓
	Specially trained chef			✓	✓	✓
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant				✓	✓
	Wine list				✓	✓
	Meals served with appropriate cutlery and glasses			✓	✓	✓

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	Meals served on appropriate crockery.			✓	✓	✓
	Maître d'hôtel responsible for restaurant service			✓	✓	✓
	Properly trained waiters			✓	✓	✓
2.6	Service areas					
	Main corridors at least 1.25m wide	✓	✓			
	Main corridors at least 1.4m wide			✓		
	Main corridors at least 1.6m wide				✓	
	Main corridors at least 1.75m wide					✓
	Main stairs at least 1.15m wide and service stairs at least 1.1m wide	✓				
	Main stairs at least 1.25m wide and service stairs at least 1.2m wide		✓			
	Main stairs at least 1.35m wide and service stairs at least 1.2m wide			✓		
	Main stairs at least 1.5m wide and service stairs at least 1.2 wide				✓	
	Main stairs at least 1.75m wide and service stairs at least 1.2m wide					✓
	Separate service entrance		✓	✓	✓	✓
	Central kitchen area for preparing snacks and breakfast	✓	✓	✓	✓	✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for the workers, separated by gender	✓	✓	✓	✓	✓
2.7	Leisure Areas					
	Gym / body building area				✓	
	Gym / body building area with instructor					✓
	Latest gym equipment					✓
	Towels available for guests in the gym				✓	✓
	Bar near the gym				✓	✓
	Area reserved for reading, visits, games, etc.			✓	✓	✓
	Outdoor or indoor swimming pool				✓	✓
	Covered and heated pool					✓
	Towels available for guests at the pool				✓	✓
	Bar service at the pool				✓	✓
	Access and orientation information for bathers				✓	✓
	Dry or steam sauna and relaxation room				✓	✓
	Health club with massage room					✓
	Means for nature observation activities and excursions and expeditions on foot	✓	✓	✓	✓	✓
	Safaris in open cars (if the resort is located in conservation areas)			✓	✓	✓
	Means for nature observation activities and excursions, expeditions on foot, by boat, or on animals, accompanied by a competent tourism information professional			✓	✓	✓
	Diving centre (if the resort is located near the shore or in conservation areas)				✓	✓
	Boat launching site (if the resort is located near the shore or in conservation areas)				✓	✓

Table 4 – Classification Matrix of APARTMENT-HOTELS

1	GENERAL ITEMS	2★	3★	4★
1.1	Environmental Quality			
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.	✓	✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction			✓

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1.2	Building			
	Well maintained building	✓	✓	✓
	Appropriate lighting of the outside areas of the building		✓	✓
	Gardens and landscape features on the outside of the building			✓
	Good look/maintenance/preservation of the building. Compliance with the minimum maintenance aspects	✓		
	Very good look/maintenance/ preservation of the building. Does not show any visible maintenance aspects to the guests.		✓	
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive look.			✓
1.3	Security			
	Means of control of vehicle entrance and exit		✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓
	Use of qualified security services			✓
	Automatic emergency generator			✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓
	Use of qualified private 24/7 security services			✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible	✓	✓	✓
1.4	Health/Hygiene			✓
	At least one worker per shift with training in first-aid techniques	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓
1.5	Accesses			
	Have an entrance at public road level for the exclusive use of the customers		✓	✓
	Internal signalling system allowing easy access and movement all over the premises	✓	✓	✓
	Lift when the building has more than 3 floors, including the ground floor	✓	✓	✓
1.6	Preservation and Maintenance			
	Prevention and control programmes for the preservation / maintenance of the building and equipment		✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓
1.7	Guest Service			
1.7.1	Reservation Service			
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓	✓
1.7.2	Reception Service			
	Availability of 24-hour reception service	✓	✓	✓
1.7.4	Courier Service			
	Functional availability of a courier service		✓	✓
1.7.5	Wake-up Service			
	Availability of a wake-up service	✓	✓	✓
1.7.6	Floor Service			
	Housekeeper service		✓	✓
	Daily cleaning service	✓	✓	✓
1.7.7	Room-Service			
	In-room breakfast service		✓	✓
1.7.8	Laundry Service			
	Laundry service	✓	✓	✓
	Clothes washed and ironed on the same day, provided that they are handed in before 9 in the morning		✓	
	Dry cleaning service with next day delivery			✓
2	SPECIFIC ITEMS			
2.1	Lobby/Reception			
	Place or space to keep luggage, not necessarily locked	✓	✓	✓
	Place to keep or delivery system for correspondence and messages	✓	✓	✓
2.2	Residential Sector			
	Extra wardrobes in the residential sector		✓	✓
	Specific place for cleaning products	✓	✓	✓
	Coating, floors, linings, furniture and décor with top-class equipment			✓

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2.2.1	Rooms			
	Bedroom with at least 2.6m bedside space and minimum area of 10m ² in double and 9m ² in single rooms in all rooms	✓		
	Bedroom with at least 2.6m bedside space and minimum area of 12m ² in double and 9m ² in single rooms in all rooms		✓	
	Bedroom with at least 2.6m bedside space and minimum area of 13m ² in double and 10m ² in single rooms in all rooms			✓
	Living room of at least 12 m ²	✓		
	Living room of at least 13 m ²		✓	
	Living room of at least 14 m ²			✓
	When there are terraces, these are at least 4 m ²	✓	✓	✓
	Rooms reserved for non-smokers		✓	✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel	✓	✓	✓
	Air conditioning in all rooms.		✓	✓
	Colour TV in all rooms	✓	✓	✓
	Satellite or cable TV system in all rooms (where available)		✓	✓
	Satellite or cable TV and DVD system in all rooms (where available)			✓
	Controls for air conditioning, light and TV in the headboard or by remote control in all rooms		✓	✓
	Telephone in all rooms (where available)	✓	✓	✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment		✓	✓
	Reading lamp on bedside table in all rooms		✓	✓
	Wardrobe or specific place to keep clothes in all rooms	✓	✓	✓
2.2.1	Bathroom			
	Simple private bathroom in all apartments with an area of at least 2.5m ²	✓		
	Complete private bathroom in all apartments with an area of at least 2.75m ²		✓	
	Complete private bathroom in all apartments with an area of at least 4.5m ²			✓
	Hot water in shower and washbasin in all bathrooms	✓	✓	✓
	Shower of at least 0.8m ² in all bathrooms		✓	✓
	Support for bath and shower products, in all bathrooms			✓
	Hair drier available at the reception upon request by the guest			✓
	Half height shaving point in all bathrooms	✓	✓	✓
	Other accessories in all bathrooms (bathing cap, toothbrush and toothpaste, shampoo, conditioner, moisturizer, hair driers, bath robes, foam, bath salts, sewing kit, etc.)			
	At least six			✓
	At least five		✓	
	At least four	✓		
2.3	Public areas			
	Reception and integrated living area	✓		
	Reception with adjacent living area		✓	✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, with disabled access	✓	✓	✓
	Parking places for cars equivalent to at least 10% of the total number of guest rooms			✓
2.4	Communications sector			
	Telephones in the public guest areas	✓	✓	✓
	Switchboard connected to all sectors		✓	✓
	Fax	✓	✓	✓
2.5	Food & Beverages Sector			
	Dining-hall with an area of at least 1.25m ² per residential unit	✓		
	Dining-hall with an area of at least 1.5m ² per residential unit		✓	
	Dining-hall with an area of at least 1.75m ² per residential unit			✓
	Restaurant or coffee shop	✓	✓	✓
	Disabled access to the dining-halls and restaurant	✓	✓	✓
	Air conditioning in the dining-halls and restaurants		✓	
	qualified cook and barman	✓	✓	✓
	Quality and level of the food service compatible with the category of	✓	✓	✓

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	the establishment			
	24-hour attendance in restaurant of international standards and with a trilingual menu			✓
	Breakfast, lunch and dinner of international standards and with a bilingual menu	✓	✓	
	Breakfast and light meals are occasionally offered	✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓
2.6	Service areas			
	Main corridors at least 1.25m wide	✓		
	Main corridors at least 1.4m wide		✓	
	Main corridors at least 1.6m wide			✓
	Main stairs at least 1.3m wide and service stairs at least 1.1m wide	✓		
	Main stairs at least 1.35m wide and service stairs at least 1.2m wide		✓	
	Main stairs at least 1.4m wide and service stairs at least 1.3m wide			✓
	Separate service entrance		✓	✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓	✓

Table 5 – Classification Matrix of BOARDING HOUSES

1	GENERAL ITEMS	1★	2★	3★	4★
1.1	Environmental Quality				
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓	✓
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.	✓	✓	✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction				✓
1.2	Building				
	Well maintained building	✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓
	Good look/maintenance/ preservation of the building. Compliance with the minimum maintenance aspects	✓	✓		
	Very good look/maintenance/ preservation of the building. Does not show any visible maintenance aspects to the guests.			✓	
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspects. The establishment bears an attractive look.				✓
1.3	Security				
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓	✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓	✓
	Use of qualified private 24/7 security services			✓	✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible	✓	✓	✓	✓
1.4	Health/Hygiene				
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓
1.5	Accesses				
	Internal signalling system allowing easy access and movement all over the premises	✓	✓	✓	✓
	Lift when the building has more than 3 floors, including the ground floor	✓	✓	✓	✓
1.6	Preservation and Maintenance				
	Prevention and control programmes para preservation/ maintenance of the building and equipment	✓	✓	✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓
1.7	Guest Service				
	Free availability of all fruit baskets and/or other special courtesies				✓
	Special aspects of attendance cordiality				✓

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	Training and orientation of employees	✓	✓	✓	✓
	Promptness and courtesy	✓	✓	✓	✓
	Proper employee presentation, outfit and identification	✓	✓	✓	✓
	24-hour room service with trilingual attendance per shift				✓
	Throwing back the bed covers			✓	✓
1.7.1	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓	✓	✓
1.7.2	Reception Service				
	Availability of 24-hour reception service	✓	✓	✓	✓
	In-room breakfast service			✓	✓
	Computerised control systems, allowing an efficient check-in / check-out service		✓	✓	✓
	Foreign exchange facilities available for the customers, when authorised by the competent authority, under the legislation in force			✓	✓
	Air conditioning of the reception area	✓	✓	✓	✓
	Staff capable of providing information and services of interest to the guests, with promptness, efficiency and cordiality	✓	✓	✓	✓
1.7.3	Floor Service				
	Housekeeper service			✓	✓
	Daily cleaning service	✓	✓	✓	✓
1.7.4	Laundry Service				
	Laundry service			✓	✓
2	SPECIFIC ITEMS				
2.1	Lobby/Reception				
	Place or space to keep luggage, not necessarily locked	✓	✓	✓	✓
	Place to keep or delivery system for correspondence and messages			✓	✓
2.2	Residential Sector				
2.2.1	Rooms				
	Bedroom with at least 2.6m bedside space and minimum area of 7.5m ² in double and 7.5m ² in single rooms in all rooms	✓	✓		
	Bedroom with at least 2.6m bedside space and minimum area of 8m ² in double and 7.5m ² in single rooms in all rooms			✓	
	Bedroom with at least 2.6m bedside space and minimum area of 8.5m ² in double and 8m ² in single rooms in all rooms				✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel		✓	✓	✓
	Ventilation system in all rooms.	✓	✓		
	Air conditioning in all rooms.			✓	✓
	Colour TV in at least 50% of the rooms		✓		
	Colour TV in all rooms			✓	✓
	Telephones in all rooms			✓	✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment		✓	✓	✓
	Reading lamp on bedside table in all rooms			✓	✓
2.2.2	Bathrooms				
	Simple communal bathroom on each floor, in a proportion of one per five rooms, with an area of at least 2.5m ² and separate toilets on each floor, in a proportion of one per five rooms, with an area of at least 1.5m ² .	✓			
	Private bathroom in all rooms, being at least complete in 5% of the rooms, with an area of at least 3.5m ² , 10% simple with an area of at least 2.5m ² and 85% with a shower, with an area of at least 1.50m ² .		✓		
	Private bathroom in all rooms, being at least complete in 50% of the rooms, with an area of at least 3.5m ² and 2.5m ² when simple.			✓	
	Private bathroom in all rooms, being at least complete in 70% of the rooms, with an area of at least 3.5m ² and 2.5m ² when simple.				✓
	Hot water in shower in all bathrooms and showers	✓	✓	✓	✓
	Support for bath and shower products, in all bathrooms		✓	✓	✓
	Hair drier available at the reception upon request by the guest		✓	✓	✓
	Half height shaving point in all bathrooms	✓	✓	✓	✓
2.3	Public areas				
	1m ² of social area per residential unit	✓	✓	✓	✓
	Separate male and female bathrooms in public areas, with natural	✓	✓	✓	✓

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	or forced ventilation, with disabled access				
2.4	Communications sector				
	Telephones in the public guest areas		✓	✓	✓
	Fax	✓	✓	✓	✓
2.5	Food & Beverages Sector				
	Dining-hall with an area of at least 1.25m ² per residential unit	✓	✓		
	Dining-hall with an area of at least 1.5m ² per residential unit			✓	✓
	Restaurant or coffee shop	✓	✓	✓	✓
	Qualified cook and barman			✓	✓
	Quality and level of the food service compatible with the category of the establishment	✓	✓	✓	✓
	24-hour attendance in restaurant of international standards and with a trilingual menu				✓
	Breakfast, lunch and dinner of international standards and with a bilingual menu	✓	✓	✓	✓
	Breakfast and light meals are occasionally offered		✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓	✓
2.6	Service areas				
	Main corridors at least 1m wide	✓	✓	✓	✓
	Main stairs at least 1m wide and service stairs at least 1m wide	✓			
	Main stairs at least 1.1m wide and service stairs at least 1.1m wide		✓		
	Main stairs at least 1.15m wide and service stairs at least 1.15m wide			✓	
	Main stairs at least 1.20m wide and service stairs at least 1.2m wide				✓
	Separate service entrance		✓	✓	✓
	Central kitchen area for preparing snacks and breakfast		✓	✓	✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓	✓	✓

Table 6 – Classification Matrix of MOTELS

1	GENERAL ITEMS	2★	3★
1.1	Environmental Quality		
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓
1.2	Building		
	Well maintained building	✓	✓
1.3	Security		
	Means of control of vehicle entrance and exit	✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓
	Employees with training to deal with fire and panic situations	✓	✓
1.4	Health/Hygiene		
	At least one worker per shift with training in first-aid techniques	✓	✓
	Permanent protection against insects and rodents by means of protective fabrics and immunisation	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓
1.5	Accesses		
	Internal signalling system allowing easy access and movement all over the premises	✓	✓
1.6	Preservation and Maintenance		
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓
1.7	Guest Service		
1.7.1	Reservation Service		
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓
1.7.2	Reception Service		
	Availability of 24-hour reception service	✓	✓
1.7.3	Wake-up Service		
	Availability of a wake-up service		✓
1.7.4	Floor Service		
	Cleaning service	✓	✓

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2	SPECIFIC ITEMS	✓	✓
2.1	Lobby/Reception		
	Place or space to keep luggage, not necessarily locked	✓	✓
	Place to keep or delivery system for correspondence and messages		✓
2.2	Residential Sector		
2.2.1	Rooms		
	Bedroom with at least 2.6m bedside space and minimum area of 14m ² in double and 11m ² in single rooms in all rooms	✓	
	Bedroom with at least 2.6m bedside space and minimum area of 15m ² in double and 12m ² in single rooms in all rooms		✓
	Rooms reserved for non-smokers	✓	✓
	Air conditioning in all rooms.		✓
	Colour TV in all rooms	✓	✓
	Telephone in all rooms	✓	✓
2.2.1	Bathrooms		
	Simple private bathroom of at least 2.75m ² in all rooms	✓	✓
	Hot water in shower and washbasin in all bathrooms	✓	✓
	Shower of at least 0.8m ² in all bathrooms		✓
	Hair drier available at the reception upon request by the guest		✓
	Half height shaving point in all bathrooms	✓	✓
2.3	Public areas		
	1.5m ² of social area per residential unit	✓	
	1.55m ² of social area per residential unit		✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, with disabled access	✓	✓
2.4	Communications sector		
	Telephones in the public guest areas		✓
	Fax	✓	✓
2.5	Food & Beverages Sector		
	Dining-hall with an area of at least 1.5m ² per residential unit	✓	
	Dining-hall with an area of at least 1.55m ² per residential unit		✓
	Restaurant or coffee shop	✓	✓
2.6	Service areas		
	Main corridors at least 1.2m wide	✓	
	Main corridors at least 1.3m wide		✓
	Main stairs at least 1.2m wide and service stairs at least 1.05m wide	✓	
	Main corridors at least 1.3m wide and service stairs at least 1.05m wide		✓
	Separate service entrance		✓
	Central pantry for the preparation of snacks and breakfast		✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓

Table 7 – Classification Matrix of CAMPSITES

1	GENERAL ITEMS	2★	3★	4★	5★
1.1	Environmental Quality				
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓	✓
	Have an internal employee training programme for the reduction of electricity and water consumption and the reduction of solid waste.			✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction				✓
1.2	Security				
	Means of control of vehicle entrance and exit	✓	✓	✓	✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓		

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	Use of qualified security services			✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓	✓
	Automatic emergency generator			✓	✓
1.3	Health/Hygiene				
	At least one worker per shift, with training in first-aid techniques	✓	✓	✓	✓
	Enclosed space or container outside the camping area for waste storage and disposal	✓	✓	✓	✓
1.4	Accesses				
	Internal signalling system allowing easy access and movement all over the premises.		✓	✓	✓
	Access to the public road and internal circulation, allowing easy passage of towing vehicles		✓	✓	✓
1.5	Preservation and Maintenance				
	Prevention and control programmes for the preservation / maintenance of the camping area and equipment		✓	✓	✓
	Regular maintenance of grass in the camping areas		✓	✓	✓
	Carrying out regular cleaning in the camping areas	✓	✓	✓	✓
	Good look/maintenance/ preservation of the building. Compliance with the minimum maintenance aspects	✓	✓	✓	✓
	Very good look/maintenance/ preservation of the building. Does not show any visible maintenance aspects to the guests.				✓
1.6	Guest Service				
	Facilities for the disabled and elderly		✓	✓	✓
	Staff available to help putting up tents and parking trailers and caravans		✓	✓	✓
2	SPECIFIC ITEMS				
2.1	Lobby/Reception				
	Place or space to keep luggage at the reception			✓	✓
	Place to keep or delivery system for correspondence and messages			✓	✓
	Public telephone available for visitors	✓	✓	✓	✓
	Availability of computers with Internet access			✓	✓
2.2	Camping Area				
	Running water distribution system by means of cemented fountains with drains, spread across the site in such a way that the distance between them does not exceed 100 metres	✓			
	Running water distribution system by means of cemented fountains with drains, spread across the site in such a way that the distance between them does not exceed 60 metres		✓		
	Running water distribution system by means of cemented fountains with drains, spread across the site in such a way that the distance between them does not exceed 40 metres			✓	
	Running water distribution system by means of cemented fountains with drains, spread across the site in such a way that the distance between them does not exceed 30 metres				✓
	Power points with mirrors, in a proportion of one for each 60 campers	✓			
	Power points with mirrors, in a proportion of one for each 40 campers		✓		
	Power points with mirrors, in a proportion of one for each 30 campers			✓	
	Power points with mirrors, in a proportion of one for each 20 campers				✓
	Dustbins conveniently spread across the site, in such a way that the distances do not exceed 120 metres	✓			
	Dustbins conveniently spread across the site, in such a way that the distances do not exceed 100 metres		✓		
	Dustbins conveniently spread across the site, in such a way that the distances do not exceed 80 metres			✓	

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	Dustbins conveniently spread across the site, in such a way that the distances do not exceed 60 metres				✓
	Appropriate lighting in the campsite's service areas	✓	✓	✓	✓
	Bar and snack bar service			✓	✓
	Convenience store (if there are no shops nearby)		✓	✓	✓
	Communal kitchen		✓	✓	✓
2.3	Sanitary facilities				
	Sanitary facilities with running water at the rate of one unit for each 25 campers	✓			
	Sanitary facilities with running water at the rate of one unit for each 20 campers		✓		
	Sanitary facilities with running water at the rate of one unit for each 15 campers			✓	
	Sanitary facilities with running water at the rate of one unit for each 10 campers				✓
	Individual showers with a changing room and separated by gender, in a proportion of one unit for each ten campers	✓			
	Individual showers with a changing room and separated by gender, in a proportion of one unit for each eight campers		✓		
	Individual showers with a changing room and separated by gender, in a proportion of one unit for each six campers			✓	
	Individual showers with a changing room and separated by gender, in a proportion of one unit for each five campers				✓
	Washhouses, with permanently running cold water, in a proportion of one unit for each 30 campers	✓			
	Washhouses, with permanently running cold water, in a proportion of one unit for each 25 campers		✓		
	Washhouses, with permanently running cold water, in a proportion of one unit for each 20 campers			✓	
	Washhouses, with permanently running cold water, in a proportion of one unit for each 15 campers				✓
	Washbasins with bench and directly lit mirror		✓	✓	✓
	Power point at half height for electrical equipment		✓	✓	✓
2.4	Service area				
	Dishwashing site in a proportion of one for each 70 campers	✓			
	Dishwashing site in a proportion of one for each 50 campers		✓		
	Dishwashing site in a proportion of one for each 35 campers			✓	
	Dishwashing site in a proportion of one for each 25 campers				✓
	Washtubs and respective washlines in a proportion of one for each 70 campers	✓			
	Washtubs and respective washlines in a proportion of one for each 50 campers		✓		
	Washtubs and respective washlines in a proportion of one for each 35 campers			✓	
	Washtubs and respective washlines in a proportion of one for each 25 campers				✓
2.5	Leisure Area				
	Barbecue area with tables		✓	✓	✓
	Playground			✓	✓
	Swimming pool			✓	✓
	Rental of sports equipment			✓	✓
	Monitors for the recreation of adults and minors			✓	✓
	Ecological walks and trails			✓	✓
	Means for nature observation activities and excursions and expeditions on foot			✓	✓

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Table 8 – Classification Matrix for Guest Houses

1	GENERAL ITEMS	1★	2★	3★	4★
1.1	Environmental Quality				
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓	✓	✓	✓
	Have a permanent programme for the reduction of electricity and water consumption		✓	✓	✓
	Have a permanent programme for solid waste reduction management	✓	✓	✓	✓
	Have a suitable site for the storage of separated solid waste	✓	✓	✓	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction			✓	✓
	Adequate location for guest houses in accordance with the environment and the legislation in force	✓	✓	✓	✓
1.2	Building				
	Building constructed in conformity with the relevant legislation in force. Separate entrances for guests and workers/deliveries. If the manager is living in the hotel unit, this shall be separated from the guest area.	✓	✓	✓	
	The outside of the building shall keep its state of preservation, décor, style, beauty and cleaning and in accordance with culture and the environment.	✓	✓	✓	✓
	Traffic signalling. Appropriate lighting of the outside areas of the building			✓	✓
	Excellent maintenance of the building. Painting and décor attractive from the outside. Traffic signalling. Special lighting that values the front and architectural features of the building				✓
	Gardens and landscape features on the outside of the building				✓
	Acceptable appearance and maintenance/preservation of the building. Compliance with the minimum maintenance aspects.	✓			
	Good look/maintenance/preservation of the building. Compliance with the minimum maintenance aspects		✓		
	Very good look/maintenance/ preservation of the building. Does not show any maintenance aspect visible to guests.			✓	
	Excellent look/maintenance/ preservation of the building. Does not show any maintenance aspect. The establishment bears an attractive look.				✓
1.3	Security				
	Means of vehicle entrance and exit control				✓
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓	
	Use of 24/7 qualified private security services				✓
	Employees capable of dealing with fire and panic situations with predetermined teams, with specific training (robbery, explosion, flooding and other situations)	✓	✓	✓	✓
	Signposted escape routes in the social and restaurant areas	✓	✓	✓	✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible				✓
1.4	Health/Hygiene				
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓
	Sanitization of food "in natura" before storage	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓
1.5	Accesses				
	Have an entrance at public road level for the exclusive use of the customers, with facilities for the elderly and the disabled	✓	✓	✓	✓
	Internal signalling system allowing easy access and movement all over the premises	✓	✓	✓	✓
1.5.1	Entrance and parking				
	The entrance of the building shall be adequately lit and have a	✓	✓	✓	

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	visible sign with the name of the establishment. Parking lots shall be 3.5m wide with 1 place for parking disabled's cars, and for the safety of the guests, the parking lots shall be well maintained.				
	The same as with 3 stars, but shall in addition obtain a clear indication and lighting of the parking place. Properly indicated parking places, taking into consideration the security of the guests' vehicles.				✓
1.6	Preservation and Maintenance				
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓
	24-hour maintenance service				✓
1.7	Guest Service				
	Special aspects of attendance cordiality				✓
	Training and orientation of employees	✓	✓	✓	✓
	Promptness and courtesy	✓	✓	✓	✓
	Proper employee presentation, outfit and identification	✓	✓	✓	✓
	Living room with television	✓	✓	✓	
	Air conditioning (cooling, natural or forced ventilation) in the social areas	✓	✓	✓	✓
	Internet access available from the Internet room. (where available)			✓	
	Service to keep guests' valuables	✓	✓	✓	
1.7.1	Reservation Service				
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓	✓	✓	✓
	Availability of 24-hour service with bilingual attendance				✓
	Availability of 12-hour service			✓	
	Availability of 8-hour service	✓	✓		
1.7.2	Reception Service				
	Availability of 24-hour reception service				✓
	Availability of 12-hour reception service			✓	
	Availability of 8-hour reception service	✓	✓		
1.7.3	Message Service				
	24-hour message service			✓	✓
	Availability of an efficient message service	✓	✓		
1.7.4	Wake-up Service				
	Availability of a wake-up service		✓	✓	✓
1.7.5	Floor Service				
	Daily cleaning service	✓	✓	✓	✓
1.7.6	Room Service				
	In-room breakfast service (upon request)				✓
1.7.7	Laundry Service				
	Laundry service			✓	✓
	Clothes washed and ironed on the same day, provided that they are handed in before 9 in the morning				✓
2	SPECIFIC ITEMS				
2.1	Lobby/Reception				
	Place or space to keep luggage, not necessarily locked	✓	✓	✓	
	Locked place or space to keep luggage				✓
	Place to keep or delivery system for correspondence and messages			✓	✓
	Computerised control systems, allowing an efficient check-in / check-out service			✓	✓
	Foreign exchange facilities available for the customers, when authorised by the competent authority, under the legislation in force			✓	✓
	Air conditioning of the reception area			✓	✓
	Staff capable of providing information and services of interest to the guests, with promptness, efficiency and cordiality	✓	✓	✓	✓
	Availability of a computer with Internet access for guests			✓	✓
2.1.1	Payments				
	Facilities for payments through credit and debit cards. Information about this service shall be clear and visible.			✓	✓

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2.2	Residential Sector				
	All living rooms and bedrooms of the residential units with lighting and ventilation according to the building standards in force	✓	✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓	✓
	Daily cleaning	✓	✓	✓	✓
	Frequency of changing bedclothes at each change of guests			✓	✓
	Rooms adapted for the disabled	✓	✓	✓	✓
	Rooms reserved for non-smokers	✓	✓	✓	✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel			✓	✓
	Information leaflet about the rules of the establishment	✓	✓		
	Telephones in all rooms (where available)				✓
	Luggage holder in all rooms	✓	✓	✓	✓
	Air conditioning (cooling, natural or forced ventilation) in the rooms	✓	✓	✓	
	Air conditioning in all rooms.				✓
	Manual or digital ambient temperature control in all rooms				✓
	Colour TV in all rooms			✓	✓
	Internet access in all rooms (where available)				✓
	Wardrobe or specific place to keep clothes in all rooms	✓	✓	✓	✓
	Additional pillow and blanket available in all rooms				✓
	Well preserved bed linen and towels	✓	✓	✓	✓
	Working or dressing table in all rooms with its own light, plug point and telephone, allowing the use of personal electronic equipment				✓
	Full-length mirror in all rooms		✓	✓	✓
	Reading lamp on bedside table in all rooms		✓	✓	✓
	Wastepaper basket in all rooms	✓	✓	✓	✓
	Curtains or Venetian blinds in all rooms	✓	✓	✓	✓
	Safe-deposit box in all rooms				✓
2.2.1	Rooms				
	At least 40% of the rooms with private bathroom	✓			
	At least 60% of the rooms with private bathroom		✓		
	At least 80% of the rooms with private bathroom			✓	
	At least 100% of the rooms with private bathroom				✓
	Bedroom with at least 2.6m bedside space and minimum area of 14m ² in double and 10m ² in single rooms in all rooms	✓			
	Bedroom with at least 2.6m bedside space and minimum area of 15m ² in double and 10m ² in single rooms in all rooms		✓		
	Bedroom with at least 2.6m bedside space and minimum area of 17m ² in double and 11m ² in single rooms in all rooms			✓	
	Bedroom with at least 2.6m bedside space and minimum area of 18m ² in double and 12m ² in single rooms in all rooms				✓
	When there are terraces, these are at least 4m ²	✓	✓		
	When there are terraces, these are at least 5m ²			✓	✓
	Single beds of at least 0.9x1.9m and double beds of at least 1.4x1.9m in all rooms	✓	✓	✓	✓
2.2.2	Room security				
	Each room shall have a lock and keys or equivalent, allowing the security and privacy of the guests	✓	✓	✓	✓
2.2.1	Bathrooms				
	Private bathroom in all rooms, with an area of at least 3.5m ² and 2.5m ² when simple				✓
	Hot water in shower and washbasin in all bathrooms	✓	✓	✓	✓
	Washbasin with mirror in all bathrooms	✓	✓	✓	✓
	Shower of at least 0.8m ² in all bathrooms				✓
	Support for bath and shower products, in all bathrooms	✓	✓	✓	✓
	Hair drier available at the reception upon request by the guest				✓
	Half height shaving point in all bathrooms	✓	✓	✓	✓
	Tissue in all bathrooms				✓
	Wastepaper basket in all bathrooms	✓	✓	✓	✓
	Availability of additional accessories comprising at least 2 amenities	✓	✓		

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	Other accessories in all bathrooms (bathing cap, toothbrush and toothpaste, shampoo, conditioner, moisturizer, hair driers, bath robes, foam, bath salts, sewing kit, etc.):				
	At least four				✓
	At least three			✓	
	At least two	✓	✓		
2.3	Public areas				
	1.2m ² of social area per residential unit	✓	✓		
	2m ² of social area per residential unit			✓	
	2.5m ² of social area per residential unit				✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, and disabled access	✓	✓	✓	✓
	Parking places for cars equivalent to at least 10% of the total number of guest rooms		✓		
	Parking places for cars equivalent to at least 15% of the total number of guest rooms, with well-signed disabled access			✓	
	Parking places for cars equivalent to at least 20% of the total number of guest rooms, with well-signed disabled access				✓
	Air conditioning in all social areas				✓
	Coating, floors, furniture and décor of excellent quality				
	Art, preferably local, in various parts of the establishment				✓
2.4	Communications sector				
	Telephones in the public guest areas	✓	✓	✓	✓
	Area with computers with Internet access (where available)			✓	✓
2.5	Food & Beverages Sector				
2.5.1	Dining-hall				
	Dining-hall with an area of at least 1.25m ² per residential unit	✓			
	Dining-hall with an area of at least 1.8m ² per residential unit		✓	✓	
	Dining-hall with an area of at least 2m ² per residential unit				✓
	Restaurant or coffee shop	✓	✓	✓	
	Excellent quality furniture and décor				✓
	Air conditioning in the dining-halls			✓	✓
	Breakfast and snack service	✓	✓	✓	✓
	Ambient/comfort/décor compatible with the category	✓	✓	✓	✓
2.5.2	Equipment				
	Stainless steel cutlery at lunch and dinner service in the restaurant	✓	✓	✓	✓
	Porcelain plates at lunch and dinner service in the restaurant	✓	✓	✓	
	Top quality porcelain plates at all food and beverage services of the establishment				✓
2.5.3	Services				
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant				✓
	Meals served with appropriate cutlery and glasses			✓	✓
	Meals served on appropriate crockery			✓	✓
	Properly trained waiters			✓	✓
2.6	Service areas				
	Main corridors at least 1.25m wide	✓	✓		
	Main corridors at least 1.4m wide			✓	
	Main corridors at least 1.6m wide				✓
	Main stairs at least 1.15m wide and service stairs at least 1.1m wide	✓			
	Main stairs at least 1.3m wide and service stairs at least 1.1m wide		✓		
	Main stairs at least 1.35m wide and service stairs at least 1.15m wide			✓	
	Main stairs at least 1.5m wide and service stairs at least 1.2 wide				✓
	Separate service entrance	✓	✓	✓	✓
	Central kitchen area for preparing snacks and breakfast	✓	✓	✓	✓
	Service elevator exclusively used for this purpose				
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓	✓	✓	✓

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Table 9. Classification Matrix for Country Houses and Tourism Homesteads

	GENERAL ITEMS	Single Class.
1.1	Environmental Quality	
	In the hotel structure provide for the best environment, with good environmental practices, basically successful integration of the environment with the customers	✓
	Have a suitable site for the storage of separated solid waste	✓
	Apply special criteria for the acquisition of products and equipment with energy consumption efficiency and reduction	✓
1.2	Building	
	Well maintained building	✓
	Good look/maintenance/ preservation of the building. Compliance with the minimum maintenance aspects	✓
	All areas public, including the corridors, stairs and car park shall be properly lit	✓
1.3	Security	
	Use of a security service in the establishment under the responsibility of a guard	✓ ✓
	Employees capable of dealing with fire and panic situations with specific training (robbery, explosion, flooding and other situations)	✓
	Provision of safety information and procedures, contacts for immediate assistance with an illustration, if possible	✓
	All doors of the rooms that communicate with the public or outside areas shall have a latch system allowing the guests to lock the door when occupying or leaving the room.	✓
1.4	Health/Hygiene	
	At least one worker per shift with training in first-aid techniques	✓
	Permanent protection against insects and rodents by means of protective fabrics and immunisation	✓ ✓
	Enclosed space or container for waste storage and disposal	✓
1.5	Accesses	
	Internal signalling system allowing easy access and movement all over the premises	✓
1.6	Preservation and Maintenance	
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓
1.7	Guest Service	
1.7.1	Reservation Service	
	Availability of a functional reservation service, irrespective of being done through a specific department or by the reception	✓
	Training and orientation of employees	✓
	Promptness and courtesy	✓
	Proper employee presentation, outfit and identification	✓
1.7.2	Reception Service	
	Availability of an 8-hour reception service	✓
	The reception shall be located at the entrance of the establishment, and offer assistance and information to the customers	✓
1.7.3	Floor Service	
	Daily cleaning service	✓
1.7.4	Laundry Service	
	Laundry service, without prejudice to the possibility to resort to specialized laundry companies	✓
2	SPECIFIC ITEMS	
2.1	Lobby/Reception	
	Place or space to keep luggage, not necessarily locked	✓

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2.2	Residential Sector	
2.2.1	Rooms	
	All rooms shall be identified through a number, which is displayed on the outside of the entrance door	✓
	All rooms shall have a window leading directly to the outside	✓
	The windows shall have a system allowing total impediment to the entrance of light	✓
	Bedroom with at least 2.6m bedside space and minimum area of 7.5m ² in double and 7.5m ² in single rooms in all rooms	✓
	All rooms shall have at least one single bed with a minimum size of 0.9 m x 1.9 m or one double bed with a minimum size of 1.4 m x 1.9 m	✓
	All rooms shall have at least one bedside table	✓
	Guest directory in all rooms with all information, timetables and services offered by the hotel	✓
	Colour TV in at least 50% of the rooms	✓
	Working or dressing table and a chair with its own light, plug point and telephone, allowing the use of personal electronic equipment in all rooms	✓
	Telephone in all rooms (where this service is available)	✓
	Reading lamp on bedside table in all rooms	✓
	Wardrobe or specific place to keep clothes in all rooms	✓
	All rooms shall have a communication system between rooms and with the reception	
	Each room shall have at least a pillow, a pillow-case, two sheets and a blanket and/or an eiderdown	
	All rooms shall have a climate control system (heaters or ventilators), according to the local weather conditions, shall be available upon request by the guests	
	All power points in the room shall have an indication of the voltage, unless there is a general indication	✓
2.2.2	Bathroom	
	A simple private bathroom in all rooms with an area of at least 2.5m ² , with direct or artificial ventilation with a continuous renewal of air	✓
	Each bathroom shall have a bath towel and a face flannel for each guest	✓
	All bathrooms shall have at least one wastepaper basket	✓
	Hot and cold water in the shower and washbasin in all bathrooms	✓
	All bathrooms shall have a curtain or other bath and/or cubicle screen	✓
2.3	Public areas	
	1.3m ² of social area per residential unit	✓
	Separate male and female bathrooms in public areas, with natural or forced ventilation, with disabled access	✓
	The sanitary facilities located in public areas shall be equipped with disposable toiletries	✓
2.4	Communications sector	
	Telephones in the public guest areas	✓
2.5	Food & Beverages Sector	
	Dining-hall with an area of at least 1.5m ² per residential unit	✓
	Provide at least breakfast, included or not in the daily charge	✓
	The quality of the meals shall be in accordance with the classification of the establishment	✓
2.6	Service areas	
	The service areas shall be established so as to avoid the spread of smells and to ensure their complete isolation from other annexes	✓
	Main corridors at least 1.2m wide and service stairs at least 1.1m wide	✓
	Dining area for workers as well as a changing room and sanitary facilities with shower for workers, separated by gender	✓

Table 10 – Classification Matrix of RESTAURANTS and PIZZERIAS

1	GENERAL ITEMS	3^a	2^a	1^a	deluxe
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1.1	Building				
	Well maintained building	✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓
	Special lighting that values the front and architectural features of the building				✓
1.2	Security				
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓	✓
	Automatic emergency generator				✓
1.3	Health/Hygiene				
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓
	Sanitization of food "in natura" before storage	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓
1.4	Accesses				
	Have an entrance at public road level for the exclusive use of the customers			✓	✓
	Internal signalling system allowing easy access and movement all over the premises			✓	✓
1.5	Preservation and Maintenance				
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓
1.6	Customer Service				
	Procedure for the special attendance of authorities and personalities				✓
	Existence of a telephone for the exclusive use by customers			✓	✓
	Existence of a reservation service			✓	✓
	Car park in the proximity of the establishment		✓	✓	
	Car park for private use by customers				✓
2	SPECIFIC ITEMS				
2.1	Entrance	✓	✓	✓	✓
	Display, in a visible place and allowing easy reading from the outside, the day's menu, with the respective prices	✓	✓	✓	
	Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment			✓	✓
	Lobby or waiting room with bar service			✓	✓
	Air conditioning of the entrance			✓	✓
2.2	Sanitary facilities				
	Sanitary facilities with acceptable quality materials	✓			
	Sanitary facilities with precious materials and good quality equipment		✓	✓	
	Sanitary facilities with precious materials and deluxe equipment				✓
	Washbasins with hot and cold running water			✓	✓
	Washbasins with bench and directly lit mirror			✓	✓
2.3	Dining-hall				
	Good quality décor and equipment so as to offer an acceptable environment	✓	✓		
	Very good quality décor and equipment, so as to offer a comfortable environment			✓	
	Excellent quality décor and equipment, so as to offer an exquisite environment				✓
	Air conditioning			✓	✓
	Area reserved for non-smokers				✓
	Disabled access	✓	✓	✓	✓
2.4	Table service				
	Meal service directed by a head waiter			✓	✓
	The head waiter speaks at least Portuguese and English			✓	✓
	Wine and drink brands of renowned prestige			✓	✓
	Fabric table cloths and napkins at lunch and dinner service in the restaurant			✓	✓
	Stainless steel cutlery at lunch and dinner service in the restaurant			✓	✓
	Porcelain plates at lunch and dinner service in the restaurant			✓	
	Top quality porcelain at lunch and dinner service in the restaurant				✓
	Bar service			✓	✓

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	Specially trained chef			✓	✓
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant			✓	✓
	Menu in Portuguese and English			✓	✓
	Meals served with appropriate cutlery and glasses			✓	✓
	Meals served on appropriate crockery			✓	✓
	Properly trained waiters			✓	✓
2.5	Kitchen				
	Kitchen with basic equipment	✓	✓		
	Kitchen with adequate equipment			✓	
	Kitchen with modern and new equipment				✓
	Pantry, divided into a dirty and a clean area, communicating with the dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas			✓	✓
	Cold stores	✓	✓	✓	✓
2.6	Service areas				
	Separate service entrance		✓	✓	✓
	Changing room and sanitary facilities with shower for the workers, separated by gender	✓	✓	✓	✓

Table 11 – Classification Matrix of DANCE HALLS

1	GENERAL ITEMS	3^a	2^a	1^a	deluxe
1.1	Building				
	Well maintained building	✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓
	Special lighting that values the front and architectural features of the building				✓
1.2	Security				
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓	✓
	Automatic emergency generator				✓
1.3	Health/Hygiene				
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓
	Sanitization of food “in natura” before storage	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓
1.4	Accesses				
	Have an entrance at public road level for the exclusive use of the customers	✓	✓	✓	✓
	Internal signalling system allowing easy access and movement all over the premises			✓	✓
1.5	Preservation and Maintenance				
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓
1.6	Customer Service				
	Procedure for the special attendance of authorities and personalities				✓
	Existence of a telephone for the exclusive use by customers			✓	✓
	Existence of a reservation service			✓	✓
	Car park in the proximity of the establishment		✓	✓	
	Car park for private use by customers				✓
2	SPECIFIC ITEMS				
2.1	Entrance				
	Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment			✓	✓
	Cloakrooms near the entrance			✓	✓
	Lobby or waiting room with bar service			✓	✓
	Air conditioning of the entrance			✓	✓
2.2	Sanitary facilities				
	Sanitary facilities with acceptable quality materials	✓			
	Sanitary facilities with precious materials and good quality equipment		✓	✓	

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	Sanitary facilities with precious materials and deluxe equipment				✓
	Washbasins with hot and cold running water			✓	✓
	Washbasins with bench and directly lit mirror			✓	✓
2.3	Dance hall				
	Lounge or sitting room separated from the dancefloor				✓
	Stage for shows			✓	✓
	Good quality lighting equipment	✓	✓		
	Very good quality lighting equipment			✓	
	State-of-the-art and very good quality lighting equipment				✓
	Good quality sound equipment	✓	✓		
	Very good quality sound equipment			✓	
	State-of-the-art and very good quality sound equipment				✓
	External area integrated with the dancefloor			✓	
	External area integrated with the dancefloor with tables and bar service				✓
	Bar service with wine and drink brands of renowned prestige			✓	✓
	Good quality furniture and décor		✓	✓	
	Excellent quality furniture and décor				✓
	Air conditioning			✓	✓
2.4	Dining-hall				
	Dining-hall separated from the dance area				✓
	Good quality décor and equipment so as to offer an acceptable environment	✓	✓		
	Very good quality décor and equipment, so as to offer a comfortable environment			✓	
	Excellent quality décor and equipment, so as to offer an exquisite environment				✓
	Air conditioning			✓	✓
	Area reserved for non-smokers				✓
	Disabled access	✓	✓	✓	✓
2.5	Table service				
	Meal service directed by a head waiter			✓	✓
	The head waiter speaks at least Portuguese and English			✓	✓
	Wine and drink brands of renowned prestige		✓	✓	✓
	Fabric table cloths and napkins at lunch and dinner service in the restaurant			✓	✓
	Stainless steel cutlery at lunch and dinner service in the restaurant			✓	✓
	Porcelain plates at lunch and dinner service in the restaurant			✓	
	Top quality porcelain at lunch and dinner service in the restaurant				✓
	Bar service			✓	✓
	Specially trained chef			✓	✓
	Menu with appropriate design and layout in agreement with the décor and/or the theme of the restaurant			✓	✓
	Menu in Portuguese and English			✓	✓
	Meals served with appropriate cutlery and glasses			✓	✓
	Meals served on appropriate crockery			✓	✓
	Properly trained waiters			✓	✓
2.6	Kitchen				
	Kitchen with basic equipment	✓	✓		
	Kitchen with adequate equipment			✓	
	Kitchen with modern and new equipment				✓
	Pantry, divided into a dirty and a clean area, communicating with the dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas			✓	✓
	Cold stores	✓	✓	✓	✓
2.7	Service areas				
	Separate service entrance			✓	✓
	Changing room and sanitary facilities with shower for the workers, separated by gender	✓	✓	✓	✓

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Table 12 – Classification Matrix of BARS, SNACK BARS & BEER HALLS

1	GENERAL ITEMS	3^a	2^a	1^a	deluxe
1.1	Building				
	Well maintained building	✓	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓	✓
1.2	Security				
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓	✓
	Automatic emergency generator				✓
1.3	Health/Hygiene				
	At least one worker per shift with training in first-aid techniques	✓	✓	✓	✓
	Sanitization of food “in natura” before storage	✓	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓	✓
1.4	Accesses				
	Have an entrance at public road level for the exclusive use of the customers	✓	✓	✓	✓
	Internal signalling system allowing easy access and movement all over the premises			✓	✓
1.5	Preservation and Maintenance				
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓	✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓	✓
1.6	Customer Service				
	Procedure for the special attendance of authorities and personalities				✓
	Existence of a telephone for the exclusive use by customers			✓	✓
	Existence of a reservation service			✓	✓
	Car park in the proximity of the establishment		✓	✓	
	Car park for private use by customers				✓
2	SPECIFIC ITEMS	✓	✓	✓	✓
2.1	Entrance	✓	✓	✓	✓
	Display, in a visible place and allowing easy reading from the outside, the day's menu, with the respective prices		✓	✓	✓
	Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment			✓	✓
	Lobby or waiting room				✓
	Air conditioning of the entrance			✓	✓
2.2	Sanitary facilities				
	Sanitary facilities with acceptable quality materials	✓			
	Sanitary facilities with precious materials and good quality equipment		✓	✓	
	Sanitary facilities with precious materials and deluxe equipment				✓
	Washbasins with hot and cold running water			✓	✓
	Washbasins with bench and directly lit mirror			✓	✓
2.3	Dining-hall				
	Good quality décor and equipment so as to offer an acceptable environment	✓	✓		
	Very good quality décor and equipment, so as to offer a comfortable environment			✓	
	Excellent quality décor and equipment, so as to offer an exquisite environment				✓
	Air conditioning			✓	✓
	Area reserved for non-smokers				✓
	Disabled access	✓	✓	✓	✓
2.4	Table service				
	Bar service			✓	✓
	Menu in Portuguese and English			✓	✓
2.5	Kitchen				
	Kitchen with basic equipment	✓	✓		
	Kitchen with adequate equipment			✓	
	Kitchen with modern and new equipment				✓
	Pantry, divided into a dirty and a clean area, communicating with the			✓	✓

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	dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas				
	Cold stores	✓	✓	✓	✓
2.6	Service areas				
	Separate service entrance		✓	✓	✓
	Changing room and sanitary facilities with shower for the workers, separated by gender	✓	✓	✓	✓

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Table 13 – Classification Matrix of TEAROOMS, CAKE SHOPS, CAFES & ICE-CREAM PARLOURS

1	GENERAL ITEMS	3^a	2^a	1^a
1.1	Building			
	Well maintained building	✓	✓	✓
	Appropriate lighting of the outside areas of the building			✓
1.2	Security			
	Use of a security service in the establishment under the responsibility of a guard	✓	✓	✓
	Employees capable of dealing with fire and panic situations	✓	✓	✓
1.3	Health/Hygiene			
	At least one worker per shift with training in first-aid techniques	✓	✓	✓
	Sanitization of food “in natura” before storage	✓	✓	✓
	Enclosed space or container for waste storage and disposal	✓	✓	✓
1.4	Accesses			
	Have an entrance at public road level for the exclusive use of the customers	✓	✓	✓
	Internal signalling system allowing easy access and movement all over the premises		✓	✓
1.5	Preservation and Maintenance			
	Prevention and control programmes for the preservation / maintenance of the building and equipment			✓
	Carrying out regular cleaning of carpets, curtains, windows, etc.	✓	✓	✓
1.6	Customer Service			
	Existence of a telephone for the exclusive use by customers			✓
	Existence of a reservation service			✓
	Car park in the proximity of the establishment		✓	
	Car park for private use by customers			✓
2	SPECIFIC ITEMS			
2.1	Entrance			
	Customer entrance, separate from the service entrance and with limited visibility to the inside of the establishment			✓
	Changing rooms near the entrance			✓
	Lobby or waiting room with bar service			✓
	Air conditioning of the entrance			✓
2.2	Sanitary facilities			
	Sanitary facilities with acceptable quality materials	✓		
	Sanitary facilities with precious materials and good quality equipment		✓	✓
	Washbasins with hot and cold running water			✓
	Washbasins with bench and directly lit mirror			✓
2.4	Dining-hall			
	Good quality décor and equipment so as to offer an acceptable environment	✓	✓	
	Very good quality décor and equipment, so as to offer a comfortable environment			✓
	Air conditioning			✓
	Area reserved for non-smokers			✓
	Disabled access	✓	✓	✓
2.5	Kitchen			
	Kitchen with basic equipment	✓	✓	
	Kitchen with adequate equipment			✓
	Pantry, divided into a dirty and a clean area, communicating with the dining-hall in such a way that it does not allow seeing the kitchen and secures its necessary isolation relative to the customer areas			✓
	Cold stores	✓	✓	✓
2.6	Service areas			
	Separate service entrance			✓
	Changing room and sanitary facilities with shower for the workers, separated by gender	✓	✓	✓