



## **FREQUENTLY ASKED QUESTIONS ON THE NATIONAL ACCOMMODATION STANDARDS FOR HOTELS, RESORTS AND APARTMENT HOTELS**

1. What is the National Accommodation Standards?
  - ✚ The National Accommodation Standards is a set of requirements for accommodation facilities and services that prescribes progressive levels of quality and service.
  
2. How was the National Accommodation Standards formulated?
  - ✚ The DOT Office of Tourism Standards and Regulation with assistance from the German Technical Cooperation (GIZ) conducted series of consultation workshops with tourism stakeholders in key destinations in the country. The drafting of the National Accommodation Standards was prepared by an international consultant hired by GIZ.
  
3. What is the main difference between the old accommodation standards and the new accommodation standards?
  - ✚ The old accommodation standards of classifying accommodation enterprises is based on an inventory checklist approach focusing on the existence of facilities offered by the enterprise.  
  
On the other hand, the new accommodation standards is a point system based on inventory, availability, condition and quality of a specific facility as well as service.
  
4. When is the implementation of the National Accommodation Standards?
  - ✚ Last quarter of 2012 onwards.
  
5. How will the new accommodation standards be implemented?
  - ✚ Third party auditors will be hired by DOT to conduct the inspection/assessment. The DOT shall issue the accreditation certificate based on the assessment rating results.
  
6. How much is the assessment/accreditation fee?
  - ✚ On the first year of implementation, the DOT shall subsidize the assessment fee, while the enterprise shall pay the accreditation fee corresponding to its current classification. However, a new schedule of accreditation fees shall be imposed on the 2<sup>nd</sup> year of implementation after due consultation with stakeholders.
  
7. How long is the validity of the accreditation?
  - ✚ Two (2) years, only after the imposition of the new schedule of accreditation fees.

8. What will happen to an enterprise that failed to meet the requirements of the new accommodation standards?

✚ Non-compliance to the standards

The enterprise will be given one (1) year from the time it was assessed to rectify its deficiencies.

✚ Non-compliance with desired classification

The enterprise will be classified to a lower grade that does not require the minimum requirement for its desired classification. After rectification, however of its deficiencies for its desired classification, the enterprise may request for a re-inspection and upgrading of its present classification even before the expiry of its accreditation.

9. Will room rates be regulated under the new system? No.

10. Where can the National Accommodation Standards be viewed?

✚ [www.tourism.gov.ph](http://www.tourism.gov.ph) – Under “Business and Investments”, select “Accreditation of Tourism Enterprises & Individuals”>”Tourism Standards”>”Hotels, Resorts and Apartment Hotels”

✚ <http://accreditationonline.tourism.gov.ph> - search Rules and Regulations Governing Accreditation of Tourism Enterprises then select ☆☆☆☆☆ Hotels, Resorts and Apartment Hotels

11. What is Accreditation?

✚ Accreditation shall refer to a certification issued by the Department to a tourism enterprise that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.

12. What is a Hotel?

✚ Hotel shall refer to full service accommodation with reception and guest rooms generally offering private facilities with an onsite restaurant, room and bar services available. Additional facilities such as business centres and conference rooms are expected.

13. What is a Resort?

✚ Resort shall refer to full service accommodation located in a more natural, relaxed environment, with reception and guest rooms generally offering private facilities with an onsite restaurant, room and bar service available. Additional recreation facilities and tour services are expected.

14. What is an Apartment Hotel?

✚ Apartment Hotel shall refer to serviced apartments offering self-contained units that contain access to kitchen and laundry facilities. A number of bedrooms may share one bathroom in the unit.

15. What do the different stars mean and how many points does an enterprise need to obtain in order to get a specific star classification?

- ✚ One Star: (251 to 400 points) – These enterprises appeal to budget minded travellers. There is a limited range of facilities and services.
- ✚ Two Star: (401 to 550 points) - These enterprises appeal to the tourists seeking more than basic accommodation. They offer expanded facilities and higher level of comfort.
- ✚ Three Star: (551 to 700 points) – These enterprises offer a very good level of accommodation. There are more spacious public areas, higher quality facilities and a greater range of services.
- ✚ Four Star: (701 to 850 points) - These properties are upscale in all areas. Accommodation is refined and stylish. Service is responsive, often including an extensive array of facilities.
- ✚ Five star: (851 to 1,000 points) - These properties reflect the characteristics of luxury and sophistication. The facilities are world class in every manner and the meticulous service exceeds all guest expectations.