



MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

GUIDELINES ON CLASSIFICATION OF TOURIST ACCOMMODATION PREMISES FOR CATEGORY OF CITY HOTEL, RESORT, HIGHLAND, BOUTIQUE AND INNOVATIVE

DEFINITION OF TOURIST ACCOMMODATION PREMISES

Any accommodation premises that is registered by the Commissioner under subsection 31C(1) Tourism Industry Act 1992 [Act 482].

1. CLASSIFICATION CATEGORY

a) **City Hotel:**

Premises in the area gazetted as a city or in the settlement area that have a minimum population of 10 thousand people or in specified development area; **or** district administration centre although the population is less than 10 thousand people **and** at least 60 percent of the population aged 15 years old and above and involved in non-agriculture activity.

Any premises that **is not categorised as Resort Hotel (Island/Beach/Lake/River) and Highland Hotel** can be categorised as City Hotel.

(**Source:** National Urbanization Policy 2006, Federal Department of Town and Country Planning, Ministry of Federal Territories)

b) **Resort Hotel (Island/Beach/Lake/River):**

Premises must be classified as Resort Hotel if **it is nearby the beach or lake** or **river** or **located in a remote island**. (Other than Langkawi Island, Penang Island and Federal Territory of Labuan)

- c) **Highland Hotel:**
Premises must be classified as Highland Hotel if it is located over 300m above sea level.
(Source: Guidelines on Development Planning of Hill and Highland Area, Ministry of Housing and Local Government, 2009).
- d) **Boutique Hotel:**
Premises offers friendly, personal and luxurious services with unique and distinctive concept and design.
- e) **Innovative Hotel:**
Premises display artistic, aesthetic, unique and distinctive features in their buildings. These can be seen through the hotel designs and materials like igloo, tree house, hexagon, bus, container, tube, capsule and others that are non-conventional.

2. TERMS OF APPLICATION

- a) Registered with the Ministry of Tourism, Arts and Culture (MOTAC);
- b) Possesses Business Licence/ accommodation or Hotel Operation Licence from Local Authority (PBT);
- c) Offers more than ten (10) rooms or more than fifty (50) beds, based on any that is applicable (*Act 482*);
- d) Meet the requirements of BOMBA such as possessing:
 - i. BOMBA Fire Certificate if operating for more than a year; **or**
 - ii. Sufficient by possessing Certificate of Completion and Compliance (CCC) if the premises has been operating for less than a year; **or**
 - iii. Fire Certificate for design of open led passage premise which has four (4) levels and above and more than 50 rooms; **or**
 - iv. BOMBA Fire Certificate for premises with other designs which have 21 rooms and more; **or**

- v. Premises that have design of open led passage and less than four (4) levels do not necessarily need to submit BOMBA Fire Certificate.

(Source: Fire Services Acts 1988 : Fire Services Order (Designated Premises) 1998)

- e) Becoming a member of any hotel association recognised by MOTAC as in **Appendix A**;
- f) All staffs that handle food shall acquire Food Operator Certificate and Anti-Typhoid Shot;
- g) Provide Grease Trap for premises that have F&B;
- h) Provide Generator Set according to existing legislation needs;
- i) Provide one (1) accommodation room and public toilet in public area for Persons with Disabilities (OKU). Hotel shall get an exception from PBT and related Agency / Government if unable to provide those facilities;
(Source: Section 26, Persons with Disabilities Act 2008)
- j) Premises that provide outsource service shall be rated if those shared facilities are nearby/ reasonable area. Marks are given if examiner panel is allowed to assess those facilities;
- k) If premises are unable to provide facilities due to Instructions/Regulations/Laws that is enforced, premises shall submit exception letter from related parties;
- l) Offer accommodation room in the situation of:
i. the same building block; **or**
ii. the same and arranged group or levels; **and**
iii. comply with the terms in para 2(c).

Note:

Further explanation can be referred in Appendix A.

- m) Accommodation premises shall **not mix** with private residence unit if it is located on the same floor; **and**
- n) Hotel premises shall be classified beforehand for:
 - i. Rating 3 to 5 Stars for City Hotel or Resort Hotel or Highlands Hotel category before applying for Boutique Hotel category.
 - ii. Rating 1 to 5 Stars for City Hotel or Resort Hotel or Highlands Hotel category before applying for Innovative Hotel category.

3. REQUIRED DOCUMENTS

- a) A copy of Tourist Accommodation Premises Registration Certificate;
- b) A copy of Accommodation Premises Business Licence from PBT;
- c) A copy of Fire Certificate or a copy of CCC or Fire Certificate Exception Letter as stated in paragraph 2(d);
- d) A copy of Hotel Association Certificate recognised by MOTAC;
- e) A copy of Food Operator Certificate and Anti-Typhoid Shot;
- f) A copy of exception letter from PBT and related Agency / Government if unable to provide one (1) accommodation room and public toilet in public area for OKU if applicable;
- g) A copy of contract documents if outsource service is provided by hotel; **and**
- h) A copy of exception letter from related parties if premises are unable to provide facilities due to Instructions/Regulations/Laws that is enforced.

Note:

A copy of document that is submitted shall be certified by Government Servant from **Management Team and Grade 41 Professional** and above (other than MOTAC officers) **OR** Head Village / Chief **OR** Oath Commissioner.

4. **APPLICATION PROCEDURES**

- a) Complete information on Application Form of Tourist Accommodation Premises Classification that is downloaded through www.motac.gov.my.
- b) All documents as stated in para 3 and Application Form of Tourist Accommodation Premises Classification shall be submitted to respective MOTAC State Office.

5. **PAYABLE FEES**

No fee is charged for classification application in the meantime.

6. **CLASSIFICATION MECHANISM**

- a) Premises inspection shall be held within the **duration of 30 working days** after the classification application is received;
- b) Reclassification application shall be submitted **three (3) months before** the date of expiry of Rating Certificate;
- c) Reviewed and completed premises classification application will be brought to **Panel Meeting of Tourist Accommodation Premises Classification**;
- d) Decision letter of classification application **or / and** Certificate of Rating shall be received within the period of **seven (7) working days** after the decision of **Panel Meeting of Tourist Accommodation Premises Classification** is issued; **and**
- e) Premises may submit an **appeal** within the **period of 21 working days** from the date of issued decision letter.

7. **CERTIFICATE OF RATING FOR TOURIST ACCOMMODATION PREMISES**

- a) Certificate of Rating will only be issued after the classification application is approved and signed by the Tourism Commissioner.

- b) Certificate of Rating is printed on the premises name and address as in its business licence. (The use of premises name using the words 'travel, 'tourism', 'tour' or 'tour operator' and equivalent as set in Section 13: Act 482 are prohibited).
- c) Validity period of Certificate of Rating is not more than **three (3) years**.

8. CERTIFICATE OF RATING REPLACEMENT

8.1 LOSS / DESTRUCTION OF CERTIFICATE OF RATING

- a) Applicant shall submit official letter with justification for the purpose of issuance of certificate replacement; **and**
- b) A new certificate of rating shall be issued for loss / destruction of certificate of rating. Replacement fee of Certificate of Rating for RM50 will be charged if the applicant failed to provide the original copy of Certificate of Rating.

8.2 CHANGE OF NAME OF PREMISES

- a) Applicant shall submit an official letter as notification of change of premises name; **and**
- b) New Certificate of Rating will be issued for the purpose of change of premises name. Replacement fee of certificate of rating for RM50 will be charged if the applicant failed to provide the original copy of Certificate of Rating.

9. CHANGE OF PREMISES OWNER OR NAME OF PREMISES

- a) Applicant shall submit a new classification application to MOTAC State Office.
- b) A new Certificate of Rating will be issued after the classification application is approved and signed by the Tourism Commissioner.

10. APPROVAL CHARTER OF CLASSIFICATION APPLICATION

- a) MOTAC State Office level:
Classification inspection report (new/re-classification/self-assessment) that is complete, in an orderly manner and faultless shall be submitted to Headquarter based on the client charter from the date of the inspection is conducted as in Appendix B.

- b) MOTAC Headquarter Putrajaya level:
Certificate of Rating will be issued within the period of seven (7) working days after the Panel Meeting of Tourist Accommodation Premises Classification is convened.

11. ENFORCEMENT DATE

This guideline shall come into effect beginning on **15th January 2021**.

Tourism Licensing Division

Ministry of Tourism, Arts and Culture Malaysia

**LIST OF HOTEL ASSOCIATIONS RECOGNISED BY
MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA**

1. Persatuan Hotel Malaysia
Malaysian Association of Hotels (MAH)
2. Persatuan Pemilik Hotel Malaysia
Malaysian Association of Hotel Owners (MAHO)
3. Persatuan Hotel Budget Malaysia
Malaysia Budget Hotel Association (MyBHA)

APPENDIX B

APPROVAL CHARTER OF CLASSIFICATION APPLICATION OF MOTAC STATE OFFICE BASED ON ZONE

MATTERS	ZONE A	ZONE B	ZONE C	REMARKS
STATES	Sarawak, Johor, Perak, Selangor, Pahang, Sabah and Wilayah Persekutuan Kuala Lumpur	Kedah, Penang, Malacca & Kelantan	Perlis, Negeri Sembilan, Terengganu and Wilayah Persekutuan Labuan	-
REGISTRATION	7 Working days after the inspection is conducted			Online application on SPIP. Refer to Guidelines on Registration
CLASSIFICATION	21 Working days after the inspection is conducted	14 Working days after the inspection is conducted	10 Working days after the inspection is conducted	Application to take on workload is based on zone

Guidance:

Based on the numbers of registration application