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Requirements for provision of accommodation service

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The Regulation is enacted pursuant to subsection 19 (3) of the Tourism Act.

Chapter 1 General requirements for provision of accommodation service

§ 1. Requirements for the construction works, rooms and territory of an accommodation establishment

(1) The construction works, rooms and furnishings for the provision of accommodation service and the territory of an accommodation establishment shall be clean and in good condition. Equipment used for the provision of accommodation service shall be in working order and safe for normal use.

(2) A room that takes into account the special needs of a disabled person and access to it shall comply with the requirements set out in Regulation No. 28 of 29 May 2018 of the Minister of Entrepreneurship and Information Technology “Requirements for constructions works arising from the special needs of disabled people”.

§ 2. Fire safety requirements

(1) A fire safety reminder shall be prominently visible in each guestroom of an accommodation establishment, providing brief instructions on how to avoid a fire and act in the event of a fire.

(2) An evacuation plan and plan for action in the event of fire shall be prominently visible in each guestroom of an accommodation establishment. The requirement specified in the first sentence shall not apply to a guestroom located in a building with type I use specified in Appendix 1 to Regulation No. 17 of 30 March 2017 of the Minister of the Interior “Fire safety requirements for constructions works” or in a building whose use is equivalent to type I use in terms of essential fire safety requirements.

(3) Building with type I use of an accommodation establishment with more than ten beds shall comply with fire requirements for buildings with type II use specified in Appendix 1 to the Regulation specified in subsection (2) in terms of requirements for evacuation and fire safety installations.

(4) The front door of a guestroom, apartment or accommodation facility on the exit or escape route shall always be opened from the inside without a key.

§ 3. Requirements for water

(1) An accommodation establishment shall be equipped with drinking water.

(2) In an accommodation establishment equipped with hot water supply, it shall be possible to heat water to up to 65 °C, and the temperature of hot water shall be kept between 50–55 °C.

§ 4. Requirements for lighting

Lighting of an accommodation establishment shall ensure even diffused light in public areas, guestrooms and hygiene rooms.

§ 5. General requirements for a guestroom

(1) Doors to guestrooms or, where appropriate, accommodation facility or apartment of an accommodation establishment shall be lockable and keys shall be in the use of the user of the accommodation service.

(2) The guestroom shall be purposefully furnished and means to store clothes and necessities shall be ensured.

§ 6. Hygiene requirements

An accommodation establishment shall have hygienic facilities for washing and drying hands, round-the-clock facilities for general washing with hot water, and the use of a toilet and availability of toilet paper.

§ 7. Requirements for catering and cooking facilities

(1) When handling food, the provider of the accommodation service shall ensure that food is handled in accordance with the requirements of the Food Act.

(2) When offering cooking facilities, an accommodation establishment shall have a suitably furnished kitchen, kitchenette or other cooking or food serving facilities considering the characteristics of the relevant type of accommodation establishment.

§ 8. Requirements for maintenance

(1) Rooms of an accommodation establishment shall be cleaned, ventilated and, where necessary, disinfected regularly to prevent the spread of infections and risk to health. Guestrooms shall be cleaned as necessary, but at least after the departure of each user of the accommodation service.

(2) If towels and bed linen are available or can be rented, they shall be changed as needed, but at least on arrival of each new user of the accommodation service. Clean and dirty textiles shall be kept separately.

(3) Laundry detergent and toilet cleaners shall be used and kept separately from other cleaning agents.

§ 9. Other general requirements

The following shall be ensured at an accommodation establishment:

- 1) identified issue of the key to a guestroom or accommodation facility;
- 2) round-the-clock entry and exit of users of the accommodation service;
- 3) clearly visible and distinguishable entrance to the accommodation establishment or territory of the accommodation establishment;
- 4) notification of users of the accommodation service of services offered at the accommodation establishment, price list and reception hours of the accommodation establishment if reception is not available round-the-clock, and information on whether the service is accessible to people with special needs;
- 5) places for collecting garbage in the rooms or on the territory of the accommodation establishment.

Chapter 2

Special requirements for provision of accommodation service

§ 10. Requirements for a hotel

(1) Hotel guestrooms shall have an adequate seating area and shall be equipped with a private washroom and toilet.

(2) A hotel shall ensure the availability of towels and bed linen in the guestroom, daily housekeeping and making of beds as well and the possibility to request an extra pillow and duvet.

(3) If the hotel does not provide catering services, the user of the accommodation service shall be provided with cooking facilities or information about breakfast options in the immediate vicinity of the hotel shall be made available.

(4) A spa hotel shall provide at least the following services:

- 1) two different massage services;
- 2) two different water treatments or the use of a pool;
- 3) sauna for at least six people; and
- 4) provision of rehabilitation health service for the purposes of the Health Services Organisation Act or two different services from among the following services: hairdressing, manicure, pedicure, cosmetics, or solarium service.

§ 11. Requirements for a motel

(1) A motel shall comply with the requirements set out in subsections 10 (1)–(3).

(2) A motel shall have a number of parking spaces at least equal to the number of guestrooms.

§ 12. Requirements for a guesthouse

(1) Guestrooms of a guesthouse shall have an adequate seating area.

(2) The availability of towels and bed linen in the guestroom shall be ensured in a guesthouse.

(3) Washrooms and toilets of a guesthouse can be shared.

(4) In the case of a shared washroom and toilet, there shall be at least:

- 1) one washroom per ten beds;
- 2) two toilets per ten beds.

(5) A guesthouse shall comply with the requirements set out in subsection 10 (3).

§ 13. Requirements for a hostel

(1) Guestrooms or accommodation facilities of a hostel shall be equipped with cooking facilities and an area for resting and dining.

(2) The availability or opportunity to rent bed linen and towels shall be ensured in a hostel guestroom.

(3) A hostel shall have at least:

- 1) one washroom per ten beds;
- 2) two toilets per ten beds.

§ 14. Requirements for a holiday village or camp

(1) The territory of a holiday village or camp shall be delimited and equipped with outdoor lighting.

(2) Internal roads of a holiday village or camp shall ensure safe and smooth traffic considering the load bearing capacity of motor vehicles.

(3) A holiday village or camp shall have:

- 1) one washroom per 12 camping or caravan sites or beds;
- 2) two toilets per 12 camping or caravan sites or beds;
- 3) cooking facilities;
- 4) fire safety reminder in a visible location, providing brief instructions on how to avoid a fire and act in the event of a fire;
- 5) contact phone number of the provider of the accommodation service in a visible location.

(4) If an accommodation facility is available, the availability or opportunity to rent bed linen and towels shall be ensured in the guestroom.

(5) If caravan sites are available, they shall be:

- 1) designated and large enough to ensure safe distance from the users of other sites;
- 2) paved with suitable surface coating to prevent the vehicle from sinking into the ground.

(6) If caravan sites are available, the territory of the accommodation establishment shall be equipped with equipment enabling electricity, water and sewerage connections.

§ 15. Requirements for a holiday home and visitor's apartment

(1) In addition to a guestroom, a holiday home or visitor's apartment shall have cooking facilities, a properly furnished kitchen, area for dining and resting, and a washroom and toilet.

(2) The availability or opportunity to rent bed linen and towels shall be ensured in the guestroom.

§ 16. Requirements for a bed-and-breakfast

(1) In addition to a guestroom, a bed-and-breakfast shall have cooking facilities, a properly furnished kitchen, area for dining and resting, and an opportunity to use a washroom and toilet. If catering is offered at a bed-and-breakfast, providing cooking facilities shall not be required.

(2) The availability or opportunity to rent bed linen and towels shall be ensured in the guestroom.

Chapter 3

Final provisions

§ 17. Repeal of the Regulation

Regulation No. 43 of 23 May 2012 of the Minister of Economic Affairs and Communications “Requirements for accommodation establishments” is repealed.

§ 18. Entry into force of the Regulation

(1) The Regulation enters into force on 1 May 2021.

(2) The requirement set out in subsection 2 (4) shall be applied to buildings with type I use specified in Appendix 1 to Regulation No. 17 of 30 March 2017 of the Minister of the Interior “Fire safety requirements for construction works” as of 1 October 2021.

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