



REPUBLIC OF SAN MARINO

REGULATION no. 12 of 2 December 2010

**We the Captains Regent
of the Most Serene Republic of San Marino**

Having regard to Congress of State Decision no. 10, adopted during its sitting of 22 November 2010;

Having regard to Article 5, paragraph 5 of Constitutional Law no. 185/2005 and to Article 13 of Qualified Law no. 186/2005;

Promulgate and order the publication of the following Regulation:

**AMENDMENTS TO REGULATION NO. 3 OF 8 JUNE 2010 ON ACCOMODATION
COMPANIES REFERRED TO IN TITLES I AND III OF LAW NO. 22/2006
“FRAMEWORK LAW ON TOURISM”**

Art. 1

Article 13, paragraph 3 of Regulation no. 3 of 8 June 2010 shall be amended as follows:
“Open-air accommodation facilities shall be classified by stars, as provided for in Article 2 of this Regulation.”

Art. 2

Article 15, paragraph 4 of Regulation no. 3 of 8 June 2010 shall be amended as follows:
“4-star facilities shall have 20 to 30 percent of the pitches equipped with mains water point and grey waste drainage connected to the sewage system”.

Art. 3

Article 16 of Regulation no. 3 of 8 June 2010 shall be amended as follows:

1. In order to guarantee a better quality of accommodation, the areas used as campsites and tourist villages shall have a minimum surface of 10,000 square metres.
2. The maximum density shall not exceed 90 family units and 360 persons per hectare.
3. An emergency exit in a position that ensures easy evacuation of guests in the event of an emergency shall be guaranteed.
4. The ground shall be equipped in such a way as to facilitate the drainage of rainwater and to allow easy access for vehicles, including towing vehicles.
5. The installation of awning tents, including those connected to the technological systems, shall be permitted for mobile accommodation vehicles, for a surface area of no more than 18 square metres.
6. It shall be permitted to set up service accommodation for the caretaker and/or service staff.

7. It shall be permitted to carry out accommodation activities also in outbuildings, which may be located in areas other than the main building, but at a distance of no more than 200 m as the crow flies. Outbuildings shall be smaller than the main building.
8. Open-air accommodation facilities shall have a car park with at least one parking space per pitch or accommodation unit, which may be located on the pitches, in reserved areas inside the facility or outside the area of the accommodation facility.
9. In open-air accommodation facilities with an authorised capacity of more than 500 guests, which are located more than 5 km from the nearest emergency department, an 8/24 hour emergency service with a qualified nurse and a doctor on call shall be provided.
10. The toilets shall be made of masonry or other suitable materials to ensure ease of cleaning, even if prefabricated.
11. All premises in which sanitary equipment is installed shall have walls covered with impermeable and washable materials, at least up to two metres. The floors shall be impermeable, preferably made of stoneware or ceramic, and shall have a drain with a siphon to allow jet washing.
12. Toilets shall have direct ventilation from the outside or be equipped with adequate mechanical ventilation. They shall have a minimum surface area of 0.80 square metres (1.20 for new buildings) and a door that can be locked from the inside.
13. Closed showers shall be installed in premises having a a minimum size of 0.80 square metres (1.20 square metres for new buildings) and the door shall be lockable from the inside. The floor shall be made of non-slip material.
14. Dishwashing sinks with draining racks and laundry sinks shall be separate from other hydro-sanitary facilities. Solid waste bins shall be placed near them.
15. Permanent accommodation units shall have the following characteristics:
 - a) They shall be made of traditional masonry or of prefabricated materials and shall be firmly fixed to the ground;
 - b) They shall be subject to a building permit and shall comply with building and health and hygiene regulations;
 - c) Minimum furnishings shall include: beds, table, chairs, a gas cooker with a minimum of 2 burners and a refrigerator. Any gas cylinder shall be placed outside;
 - d) Hot water supply shall be guaranteed;
 - e) The bathroom shall be equipped with washbasin, shower and WC.
16. Mobile accommodation units, commonly referred to as caravans, campers and mobile homes, shall not be subject to any building permit or authorisation, provided that they are not permanently fixed to the ground in any way and that the facility operator guarantees in writing the rotation of clients, under penalty of revocation of the authorisation. In addition, the rotation mechanisms of mobile accommodation units shall be kept in operation and the connections to the technological networks shall be removable at all times.
17. All mobile accommodation units, except for tents and caravans, shall be supplied with hot water and shall have a reserved outdoor area, including a parking space, equal to their maximum dimensions, without prejudice to the minimum size of the pitch allowed for each classification level.
18. The equipment and installations shall be maintained in good and efficient working order, also in relation to safety regulations. The condition of the furnishings shall be appropriate to the classification level”.”

Art. 4

Table A of the Annex to Regulation no. 3 of 8 June 2010 shall be repealed and replaced by Table A of this Regulation "*Table A - Hotel classification*".

Art. 5

Table B of the Annex to Regulation no. 3 of 8 June 2010 shall be repealed and replaced by Table B of this Regulation "*Table B - Residential hotel classification*".

Done at Our Residence, on 2 December 2010/1710 since the Foundation of the Republic.

THE CAPTAINS REGENT
Giovanni Francesco Ugolini – Andrea Zafferani

THE MINISTER OF
INTERNAL AFFAIRS
Valeria Ciavatta

TABLE A - HOTEL CLASSIFICATION

HOTEL REQUIREMENTS AND FACILITIES		CLASSIFICATION LEVELS						
	NOTES	*	**	***	***S	****	****S	*****
COMMON AREAS								
List								
Entrance protected by porch or canopy <i>non-binding for hotels located in historical centres or under special conditions</i>						X	X	X
Separate entrance for luggage							X	X
Lobby (excluding outbuildings up to 2 stars)		X	X	X	X	X	X	X
Common room or area (excluding outbuildings up to 2 stars)		X	X	X	X	X	X	X
Breakfast/restaurant room					X	X	X	X
Lounge area				X	X	X	X	X
Reading room						X	X	X
Meeting room							X	X
Bar (excluding outbuildings up to 3 stars) <i>in existing hotels, the bar may coincide with the breakfast room</i>					X	X	X	X
Bar in common room		X	X	X				
Service rooms (offices) on floors with more than 30 rooms per floor								X
Common room size								
Common room that can coincide with the restaurant room		X						
With a total surface area (excluding any restaurant room) of not less than 4 square metres for each of the first ten rooms, 1 square metre for each of the other rooms up to the twentieth room and 0.5 square metres for each room above the twentieth room		X	X					
As above, increased by 10%				X				
As above, increased by 20%					X	X		
As above, increased by 30%							X	X
Car parking by the hotel								
						X	X	X
Sports and recreational facilities								
							X	X
SERVICES PROVIDED								
Concierge services								
Reception and concierge-information - daily hours		12/24	12/24	16/24	24/24	24/24	24/24	24/24
Night porter					X	X	X	X
Attendant available on call at times when reception services are not provided		X	X	X				
Switchboard operator available 12/24 hours				X	X	X	X	X
Wake-up call service				X	X	X	X	X
ATM/Credit cards			X	X	X	X	X	X
Photocopy service				X	X	X	X	X
Safekeeping of valuables in the hotel safe <i>the hotelier can refuse to provide this service if the value is excessive</i>				X	X	X	X	X
Luggage transport								
By the staff				X	X	X	X	X
Transport service by car or minibus reserved exclusively for customer and luggage transport						X	X	X
Luggage storage service				X	X	X	X	X
Catering services								

HOTEL REQUIREMENTS AND FACILITIES		CLASSIFICATION LEVELS						
	NOTES	*	**	***	***S	****	****S	*****
Buffet breakfast service				X	X	X	X	X
Continental breakfast service		X	X					
Room service				X	X	X	X	X
Bar service provided by the staff in charge - daily hours					16/24	16/24	16/24	24/24
Bar service - daily hours				12/24				
Staff uniforms				X	X	X	X	X
Number of foreign languages fluently spoken				1	1	2	2	3
Change of linen								
bed sheets and pillowcases		1 time per week	2 times per week	3 times per week	4 times per week	every day	every day	every day
towels		every day	every day	every day	every day	every day	every day	2 times per day
washing and ironing of guest linen returned within 24 hours							X	X
Cleaning								
Room cleaning once a day		X	X	X	X			
Room cleaning once a day with afternoon tidying up						X	X	X
Shoe cleaning with automatic machines or in-room accessories					X	X	X	X
Nightly turndown service								X
HOTEL FACILITIES								
Heating		X	X	X	X	X	X	X
Air conditioning								
throughout the facility and adjustable by the clients in the rooms						X	X	X
in the rooms				X	X			
Service or goods lift								X
Lift for clients <i>non-binding for existing hotels; adaptation is compulsory in case of a request for a higher category, but this obligation does not apply if the lift is technically or legally not feasible</i>								
Irrespective of the number of floors						X	X	X
For hotels with rooms above the first two floors (excluding the ground floor)			X	X	X			
Shared television		X	X	X	X	X	X	X
Shared telephone line		X	X	X	X	X	X	X
Fax				X	X	X	X	X
Internet Point				X	X	X	X	X
ROOM FACILITIES								
Comfortable bed with quality materials appropriate to the classification, 1 chair, normal lighting, small table, wardrobe and 1 bedside table		X	X	X	X	X	X	X
Bedside table lamps or wall lights		X	X	X	X	X	X	X
Additional light for reading or writing				X	X	X	X	X
Desk with light				X	X	X	X	X
Waste bin		X	X	X	X	X	X	X
Luggage stool		X	X	X	X	X	X	X
One armchair per room						X	X	X
Television			X	X	X	X		
Colour LCD or plasma TV							X	X
Pay/satellite TV					X	X	X	X
In-room Internet access						X	X	X
Direct staff call				X	X	X	X	X

TABLE B - RESIDENTIAL HOTEL CLASSIFICATION

HOTEL REQUIREMENTS AND FACILITIES		CLASSIFICATION LEVELS						
	NOTES	*	**	***	*** S	****	**** S	*****
COMMON AREAS								
List								
Entrance protected by porch or canopy <i>non-binding for hotels located in historical centres or under special conditions</i>						X	X	X
Separate entrance for luggage							X	X
Lobby (excluding outbuildings up to 2 stars)		X	X	X	X	X	X	X
Common room or area (excluding outbuildings up to 2 stars)		X	X	X	X	X	X	X
Breakfast/restaurant room					X	X	X	X
Lounge area				X	X	X	X	X
Reading room						X	X	X
Meeting room							X	X
Bar (excluding outbuildings up to 3 stars) <i>in existing hotels, the bar may coincide with the breakfast room</i>					X	X	X	X
Bar in common room		X	X	X				
Service rooms (offices) on floors with more than 30 rooms per floor								X
Common room size								
Common room that can coincide with the restaurant room		X						
With a total surface area (excluding any restaurant room) of not less than 4 square metres for each of the first ten accommodation units, 1 square metre for each of the other accommodation units up to the twentieth accommodation unit and 0.5 square metres for each accommodation unit above the twentieth accommodation unit		X	X					
As above, increased by 10%				X				
As above, increased by 20%					X	X		
As above, increased by 30%							X	X
Car parking by the hotel						X	X	X
Sports and recreational facilities							X	X
SERVICES PROVIDED								
Concierge services								
Reception and concierge-information - daily hours		12/24	12/24	16/24	24/24	24/24	24/24	24/24
Night porter					X	X	X	X
Attendant available on call at times when reception services are not provided		X	X	X				
Switchboard operator available 12/24 hours				X	X	X	X	X
Wake-up call service				X	X	X	X	X
ATM/Credit cards			X	X	X	X	X	X
Photocopy service				X	X	X	X	X
Safekeeping of valuables in the hotel safe <i>the hotelier can refuse to provide this service if the value is excessive</i>				X	X	X	X	X

HOTEL REQUIREMENTS AND FACILITIES		CLASSIFICATION LEVELS						
	NOTES	*	**	***	*** S	****	**** S	*****
Luggage transport								
By the staff				X	X	X	X	X
Transport service by car or minibus reserved exclusively for customer and luggage transport						X	X	X
Luggage storage service				X	X	X	X	X
Catering services								
Buffet breakfast service				X	X	X	X	X
Continental breakfast service		X	X					
Service provided in the accommodation units				X	X	X	X	X
Bar service provided by the staff in charge - daily hours					16/24	16/24	16/24	24/24
Bar service - daily hours				12/24				
Staff uniforms								
Number of foreign languages fluently spoken				1	1	2	2	3
Change of linen								
bed sheets and pillowcases		1 time per week	2 times per week	3 times per week	4 times per week	every day	every day	every day
towels		every day	every day	every day	every day	every day	every day	2 times per day
washing and ironing of guest linen returned within 24 hours							X	X
Cleaning								
Cleaning of accommodation units once a day		X	X	X	X			
Cleaning of accommodation units once a day with afternoon tidying up						X	X	X
Shoe cleaning with automatic machines or accessories in the accommodation units					X	X	X	X
HOTEL FACILITIES								
Heating								
		X	X	X	X	X	X	X
Air conditioning								
throughout the facility and adjustable by the clients in the accommodation unit						X	X	X
In the accommodation units				X	X			
Service or goods lift								
								X
Lift for clients								
<i>non-binding for existing hotels; adaptation is compulsory in the case of a request for a higher category, but this obligation does not apply if the lift is technically or legally not feasible</i>								
Irrespective of the number of floors						X	X	X
For residential hotels with accommodation units above the first two floors (excluding the ground floor) <i>non-binding for hotels located in historical centres or under special conditions</i>			X	X	X			
Shared television								
		X	X	X	X	X	X	X
Shared telephone line								
		X	X	X	X	X	X	X
Fax								
				X	X	X	X	X
Internet Point								
				X	X	X	X	X
COMPOSITION OF ACCOMMODATION UNITS								
separate rooms for kitchen - living room and sleeping area as a percentage of the accommodation units					50%	100%	100%	100%
studios equipped with kitchen, living room and sleeping area				100%				
studios equipped with kitchen and sleeping area		100%	100%					
FACILITIES OF ACCOMMODATION UNITS								
Comfortable bed with quality materials appropriate to the classification, 1 chair, normal lighting, small table, wardrobe and 1 bedside table		X	X	X	X	X	X	X

Bath towel of at least 100x50 cm		X	X	X	X	X	X	X
Hand towel		X	X	X	X	X	X	X
Hairdryer					X	X	X	X
Spare toilet paper		X	X	X	X	X	X	X
Sanitary bags		X	X	X	X	X	X	X
Stool		X	X	X	X	X	X	X
Waste bin		X	X	X	X	X	X	X
Toilet brush		X	X	X	X	X	X	X
Toilet paper holder		X	X	X	X	X	X	X
Drying rack		X	X	X	X	X	X	X
House cleaning material		X	X	X	X	X	X	X
Size of bathrooms (at least 60% of rooms)								
<i>non-binding for existing hotels, adaptation is mandatory in case of request for a higher category</i>								
square metres		3	3	3	3	4	4	4
ELEMENTS TO BE ASSESSED BY THE COMMISSION								
External appearance								
Condition of furniture and fittings								
Condition of bathrooms								
Soundproofing of existing hotels								