

TOURIST CAMPS CLASSIFICATION MANUAL

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1 INTRODUCTION

Qatar Tourism is responsible for licensing and classification of all tourism accommodation establishments in Qatar.

Under Law No. (20) of 2018, Qatar Tourism is mandated to ensure that tourist camps holding or requesting a license, comply with the controls and conditions prescribed by the law and decisions issued in implementation thereof.

This classification manual presents technical and administrative requirements and specifications for different categories of tourist camps.

1.1 CLASSIFICATION CATEGORIES

Tourist camps are classified into the following for categories varying by the quality level of services and type of stay provided by the camp:

Day stay

A) Standard

Tourist camp that provides minimal service quality and amenities. Meets basic requirements for a day stay in the camp.

B) Premium

Tourist camp that provides high-level service quality and amenities. Exceeds minimum requirements and provides a premium experience for a day stay in the camp.

Overnight stay

C) 3-star camp

Tourist camp that provides minimal service quality and amenities. Meets basic requirements and provides accommodation.

D) 4-star camp

Tourist camp that provides high level service quality and amenities. Exceeds customers minimum requirements, provides accommodation, good facilities, and services.

E) 5-star camp

Tourist camp that provides luxurious service quality and amenities and is among the best offers globally.

1.2 CLASSIFICATION PROCEDURES

1. Tourist camps must ensure that all specifications and terms are met by filling out a self-assessment form and signing it via the classification system.
2. An initial classification visit shall be scheduled, providing camp owner/manager at least one (1) week notice of the inspection date.
3. The inspection team then visits the camp to verify and ensure that it conforms to specifications and standards.
4. A classification report is then prepared and submitted to the camp owner/manager within one business week of the inspection. The report shall clarify shortcomings and observations that were recorded by the inspector.
5. The camp owner / manager has a period of one (1) month to finalize all noted deficiencies and correct any of the observations mentioned in the classification report.
6. The inspection team must visit the camp again and re-inspect it, including reassessment of those areas, services and facilities that were considered inadequate in the initial report. The final report must be disseminated within (1) week of the final inspection.
7. If all areas and deficiencies are adequately addressed, the camp obtains a permanent classification certificate valid for five (5) years.
8. If the camp management fails to complete the required works and quality standards for the proposed classification, the license application shall be rejected.

1.3 CLASSIFICATION CRITERIA

8 areas are covered below. Criteria with (√) must be fulfilled to get the classification of the desired category described on page2.

1.3.1 Safety and Security

1. Safety and security	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.1 Security system	1.1.1	A guard / security guards 24 hours a day, in proportion to the capacity of the camp, while ensuring the provision of a sufficient number of guards in the event of any tourism activities or events	√	√	√	√	√
	1.1.2	Safe storage is available at the campsite	√	√	√	√	√
	1.1.3	Safe box available at the campsite or reception			√	√	√
	1.1.4	Tents/facilities requiring privacy such as restrooms and changing rooms have adequate locking mechanism	√	√	√	√	√

1. Safety and security	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.2 General safety	1.2.1	Evacuation procedures are communicated to the guests and emergency evacuation plan/map is available in key areas across the camp	√	√	√	√	√
	1.2.2	24-hour on-site access to a phone and a satellite phone are available for instantaneous communication in case of emergencies	√	√	√	√	√
	1.2.3	Entrances are clearly identified with lighting above the doorways			√	√	√
	1.2.4	The camp is surrounded with a fence as per Ministry of Environment guidelines, has appropriate lighting with reflective warning signs outside of the camp, in the public areas and walkways of the camp	√	√	√	√	√
	1.2.5	All electrical equipment available in the camp is safely maintained and documented in the maintenance logs	√	√	√	√	√
1.3 First aid & medical emergency	1.3.1	At least one employee certified to provide first aid is available 24/7 at the campsite, while ensuring the provision of a sufficient number of paramedics in the event of any tourism activities or events	√	√	√	√	√
	1.3.2	Certified first aid pack should be always available in the camp. First aid pack contents should be regularly refilled and must not contain expired items	√	√	√	√	√

1.3.2 General requirements

2. General requirements	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
2.1 Maintenance	2.1.1	Maintenance on standby is available during operational hours of the camp and appropriate logs for all maintenance activities are available	√	√	√	√	√
	2.1.2	Maintenance services are provided 24/7 in the camp					√
2.2 Sanitary requirements	2.2.1	High standards of cleanliness and hygiene of all items in direct contact with guests, camp furniture, facilities, public spaces, and general areas	√	√	√	√	√

2. General requirements	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
	2.2.2	All walls, floors and ceiling surfaces are clean	√	√	√	√	√
	2.2.3	Cleaning of all public sanitary facilities must be performed every 2-3 hours during the day and evidence of cleaning logs and schedules should be available	√	√	√	√	√
	2.2.4	Pest management activities shall be done by a specialized pest control company, the contract of the pest control company shall be valid, and a copy made available	√	√	√	√	√
	2.2.5	Guest areas are vacuumed/swept daily, cleaning logs are maintained	√	√	√	√	√
	2.2.6	Soft furnishings and carpets free of marks and stains	√	√	√	√	√
	2.2.7	No significant evidence of wear and tear on all surfaces including furniture and fittings		√	√	√	√
	2.2.8	Camp furniture and guest facilities are well-maintained for frequent guest usage ¹		√		√	√
	2.2.9	Camp furniture and guest facilities are maintained in excellent condition and refurbished as needed to remain of high quality for guests ¹					√
2.3 Animal sanitary requirements	2.3.1	Animal areas ² , if applicable, (e.g., areas for camels, falcons, horses) should be kept separate from guest areas, maintained under international animal safety standards	√	√	√	√	√
2.4 Generators	2.4.1	Power generators are available to supply the required energy to the camp and are located away from the public area and sleeping tents	√	√	√	√	√
	2.4.2	Generators are maintained and operated in accordance with the instructions of the manufacturing company and other competent authorities	√	√	√	√	√
	2.4.3	Regular maintenance work is implemented, and clear records are kept	√	√	√	√	√
	2.4.4	Generator is not polluting the surrounding area with fuel leakages. Preventative actions	√	√	√	√	√

¹ Condition of furniture and facilities to be determined through record of maintenance or refurbishment services and inspector evaluation

² Necessary approvals must be obtained from the Animal Resources Department

2. General requirements	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
		<p>can include but are not limited to:</p> <ul style="list-style-type: none"> • Locate generator away from water source with the plate under the generator • Close and cool the generators before refueling • Regularly check for oil and fuel leakages • Place a sorbent material underneath the generator to soak up accidental leaks 					
	2.4.5	<p>Safe storage measures are taken for hazardous materials and dealing therewith specifically:</p> <ul style="list-style-type: none"> • Using appropriate containers for storing hazardous materials • Safe storage for containers that store fuels and oils used for generators • Abiding by fuel tank specifications and requirements set by WOQOD in the State of Qatar • Placing proper labels and adding a symbol of danger • Name, nature, and risk level of hazardous substance • Give details of important instructions about first aid to be taken in case of any harm or physical injury • Disposal of hazardous materials must be in line with instructions outlined in 8.1.5 	√	√	√	√	√
	2.4.6	A back-up generator is available in case of emergencies			√	√	√
2.5 Ventilation	2.5.1	Adequate natural ventilation and/or mechanical ventilation should be provided in all tents and camp facilities		√	√	√	√
	2.5.2	High-quality air-conditioning system is available		√		√	√
	2.5.3	Ventilation mechanisms in the bathrooms and kitchen area in the form of an extractor fan, built-in ventilation, or windows that open are provided	√	√	√	√	√
	2.5.4	Air filters are installed in all guest tents					√

2. General requirements	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
2.6 Water tanks	2.6.1	Provide water tanks in good condition and located in an area that provides adequate water pressure for showers, bathroom, kitchen, and any other place that requires water supply.	√	√	√	√	√
2.7 Digital	2.7.1	The camp shall have comprehensive and high-quality ³ digital presence (website, social media platforms, media)					√

1.3.3 Public Areas

3. Public Areas	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
3.1 Campsite	3.1.1	Provide an illuminated and reflective sign for a company/camp name in Arabic and English	√	√	√	√	√
	3.1.2	The campsite has a google map entry and can be found via GPS/ navigation device	√	√	√	√	√
	3.1.3	Qibla direction determination sign mounted properly and in a clear place (e.g., on ceilings or tent sidewalls) is available	√	√	√	√	√
	3.1.4	Clear signage, both statutory and way finding for visitor convenience is present in Arabic and English across the camp	√	√	√	√	√
	3.1.5	Clear signages with operating hours of camp facilities are available in Arabic and English		√		√	√
	3.1.6	Design, material, workmanship, and finish of the whole campsite is of high degree of luxury, ambiance, and beauty		√			√
	3.1.7	The campsite must have a dedicated area for campfire/igniting a fire	√	√	√	√	√
	3.1.8	Any campfires organized at night shall be monitored by a team with fire safety training			√	√	√
	3.1.9	Separate campsite entrance and exit for technical, maintenance, and waste					√

³ Comprehensiveness and quality of digital presence shall be determined by the inspector via the following dimensions: user experience, clarity and structure, photo quality, ease of navigation, customer support, and level of information available

3. Public Areas	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
		disposal services. Alternatively dedicate specialized hours for the respective employees.					
3.2 Reception	3.2.1	Provide a reception area at the camp's entrance with a point of contact available 24/7			√	√	√
	3.2.2	All necessary information must be offered to guests (list of offered services, menus, marketing material, emergency and fire procedures, environmental policies, and any additional certifications) in Arabic and English	√	√	√	√	√
	3.2.3	Reception area shall offer guests Arabian coffee, dates, and hot or cold hand towels while waiting					√
3.3 Payments Method	3.3.1	Cashless payment is possible if appropriate signal is available	√	√	√	√	√
	3.3.2	Foreign currency exchange services are available					√
3.4 Public restrooms	3.4.1	Public restrooms and/or showers commensurate with the capacity of the camp, gender segregated and with hot and cold water are available	√	√	√	√	√
	3.4.2	Restrooms and/or showers are functional and include basic amenities (e.g., toilet paper holder & toilet paper, hand hose, clothes hook or hanger, and non-slip shower tray)	√	√	√	√	√
	3.4.3	Additional amenities (e.g., toiletries, hand towels, hairdryer, and shaver outlets) are available				√	√
	3.4.4	Separate showers and restrooms shall be provided to direct camp employees		√			√
	3.4.5	Separate showers and restrooms shall be provided to external entertainers and staff		√			√
	3.5 Prayer area	3.5.1	Designated prayer area, ablution area, prayers mats and Quran books are available in the camp	√	√	√	√
3.6 Kitchen and dining area (if available)	3.6.1	Camp operators must register the food service establishment with MOPH and comply with all food law and regulations, MOPH's code of practice for food safety and Ministry of Municipality guidelines.	√	√	√	√	√
	3.6.2	Designated dining area is equipped with appropriate to the theme furniture, including temporary furniture for children	√	√	√	√	√

3. Public Areas	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
		where applicable (e.g., highchair for children)					
	3.6.3	Good quality and well-maintained condition of dining furniture, cutlery, glassware, napkins, and overall design of the interior ⁴		√		√	
	3.6.4	High quality, comfortable and excellent condition of dining furniture, cutlery, glassware, napkins, and overall design of the interior ⁵					√
3.7 Guest meals	3.7.1	Breakfast, lunch, and dinner are available			√	√	√
	3.7.2	Ingredients should be listed in the menu or mentioned to the guests to flag food allergies	√	√	√	√	√
	3.7.3	Menu with balanced selection of local and international dishes is available		√		√	√
	3.7.4	Menu of excellent quality and an onsite Chef providing fine dining experience are available.					√
	3.7.5	Alternative meal options shall be available and provided to guests with restrictive dietary requirements upon request		√			√
	3.7.5	Private dining experiences are available					√
	3.7.6	(If available) Shisha bar ⁶ experience is provided and maintained in an appropriate manner (location is separate from central camp area for fire safety)	√	√	√	√	√
	3.7.7	(If available) Shisha bar offers luxurious experience to guests (high quality setting, offering, entertainment provided)					√
	3.7.8	Available drinks and snacks bar 24/7					√

⁴ Level of quality to be determined through record of supplier, date of supply, maintenance or refurbishment services, and inspector evaluation

⁵ Level of quality to be determined through record of supplier, date of supply, maintenance or refurbishment services, and inspector evaluation

⁶ Assuming the necessary approval from the competent department/ministry is granted

1.3.4 Guest tents

4. Guest tents	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
4.1 Guest tents	4.1.1	All guest tents should be numbered, lettered, or designated with clear signage and the distance between tents shall not be less than 5 meters	√	√	√	√	√
	4.1.2	tents size should be no less than 40 m ²					√
	4.1.3	A private tent is available for each guest / booking		√		√	√
	4.1.4	At least 30% of guest tents are suitable for families or for 3 to 4 guests, either through a larger tent size or by interleading options.	√	√	√	√	√
	4.1.5	A private sleeping tent is provided for each guest/booking				√	√
	4.1.6	A private guest tent lounge is available for booking		√			√
4.2 Guest tent Services	4.2.1	High quality Wi-Fi access is equipped across all tents					√
	4.2.2	Tent turndown services available daily upon request		√		√	√
	4.2.3	Tent turndown services applied daily for all guests					√
	4.2.4	Guest laundry services are available upon request					√
	4.2.5	All guest tents shall include information regarding emergency procedures in English and Arabic	√	√	√	√	√
4.3 Sleeping furniture and linens	4.3.1	Adequate bed (bedframe, mattresses) is provided for each guest			√	√	√
	4.3.2	Each guest is provided with fresh set of bed linen (bed sheets, cover sheets and pillowcases) and one large towel that are changed every 2 days			√	√	√
	4.3.3	Towels and linens are changed daily				√	√
	4.3.4	Pillow types and case selection available to guests					√
4.4 Tent furniture and equipment	4.4.1	Range of basic furniture and fittings is provided (e.g., carpets, hangers, chairs, mirror, bedside tables)				√	√
	4.4.2	A range of additional furniture and fittings for guest comfort is provided (e.g., writing desk, lounge chairs, minibar, TV etc.)					√
	4.4.3	Excellent quality of tent ceiling, wall coverings, furniture, and interior design, with no evidence of wear or tear					√

4. Guest tents	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
	4.4.4	Power outlets for charging are available				√	√
	4.4.5	Each tent has adequate lighting source in key areas			√	√	√
	4.4.6	Portable or other light fixtures (e.g., lamps) are provided			√	√	√
	4.4.7	Each guest tent has an attached private bathroom					√
	4.4.8	High quality and luxurious towels, bath sheets, face towels, bathrobes, and high-quality bathroom supplies (cotton pads, shampoos, sanitary bags, etc.) are provided and changed daily (except whereas part of environmental policy guests accept less frequency)					√

1.3.5 Facilities and activities

5. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
5.1 Swimming pool ⁷	5.1.1	A pool area must have clear guide marks for pool size and depth, non-slip tiles and stairs with balustrades, at least one certified lifeguard during operational hours of the pool, and adequate sitting area					√
	5.1.2	Minimum size of 40 square meters and controlled water temperature of 26-29°C is ensured					√
	5.1.3	Dedicated male and female changing rooms, showers, and towel services are available near the pool					√
	5.1.4	The pool construction must be above-ground, have permits from competent authorities if applicable and shall not damage the integrity of the soil					√
5.2 Beach (if available)	5.2.1	Beach must be well-maintained, daily cleaned, have a buoy line 90 meters from the shore and have certified lifeguards for every 50 swimmers during the operational hours of the beach	√	√	√	√	√

⁷ The pool is mandatory for 5 stars and therefore must meet all relevant criteria. If the pool is available in other categories, it must meet all pool criteria.

5. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
	5.2.2	A minimum of three supervised beach/water-based activities should be available (e.g., fishing, kayaking, Snorkeling, beach volleyball/football)		√		√	√
	5.2.3	Beach area is appropriately furnished (e.g., sun beds, umbrellas etc.)	√	√	√	√	√
	5.2.4	Beach towels are available for guests		√		√	√
	5.2.5	Complimentary water provided to camp guests in a sustainable package and/or sustainable water bottle					√
	5.2.6	A retail outlet selling or renting beach amenities such as swimming goggles, snorkels, sunscreen, sunhats, etc. is available					√
5.3 Kids area	5.3.1	Designated kids' area shall be available at campsite to cater for families; Employees will be monitoring the area during operational hours					√
	5.3.2	Childcare and child activities available for families at campsite					√

1.3.6 Guest Services

6. Guest Services	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
6.1 Reservations	6.1.1	Bookings can be made by email, social media, website, or phone, and responded to within 24 hours	√	√	√	√	√
	6.1.2	Clear directions are provided on how to locate and how to get to the camp e.g., in brochures or on the website, with a risk disclaimer and warning about off-road driving in the desert	√	√	√	√	√
	6.1.3	Evidence of an organized approach in dealing with guest inquiries, bookings, correspondence e.g., noting names, phone numbers, arrival time, dietary requirements and so on	√	√	√	√	√
	6.1.4	Confirmation letter with reservation details such as reference number, cancellation policies and directions	√	√	√	√	√

6. Guest Services	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
6.2 Welcome services	6.2.1	Guests are provided with orientation of facilities and camp facilities are explained			√	√	√
	6.2.2	Guests are accompanied or at least offered to be accompanied to their accommodations/tents and given assistance with luggage				√	√
	6.2.3	Guests are provided with welcome service (e.g., welcome drinks/dates)		√	√	√	√
	6.2.4	Guests are provided with a welcome gift and a personalized note from the management of the camp		√			√
6.3 Additional services	6.3.1	Additional customer services such as in-room dining, and wake-up call service are provided				√	√
	6.3.2	Wi-Fi for camp guests is provided in common areas		√		√	√
	6.3.3	Concierge and personal butler services are available					√
	6.3.4	Excursions can be booked through reception					√
	6.3.5	A shuttle service is offered (e.g., to the airport)				√	√
	6.3.6	Sport equipment can be rented (e.g., boats, bicycles, fishing rods etc.)					√
	6.3.7	Free customer pickup service via private driver is available from desired location (i.e., hotel, house, etc.) to the campsite					√
6.4 Disability service	6.4.1	A special path equipped for people with disabilities or a wheelchair with suitable wheels for desert environment is available	√	√	√	√	√
	6.4.2	Public restroom equipped for people with special needs is available	√	√	√	√	√
	6.4.3	At least one sleeping tent that meets all the general requirements for people with disabilities is available			√	√	√
	6.4.4	At least one staff member is certified on the requirements and needs for people with disabilities	√	√	√	√	√
6.5 Client satisfaction and consumer feedback	6.5.1	Set up feedback collection mechanism (e.g., complaint and suggestion box, visitor book, feedback cards, surveys, presence on major travel platforms)	√	√	√	√	√
	6.5.2	Additional customer feedback mechanisms are used, e.g., confidential survey, follow-up	√	√	√	√	√

6. Guest Services	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
		phone calls to agents and active effort to respond to feedback is observed					
	6.5.3	All complaints on any platform are constantly monitored and responded to.	√	√	√	√	√

1.3.7 Employees

7. Employees	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
7.1 Languages	7.1.1	Manager and guest contact staff needs to be fluent in at least one more language in addition to Arabic and English (e.g., German, Hindi, Italian, Russian, Mandarin, French, Spanish, Turkish)		√			√
	7.1.2	Guest contact staff is fluent in English and Arabic	√	√	√	√	√
7.2 Employee uniform	7.2.1	Uniform suitable with the nature of the location and performed job is provided (e.g., for desert, kitchen, beach etc.)	√	√	√	√	√
	7.2.2	All staff should comply with general dress code and personal hygiene standards	√	√	√	√	√
7.3 Employee facilities	7.3.1	Accommodation, sanitary facilities, and dining area are commensurate with the number of the staff onsite and is provided to all staff including the security and safari drivers.	√	√	√	√	√
	7.3.2	Accommodation facilities must comply with the following requirements: <ul style="list-style-type: none"> Adequate bed system (bedframe, mattresses) is provided Fresh set of bed linen (bed sheets, cover sheets and pillowcases) and a towel are provided The bed/sleeping area per staff is at least 4 square meters 	√	√	√	√	√
	7.3.3	Sanitary facilities must comply with the following requirements: <ul style="list-style-type: none"> Public restrooms and/or showers must be functional with hot and cold water running Restrooms and/or showers are gender segregated and 	√	√	√	√	√

7. Employees	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
		include basic amenities (e.g., toilet paper holder & toilet paper, hand hose, soap)					
	7.3.4	Dining area must comply with the following requirements: <ul style="list-style-type: none"> Clean water and food must be provided to all employees The dining area must comply with all sanitary requirements and must be equipped with necessary furniture and supplies 	√	√	√	√	√
7.4 Employee training	7.4.1	Mandatory employee training plan encompassing: (1) emergency response, (2) first aid training and (3) fire safety training, (4) food safety training (HACCP), (5) training mandated by Qatar Tourism and other trainings required by competent authorities	√	√	√	√	√

1.3.8 Environmental sustainability

8. Environmental sustainability	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
8.1 Sustainability	8.1.1	An environmental policy is in place, which reviews annual energy target reductions.	√	√	√	√	√
	8.1.2	Records of minutes of the meetings held on the execution of the environmental policy are available.	√	√	√	√	√
	8.1.3	Sustainability records are maintained for: <ul style="list-style-type: none"> Monthly water consumption, and kitchens. Monthly electricity consumption Solid Waste production is separated into categories at source and reported accordingly: <ol style="list-style-type: none"> Total Production Production per occupied tent 	√	√	√	√	√
	8.1.4	The camp must separate waste into the categories that can be handled separately by the waste management facilities.	√	√	√	√	√

8. Environmental sustainability	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
	8.1.5	All waste and litter shall be transported and disposed of daily	√	√	√	√	√
	8.1.6	Energy saving lights or low voltage lights are mandatory throughout the Camp, except for areas that require specialized lighting.	√	√	√	√	√
	8.1.7	Plastic consumption is reduced across the campsite and alternatives are used		√			√
	8.1.8	A designated manager is responsible for the implementation of environmental policy and standards.	√	√	√	√	√
	8.1.9	The camp shall promote nearby nature reserves and offer experiences if available through a licensed tour operator					√

1.4 DESIGNATOR CRITERIA

Those are additional criteria that allow operators to classify the camp by ‘type’ and the experience they provide. Camps must obtain at least one designator and may combine several designators. Camps must fulfil all requirements below for respective chosen designator type.

1.4.1 Desert Camp

A standard camp that provides traditional camping experience in the heart of Qatar’s desert.

1. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.1 Cultural and entertainment activities	1.1.1	At least 1 cultural and/or entertainment activity is provided (e.g., camel riding, henna painting, falconry, cultural shows, performances)	√		√		
	1.1.2	3+ cultural and/or entertainment activities are provided (e.g., camel riding, henna painting, falconry, cultural shows, performances)		√		√	√

1.4.2 Eco-Camp

A camp that is eco-friendly and focuses on sustainability in all aspects of their operations and philosophy. To obtain an eco-camp designator, the camp must provide a proof of certification or accreditation from one of the institutions approved by Qatar Tourism. The list of institutions include:

- 1) Qatar Green Building Council – Green Key Award
- 2) GSAS
- 3) Green Seal
- 4) Green Globe
- 5) ISO 14001

1. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.1 Adventure activities and experiences	1.1.1	All adventure/entertainment activities and experiences are eco-friendly and do not contribute to carbon emissions	√	√	√	√	√

1.4.3 Adventure Camp

A camp that focuses on providing adventure activities and outdoor experiences for the customers leveraging the nature and the area of the camp.

1. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.1 Adventure activities and experiences	1.1.1	At least 3 adventure activities or experiences are provided, which may include but are not limited to: <ol style="list-style-type: none"> 1) Desert Safaris 2) ATV or Quad Bike rentals 3) Water activities (e.g., jet-skis, water skiing, diving, snorkeling) 4) Ropes courses 5) Climbing 6) Zip lining 	√	√	√	√	√
	1.1.2	All activities provided are licensed where applicable by Qatar Tourism and other relevant authorities	√	√	√	√	√
	1.1.3	All activities provided have safety management and emergency management plans in place	√	√	√	√	√

2. General requirements	2.1.1	To advertise as a cultural and authentic desert camp experience, the camp must offer only appropriate cultural adventure activities (e.g., no zip lining, no climbing)	√	√	√	√	√
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1.4.4 Wellness Camp

A camp that provides a holistic wellness experience through a range of health and fitness treatments and dedicated health programs supported by specialized cuisine and facilities.

1. Public Areas	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
1.1 Campsite	1.1.1	Design and Decor are unique and luxurious, providing an environment that is conducive to the wellness theme					√
	1.1.2	Non-smoking guests are at no time impacted by second-hand smoke					√
1.2 Guest meals	1.2.1	A dedicated restaurant or menu with health options for a wide range of diets, including: a) Vegetarian b) Vegan c) Low Calorie d) Low Fat e) Low Salt f) Gluten Free g) Organic					√
1.3 Reception	1.3.1	Guest directory provides a clear description on the wellness philosophy of the camp, and all wellness related services and facilities offered by the camp					√
2. Guest Tents	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
2.1 Tent facilities	2.1.1	All tents are set up to allow for in-room treatments.				√	√
2.2 Guest tent staff	2.2.1	Staff-to-guest ratio is at least 1 (20 employees per 20 guests) when guests are at camp site.					√
	2.2.2	Staff-to-guest ratio is at least 0.6 (12 employees per 20 guests) when guests are at camp site				√	

3. Facilities and activities	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
3.1 Wellness Facility	3.1.1	<p>Self-contained Wellness Facility on the grounds with dedicated reception and reservation service, open at least 12 hours per day, that provides:</p> <p>a) Dedicated programs for lifestyle changes such as weight loss, detox, anti-aging, and quitting smoking</p> <p>b) Complimentary bathrobes and slippers</p> <p>c) High levels of privacy and individual space throughout the experience</p> <p>d) Sauna, Swimming Pool, Jacuzzi, and Steam bath</p> <p>e) Dressing rooms for each gender with individual lockers, towels, and amenities like those offered in the hotel rooms</p> <p>f) Relaxation areas with lounging beds, reading materials, and background music</p> <p>g) Complimentary beverages and fruits are available throughout.</p> <p>h) Free cold towels are offered throughout</p> <p>i) Clear signage on dress codes and operating guidelines</p>					√
3.2 Health Club	3.2.1	Dedicated health club for group training sessions with all relevant equipment for training offered (Yoga, Pilates, Tai-Chi, etc.)					√
3.3 Activities	3.3.1	At least 5 different complimentary exercise activities offered daily throughout the day					√
	3.3.2	At least 3 different complimentary exercise activities offered daily throughout the day					√

4. Guest Services	Item #	Criteria	Day		Overnight		
			Standard	Premium	3*	4*	5*
4.1 Additional services	4.1.1	Branded Spa products are available for purchase through a boutique					√
	4.1.2	Complementary services of nutrition coach, mental coach and fitness coach are available					√
4.2 Specialists	4.2.1	Licensed personal trainers are available					√
	4.2.2	Licensed physiotherapists are available					√
	4.2.3	Nutritionist on call 12 hours per day for advice on menu					√
	4.2.4	All wellness staff is suitably certified with clear records kept					√
	4.2.5	Medical and paramedical staff are available for conducting any quasi-medical, invasive, or beauty procedures. Where required guests are assessed on medical conditions, appropriate pulse, temperature, and blood pressure are measured prior and after treatments.					√

2 ANNEX: ACCESSIBILITY STANDARDS

This appendix provides more detailed information on the accessibility standards for guests with special needs.

2.1 Accessibility Route

This route refers to a dedicated path for guests with special needs from the point of arrival to accessible tents and all public areas in the Camp. The following principles apply to this path:

1. Minimum width at any point in the route is 152 cm.
2. If the route has a change in level greater than 130 cm, then a curb, ramp, or wheelchair-lift is available.
3. Ramps have a maximum slope of 1:12 for a maximum rise of 76 cm; however, the least possible slope should be used with a smooth transition from ramp to floor.
4. Ramps have handrails if the rise is greater than 15.5 cm.
5. Curb ramps should be provided when an accessible route has a curb in its path.
6. Doors open at least 95 degrees.
7. Doors have minimum clear opening of 90 cm.
8. Doors should have a clear space of 120 cm x 120 cm before and after opening.
9. Door handles set at height between 80 and 130 cm.
10. End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.

2.2 Requirements for Special Needs Toilets:

1. Toilet height 43-49cm measured to top of toilet seat.
2. Grab bars to the side of the toilet at height of 83-92 cm
3. Flush controls maximum height of 112 cm from floor.
4. Toilet paper dispensers at 48-83 cm height and below grab bars.
5. Clearance of at least 142 cm between door and toilet.
6. Clearance from entry to stall door 152 cm.
7. Lavatory counter is not higher than 86cm with no less than 75cm underneath with no sharp or abrasive surfaces. Water pipes and surfaces should all be insulated.
8. Clear front space of 90cm x 122cm in front of lavatory.
9. Lavatory mirrors should not be higher than 100cm above the floor.
10. Faucets easy to operate through lever, push or electronic mechanism, no handles.
11. Emergency call within disabled lavatory.