



هيئة البحرين للسياحة والمعارض

Bahrain Tourism & Exhibitions
Authority



4-YEARS CLASSIFICATION

Self-Inspection

User Guide

Bahrain Tourism & Exhibitions Authority

Published: 14 April 2026
Version 1.0



Introduction

This user manual provides step-by-step instructions for using the Bahrain Tourism & Exhibitions Authority (BTEA) portal. It is designed to guide users through the process of accessing the portal, navigating the dashboard, and managing self-inspection requests effectively.

This document also outlines the complete workflow for the 4-Years Classification Self-Inspection process, including the procedural steps, responsibilities, and inter-departmental interactions.

Tip: Use this manual as your guide to easily navigate the Self-Inspection portal and complete your application with confidence.

Note: The examples and details shown throughout this guide are samples only. Replace them with your own information as you go through the application.



1. Self-Inspection Email Notification

Before you begin, you will receive an email notification containing all the details of your scheduled visit. This helps you identify the correct visit number when logging in to the portal.

SVR-019487 - Self-inspection | التفتيش الذاتي

السيد / السيدة،

نود اذنتكم بأنه بإمكانكم القيام بعملية التفتيش الذاتي للمشأة السياحية التالية:

رمز المشأة السياحية: HOT-0000

إسم المشأة السياحية: فندق

رمز الزيارة: SVR-019487

عنوان الزيارة: التصنيف - 4 سنوات

لمزيد من المعلومات أو للمساعدة، يرجى التواصل مع قسم التفتيش السياحي على رقم

+973 17558873 أو عبر البريد الإلكتروني monitoring@btea.bh

Dear Sir / Madam,

We would inform you that you can conduct a self-inspection of the following tourism property:

Tourism Property ID: HOT-0000

Tourism Property Name: HOTEL

Visit ID: SVR-019487

Visit Subject: 4 Years - classification

For further information or assistance, please contact the Tourism Inspection Department at +973 17558873 or via

email at monitoring@btea.bh

Sample email notification with visit details



2. Login to the BTEA Portal

Access the portal

Open your browser and go to: <https://portal.btea.bh>



Enter your eKey credentials

On the sign-in page, enter your eKey username and password, then click Login to proceed.



eKey Login Page

Login

CPR

.....

Caps Lock ON!
Forgot Password? New User? Register

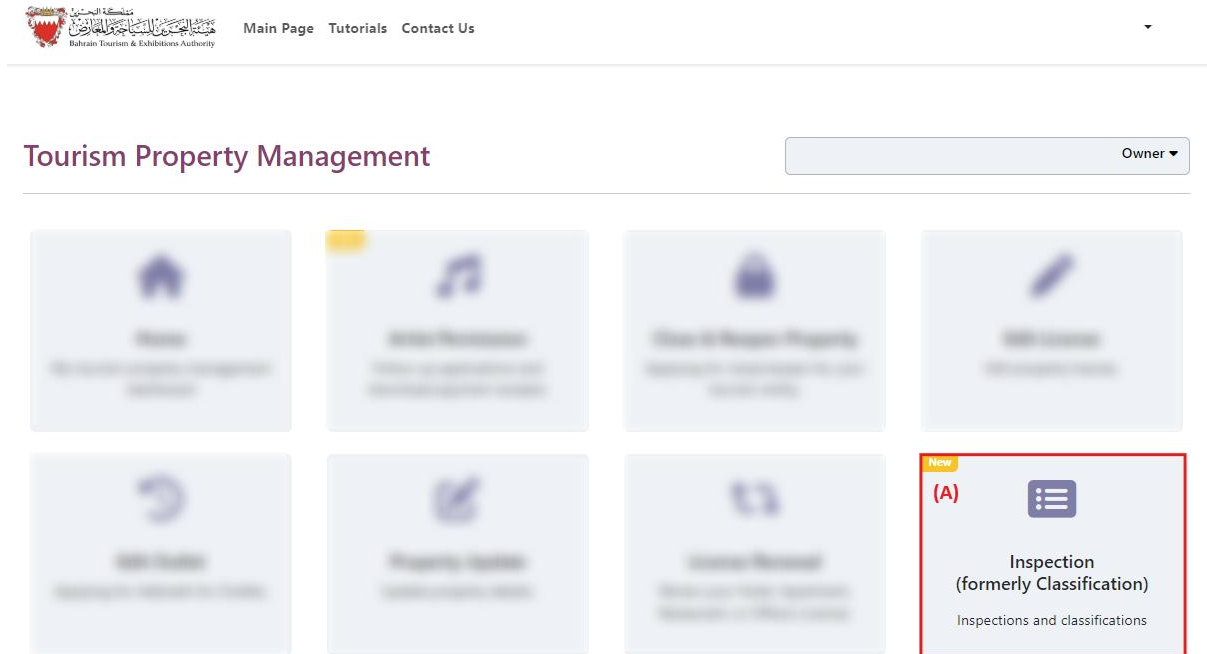
SIGN IN





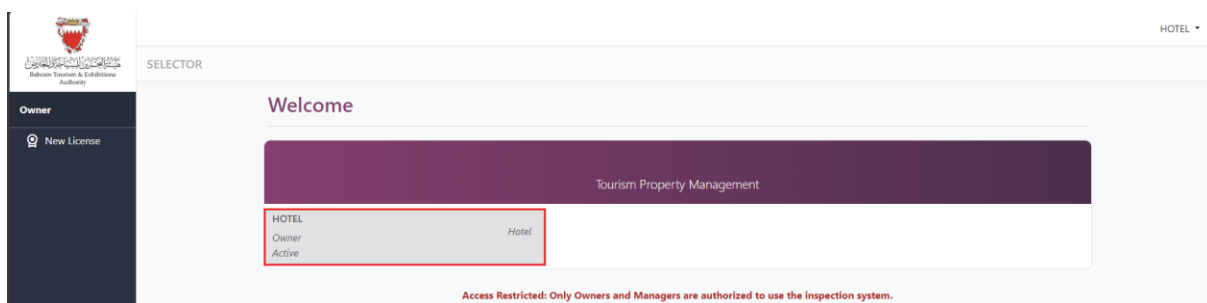
Select the Inspection system

Once logged in, go to the portal homepage and select Inspection (Formerly Classification) System from the available services.



Choose your property

After successfully logging in, select the Hotel that requires classification from the list of properties available to you.



⚠ Important: Only Owners and Managers are authorized to access the Inspection system.



3. Select Your Related Visit

Once inside the portal, locate the classification visit assigned to your property. The visit details will have been sent to you by email beforehand.

No.	Classification Type	Property Name	Visit Status	Visit Date	Report
SVR-019475	4 Years - classification	HOTEL	Pending	09-12-2024 08:00	

- Owners and Managers can find their assigned visit in the Classification section.
- You can also search for the visit using the visit number provided in the email.



4. Essential Hotel Setup

Before creating a self-inspection, you must ensure the following main details are correctly in the system. These are fundamental requirements for generating a complete inspection checklist.

4.1 General - Designators

Add the appropriate Designators for your property. Make sure the Designator section is properly filled in and selected before proceeding.

Visit Report No: SVR-016766

General Rooms Outlets Staff Inspections

Hotel Details

Hotel Information

Name	HOTEL
CR No.	1120-1
Star Rating	4

Address

Flat	11
Building	1
Road	1
Block	1001
City	سنتس
Governorate	Southern

Classification System Contact Details

Designators

Beach Hotel - فندق الشاطئ • Boutique Hotel - فندق بوتيك • Business Hotel - فندق الأعمال التجارية • Resort Hotel - فنادق المنتجعات

Refurb

Last Date

Details

Designators

Airport Hotel - فندق المطار

Beach Hotel - فندق الشاطئ

Business Hotel - فندق الأعمال التجارية

Family Hotel - الفندق العائلي

Apartment Hotel - شقق فندقية

Convention Hotel - فنادق المؤتمرات

Boutique Hotel - فندق بوتيك

City Hotel - فندق المدينة

Resort Hotel - فنادق المنتجعات

Close Save Changes

Ensure the Designator section is correctly selected



4.2 Rooms

Add or update your Room Types. In the 4-Years Classification process, you are required to update or add room categories as part of the classification.

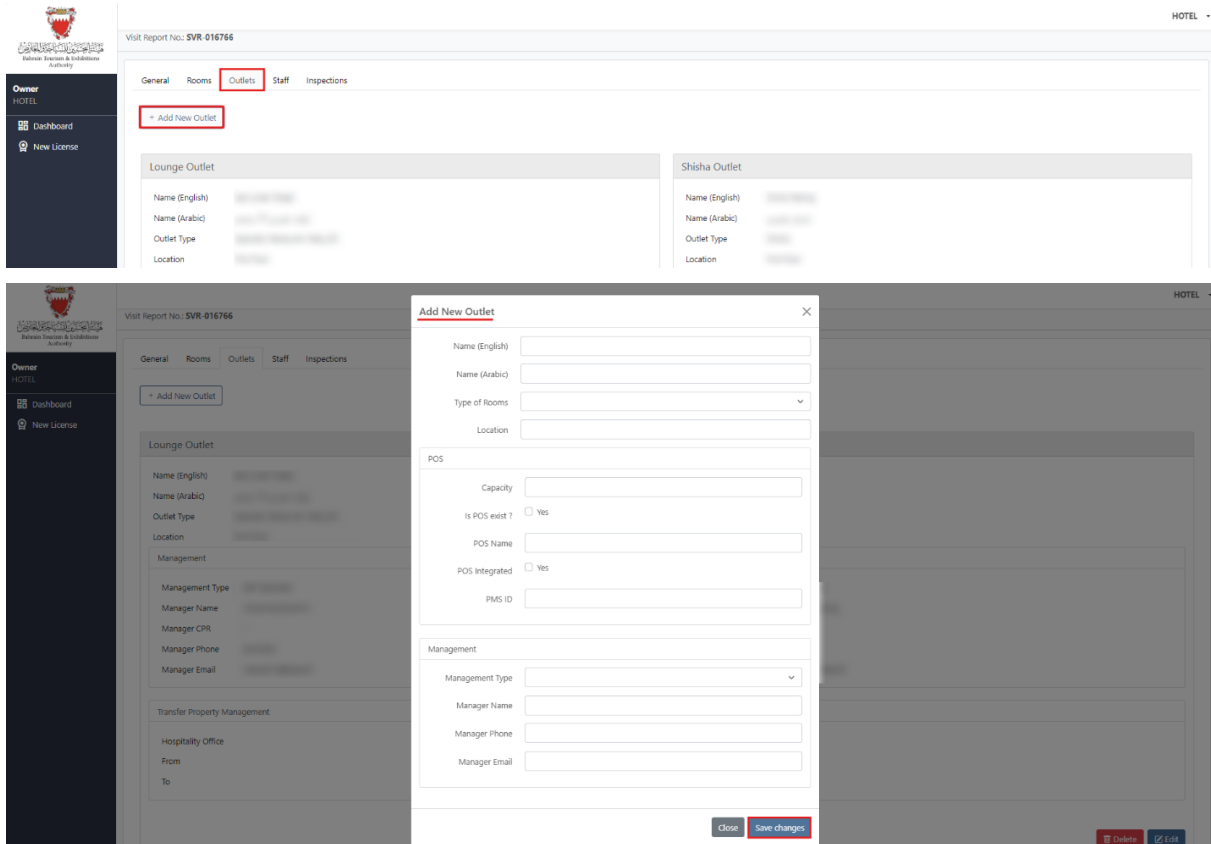
The screenshot displays the 'Rooms' management interface. At the top, a navigation bar includes 'General', 'Rooms', 'Outlets', 'Staff', and 'Inspections'. Below this, a green bar indicates 'Current rooms added: 146'. A red box highlights the '+ Add New Room Category' button. The main area is divided into two columns: 'VIP bedrooms' and 'ROOMS'. Each column lists room details such as 'Type of Rooms', 'The Room Facilities', 'Total Number of Rooms', 'Total Number of Beds', 'Room Size', 'Bathroom Size', and 'Interconnection (%)'. At the bottom of each column are 'Delete' and 'Edit' buttons. A modal window titled 'Add New Room Category' is open, showing a form with the following fields: 'Category Name', 'Type of Rooms' (dropdown), 'The Room Facilities' (checkboxes for Bath tub, Private Swimming Pool, Living Room), 'Total Number of Rooms', 'Total Number of Beds', 'Room Size (sqm)', 'Bathroom Size (sqm)', and 'Interconnection (%)'. The modal also includes 'Close' and 'Add Room Group' buttons.

⚠ Important: The system will not allow you to create a self-inspection without first adding or updating your Rooms.



4.3 Outlets

Add or update your Outlet Types. This is required before you can proceed with creating a self-inspection.



⚠ Important: The system will not allow you to create a self-inspection without first adding or updating your Outlets.



5. Creating a Self-Inspection

Once your hotel setup is complete, you are ready to create the self-inspection.

Owner
HOTEL

Dashboard
New License

HOTEL

Visit Report No.: SVR-019475

General Rooms Outlets Staff **Inspections**

Download Self-Inspection Submission Manual

Note! once you create an inspection, you will **not** be able to change the following:

- Designators
- Rooms
- Outlets

to unlock, request from BTEA inspector.

Create a Self Inspection

Inspection No	Type	Created On	Remarks	Status	Scoring	Rating	Action	Full Report
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1. Click the green "Create a Self-Inspection" button to begin the inspection process.

⚠ Important: After creating the inspection, you will no longer be able to modify or add Designators, Rooms, or Outlets. Make sure everything is set up correctly beforehand.

📌 Note: The system only allows you to create one self-inspection per visit.



6. Start the Classification Self-Inspection

Open the inspection checklist

To begin answering the inspection checklist, click View Inspection next to your self-inspection entry.

The screenshot displays the BTEA user interface for a hotel owner. The sidebar on the left contains the following elements:

- Owner HOTEL
- Dashboard
- New License

The main content area is titled 'HOTEL' and shows a 'Visit Report No.: SVR-019475'. Below this, there are tabs for 'General', 'Rooms', 'Outlets', 'Staff', and 'Inspections'. The 'Inspections' tab is active, showing a table of inspection entries:

Inspection No	Type	Created On	Remarks	Status	Scoring	Rating	Action	Full Report
<u>INSP-004305</u>	HOTEL	09-12-2024 11:40		Open for Edits	0 / 158	0 / 340	<u>View Inspection</u>	Report

Below the table, there is a 'Download Self-Inspection Submission Manual' button. The 'INSPECTORS' section shows details for inspection 'INSP-004407':

- Star Rating: 4
- Designators: Beach Hotel - فندق الشاطئ, Resort Hotel - فنادق المنتجعات, Boutique Hotel - فندق بوتيك
- Scoring: 0 / 158 (Minimum 158)
- Rating: 0 / 340 (Minimum 340)

The 'General Requirements' section is expanded, showing a list of requirements with checkboxes for compliance:

- Public Areas - الأماكن العامة
- Guest Rooms - غرف نوم الضيوف
- Guest Bathrooms - حمامات الضيوف
- Guest Services - خدمات الضيوف
- Food and Beverages - الأطعمة والمشروبات
- Staffing - الموظفين
- Service Quality - جودة الخدمة

Requirement 5.3.1.2 is highlighted: 'Beach to be cleaned and raked by sunrise.' The compliance status is 'Y' (Yes).



Answer all checklist questions

Work through all the categories and sub-categories, including any Outlets checklists. Make sure every question is answered before submitting.

Answer Yes / No questions

For each question in the checklist, select Y (Yes) or N (No) as appropriate.



Attach documents or pictures (optional)

To attach supporting documents or pictures under the Notes section, click on the Notes link next to a question. Both PDF files and images are accepted.

The screenshot shows a web interface for a self-inspection. At the top, there is a header with the Bahrain Tourism & Exhibitions Authority logo and name in Arabic. Below the header, there is a navigation bar with the text "4-Years Classification Self-Inspection • BTEA User Guide". The main content area displays a question in English and Arabic: "1.1.1.1 Hotel staff are available to guests 24 hours a day, 7 days a week". To the right of the question, there are three buttons: "Notes" (highlighted with a red box and an arrow), "Y", and "N". Below the question, there is a "Notes" section with a close button (X) and a "Choose File" button (highlighted with a red box). The "Choose File" button is currently disabled and shows "No file chosen". Below the "Choose File" button, there is a section for "Images:".

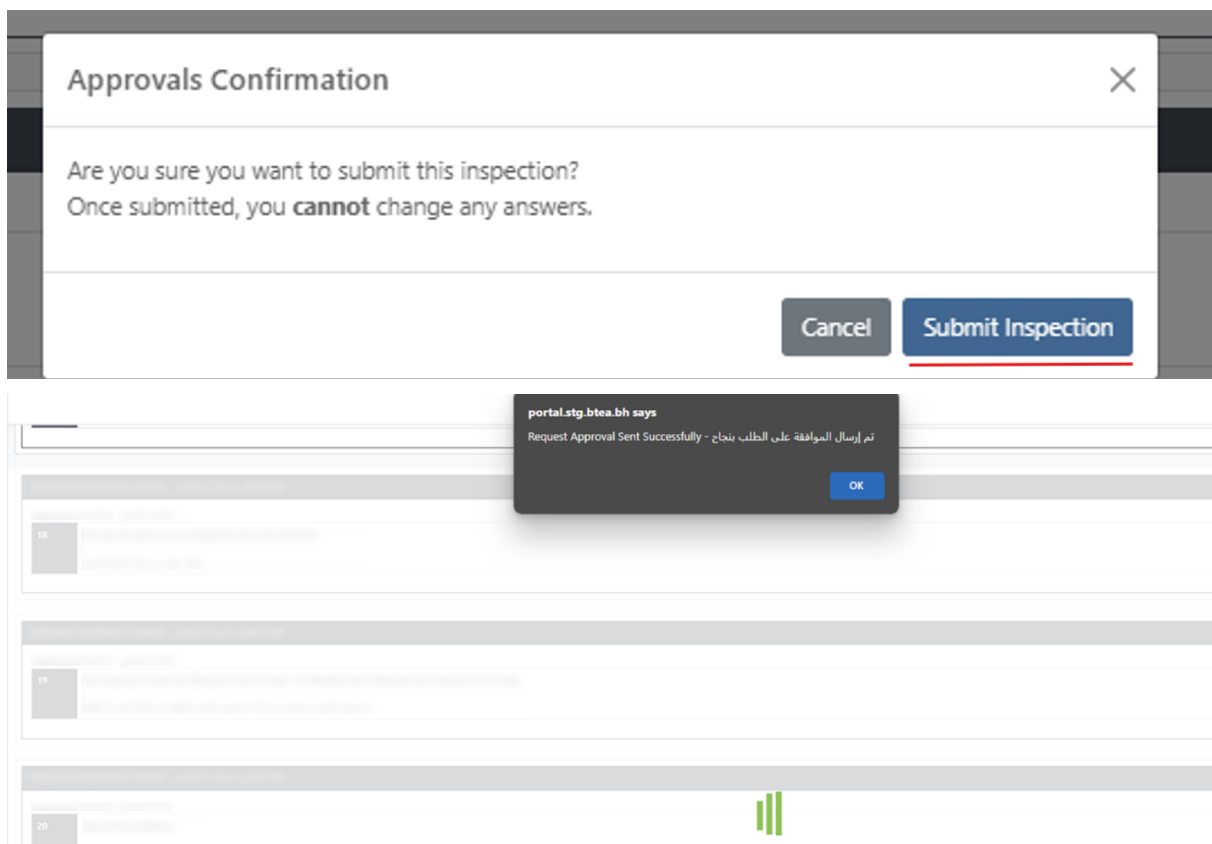
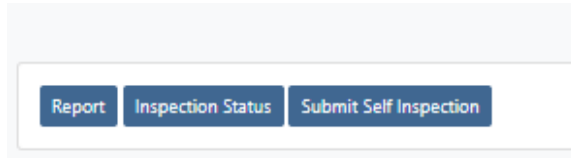
Supported formats: PDF files and images

7. Submission of Self-Inspection

Once all checklist questions have been answered, you can proceed to submit the self-inspection.



Review of available actions



⚠ Important: The system will not allow you to submit the inspection if any checklist question has not been answered. Make sure all items are completed first.



Check submission status

After submitting, you can view the updated status of your self-inspection directly on the portal.

Inspection No	Type	Created On	Remarks	Status	Scoring	Rating	Action	Full Report
INSP-004306	HOTEL	09-12-2024 11:53		Pending	72% / 152	549 / 740	View Inspection	Report

Status display after successful submission

8. Download / View Reports

After submission, you can view or download reports related to your self-inspection.

Select a report type

Report

(A) Difficiencies Report - تقرير النواقص (B)

Report with **No Pictures**
عرض الأسئلة كاملة سواء المجابة بنعم او لا او غير المجابة دون الصور

Full Report with all the answer with pictures
عرض الأسئلة كاملة سواء المجابة بنعم او لا او غير المجابة مع الصور

(C)

View Report Download Report Close

- (A) Deficiencies Report "shows only items that did not meet the required standard".
- (B) No Pictures Report "displays all questions without attached images".
- (C) With Pictures Report "displays all questions along with answers and attached images".



View or download the report

Select your preferred report type and choose to either view it on-screen or download a copy for your records.



General Requirements

Inspection Checklist

1		
2		
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