

## GUIDE FOR HOTEL CLASSIFICATION OR NEW LICENSE SELF-INSPECTION SERVICE



*The Classification Self-Inspection Information User Manual provides official guidance for property owners and applicants on obtaining Classification self-inspection approval. This manual is designed to be your reliable guide, making it easy for you to navigate the application process and secure the necessary approvals. With step-by-step instructions and clear explanations, it ensures you meet all ministry requirements smoothly and efficiently.*

*othly and efficiently*

- **Use this manual as your guide** to easily find your way around the Self-Inspection Service Portal and complete your application with confidence.
- **Look for the highlighted tips** these provide quick reminders and important steps you'll want to follow.
- The examples and details shown are just samples, replace them with your own information as you go through your application.

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# **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 comprehensive workflow for the 4Years - Classification self-inspection process, detailing the procedural steps, responsibilities, and inter-departmental interactions.*

# PROPERTY CLASSIFICATION SELF-INSPECTION MANUAL:

## Self-Inspection Email Notification

SVR-019487 - Self-inspection | التفتيش الذاتي

السيد / السيدة،  
نود اذلتكم بأنه بإمكانكم القيام بعملية التفتيش الذاتي للمنشأة السياحية التالية:

رمز المنشأة السياحية: HOT-0000

إسم المنشأة 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](mailto: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](mailto:monitoring@btea.bh)

The email notification includes all visit details, helping the applicant choose the appropriate visit number.

## Login to BTEA online portal system



### 1. Access the BTEA Portal:

- Navigate to <https://portal.btea.bh>



#### eKey Login Page

### Login

Personal Number

CPR

Password

.....

Caps Lock ON!

Forgot Password?

New User? Register

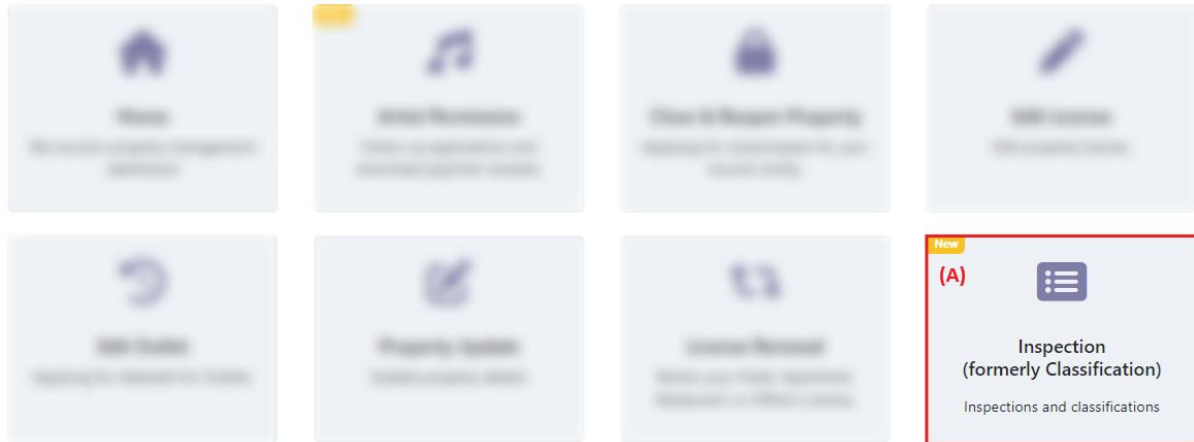
SIGN IN



### A. Enter eKey Credentials

## Tourism Property Management

Owner ▼

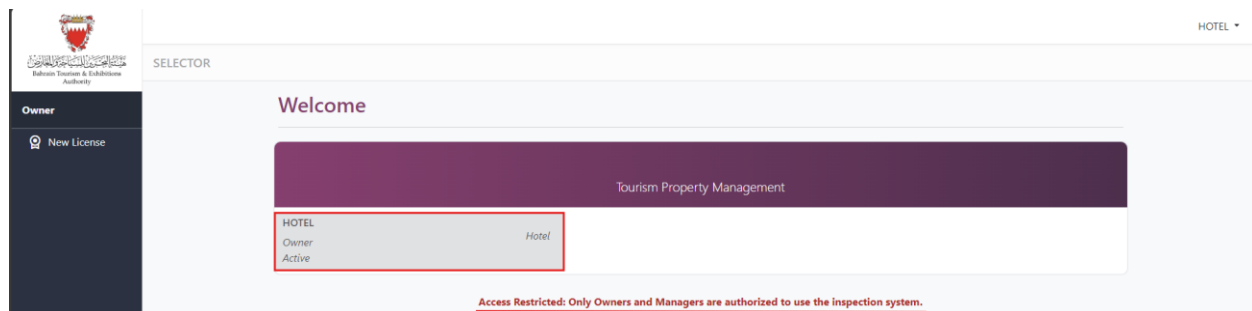


Login as Property:

- On the portal **homepage**, select **Inspection (Formerly Classification) system**.

A. Portal Access:

- Upon successful login, select the **Hotel** which require for the classification.



Choose Your Property



*(Owners and Managers only are authorized to access inspection system)*

## Select Related visit

- Select classification visit, the visit details will be shared with you by email.

SCHEDULED VISITS

Classification Visits - زيارات التصنيف

Show 10 entries Search: SVR-019475

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

Showing 1 to 1 of 1 entries (filtered from 6 total entries)

Previous 1 Next

- Owner/Manager can find their related visit in classification section or search for the visit number (Visit details will be provided by email)

# ESSENTIAL HOTEL SETUP

## Key Guidelines and Fundamental Requirements for generating a Comprehensive Inspection Checklist.

### 1. General

- Adding appropriate **Designator(s)**

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: 1081  
City: سلاسي  
Governorate: Southern

Designators

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

Refurb

Last Date  
Details

Edit

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: 1081  
City: سلاسي  
Governorate: Southern

Designators

Beach Hotel - فندق الشاطئ ☒ Boutique Hotel - فندق بوتيك ☒ Business Hotel - فندق الأعمال التجارية ☐ City Hotel - فندق المدينة ☐ Family Hotel - الفندق العائلي ☐ Apartment Hotel - شقق فندقية ☐ Convention Hotel - فندق المؤتمرات ☐ Resort Hotel - فندق المنتجعات ☒

Close Save changes

Make sure the Designator section is properly selected



## 2. Rooms

- Adding or modifying Rooms by **Rooms Types**

The screenshot shows the 'Rooms' tab selected in the top navigation bar. The left sidebar contains the 'Owner' section with 'HOTEL' and 'New License' options. The main content area displays 'Current rooms added: 146' and a '+ Add New Room Category' button. Below this, there are two columns: 'VIP bedrooms' and 'ROOMS'. Each column lists room details: Type of Rooms, The Room Facilities, Total Number of Rooms, Total Number of Beds, Room Size, Bathroom Size, and Interconnection (%). The 'VIP bedrooms' column shows a Suite with 36 rooms and 3 beds. The 'ROOMS' column shows a Single room with 10 rooms and 10 beds. At the bottom of each column are 'Delete' and 'Edit' buttons.

The screenshot shows the 'Add New Room Category' modal form. It includes fields for 'Category Name', 'Type of Rooms' (a dropdown menu), 'The Room Facilities' (checkboxes for Bathtub, Private Swimming Pool, and Living Room), 'Total Number of Rooms', 'Total Number of Beds', 'Room Size (sqm)', 'Bathroom Size (sqm)', and 'Interconnection (%)'. A formula 'Total Number of Beds = Number of Type of Rooms x Total Number of Rooms' is displayed. At the bottom are 'Close' and 'Add Room Group' buttons.

In 4Years-Classification, you'll need to update or add new room categories as part of the classification process

Note : The system won't allow proceed with creating a self-inspection without adding/modifying Rooms

### 3. Outlets

- Adding or modifying outlets by **Outlets Types**

The screenshot displays the 'Add New Outlet' form within a web application. The interface includes a top navigation bar with 'HOTEL' and a 'Visit Report No.: SVR-016766'. A sidebar on the left shows the user's role as 'Owner' and provides links to 'Dashboard' and 'New License'. The main content area has tabs for 'General', 'Rooms', 'Outlets', 'Staff', and 'Inspections'. The 'Outlets' tab is active, showing a list of existing outlets: 'Lounge Outlet' and 'Shisha Outlet'. The 'Add New Outlet' button is highlighted. The form itself is a modal window with the following fields:

- Name (English)
- Name (Arabic)
- Type of Rooms (dropdown)
- Location
- POS section:
  - Capacity
  - Is POS exist? (Yes/No)
  - POS Name
  - POS Integrated (Yes/No)
  - PMS ID
- Management section:
  - Management Type (dropdown)
  - Manager Name
  - Manager Phone
  - Manager Email

At the bottom of the form, there are 'Close' and 'Save changes' buttons. The background shows a list of outlets with columns for Name (English), Name (Arabic), Outlet Type, and Location.

The system won't allow proceed with creating a self-inspection without adding/modifying Outlets.

## Creating Self-Inspection

The screenshot shows the BTEA system interface. On the left is a dark sidebar with the BTEA logo and navigation links: "Owner", "HOTEL", "Dashboard", and "New License". The main content area is titled "HOTEL" and "Visit Report No.: SVR-019475". It features a tabbed interface with "General", "Rooms", "Outlets", "Staff", and "Inspections" (highlighted with a red box). Below the tabs is a yellow button "Download Self-Inspection Submission Manual". A yellow note box states: "Note! once you create an inspection, you will **not** be able to change the following: Designators, Rooms, Outlets. to unlock, request from BTEA inspector." Below this is a green button "Create a Self Inspection" (highlighted with a red box). At the bottom is a table with columns: "Inspection No", "Type", "Created On", "Remarks", "Status", "Scoring", "Rating", "Action", and "Full Report".

4. Create Inspection: Click the "Create a Self-Inspection" green button to initiate a new inspection process.



*After creating the inspection, the system won't allow you to **modify or add designator, rooms and outlets.***

## Start for Classification Self-inspection

The screenshot shows the BTEA system interface after creating a self-inspection. The sidebar is the same. The main content area shows the "Inspections" tab (highlighted with a red box). Below the tabs is a yellow button "Download Self-Inspection Submission Manual". A table displays the created inspection:

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	<b>View Inspection</b> (highlighted with a red box)	Report

5. To answer visit checklist for the self-inspection, click **View Inspection**

**INSPECTORS**

Back Home Visit Report > INSP-004407

Download Hotel Classification Manual

Hotel: HOTEL  
Date Created: 22-12-2024 13:06 PM  
Show Arabic: ☒ Show? (questions only)  
Submit Self Inspection Report Inspection Status

Star Rating: 4  
Designators: Beach Hotel - فندق الشاطئ, Resort Hotel - فنادق المنتجعات, Boutique Hotel - فندق بوتيك  
Scoring: 8 / 158 Minimum 18  
Rating: 8 / 340 Minimum 140

General Requirements - متطلبات عامة Find Missing

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

5.1.1.2 Beach to be cleaned and raked by sunrise.  
يجب تنظيف الشاطئ ورصه عند شروق الشمس.

Notes Y N

**INSPECTORS**

Back Home Visit Report > INSP-004407

Download Hotel Classification Manual

Hotel: HOTEL  
Date Created: 22-12-2024 13:06 PM  
Show Arabic: ☒ Show? (questions only)  
Submit Self Inspection Report Inspection Status

Star Rating: 4  
Designators: Beach Hotel - فندق الشاطئ, Resort Hotel - فنادق المنتجعات, Boutique Hotel - فندق بوتيك  
Scoring: 8 / 158 Minimum 18  
Rating: 8 / 340 Minimum 140

Food and Beverages - الأطعمة والمشروبات Find Missing

Minimum Mandatory Req: الحد الأدنى من المعايير الإلزامية

1.6.2 Breakfast - إفطار  
1.6.2.1 Breakfast buffet or equivalent in the dining room. Breakfast served up to at least 1030 am.  
يوافقه الإفطار أو ما يعادله في غرفة الطعام يتم تقديم وجبة الإفطار حتى الساعة 1030 صباحاً على الأقل.  
1.6.2.2 Local authentic dishes served at breakfast.  
يتم تقديم الأطباق المحلية الأصيلة في وجبة الإفطار.

Notes Y N

Notes Y N

Shisha [Shisha]  
Rest\_SP [Rest\_SP (no-Ch)]  
Shisha [Shisha]  
outlet 10Sept [Specialty Restaurant (Rest\_SP)]  
All Day Dining [Main Restaurant]  
Lounge [Lounge]  
Fine Dining [Fine Dining]  
Sit Down Cafe [Beach (old)]

Notes Y N

Notes Y N

Make sure to answer all checklist under the categories & sub-categories (Outlets checklists)

Minimum Mandatory Reqs - الحد الأدنى من المعايير الإلزامية

1.1.1 General Requirements - المتطلبات العامة

1.1.1.1 Hotel staff are available to guests 24 hours a day, 7 days a week  
يتوفر موظفو الفندق للضيوف على مدار 24 ساعة في اليوم 7 أيام في الأسبوع

Notes Y N

1.1.1.2 Maintain accounting books, records and data related to the business for a minimum of five years.  
الاحتفاظ بالدفاتر المحاسبية والسجلات والبيانات المتعلقة بالأعمال لمدة لا تقل عن خمس سنوات.

Notes Y N

**Y/N for the Question Checklist: Select Yes (Y) or No (N) to answer to each question in the checklist**

Minimum Mandatory Reqs - الحد الأدنى من المعايير الإلزامية

1.1.1 General Requirements - المتطلبات العامة

1.1.1.1 Hotel staff are available to guests 24 hours a day, 7 days a week  
يتوفر موظفو الفندق للضيوف على مدار 24 ساعة في اليوم 7 أيام في الأسبوع

Notes Y N

To attach unlimited Documents/Pictures under Note section, Click on Notes

Notes

Close

Save Note

Notes:

Choose File

No file chosen

Images:

Checklist attachment (pdf file and pictures are accepted)



*(The system will allow you to create one self-inspection only)*

## Submission of Self-Inspection

**Actions:**

Approvals Confirmation

Are you sure you want to submit this inspection?  
Once submitted, you **cannot** change any answers.


Cancel

Submit Inspection

A screenshot of a web application interface. At the top, a dark grey modal box displays a success message: 'portal.stg.btea.bh says' followed by 'Request Approval Sent Successfully - تم إرسال الموافقة على الطلب بنجاح'. Below the modal, the main content area shows a list of items, each with a number in a grey box (18, 19, 20) and a corresponding text description. The text is blurred. A green logo consisting of three vertical bars is visible in the bottom right corner of the page.



*(The system won't allow to submit the inspection if one of checklist isn't answer)*



**Owner**  
HOTEL

[Dashboard](#)

[New License](#)

HOTEL

**HOTEL**

Visit Report No: **SVR-019483**

General

Rooms

Outlets

Staff

Inspections

[Download Self-Inspection Submission Manual](#)

Inspection No	Type	Created On	Remarks	Status	Scoring	Rating	Action	Full Report
INSP-004306	HOTEL	09-12-2024 11:53		Pending	225 / 180	3.69 / 3.40	<a href="#">View Inspection</a>	<a href="#">Report</a>

### Status of Self-inspection after submitting

Download/View the Reports:

**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](#)

### 1. Select Report Type:

- (A) Deficiencies Report
- (B) No Pictures: Shows all questions without images
- (C) With Pictures: Displays all questions with answers and images

### 3. View or Download

 Bahrain Tourism & Exhibitions Authority

Hotel Classification  
**Inspection Report**  
This is a Full Report with all the answer  
[Download Report](#)

**HOTEL** HOTEL

**RATING** 4 Star

**DESIGNATORS** Beach Hotel - فندق الشاطئ  
Boutique Hotel - فندق بوتيك  
Resort Hotel - فندق المنتجعات

**INSPECTORS**

## General Requirements

### Inspection Checklist

1	Verify that the project is in compliance with the applicable building code requirements.	
2	Verify that the project is in compliance with the applicable fire code requirements.	
4	Verify that the project is in compliance with the applicable accessibility requirements.	
5	Verify that the project is in compliance with the applicable energy code requirements.	
6	Verify that the project is in compliance with the applicable environmental code requirements.	
7	Verify that the project is in compliance with the applicable health and safety code requirements.	
8	Verify that the project is in compliance with the applicable historical preservation code requirements.	
9	Verify that the project is in compliance with the applicable landscaping code requirements.	
10	Verify that the project is in compliance with the applicable parking code requirements.	
11	Verify that the project is in compliance with the applicable signage code requirements.	
12	Verify that the project is in compliance with the applicable stormwater management code requirements.	
13	Verify that the project is in compliance with the applicable telecommunications code requirements.	
14	Verify that the project is in compliance with the applicable utility code requirements.	
15	Verify that the project is in compliance with the applicable waste management code requirements.	