**Appendix 3 – Service level Requirements**

*Please fill the below table with the most accurate information. If you don’t have enough space for your answers, please use an extra sheet.*

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| **Item** | **Criteria** | **Description** | **Tenderer's answer** |
| 1 | Health and safety of the hotel | Please describe how your hotel maintains good health and safety on the premises, and what measures are in place for regular security checking and maintenance. Please indicate the safety measure available at the hotel premises. |  |
| 2 | Security of the hotel | Please detail any security procedures your hotel uses. Please confirm presence of security guards, CCTV Cameras and any other security measures. |  |
| 3 | Facilities available | Describe all facilities available for guest use at your hotel such as WiFi, including basic utilities such as water and electricity, and specify whether they are common or in rooms, and whether public can access or only guests, and if there are any time constraints for accessing these facilities and utilities. |  |
| 4 | Proximity of the hotel to City/Town centre | Give the address of your hotel and the approximate distance in km Twon centre) |  |
| 5 | Hygiene of the hotel | Describe how your hotel maintains hygienic premises. Please attach any relevant certificates, qualifications, inspection reports or memberships. |  |
| 6 | Quality of the rooms in the hotel | Describe the quality of rooms of your hotel including the different furniture (desk, drawer, TV etc…) |  |
| 7 | Hotel/Guest House | Please mention the number of rooms in your hotel/Guest house as well as any common place available at any time or at a limited time |  |
| 8 | Reception | Do you have a reception? If so, please mention the working hours available to reach the reception (24/24, 7/7 etc…) |  |
| 9 | Booking/cancellations | Please mention what is your process for booking and cancellation. By phone or by internet? What is your response time? |  |
| 10 | Breakfast | Please confirm that the breakfast is included in the rate per night. If not, please indicate the cost of a breakfast and what is included in the breakfast |  |

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| Signed: |  | | |
| Print name: |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  | | |