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Halal Tourism Services – General Requirements

The Standards and Metrology Institute for Islamic Countries
l'Institut de Normalisation et de Métrologie pour les Pays Islamiques
معهد المواصفات والمقاييس للدول الإسلامي

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CONTENTS

FOREWORD	iii
INTRODUCTION	iv
1 SCOPE	1
2 NORMATIVE REFERENCES.....	1
3 TERMS AND DEFINITIONS.....	1
4 CLASSIFICATION OF HALAL TOURISM SERVICES AND FACILITIES.....	4
5 REQUIREMENTS.....	5
5.1 General	5
5.2 Halal requirements	5
5.2.1. Food and beverages.....	5
5.2.2 Accommodation	6
5.2.3. Other facilities.....	8
5.3 Tour services	10
5.3.1 Tour package	10
5.3.2 Ground transfers	10
5.4 Tourist guide.....	11
6 MANAGEMENT RESPONSIBILITY.....	11
7 PERSONNEL AND RESPONSIBILITY.....	13
7.1 General	13
7.2 Requirements for personnel.....	13
7.3 HTS management system	14
7.4 Training	14
7.5 Documentation and storage	14
7.6 Communication	14
8 COMPLIANCE	15
9 MISCELLANEOUS REQUIREMENTS.....	15
Annex A (normative) Requirements for Halal Tourism Services	16
Annex B (normative) Requirements for guest information	19
Bibliography.....	20

FOREWORD

The Standards and Metrology Institute for Islamic Countries (SMIIC) as an intergovernmental organization, aims to set common standards to be implemented across the Organisation of the Islamic Cooperation (OIC) region where the Institute aims to ensure the protection of consumers and the interoperability of products, and also to strengthen marketplace position of the OIC Member States in the global economy while fostering innovation and free trade initiatives.

This standard was developed by SMIIC Technical Committee on Tourism and Related Services (TC 5) and adopted by SMIIC.

This standard is based on sources of Islamic Rules.

In this standard, Islamic Rules refer to those commonly accepted rules and schools of the Islam, regardless of variations in different countries.

INTRODUCTION

The halal tourism services are requirements for tourism industry players in setting up an assurance system to preserve the integrity of products and services provided for Muslim travellers.

This standard is developed with the aim to ensure that products and services provided for Muslim travellers are in accordance to the Islamic rules.

The objectives of this standard are:

- a) to enhance the ability of an organization/individual to produce and/or manage halal,
- b) tourism products and services that meet Islamic rules,
- c) to preserve and protect the integrity of halal tourism products and services, through effective application of the standard,
- d) and to enhance customer satisfaction by meeting customer requirements.

HALAL TOURISM SERVICES – GENERAL REQUIREMENTS

1 SCOPE

1.1 This standard provides guidelines and requirements for managing halal tourism facilities, products and services for travellers in accommodation premises, tour packages, tourist guides and other tourist services.

NOTE Tourist services includes spa, hammams (Turkish baths), medical services etc.

1.2 All requirements in this standard are generic and intended to be applicable to all organizations and individuals managing halal tourism products and services within the specified areas stipulated in clause 1.1.

2 NORMATIVE REFERENCES

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- OIC/SMIIC 1, General Requirements for Halal Food
- OIC/SMIIC 4, Halal Cosmetics – General Requirements

3 TERMS AND DEFINITIONS

For the purposes of this standard, the following terms and definitions shall apply. For terms and definitions not used herein, those found in the normative references (See Clause 2) shall apply.

3.1

accommodation premises

any building, including hostels, hotels, inns, boarding-houses, rest houses, and homestays and lodging houses, held out by the proprietor, owner or manager, either wholly or partly, as offering lodging or sleeping accommodation to tourists for hire or any other form of reward, whether or not food or drink is also offered

3.2

Al-Quran Al Kareem

Quran

holy book for Muslims which they recite

3.3

continual improvement

recurring activity to enhance performance

3.4

fasting

one of the five pillars of Islam where Muslims are prohibited from eating, drinking (including water), refrained from smoking and sexual activities during fasting hours (before time of fajr (dawn) to time of Maghreb (sunset)) in the month of Ramadan

3.5

common areas

public spaces

seating, resting, seminar, meeting, working, eating, drinking areas, masjid and praying space etc. reserved for general use of the hotel customers and visitors

3.6

halal restaurant

facility that offers only halal food, and does not have any non halal services and activities

3.7

halal tourism services

HTS

products or services in the travel and tourism industry guided by Islamic rules that cater to or provide facilities suitable for Muslim travellers

3.8

halal kitchen

kitchen of the facility where all raw materials used in the preparation of food are allowed and that the preparation and serving of food is done in accordance with the requirements of OIC/SMIIC 1

Note 1 to entry: "Halal Kitchen" demonstrates that only the kitchen in the facility complies with the requirements of OIC/SMIIC 1.

3.9

iftar

meal taken by Muslims at Maghreb when sunset to break their fast

3.10

licensed tourist guide

person who renders service to tourists or any other persons by guiding them on tours for remuneration and who shall obtain his/her license in accordance with recognized regulations (to be part of requirements of licensed guide)

3.11

privacy

personal space for confidentiality of the person

3.12

private areas

spaces (rooms, toilets, shower cabins, pools, hammams (Turkish baths), massage saloons, changing rooms, ...etc.) where privacy of the person is in question

3.13

prayer room

musallah/masjid/mosque

place, space or room for Muslims that is reserved for prayer (Salah)

3.14

sajjada

prayer mat

prayer rug

mat generally used by Muslims to perform their prayer on it (Salah) and also known as prayer mat or prayer rug.

3.15

prayer

salah

ritual worship in Islam, as one of the five pillars of Islam, to be performed five times a day

3.16

qibla

direction of prayer towards the Kaabah in Makkah al-Mukarramah

3.17

ramadan

9th month in the Hijri calendar (lunar calendar) when Muslims perform the obligatory practice of fasting before time of fajr (dawn) to time of Maghreb (sunset)

3.18

recreation

social, cultural, sporting and other relevant activities undertaken in leisure time

3.19

recreational facilities

public and private facilities provided for recreational and leisure activities such as using wellness and spa facilities, swimming pools...etc.

3.20

sahur

sahoor

meal consumed by Muslims before dawn when fasting

3.21

tour package

tour and travel arrangements described in any media and/or which are publicly marketed or promoted or advertised through any media and which include at least two of the following components:

- a) transportation such as air, coaches, ferries, railways, cruises, etc.
- b) accommodation

- c) other tourist services (e.g. excursion, shipping, sightseeing) not ancillary to transportation or accommodation which form a significant part of the package for example meals, shopping, ...etc.

3.22

travel agent

company or a person carrying on travel agency business by selling/hiring/ subcontracting, arranging or making available tickets entitling a person to travel on any conveyance either by land, sea or air, hotel accommodation and travel related services for commission

Note 1 to entry: A travel agent retails travel products and services which are operated or offered by principals or tour operators.

3.23

top management

person or group of people who manages and controls the hotel at the top level

Note 1 to entry: Top management, particularly in big hotels, may not personally be included as stated in this standard, however; such responsibilities of top management can be exhibited with chain of command.

3.24

wudhu'

ablution

rite or act to wash face, arms and feet with water and wiping head to be pure and clean for prayer (Salah)

3.25

wudhu' facility

appropriate, dedicated and suitable facility for male and female for wudhu'

4 CLASSIFICATION OF HALAL TOURISM SERVICES AND FACILITIES

4.1 Halal Tourism services and facilities are categorized in this standard as follows:

a) Accommodation:

- 1) Category A: Accommodation Premises with Halal Tourism Advanced Scale Services
- 2) Category B: Accommodation Premises with Halal Tourism Medium Scale Services
- 3) Category C: Accommodation Premises with Halal Tourism Basic Scale Services

NOTE See Annex A.

b) Tour Packages,

c) Tourist Guide Services,

- d) Other services and facilities (Catering, Restaurants, Wellness and Spa, Health Care...etc.).

5 REQUIREMENTS

5.1 General

All organizations providing HTS shall comply with applicable national or international legislation, including requirements for products offered as part of services.

5.2 Halal requirements

Considering the nature of particular organizations offering HTS, the following requirements shall be met:

- a) Rules for the sections where the halal food and beverages are prepared and served in the premises shall be in accordance with OIC/SMIIC 1.
- b) Chemical substances and materials used for hygiene and sanitation shall be suitable for use in halal sector. Any equipment and personnel that will contact food shall meet hygienic requirements.
- c) Cleansing materials such as soaps, shampoos found in bathrooms, toilets and shower cabins shall meet the requirements of OIC/SMIIC 4.
- d) Alcoholic beverages shall not be served in the premises and alcoholic beverages brought from outside shall not be allowed into the premises.
- e) Non-halal products (pork products, alcohol etc.) available in any of the service departments of the accommodation premises, including sales departments and in case customers/guests or other persons bring them from outside, they shall not be allowed to accommodation premises. It shall be ensured by any means that foods served are not contaminated by non-halal products during preparation, processing, transportation and storage. For the food and beverages, provisions of OIC/SMIIC 1 shall apply.
- f) Rules in this standard also apply to services (spa, medical room, market, hairdresser etc.) delivered through subcontractor companies. Hotel administration shall ensure that the subcontractors meet the requirements of this standard.
- g) During registration the information given in Annex B shall be introduced to the guests.

5.2.1. Food and beverages

5.2.1.1 The kitchen or restaurant in the premises shall not contradict with the requirements of OIC/SMIIC 1.

5.2.1.2 The organization shall ensure that the information on services during Ramadan is available and communicated. The services shall include times and meals for sahur and iftar.

5.2.2 Accommodation

The organization shall ensure that the accommodation premises are not in contradiction with the requirements set in this standard.

5.2.2.1 Requirements for rooms

5.2.2.1.1 The organization shall ensure that the room is suitable for Muslim guests which includes but not limited to the following requirements:

- a) The room shall be kept clean and well maintained,
- b) The organization shall ensure that the guest rooms have a clearly marked Qibla direction,
- c) The rooms shall have adequate floor space for a Muslim guest to perform prayer (salah) in the room,
- d) The washroom shall be equipped with bidet, hand shower or water hose,
- e) The washroom floor shall be kept clean,
- f) The organization shall ensure that personal care amenities and/or products provided in the washroom are not in contradiction with OIC/SMIIC 4,
- g) Alcoholic beverages and intoxicants shall not be stored in the room's refrigerator,
- h) Art pieces shall be without human or animal form in room,
- i) Selection of TV channel provided in the rooms shall be without adult channels,
- j) Sound insulation shall be provided in rooms at a sufficient level to provide privacy.

5.2.2.1.2 In addition to the requirements above, the following provisions should be applied:

- a) The availability of sajjada (prayer mats) for use in the room or upon request by the guest,
- b) A clean female prayer garment available upon request,
- c) Information for the guests should be available in the room, bulletin board or upon request by the guest on following: on prayer times, location of Qibla direction sign in rooms, the location of the masjid and mosque nearby,

- d) A copy of Al-Quran Al Kareem should be made available upon request by the guest,
- e) The organization is recommended to provide friendly services to disabled guest as well.

5.2.2.2 Additional requirements

- a) Toilets situated in common areas in tourism facilities, shall fulfil the following requirements:
 - Be kept clean and well maintained,
 - Separate toilets for men and women. At least one toilet suitable for disabled persons should be available for each gender,
 - Be available in correspondence with inrush,
 - The partition between the toilet cabins and the door shall be non-hollow and non-transparent,
 - In case of the urinals, precautions shall be taken in order to protect the privacy of the users,
 - Means for water-cleansing shall be provided,
 - Toilets, if possible, should be located so that the user's front or back is not aligned in the Qibla direction.
- b) Visuals (advertisements, banners, billboards etc.) in the hotel shall not be against Islamic ethics.
- c) In case of hotel photographing service, privacy of people shall be respected. Photographs shall be deleted in three weeks at the latest and they shall not be used for any other purpose.
- d) There shall be no broadcast against Islamic ethics in pay TV broadcasts.
- e) Family filter shall be activated in the hotels giving internet access.
- f) No video or audio recording shall be done in the private areas (rooms, toilets, shower cabins, pools, hammams (Turkish baths), massage saloons, changing rooms...etc.).
- g) In private areas where men and women stay separately, personnel of same gender shall be in service, entrance of personnel of opposite gender shall be prevented and gender signs should be placed in the entrance of the private areas.
- h) It shall be ensured that the door key can only open the door it belongs to.

- i) If the hotel accepts pets, special areas and/or shelters shall be assigned for these pets and measures to prevent them wander freely in the facilities shall be taken.
- j) In cases of maintenance, cleaning, repair and modification in the private areas, necessary precautions shall be taken to prevent any possible guest-related discontent.
- k) Information signs in the outdoor and indoor places should be prepared in Arabic and English, together with the language of the country in which the facility resides. In addition to these languages, facility administration may prepare signs in any other language if they intend to do so.

5.2.3. Other facilities

Other facilities providing HTS, may operate as independent institutions or may be part of other institutions. In accordance with their status, they apply the provisions of this standard defining the requirements for services they provide.

5.2.3.1 Public prayer room

There shall be allocated public prayer room for Muslims at the organization. The requirements for public prayer room shall be as follows:

- a) located at suitable location and has a signage that dedicated for prayer room,
- b) well-lit with adequate ventilation, is kept clean and well maintained,
- c) has a clearly marked Qibla direction,
- d) has sufficient number of sajjadas (prayer mats),
- e) has current information on prayer time or upon request,
- f) provides clean female prayer garment or upon request, and
- g) has segregated wudhu' facilities for men and women which are adjacent to the prayer room,
- h) should have segregated prayer areas for men and women,
- i) there shall be no music broadcasting at places close to prayer room and while the azan is recited,
- j) if the Friday prayer (salah) is not carried out in the hotel prayer room, then sufficient means should be provided for transportation to nearest mosques, if necessary,
- k) At least one copy of Al-Quran Al Kareem should be made available in the prayer room.

5.2.3.2 Public washroom

The requirement for public washroom shall be as follows:

- a) the washroom shall be equipped with bidet, hand shower or water hose,
- b) the washroom floor shall be kept clean, and
- c) the amenities/products provided in the washroom shall not contradict OIC/SMIIC 4.

5.2.3.3 Recreational facilities

The requirements for recreational facilities shall be as follows:

- a) Recreational facilities shall be kept clean and well maintained,
- b) have separate facilities or separate scheduled time for females,
- c) Creams, oils, and any other cosmetic products shall not contradict OIC/SMIIC 4,
- d) The washroom at the facilities shall be equipped with bidet or hand shower,
- e) If there is more than one outdoor or indoor swimming pool, they shall be assigned separately as men and women swimming pools and shall be independent of each other,
- f) If there is such one outdoor or indoor swimming pool, arrangements shall be made in order to maintain men/women utilization in turns and to provide privacy protection conditions. Pool and sunbathing areas reserved for women shall have an enclosed perimeter and shall be arranged in such a way that these areas cannot be visible from outside (upper floors, terraces, adjacent buildings ...etc.),
- g) For the pools separately assigned as men and women, measures to prevent inappropriate entrance shall be taken,
- h) Animators in the activities conducted in the private areas assigned to women shall be women, whereas animators in the activities conducted in the private areas assigned to men shall be men,
- i) Health services and sports activities (if any) shall be provided to men and women separately in different times or in different halls;
- j) For the services of hairdressing, massage, wellness and spa (if any), men/women compartments shall be separate or these services shall be provided to each gender in different times and shall be delivered by the personnel of the same gender. Activities shall be provided in accordance with the Islamic values,
- k) For the hotels which are located at the sea coast or have a beach, information in Annex B shall be presented to customers so that they take necessary precautions,

- l) Cultural animations, music and entertainment activities, movie and projector shows that are conducted for the adults and the children at day and night, shall not be against Islamic ethics and faith fundamentals,
- m) Measures shall be taken to prevent performers brought from outside for the entertainment program, from acting against Islamic ethics.

5.2.3.4 Health care facilities

The requirements for health facilities shall be as follows:

- a) shall be kept clean and well maintained,
- b) shall have separate facilities or separate scheduled time for females,
- c) creams, oils, and any other health care products shall not contradict OIC/SMIC 4.

5.3 Tour services

5.3.1 Tour package

- a) The travel agent shall ensure that the package which includes accommodation is in adherence to the requirements stipulated in 5.1 and 5.2.
- b) The travel agent shall ensure that all food and beverages included in the tour package are halal. See 5.2.1.1 and 5.2.1.2.
- c) The travel agent shall ensure that the selected tourism products have the appropriate facilities i.e. prayer room, washroom, etc. or easy access to the facilities.
- d) The selection of tourism products included in the package shall reflect the Islamic ethics experience.
- e) The product selection shall not include the premises with the core activities that are non-permissible according to Islamic rules.
- f) The itinerary shall have an allocated scheduled time for prayers, sahur and iftar during Ramadan.
- g) The travel agent should ensure that the Islamic rules compliance protection scheme is included in the package.

5.3.2 Ground transfers

- a) Transportation used for ground transfers shall comply with applicable safety and regulatory requirement.
- b) Where an organization chooses to outsource the transportation, the organization shall ensure control over such activity i.e. ensuring that the suppliers,

subcontractors and other interested parties involved comply with the relevant requirement of this standard.

- c) Upon request, the package shall be able to provide transportation for women guests exclusively.

5.4 Tourist guide

- a) Tourist guides shall possess valid credentials, license, skills, and language competence and shall meet all legal requirements to give tours in their area.
- b) Licensed tourist guide shall follow the code of conduct and ethics as imposed by relevant authority.
- c) Licensed tourist guide shall dress a modest and professional dress code as imposed by relevant authority. For female Muslim personnel, wearing a headscarf is highly recommended.
- d) The licensed tourist guide shall act in courteous manner in accordance with Islamic values.
- e) The licensed tourist guide providing HTS to the customers shall include but not limited to the following:
 - 1) having basic knowledge on the requirements for Muslim travellers,
 - 2) keep the guests informed on their prayer time,
 - 3) facilitate ample time and place for guests to perform their prayer,
 - 4) the tourist guide shall ensure that all food and beverages included in the tour package are halal. See 5.2.1.1 and 5.2.1.2,
 - 5) in the absence of halal food, the tour guide shall provide the guests a list of halal eateries”.

6 MANAGEMENT RESPONSIBILITY

6.1 The top management shall demonstrate leadership and commitment with respect to (HTS) by:

- a) taking accountability for the effectiveness of the HTS management system,
- b) ensuring that the HTS policy and objectives are established; and are compatible with the context and strategic direction of the organization,
- c) ensuring the integration of the HTS requirements into the organization’s business processes,
- d) ensuring that the resources needed for the HTS services are available,

- e) communicating the importance of effective HTS management and of conforming to the HTS requirements,
- f) promoting the use of the process approach and risk-based thinking,
- g) ensuring that the HTS management system achieves its intended outcome(s),
- h) engaging directing and supporting persons to contribute to the effectiveness of the HTS management system,
- i) promoting continual improvement of the HTS, and
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

6.2 The top management shall establish a HTS policy that:

- a) is appropriate to the purpose of the organization; and supports its strategic direction,
- b) provides a framework for setting HTS objectives,
- c) includes a commitment to satisfy applicable requirements, and
- d) includes a commitment to continual improvement of the HTS management system.

6.3 The HTS policy shall:

- a) be available and to be maintained as documented information,
- b) be communicated within the organization, and
- c) be available to interested parties, as appropriate.

6.4 The top management shall ensure that the responsibilities and authorities for relevant roles are assigned and communicated within the organization.

6.5 The top management shall assign the responsibility and authority for:

- a) ensuring that the HTS management system conforms to the requirements of this standard, and
- b) reporting on the performance of the HTS management system to the top management and on opportunities for improvement in particular to top management,
- c) ensuring that the integrity of the HTS management system is maintained when changes to the HTS management system are planned and implemented.

6.6 The top management shall appoint a trained Muslim officer, irrespective of other responsibilities, shall have responsibilities and be authorized to ensure effective implementation of the HTS management systems.

6.7 The top management shall be responsible to ensure participation and commitments of staff at all levels within the organization towards compliance of HTS.

7 PERSONNEL AND RESPONSIBILITY

7.1 General

The organization shall:

- a) determine the necessary competence of personnel doing work under its control that affects its HTS performance, and
- b) ensure that these personnel are competent on the basis of appropriate education, training, or experience in HTS,
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken, and
- d) retain appropriate documented information as evidence of competence,

NOTE Applicable actions include, for example the provision of training to, the mentoring of, or the reassignment of currently employed personnel; or the hiring or contracting of competent personnel.

- e) shall provide a work environment for the personnel which is non-discriminatory. In performing their work, the employees shall not be made to compromise on their religious obligations.

7.2 Requirements for personnel

7.2.1 The organization shall ensure that person doing work under the organization's management are aware of:

- a) the HTS policy,
- b) relevant HTS objectives,
- c) their contribution to the effectiveness of the HTS management system, including the benefits of improved HTS performance, and
- d) the implications of not conforming with the HTS management system requirements.

7.2.2 Requirements for employees are as follows:

- a) Employees shall be informed about the halal practices and shall be provided with regular trainings,

b) Dressing and behaviours of the employees shall not be against Islamic ethics.

7.3 HTS management system

The organization shall establish, implement, maintain and continually improve the HTS management system, including the processes needed and their interactions.

7.4 Training

7.4.1 The organization shall provide training for all personnel doing work under its control that affects its HTS performance.

7.4.2 Continuous training shall be given, and its practical effectiveness shall be periodically assessed. The training programs shall be made available and approved by the HTS committee or HTS executive officer.

7.4.3 All training records shall be kept.

7.5 Documentation and storage

7.5.1 The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition records.

7.5.2 The organization shall properly observe the placement, storage and handling of documents which contain Quranic verses.

7.5.3 The organization shall ensure the disposal of records that contain Quranic verses is conducted according to the Islamic rules requirements when necessary.

7.5.4 Records shall remain legible, readily identifiable and retrievable.

NOTE Where the term “documented procedure” appears within this standard, this means that the procedure is established, documented, implemented and maintained. A single document addresses the requirements for one or more procedures. A requirement for a documented procedure might be covered by more than one document.

7.6 Communication

7.6.1 The management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the compliance to Islamic rules requirements and the effectiveness of the HTS system.

7.6.2 The organization shall determine the need for internal and external communications relevant to the HTS management system including:

- a) on what it will communicate,
- b) when to communicate, and
- c) with whom to communicate,

- d) how to communicate,
- e) who communicates.

7.6.3 The organization shall ensure that every personnel working for and on behalf of the organization is fully informed of HTS management system.

7.6.4 The organization shall determine and implement effective arrangements for communicating with customers in relation to:

- a) product/service information to be true, valid and not misleading;
- b) updated list of all Halal products and services offered at the organization to ensure Muslim guests are making an informed decision in their purchase, and
- c) customer feedback, including customer complaints.

8 COMPLIANCE

8.1 The organization shall ensure that the requirements related to the product and services are Islamic rules compliant.

8.2 Annex A is the summary of the requirements set in this standard and shall not be used as a primary guide in certification.

8.3 For accommodation (See Clause 4.1.a),

- a) Category A; no contradiction with 5.1 and 5.2 shall be deemed to fully fulfil the requirements of this standard.
- b) Category B; no contradiction with 5.1 and 5.2 shall be deemed to fulfil the requirements of this standard for services as mentioned in A.2.
- c) Category C; no contradiction with 5.1 and 5.2 shall be deemed to fulfil the requirements of this standard for services as mentioned in A.3.

8.4 For tour packages, no contradiction with 5.3 shall be deemed to comply with this standard.

8.5 For tourist guide services, no contradiction with 5.4 shall be deemed to comply with this standard.

9 MISCELLANEOUS REQUIREMENTS

For the workplaces specified in this standard, the owner or the operator has to submit or show Certificate of Conformity to this standard with list of HTS provided, in a visible area.

Annex A
(normative)
Requirements for Halal Tourism Services

A.1 Category A: Accommodation Premises with Halal Tourism Advanced Scale Services

Accommodation Premises with Halal Tourism Advanced Scale Services shall have the following services given in Table A.1.

Table A.1 – Requirements for Category A

No.	Services	Shall have	Shall not have	Recommended
1.	Halal kitchen	x		
2.	Halal restaurant	x		
3.	Pets		x	
4.	Halal food	x		
5.	Alcoholic beverages in mini bar in room		x	
6.	Alcoholic beverages in hotel restaurant		x	
7.	Channel for adults		x	
8.	Art pieces in human or animal form in room		x	
9.	Washroom with means for water cleansing and wudhu',	x		
10.	Prayer room /masjid/musallah	x		
11.	Sahur and iftar during Ramadan	x		
12.	Game room for children			x
13.	Separate spaces or time for men and women in the recreational facilities (pools, wellness and SPA...etc.)	x		
14.	Recreation spaces			x
15.	Tourist arrangements for guests			x
16.	Marked qibla direction	x		
17.	Prayer time table	x		
18.	Sajjadas (Prayer mats)	x		
19.	Casino or gambling room		x	
20.	Night club		x	
21.	Discotheque		x	
22.	Alcohol serving,		x	
23.	Cleansing materials (soaps, shampoo etc.) not in contradiction with OIC/SMIIC 4	x		
24.	Copy of Quran upon request	x		
25.	Guests' privacy	x		

A.2 Category B: Accommodation Premises with Halal Tourism Medium Scale Services

Accommodation Premises with Halal Tourism Medium Scale Services shall have the following services given in Table A.2.

Table A.2 – Requirements for Category B

No.	Services	Shall have	Shall not have	Recommended
1.	Halal food	x		
2.	Halal kitchen	x		
3.	Remove alcohol from the minibar upon request	x		
4.	Marked qibla direction	x		
5.	List of local Halal restaurants and directions to local mosques			x
6.	Sajjadas (Prayer mats)	x		
7.	Trained staff on awareness of HTS principles	x		
8.	Prayer room/masjid/musallah			x
9.	Washroom with means for water cleansing and wudhu'	x		

A.3 Category C: Accommodation Premises with Halal Tourism Basic Scale Services

Accommodation Premises with Halal Tourism Basic Scale Services shall have the following services given in Table A.3.

Table A.3 – Requirements for Category C

No.	Services	Shall have	Shall not have	Recommended
1.	Halal food options upon request (Halal certified kitchen or providing Halal food or list of local Halal restaurants)	x		
2.	Remove alcohol from the minibar upon request	x		
3.	Marked qibla direction	x		
4.	Directions to local mosques			x
5.	Sajjadas (Prayer mats) and prayer schedule upon request	x		
6.	Trained staff on awareness of HTS principles	x		

A.4 The Requirements for restaurants

Restaurants offering HTS shall have the following services given in Table A.4.

Table A.4 – Requirements for restaurants

No.	Services	Shall have	Shall not have	Recommended
1.	Halal kitchen	x		
2.	Serves only halal food	x		
3.	Alcoholic beverages serving		x	
4.	Restaurant masjid			x
5.	Sahur and iftar during Ramadan	x		
6.	Game room for children			x
7.	Catering – serving halal food outside the restaurant			x
8.	Pets		x	
9.	Tourist arrangements for guests			x
10.	Cleansing materials (soaps, shampoo etc.) not in contradiction with OIC/SMIIC 4	x		

A.5 The Requirements for recreational facilities

Recreational facilities (wellness and spa, swimming pools...etc.) shall have the following services given in Table A.5.

Table A.5 – Requirements for recreational facilities

No.	Services	Shall have	Shall not have	Recommended
1.	Separate spaces or time for men and women	x		
2.	Halal food (if provided)	x		
3.	Cleansing materials (soaps, shampoo etc.) not in contradiction with OIC/SMIIC 4	x		
4.	Good hygienic practice	x		
5.	Services provided to each gender by the person of the same gender in respect of Islamic rules	x		

Annex B
(normative)
Requirements for guest information

B.1 Guest information

As per the sensitivity of the subject, during registration following information is given to the guests who will stay at the hotel delivering halal service:

- a) since private areas for men and women cannot be established in the beaches of the coastal hotels pursuant to coastal law, persons have to take their own precautions,
- b) for the purpose of protecting guests' privacy, there shouldn't be any photographing and/or video/audio recording in the private areas such as pool, hammam (Turkish bath), spa, massage, especially in the ones that are assigned to women,
- c) guests should show utmost sensitivity in not bringing alcoholic beverages from outside to the hotel delivering halal service and not showing up drunk at the hotel,
- d) wastefulness should be avoided as it's inappropriate in Islam,
- e) information about the place where the Qibla direction is indicated (e.g. in the drawer, in the wardrobe, at the ceiling) and location of the prayer room,
- f) the fact that the rules applicable in the hotel are established in accordance with the common held Islamic understanding of the society as the sectarian differences are not considered,
- g) guests shouldn't behave against Islamic ethics (including dressing) and shouldn't make any demands that conflict Islamic values.

B.2 Implementation

The information given in Clause B.1 may be presented with one or more of the methods given below:

- a) guest information card,
- b) a short information seminar, film screening or presentation,
- c) notification boards in the common areas of the hotel or information broadcasting given regularly on LCD screens,
- d) noticing brochures and banners in the common areas and the rooms.

Bibliography

- [1] MS 2610:2015 Muslim friendly hospitality services-requirements
- [2] OIC/COMCEC/33-17/D (18) – COMCEC MFT Guideline for regulating accommodation establishments, COMCEC Coordination Office, February 2017
- [3] Guide for halal certification for tourist and catering services issued December 2010, Agency for halal quality certification, Bosnia and Herzegovina