

Renewing the Definite Star Classification

The license should be renewed by the end of February each year. In case of a delay, a fine of 5% of the licensing fees is paid for each month of delay.

Applying for reclassification

Refer to page 4 “When to apply for reclassification”

First step

The applicant must submit a compulsory application for final classification to MoTA along with an updated Self-Assessment Form.

Second step

Upon receipt of the application, the classification committee studies and reviews the self-assessment form and assigns Approved Inspectors to conduct a physical assessment of the establishment. Approved Inspectors will inspect the facility and services provided against the criteria and standards of the requested grade, (Standards and Criteria are listed in this manual).

If not all requirements of the star category of application are met, or if not all criteria of the present star category are met the business will be granted a repair period of up to 3 months to comply with all requirements and make the needed improvements. The Repair Period is granted only once within an application cycle.

If all requirements and standards are met, the business will be granted the Final Classification Grade after providing the following certificates and approvals:

- Certificate of Registration at Jordan Hotel Association;
- Certificate of Registration at Jordan Tourism Board (for 3-star hotels and above and the equivalent for hotel suites and apartments);
- Completed statistics form and submitted to the Department of Statistics at MoTA;
- Install the required security equipment and the human resources needed to operate it (required for 4 and 5 stars);
- A valid insurance policy against civil liability for visitors;
- Payment of legal fees.

Third step

The establishment can dispute the Definite Star Classification by addressing a request to the Appeal Body. The appeal has to be submitted within 1 month after the date of the definite classification it concerns and is decided upon within 1 month after receipt. This decision is binding upon all parties concerned.

This process is illustrated in Figure 3.

Figure 3 Applying for re-classification process

