STEP certificate of compliance standards

for Hotels and Restaurants

1. **24/7 Service**

This is a minimal criterion for hotels should adhere to. Having a 24/7 service for guests is a very important part of the touristic experience of incoming tourist. This does not mean that all hotel services should be available 24/7, but rather a person/receptionist that can be reached at all times.

1. **Legal Entity**

All hotels, restaurants and spas must be a legal entity with all adequate work permits from their respective countries.

1. **Аchivable and turthfull offer**

All members must adhere to their offers. All that is included in their offers must be at the guests’ disposal at all times.

1. **Guarantee of health and safety for all visitors**

All STEP member entities must guranatee the safety and health of all visitors. All entities must ensure that their premises as well as their offers do not pose any kind of threat of visitors’ health and safety.

1. **Hyigine standards**

The hygiene standards must оn the highest level possible. All areas that serve food, rooms as well as common areas must be cleaned on a daily level.

Both restaurants and hotels must provide male and female bathrooms.

Hotels need to provide a bathroom in every room.

1. **Medically cleared staff**

All staff members must be medically cleared to work as per the laws in Republic of Albania or Republic of North Macedonia and their respective regulatory bodies.

1. **Marcation of all areas**

All areas in the hotels and restaurants must be marked with proper marcation and most in their native language as well as English.

1. **100% of menu availbality (excluding seasonal menu options)**

All menu items displayed on the menu must be available to visitors.

1. **Own parking of all hotels (restaurants)**

All hotels must provide guests with parking options, paid or otherwise. Restaurants that do not own a parking, must make sure to inform guests for

1. **Service standards**

The service staff must adhere to high standards of service. Service staff must always be kind, polite and timely.

1. **English speaking staff**

All entities must have at least one English speaking member of staff.

1. **Marketing activities**

All entities must have at least a Facebook page and Instagram profile for their business.