



## MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

### GUIDELINES ON CLASSIFICATION APPEAL FOR TOURIST ACCOMMODATION PREMISES (PPP)

#### DEFINITION OF TOURIST ACCOMMODATION PREMISES

Any accommodation premises that is registered by the Commissioner under subsection 31C (1) Tourism Industry Act 1992 [Act 482].

#### 1. CLASSIFICATION CATEGORY

a) **City Hotel:**

Premises in the area gazetted as city or in the settlement area that :have a minimum population of 10 thousand people or in specified development area; or district administration centre although the population is less than 10 thousand people and at least 60 percent of the population aged 15 years old and above involved in non- agriculture activity.

Any premises that is not categorised as Resort Hotel (Island/Beach/Lake/River) and Highland Hotel can be categorised as City Hotel.

(Source: National Urbanization Policy 2006, Federal Department of Town and Country Planning, Ministry of Federal Territories)

b) **Resort Hotel (Island/Beach/Lake/River):**

Premises must be classified as Resort Hotel if it is nearby the beach or lake or river or located in a remote island. (other than Langkawi Island, Penang Island and Federal Territory of Labuan)

c) **Highland Hotel:**

Premises must be classified as Highland Hotel if it is located over 300 m above sea level.

(Source: Guidelines of Development Planning in Hill and Highland Area, Ministry of Housing and Local Government, 2009).

- d) **Boutique Hotel:**  
Premises offer friendly, personal and luxurious services with unique and distinctive concept and design.
- e) **Innovative Hotel:**  
Premises display artistic, aesthetic, unique and distinctive features in its building. These can be seen through the hotel designs and materials like igloo, treehouse, hexagon, bus, container, tube, capsule and others that are non-conventional.

## 2. **TERMS OF APPEAL APPLICATION**

Applicant may submit an appeal if dissatisfied with the rating result issued by the Tourism Commissioner provided that:

- a) **Applicant** is allowed to submit an appeal on the rating result within the **period of 21 days from the date of issued result letter ;**
- b) Any appeal application after the period of 21 days of the date of issued result letter **will not be considered;**
- c) Rating result after the period of appeal is **final;**
- d) Rating result after an appeal inspection is **final;**
- e) Applicant shall submit official application letter to MOTAC State Office; **and**
- f) Examiner team shall consist of a different team from the previous inspection.

## 3. **REQUIRED DOCUMENTS**

- a) Appeal Application Letter of Tourist Accommodation Premises; **and**
- b) A copy of latest Classification Certificate of Tourist Accommodation Premises.

#### 4. **APPLICATION PROCEDURE**

Appeal Application Letter of Tourist Accommodation Premises Classification shall be submitted to respective MOTAC State Office.

#### 5. **PAYABLE FEE**

No fee is charged for classification appeal application in the meantime.

#### 6. **CLASSIFICATION MECHANISM**

- a) Premises inspection shall be done within **the period of 30 working days** after the classification appeal application is received;
- b) Reviewed and completed premises classification appeal application shall be brought to **Panel Meeting of Tourist Accommodation Premises Classification**;
- c) Decision letter of classification appeal application **or / and** Certificate of Rating shall be received within the **period seven (7) working days** after the decision of **Panel Meeting of Tourist Accommodation Premises Classification** is issued; **and**
- d) No appeal can be made after meeting decision is received.

#### 7. **CERTIFICATE OF RATING FOR TOURIST ACCOMMODATION PREMISES**

- a) Certificate of Rating will only be issued after the classification appeal application is approved and signed by the Tourism Commissioner and previous Certificate of Rating shall be returned.
- b) If the appeal application is not approved, previous Certificate of Rating shall be maintained.

## 8. APPROVAL CHARTER OF CLASSIFICATION APPEAL APPLICATION

a) MOTAC State Office level:

Classification inspection report (new/re-classification/self-assessment) that is complete, in an orderly manner and faultless shall be submitted to Headquarter based on the client charter from the date of the inspection is conducted as in appendix.

b) MOTAC Putrajaya Headquarter level:

Certificate of rating will be issued within the **period of seven (7) working days** after the Panel Meeting of Tourist Accommodation Premises Classification is convened.

## 9. ENFORCEMENT DATE

This guideline shall come into effect beginning on **15<sup>th</sup> January 2021**.

Tourism Licensing Division  
Ministry of Tourism, Arts and Culture Malaysia.

**APPENDIX**

**APPROVAL CHARTER OF CLASSIFICATION APPLICATION OF MOTAC STATE OFFICE BASED ON ZONE**

<b>MATTERS</b>	<b>ZONE A</b>	<b>ZONE B</b>	<b>ZONE C</b>	<b>REMARKS</b>
<b>STATES</b>	Sarawak, Johor, Perak, Selangor, Pahang, Sabah and Wilayah Persekutuan Kuala Lumpur	Kedah, Penang, Malacca & Kelantan	Perlis, Negeri Sembilan, Terengganu and Wilayah Persekutuan Labuan	-
<b>REGISTRATION</b>	7 Working days after the inspection is conducted			Online application on SPIP. Refer to Guidelines on Registration
<b>CLASSIFICATION</b>	21 Working days after the inspection is conducted	14 Working days after the inspection is conducted	10 Working days after the inspection is conducted	Application to take on workload is based on zone

**Guidance:**

Based on the numbers of registration application