



# Quality & Accreditation Institute

## Centre for Accreditation of Health & Social Care

### Stakeholder Consultation

#### Accreditation Standards for Hotels and Home Stays

The QAI's Centre for Accreditation of Health and Social Care (CAHSC) has developed accreditation standards for **Hotels and Home Stays** in response to situation caused by COVID-19 disease and interests from the industry. Hotel industry has faced the biggest challenge during coronavirus pandemic and the accreditation standards are framed to ensure safety of the guests, staff and visitors. Standards provide a framework of requirements for ensuring hygiene and safety through management commitment.

**These standards are meant for accrediting hotels, resorts, lodges (eco-friendly, jungle lodges), heritage hotels and alternative accommodation i.e. motels, bed & breakfast, homestays, service apartments, camping, houseboats, luxury trains etc.**

A draft of these Standards has been developed by the Technical Committee comprise of experts from accreditation and hospitality background, and we would greatly appreciate if you could please take the time to review the attached draft Standards and provide us with your feedback. These standards are posted on our website [www.qai.org.in](http://www.qai.org.in).

We would like to know the following:

- Is there a clear framework that makes the Standards easy to understand? Please state your level of agreement with this statement.
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- Is the wording of the Standards clear and unambiguous? Please state your level of agreement with this statement for each chapter 1-10.
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- Are the Standards relevant, understandable, measurable, beneficial and achievable (RUMBA)?
  - Chapter 1 to 10 Yes/No (If answer to any criterion is No, please provide details of that specific criterion and which element of RUMBA is not met)
- Do you think the Standards address all the relevant topics applicable to hotels and home stays?
- Are there any topics which you think should be excluded?

Thank you in advance for your co-operation and we look forward to receiving your feedback.

**We would appreciate if you could send your feedback to [rehma@qai.org.in](mailto:rehma@qai.org.in) by 21 November 2020.**

Stakeholder Consultation Process: Accreditation standards for Hotels and Home Stays, 10 November 2020