



Quality Assurance Program



Alternative Lodgings



Introduction



Curaçao Tourist Board (CTB) is committed to making every visit to Curaçao a unique experience. In line with this objective, CTB is introducing a certification program for Alternative Lodgings. This program aims to be an incentive for service innovation, recognizing and promoting the quality level of accommodation services provided.

1.1 For whom?

This certification program is aimed at accommodation providers renting furnished, self-catering guest units (equipped with a kitchen or kitchenette to prepare your own meals), with a maximum of 40 guest units per accommodation business. These selfcatering guest units include, or have private access to a toilet, a washing stand with mirror, and a shower.

1.2 Why participate?

The benefits of having your apartments CTB certified are:

- Quality recognition by an independent party;
- Permission to use the CTB quality label, a visual logo that serves as a symbol for offering quality services and taking care of safety precautions;
- Have your apartments listed on curacao.com;
- Have your apartments included in CTB's local and international marketing activities;
- On request of the participating business, we can conduct an Innovation Scan to see whether they can innovate and how. Recommendations is upon request and provided by CITI.

1.3 Development & Execution

The Quality Assurance Program for Alternative Lodgings is executed by Curaçao Innovation & Technology Institute (CITI), a non-profit government foundation.

Throughout the years CITI has gained much experience in the field of quality certification. Previous activities are the development and execution of a quality program for CASHA Apartments and a Quality Assurance Program for the Dive and Restaurant Industry. All Quality Assurance Programs are evaluated, improved, and repeated every two years.

The Quality Assurance Program for Alternative Lodging is executed as follows:

- Phase 1: Information provision and registration;
- Phase 2: Execution of preliminary assessments;
- Phase 3: 2 months to make necessary improvements to comply with all certification criteria;
- Phase 4: Final assessments;
- Phase 5: Evaluation/granting of CTB certification.

1.4 How to participate?

Do you rent Alternative Lodgings to holiday guests, and would you like to have them CTB certified? Then please contact CITI via: audit@citi.cw. Participation in this program costs ANG 265,- (incl OB).



2. CTB Standard for Alternative Lodgings

2.1 Starting points

The following criteria were identified as starting points for developing the CTB standard for Alternative lodgings.

- Accommodation provider is operating legally and professionally;
- The guest units provided in combination with the services provided facilitate an enjoyable experience;
- The guest units provided in combination with the services provided ensure safety to the guests;
- Accommodation provider promotes sustainable behavior, and incorporates sustainability into its everyday practices.

2.2 Sources

To develop the Quality Assurance Program, the following information sources were used:

- Local lodging standards (CASHA, CHATA)
- International lodging standards (AAA, Ministry of Tourism & Antiquities in Jordan)
- Government standards (Fire brigade, Municipal Health Service, Economic Permits Department)
- Sustainability standards (Travel Forever, Bedrijvenplatform Milieu)

2.3 Focal points

To become certified, the following focal points are audited:

- Legal documents / insurances
- Exterior
- Theft prevention
- Safety
- Hygiene
- Comfort
- Electronics / ICT
- Kitchen / kitchenette
- Toilet / bathroom
- Communication / information / service
- Sustainability

2.4 List of definitions

Accommodation provider; Entity (individual or organization), including any individual acting on behalf of such an entity, offering lodging services.

Guest; Individual entering into a contract with an accommodation provider for services for his or her own use.



Guest unit; Accommodation space, including one or more rooms, rented by guest. Each guest unit is located within, or consists of one building. Each guest unit has a private, lockable entrance.

Bedroom; Area in guest unit, designed for sleeping purposes.

Plot; An area of land that is considered as a unit and used for a particular purpose (in this case the renting of guest units).

Dining set; A furniture set, including table and seats, which enables all guests to comfortably enjoy a meal together, eating from a plate placed on the table.

2.5 Criteria

In this paragraph you find the list of criteria that participating businesses need to comply with in order to become CTB certified.

2.5.1 Legal documents / insurances

2.5.1.1 Registration at the Chamber of Commerce

Accommodation provider shows proof of being registered at the Curaçao Chamber of Commerce.

2.5.1.2 Tax obligations

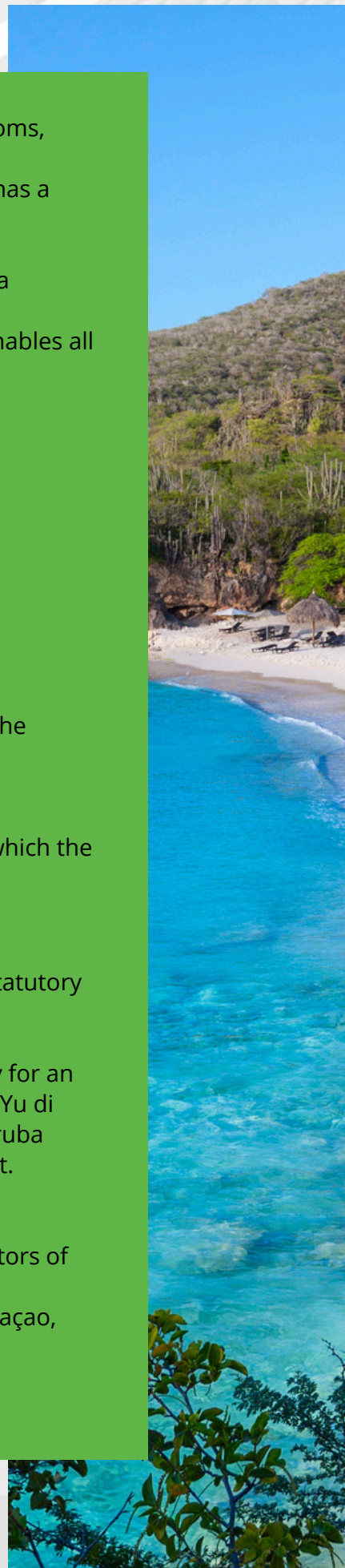
Accommodation meets all applicable tax obligations, among which the monthly payment of sales tax.

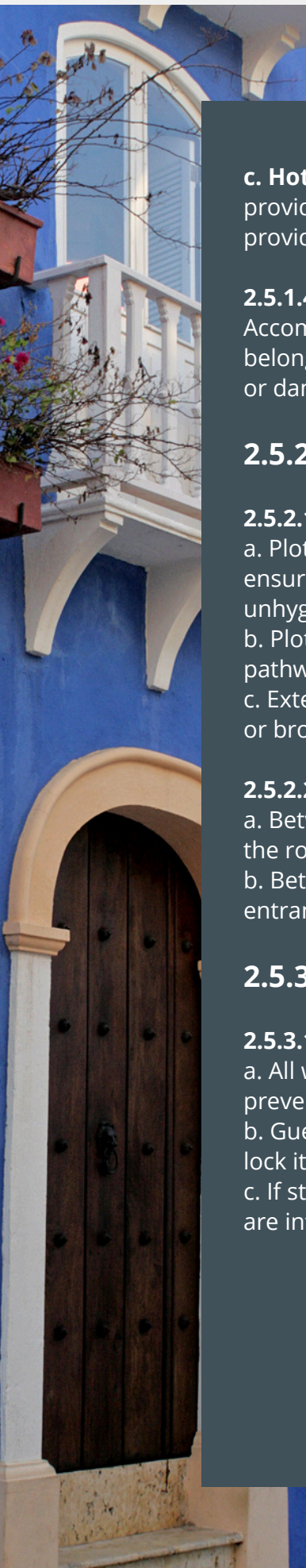
2.5.1.3 Permits

Accommodation provider shows Identification Document of statutory director and all applicable mandatory permits:

a. Establishment permit; Establishment permit is mandatory for an NV a BV, and for owners of a sole proprietorship who are not 'Yu di Korsou' (people with the Dutch Nationality, who are born in Aruba before 1986, or born before 2010 in Curaçao, Bonaire, Saba, St. Eustatius, or St. Maarten).

b. Director's permit; Director's permit is mandatory for directors of an NV or BV who are not 'Yu di Korsou' (people with the Dutch Nationality, who are born in Aruba before 1986 or born in Curaçao, Bonaire, Saba, St. Eustatius, or St. Maarten before 2010).





c. Hotel permit; Hotel permit is mandatory for all accommodation providers providing lodging in ten or more rooms.

2.5.1.4 Insurances

Accommodation provider shows evidence that all guests and guests' belongings are insured by Public liability insurance, covering all injuries or damage caused by negligence or fault of accommodation provider.

2.5.2 Exterior

2.5.2.1 Maintained exterior

- a. Plots, on which guest units are built, have a system in place that ensures the regular disposal of waste, clutter, animal feces, or other unhygienic matters.
- b. Plots do not show sign of plants overgrowing and blocking the pathways that lead towards the guest units.
- c. Exteriors of guest units do not show signs of decay, such as wood rot, or broken windows.

2.5.2.2 Illuminated exterior

- a. Between sunset and sunrise, when guests walk to or from guest unit, the route from public road to guest units is illuminated.
- b. Between sunset and sunrise, when guests are standing at the main entrance of guest unit, the main entrance is illuminated.

2.5.3 Theft prevention

2.5.3.1 Lockability

- a. All windows and doors of guest units can be locked by guest to prevent undesired accessibility from outside.
- b. Guests receive at least one key (or other means) per guest unit, to lock it.
- c. If staff need to enter guest unit (e.g. for cleaning services), then guests are informed in advance.

Criteria

2.5.3.2 Private security safes

- a. All guests have the option to make use of a private security safe (at least one safe per guest unit), to store small sized valuable items (such as phone, camera, and passport).
- b. Private security safes are accessible to and lockable by guest 24/7.

2.5.4 Safety

2.5.4.1 Protection against falling

- a. On the plots of all guest units, all upper floors, balconies, and stairs leading to an upper floor, are protected with adequate shielding against falling through and falling over. Shielding height should be at least 60 cm.
- b. On the plots of all guest units, all stairs (3 steps and more) have handrail or handle.

2.5.4.2 Electrical safety

- a. None of the guest units show broken electricity outlets.
- b. All wiring in and around guest units is completely covered.
- c. Electricity outlets within 30cm distance from cooking equipment, or other heat emitting objects are covered to protect against heat.
- d. Electricity outlets within 30cm distance from a sink or other water containing or water releasing object, are covered to protect against water.

2.5.4.3 Smoke detectors

- a. All rooms of guest units with gas stove has smoke detector.
- b. All smoke detectors function adequately.

Criteria



2.5.4.4 Fire extinguishers

- a. At a maximum distance of 15m from every guest unit a fire extinguisher is provided.
- b. Fire extinguishers are reachable for guests, and the view on the fire extinguisher is not blocked by any objects.
- c. All extinguishers show proof of valid inspection certification by a qualified agency (Linde Gas, CATIS or other agency that is recognized by the Curaçao fire brigade).

2.5.4.5 Fire prevention – Cooking area

In all rooms of guest units that include a gas stove, no flammable items (such as curtains) are placed above the stove.

2.5.4.6 Fire prevention – Gas tanks

- a. All gas tanks are stored outside the guest units.
- b. Gas tank can be shot off by guest.

2.5.4.7 Guest Manual

Accommodation provider provides at least one safety plan per plot, strategically placed, and visible for all guests. This safety plan includes an indication of escape route(s) (if applicable), indication of where to find safety equipment, and emergency phone numbers (police, hospital, and fire brigade).

2.5.4.8 Escape exits

Each guest unit, with a >15m distance from main entrance to the other end of the unit, has at least two escape exits. These may also include windows.

2.5.4.9 Non-blocked escape routes

The escape route is clear of any obstacles on which someone could injure themselves or which may obstruct the escape.

2.5.4.10 Exit signs

At any location on the plot on which guest units are built, where doubt may arise about the escape route, exit signs are placed, connected to an emergency power supply.

Criteria

2.5.4.11 Slip resistant flooring

At any location on the plot on which guest units are built, all floors that occasionally get wet, and all stairs and escape routes, have slip resistant floor finishing (> R10).

2.5.4.12 First aid kit

All guests have 24/7 access to a first aid kit.

2.5.5 Hygiene

2.5.5.1 Cleaning services and supplies

- a. Before receiving new guests, guest units are thoroughly cleaned. Floors, kitchen, toilet(s), and bathroom(s) are washed with soapy water.
- b. Accommodation provider offers frequent cleaning services.
- c. All guests have access to basic cleaning supplies to clean up accidental spills (incl. tools to clean up broken glass).

2.5.5.2 Pest free

- a. All guest units are pest free and do not show any signs of pest droppings.
- b. In each guest unit measures are taken and/or means are provided to avoid mosquito bites.

2.5.5.3 Fresh air

Each bedroom has window or other means to let outside air in, while having all bedroom doors closed.

2.5.5.4 Fresh linen

- a. Upon arrival, each reserved bed is made and ready for use.
- b. Upon arrival, fresh bath linen is offered for all guests.
- c. Upon request, the accommodation provider offers weekly bed making services.
- d. Upon request, the accommodation provider offers fresh bed linen (pillow cases, mattress covers, top sheets, bottom sheets), and bath linen (bath and hand towels), at least one time per week.

2.5.5.5 Waste management

- a. Each kitchen, toilet and bathroom have a closable waste bin.
- b. Upon arrival, all closable waste bins are provided with a bin bag.
- c. A waste disposal system is in place, preventing unhygienic conditions for guests and neighbors.
- d. Guests are informed when to put their bins out for collection



2.5.6 Comfort

2.5.6.1 Private access

All guest units have private access.

2.5.6.2 Furniture

- a. All guest units include a dining set.
- b. Furniture is undamaged.

2.5.6.3 Storage space

Each bedroom includes storage space for storing clothes. Per guest at least one shelf storage space and one hanging storage space (holding at least 5 clothes hangers) is provided.

2.5.6.4 Indoor illumination

- a. All rooms in all guest units have switchable illumination.
- b. Each guest unit has at least one window that lets daylight in.
- c. Availability of in-house lighting during power outage (candles, flashlight, or other battery operated light)

2.5.6.5 Shading and privacy

- a. Window coverings provide adequate shading and privacy.
- b. Bedroom windows can be shaded completely / Shutters can be closed completely.

2.5.6.6 Climate control

All bedrooms have adjustable cooling by air-condition and/or fan.

2.5.6.7 Sleeping comfort

- a. Guest can turn on/off a bedroom light without having to get out of bed.
- b. Extra blankets or pillows are available upon request.

2.5.7 Electronics / ICT

2.5.7.1 Light switches

All rooms have a light switch within 1 m distance of the entrance.

2.5.7.2 Non-used electricity outlets

Each guest unit offers at least one unused electricity outlet per guest.

2.5.7.3 Plug adapter

Plug adapters are available upon request, making it possible to plug American and Dutch style plugs.

2.5.7.4 Emergency phone calls

Accommodation provider offers all guests the possibility to make emergency phone calls 24/7.

2.5.7.5 Wireless internet

All guests have the possibility to make private online calls on their own laptop or tablet.

Either the guest can make use of wireless internet in the guest unit, or a private space with wireless internet outside the guest unit is available for use.

2.5.8 Kitchen / kitchenette

2.5.8.1 Refrigerator

Each guest unit includes a refrigerator with freezer.

2.5.8.2 Kitchenware

Each guest unit includes enough dishware and cutlery to enable all guests to have lunch at the same time.

2.5.8.3 Storage space

Each guest unit includes adequate storage space to store the provided kitchenware.

2.5.8.4 Countertop

Each guest unit includes a countertop.

2.5.8.5 Water

Each guest unit includes a sink with water tap and running drinking water.

2.5.8.6 Coffee and Tea

Each guest unit includes appliances to make coffee and tea.

2.5.9 Toilet / bathroom

2.5.9.1 Private toilet

- a. Each guest unit includes a toilet.
- b. Each toilet includes toilet brush and holder.
- c. Upon arrival, at least one roll of toilet paper per toilet is provided.
- d. Ventilation in each bedroom

Criteria



2.5.9.2 Private shower

Each guest unit includes a shower.

2.5.9.3 Warm water shower

Accommodation provider offers all guests the possibility to use a shower with adjustable water temperature, or communicates to guests in advance that a shower with adjustable water temperature is not available.

2.5.9.4 Water pressure

In each guest unit, water pressure is sufficient to take shower and flush toilet at the same time.

2.5.9.5 Ventilation

Each bathroom and toilet has window or other means to let outside air in, while having door closed.

2.5.9.6 Beauty facilities

Each guest unit has at least one room that includes washing stand, mirror and electricity outlet, and with illumination that is bright and white enough for putting on makeup.

2.5.10 Communication / information / service**2.5.10.1 Language**

If desired by guest, accommodation provider provides information to (potential) guest in English and Spanish.

2.5.10.2 Customer service

Accommodation provider or his/her representative is at all times readily available to his/her guests.

2.5.10.3 Promotional material

Promotional material is accurate, and communicates only what is delivered by accommodation provider such as: indication of rates, special amenities and description of property.

2.5.10.4 Online bookings

Accommodation provider offers the possibility to make online bookings.

2.5.10.5 Reception of guests

- a. If a guest, who has booked a room in advance, arrives after check-in time due to force majeure, such as a flight delay, then accommodation provider offers the possibility to still check in.
- b. Upon request, guests and luggage are guided to guest unit.

2.5.10.6 User instructions

Guests are proactively informed about information on the facilities and features of guest unit.

2.5.10.7 Customer complaint system

Accommodation provider has a customer complaint management system in place, covering the topics 'hygiene', 'comfort', and 'service'.

2.5.10.8 Tourist information

- a. Accommodation provider provides information about local tourist activities and services.
- b. Accommodation provider provides phone number of trusted taxi service.
- c. Accommodation provider provides phone number of nearby available house doctor.

2.5.10.9 Payment

- a. Accommodation provider offers the possibility to pay with debit card (swipe or online payment)
- b. Accommodation provider offers the possibility to pay with credit card (swipe or online payment)
- c. With payment, accommodation provider provides invoice/receipt.

2.5.11 Contribution to Sustainable Development Goals(optional)

This part is not mandatory. Accommodation Provider can choose whether they want to contribute to the Sustainable Development Goals or not. As a starting point, this program will focus on the environmental aspect, and will gradually include other areas as well.

2.5.11.1 Waste management | contributes to SDG nr 12

Accommodation provider undertakes action to reduce and/or recycle waste. Actions are undertaken to reduce and/or recycle waste. Waste is measured, mechanisms are in place to reduce waste, and where reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population and the environment.

2.5.11.2 Waste collection and selection | contributes to SDG nr 11 + 12

Waste is collected and separated e.g., plastic bottles or glass bottles are collected or disposed of at several bottle collection depots (info about recycling centers)



2.5.11.3 Guest participation | contributes to SDG nr 11

Information provision about how to reduce/recycle waste, and how to save water and energy.

2.5.11.4 Energy saving | contributes to SDG nr 7

- a. Accommodation provider undertakes action to save energy. At least 80% of the lights are energy efficient.
- b. Energy consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption, and encourage the use of renewable energy.

2.5.11.5 Harmful substances | contributes to SDG nr 12

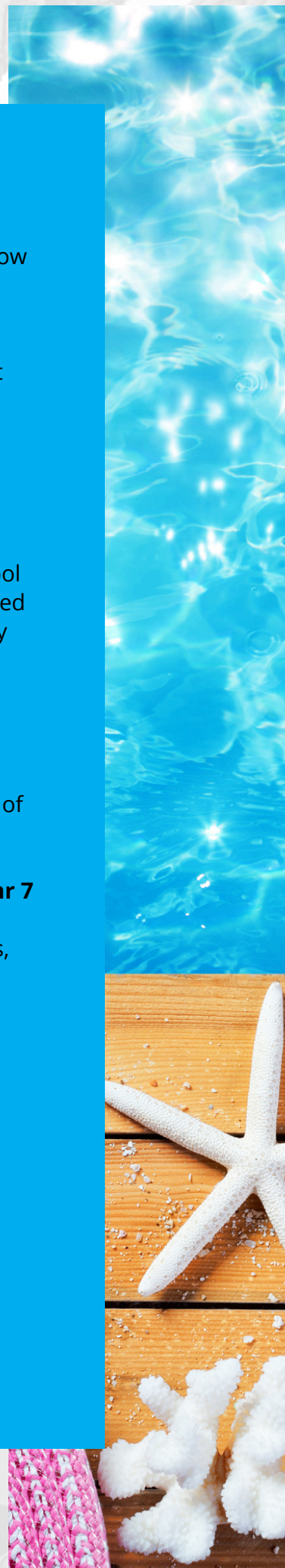
The use of substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available, by innocuous products or processes (eco-friendly brands). All storage, use, handling, and disposal of chemicals are properly managed.

2.5.11.6 Water consumption | contributes to SDG nr 6 + 12

Water consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption. (re-use of gray water, AC water, toilet water-saving measures, others).

2.5.11.7 Renewable energy generators | contributes to SDG nr 7 + 12 + 13

Alternative energy sources, such as wind turbines or solar panels, are utilized across the establishment.



Terms and conditions



Terms and conditions

3. Terms and conditions

3.1 Confidentiality

All information provided by participants will be dealt with confidentially. Only CTB and CITI have access to audit information provided by participants.

3.2 Accurate information

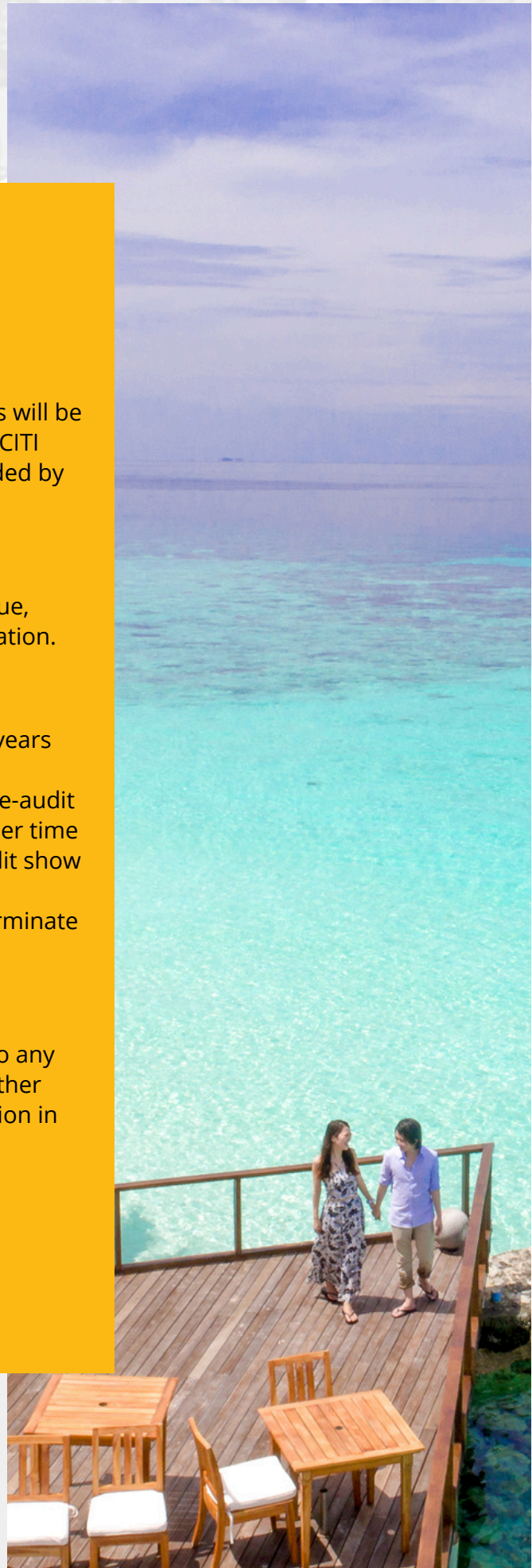
Participants provide the auditor with true, accurate, current and complete information.

3.3 Validity

The CTB audit is valid for a period of 2 years starting on certification date. After certification, CTB reserves the right to re-audit the certified service provider at any other time during these 2 years. Should the re-audit show that the service provider is no longer compliant, then CTB has the right to terminate certification.

3.4 Liability

In no event, will CTB nor CITI be liable to any direct or indirect lost revenue, or any other type of damage, arising from participation in the Quality Assurance Program.



Audit Procedure



Registration

Information provision to potential participants; participant registers via www.citi.cw after carefully reading the terms and conditions



Payment client

CITI sends an invoice and after the invoice is paid, CITI will make an appointment to conduct the audit.



Classification and Audits

Audits will be conducted by an auditor. Classification occurs firstly by the representative of the accommodation provider. CITI will send a link with the checklist for classification.

After this, inspection is carried out by an independent CITI auditor to verify the declarations of the representative of the accommodation provider.



Audit report

CITI will send an audit report with a summary of the findings to the participating holiday apartment.



Contact Us

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