REPUBLIC OF SLOVENIA
MINISTRY OF THE ECONOMY, TOURISM AND SPORT

Instructions for the use of the electronic categorisation system

Ljubljana, October 2023

Table of Contents

Conditions for receiving short-term accommodation guests

1. Guest accommodation

Renting rooms, dwellings and holiday homes or accommodation of short-term guests in accommodation facilities is categorised as hospitality services.
Accommodation services may be provided by:
- legal persons and sole traders registered to provide accommodation services;
- societies that have accommodation services included in their charters;
- natural persons who are room providers and farmers.

Room providers and farmers can perform accommodation activities in residential premises and on farms.
- <u>Room providers</u> (natural persons) are required to register their activity and to perform it only occasionally, for no more than five months in a calendar year, and may provide accommodation for up to 15 guests;
- <u>Farmers</u> are required to register their activity as an ancillary activity on a farm and carry it out in accordance with a government decree (a maximum of 30 beds and a maximum of 60 seats).

2. Room provider registration

<u>Natural persons</u> are obliged to register guest accommodation services in an owned or rented dwelling or holiday home (or subject to the consent of the competent authority of the self-governing local community, in other dwellings) in the Slovenian Business Register kept by the Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES).
Foreigners wishing to register such services
- must comply with the conditions of residence – permanent or temporary (and register their stay)
  (https://www.ess.gov.si/tujci/vstop_in_prebivanje_v_sloveniji/dovoljenje_za_prebivanje in
  https://infotujci.si/en/third-country-nationals/temporary-residence-permit/ in
  https://infotujci.si/en/third-country-nationals/permanent-residence-permit/);

- must obtain a personal identification number and a tax identification number
  (https://www.ora.si/wp-content/uploads/2020/10/1b_Postopek-pridobitve-EM%C5%A0O-za-tujce_oktober_2020_Dolores-Kov%C5%A1ca_26.10.2020.pdf in
  https://www.fu.gov.si/davki_in_druge_dajatve/poslovanje_z_nami/vpis_v_davcni_register_in_davcna_stevilka/ in
  https://www.fu.gov.si/zivljenjski_dogodki_prebivalci/pridobitev_davcne_stevilke_za_tujca/);
- must register their activities as room providers in the Slovenian Business Register at the relevant AJPES branch office
  (https://www.ajpes.si/Registri/Drugi_registri/Register_nastanitvenih_obratov/Splosno#b559 in
  https://www.ajpes.si/Registri/Drugi_registri/Register_nastanitvenih_obratov/Pogosta_vprasanja in

).

3. Conditions required for performance of the activity

Guest accommodation <u>also requires the fulfilment of the following</u>:
- minimum technical requirements for premises, equipment and appliances (operating permit in accordance with the Act governing construction),
- the minimum scope of services for each individual type of accommodation facility based on the Rules on minimal technical requirements and on the scope of services for hospitality operations (Official Gazette of the Republic of Slovenia [Uradni list RS], No. 35/2017),
- criteria for the categorisation procedure in the case of accommodation facilities subject to categorisation, by providing mandatory standards for equipment and services and ensuring the required level of point values for each individual category, as set out in the Annexes to the Rules on the categorization of accommodation facilities (Official Gazette of the Republic of Slovenia [Uradni list RS], Nos. 22/2018, 5/2019 and 182/2020, (whereby hotels must meet the Hotelstars standards set out in Annex 1, while other accommodation facilities must meet the standards set out in Annex 2),
- provision and display of appropriate signboards (a signboard is not obligatory for providers of category 1* rooms and for providers of rooms in multi-dwelling buildings) in accordance with the Rules on the categorisation of accommodation facilities (Official Gazette of the Republic of Slovenia [Uradni list RS], Nos. 22/2018, 5/2019 and 182/2020) (the symbols indicating the category of accommodation facility and the form of signboards must comply with Annex 3),
- registration in the register of accommodation facilities (AJPES),
- conditions for assuring food safety (for those hospitality service providers offering breakfast and other meals to guests),
- health and safety at work;
- the keeping of appropriate records (check-in and check-out of guests, regular reporting to AJPES on guests and overnight stays),
- collecting tourist tax from guests.

Categorisation of accommodation facilities

1. Mandatory categorisation

The <u>obligation to categorise</u> and mark accommodation facilities (AF) with stars or apples (for farms with accommodation) applies to the following groups of accommodation facilities:
– hotels,
– motels, boarding houses and guesthouses;
– camping sites;
– apartments, holiday apartments and holiday homes, apartment villages, studios;
– rooms,

– farms with accommodation (in rooms and/or apartments).

Categorisation is also mandatory for marinas, which must fill in the categorisation sheet (manually) and keep it in their business premises in case of inspections by the Market Inspectorate of the Republic of Slovenia (TIRS).

Categorisation is not mandatory for overnight accommodation facilities, mountain cabins, hunting lodges, youth hostels, holiday homes, workers' holiday homes and other holiday homes, youth hotels and hostels (IYHF), tent campsites, caravan parks, glamping sites and camping spaces and other ancillary facilities on farms (beehives, wine barrels, tree houses, haylofts etc.).

All accommodation facilities subject to categorisation must display a signboard indicating the category in a prominent place on the outside of the facility or in the reception area; the relevant type and category of the facility must also be indicated in the price lists and other marketing and promotional material.

2. Signboards for accommodation facilities

The Ministry of the Economy, Tourism and Sport does not have a contract with an exclusive signboard manufacturer. Any contractor that complies with the technical specifications for the production of signboards may produce a signboard indicating the type of the accommodation facility and the category achieved.

If the signboard indicates a category which does not correspond to the actual level or rating achieved and if the signboard is not of the appropriate quality according to the regulations, the responsibility lies with the accommodation facility.

The star symbol (in the appropriate number) is used to indicate the category of the following types of accommodation facilities: hotel, motel, boarding house, guesthouse, apartment, campsite, holiday apartment, holiday home and room. The symbol of an apple (in the corresponding number) is used to indicate the category of a farm with accommodation (in rooms, apartments or both) in accordance with the achieved rating.

The appearance, materials and dimensions of the signboard are specified in the Symbols indicating the categories and shapes of signboards for individual types of categorised accommodation facilities, published in Annex 3 to the Rules on categorisation of accommodation facilities.
(https://www.uradni-list.si/files/RS_-2019-005-00141-OB~P001-0000.PDF)

Ordering signboards

   (1) Production of signboards **with stars:**

Elektromehanika Roman Rugelj s.p.
Pokopališka pot 3
4202 Naklo

E-mail: roman.rugelj@siol.net
Phone: +386 (0)41 681 056

(2) Production of signboards **with apples:**

Lončarstvo Pogorelec, Janez Pogorelec s.p.
Lončarska ulica 22
1331 Dolenja vas
E-mail: andreja.pogorelec1@gmail.com
Phone: +386 (0)1 836 46 67 and +386 (0)40 746 202

Signboards may be ordered from any of the above-stated manufacturers, who must comply with the criteria prescribed for the appearance, materials and dimensions of the signboards.

3. Categorisation

The category of an accommodation facility is determined by a hotel manager or other hospitality service provider, a room provider or a farmer engaged in hospitality activities in an accommodation facility or a person under their authority (accommodation facility assessor). Accommodation facilities requiring professional assistance from qualified experts are advised to contact persons who have successfully completed the professional training for the assessment of accommodation facilities prepared by the Ministry of the Economy, Tourism and Sport.

The assessment is facilitated by the use of an electronic categorisation system available at http://www.kategorizacija.si. The system also allows for a trial verification of compliance with the criteria for a given category in the form of trial categorisation.

It is also advisable to consult the content of the website of the Ministry of the Economy, Tourism and Sport (https://www.gov.si/zbirke/storitve/kategorizacija-nastanitvenih-obratov/), where the individual categorisation sheets are published and additional explanations are given for individual elements of the categorisation sheets. For additional explanations on the electronic categorisation system please contact info@tgzs.si.

4. Validity of category

The validity period for categorising accommodation facilities is as follows:
- 4-star superior, 5-star and 5-star superior hotels: valid for three years.
- 1-star to 4-star hotels: valid for five years.
- 1-star to 5-star campsites: valid for five years.
- All other 4-star or 4-apple accommodation facilities: valid for five years.
- All other 1-star to 3-star or apple accommodation facilities (except hotels): valid until a change of category occurs.

Procedure for completing the electronic categorisation sheet

1. Registration

Access to the electronic categorisation system is only possible after prior registration, where you specify a username and password separately for each accommodation facility. The registration menu opens by clicking on **"Registration of a new user/accommodation facility (AF)"** on the entry page.

> You start the registration process by entering the tax number (without the "SI" designation) with which you have registered the activity in the AJPES Register. If you have not registered the activity, you will not be able to carry out the categorisation. If you enter the correct tax number, the registration number corresponding to the tax number will be displayed automatically when you click on "OK". If the tax number has more than one registration number, please select the one that corresponds to the accommodation facility to be categorised.
>
> If the username and password have already been registered with the tax and registration numbers, clicking on "OK" will display the list of all the "related" accommodation facilities. By clicking on the "Re-categorisation" link in the table you will be redirected to the registration form with the username displayed and all you need to do is enter your password.
>
> By clicking on the "Categorisation of a new user/AF" field you can complete the procedure of assigning a username and password to another accommodation facility. A new username and password must be set for each accommodation facility that is to be categorised separately. If the user name and password have not yet been registered with the tax and registration numbers, a relevant message will be displayed and you will be able to select the link "Categorisation of a new AF".
>
> If you have forgotten the username or password, you do not need to register them again, just select the link "Forgotten username and password" or contact info@tgzs.si
>
> If there is a change in the tax or registration number (or in the operator of the activity) after the AF has been successfully categorised, the change is made on the record sheet (enter the new tax number in the "Tax number" field, click on "Enter", save the record

By clicking on the arrow next to the field with the type of accommodation facility you can select the relevant type of accommodation facility.

You must enter the valid e-mail address. A correct e-mail address will also allow you to retrieve your login data if you have forgotten them. **You choose your own username and password.** We suggest that you write them down immediately upon registration.

To check the conditions that an accommodation facility must meet in each category, click on the box next to the word "test" when you register. If successful, the test categorisation can eventually be changed to a regular categorisation.

You can complete the registration by selecting the "Save and continue" button. If the username and password you have selected are already in use or if you have entered an incorrect password confirmation, the programme will warn you that the registration was not successful. Choose a different username and password.

2. Login

Only one accommodation facility can be categorised with the same username and password, therefore a new username and password must be specified for each accommodation facility. If you forget your username and password after an otherwise successful registration or categorisation, the programme will warn you of the error when you enter your username and password when you "log in".

You can retrieve your username and password for each accommodation facility when you "log in" to the electronic system, but only if you enter the same e-mail address that you used to register when you requested the retrieval of your forgotten username and password. You should therefore make sure that you enter your correct e-mail address when registering. If you have any problems, please contact the following e-mail address info@tgzs.si.

Once you have registered, you will have unlimited access to the record sheet, categorisation sheet and the evaluation report. Enter your username and password on the entry page and click **"Login"** which will redirect you to the record sheet.

3. Filling in the record sheet

On the record sheet, select the type of accommodation facility and the category to be categorised. For campsites and farms, the type of accommodation facility is determined at the time of registration, while for other accommodation facilities the so-called initial setup of the type of accommodation facility can be changed on the record sheet by clicking on the arrow next to the **"Type of accommodation facility"** field. The designated entry category on all record sheets is marked as "1" and the response fields with the YES/NO option are preconfigured to display "No".

When accessing the record sheet, the system automatically provides the information about the operator of the activity, including the tax number and e-mail address which were originally provided during the registration process. You will also be required to fill in any other mandatory fields in the record sheet, as asked by the programme at the time of saving the record sheet. The data entered or answers given in the record sheet will be taken into account by the programme when calculating the point values and assigning the elements in the categorisation sheet.

Do not click on **"Save"** at the bottom of the record sheet until you have entered all the information about the size of the rooms or accommodation units.

Information on the size of accommodation units (rooms or apartments) is entered by clicking on **"Add row"** next to each type of accommodation unit available at the accommodation facility. Each record sheet must contain only the accommodation units available in each type of accommodation facility. Separate entries are to be made for accommodation units with a bathroom and for the bathroom itself and, in the case of accommodation units with a separate bedroom, also for the size of the sleeping area. For each accommodation unit, a cloud indicates the minimum floor area required. If an accommodation facility has accommodation units of different sizes, click on "Add row". If an accommodation unit includes an extra bed or multi-bed rooms, the minimum room area must be increased by 4 or 5 square metres for each additional person. Extra beds and children's beds are not subject to categorisation and are not stated in the record sheet, while bunk beds are only permitted in categories 1 and 2.

Any possible incorrect selection of the type of accommodation unit in the line you intend to delete, can be "deleted" from the record sheet by entering **"0"** for the number of accommodation units (without changing any other data in this line). After saving the data in the record sheet, the programme will delete all such entries from the record sheet.

Once you have entered all the data on the electronic record sheet, click on **"Save"** at the bottom of the record sheet. The programme will allow you to switch to the categorisation sheet and at the same time recalculate the data entered in the record sheet. If the area of the accommodation unit does not meet the minimum criteria for each category, or if you do not answer all the mandatory questions, the programme will warn you.

Once you have entered the data in the record sheet and the categorisation is complete, you can change the data in the record sheet and save it again. If you do not save the changes in the record sheet, the programme will not register them.

You can also return to the record sheet from the categorisation sheet or the report by clicking on the **"Record sheet"** icon located in the function key in the top right of the screen (on the blue background). After re-entering your username and password, you can move from the record sheet to the categorisation sheet without changing the data on the record sheet by clicking on the text **"Go to the categorisation sheet"** (which appears after the first successful saving of the record sheet under the type of accommodation facility). Until you have successfully saved the record sheet, each time you log out or disconnect from the Internet, after re-entering your username and password, you will be offered the so-called initial setup of the record sheet (anything you have entered in the record sheet that you have not successfully saved will be deleted). Once the record sheet has been successfully saved, all the data entered will be retained.

4. **Filling in the categorisation sheet**

The categorisation sheet is divided into individual **sections**, the subdivision of which is shown by the tree structure on the left side of the categorisation sheet. When you click on a section, the tree structure of the sub-section is displayed, and it disappears when you move to the next section. Upon initial access to the categorisation sheet, all sections are highlighted in red. Following a successful categorisation, no section or sub-section should

remain highlighted in red. If any section or sub-section remains red, it indicates that the accommodation facility does not provide all mandatory elements for the proposed category.

The elements on the categorisation sheet are divided into mandatory and optional elements. Mandatory elements within each category are marked with the letter »**M**« (indicating minimum) within the respective column, while optional elements do not have this "M" indication in the categories. Bold frames of fields with point values for the different elements indicate that these elements are connected or clustered. Upon accessing the categorisation sheet, the elements that are exclusively mandatory for the lower category or that the accommodation facility is not obliged to provide on the basis of the data entered in the record sheet are already highlighted. The selection of these elements is disabled. Also highlighted are all the elements that are calculated on the basis of the YES/NO answers from the record sheet.

All elements in the categorisation sheet are classified in one of the following groups:
-    required (M) minimum mandatory elements which are not rated;
-    required (M) minimum mandatory elements for the proposed category which are rated;
-    required (M) minimum mandatory elements for a higher category which are rated;
-    optional elements which are rated.

In the categorisation sheet, the **mandatory elements** are marked the with the letter 'M' for each category. To confirm the presence of the mandatory elements necessary for the equipment and services in the proposed category, please mark the "Yes" box.

If the required mandatory element is part of a group of joint (**clustered**) elements, as indicated by the bold frame of fields with point values, the AF cannot select the element intended for the lower category. However, it can select the element for the proposed or higher category. In the group of clustered elements only one of the available elements can be selected.

If the required element for a higher category is not part of the joint (clustered) elements alongside the mandatory element for the proposed category, its point values are recognised as an optional element.

The new categorisation system allows for a wide range of **optional elements**, giving the AF more flexibility in providing the required level of point values for the proposed category.

If an optional element is part of the joint (**clustered**) elements, including a mandatory element for the proposed category, the AF may use this optional element to replace the required mandatory element for the proposed category, if that optional element is of a higher level than the required element. Once the categorisation procedure is complete (the categorisation element is marked "YES"), the selected optional elements become mandatory for the AF, although they are optional and the AF must provide them

throughout the duration of the categorisation, as the duration of the categorisation depends on the level of their point value achieved.

The point values of all elements whose availability was indicated in the categorisation sheet are added up separately for the mandatory and optional elements. Both point totals are transferred from the categorisation sheet to the evaluation report table. For each category, the required level of point values is specified in the report.

The categorisation sheet is filled out by marking a tick in the box next to the word **"Yes"** for each element in the categorisation sheet that the AF possesses, so that a tick mark appears in that box.

At both the top and bottom of each sub-section (above and below the table of the categorisation sheet elements) you will find the **"Next"** and **"Previous"** buttons. These buttons facilitate <u>navigation between various sections</u> or sub-sections of the categorisation sheet, while concurrently saving the **"Yes"** indications entered for the elements of the categorisation sheet. It is also possible to move between sections and sub-sections by clicking directly on a section or sub-section in the tree structure. We advise you not to use this option for the first categorisation, but to use the "Next" function key to move through the sub-sections which will both save the selection and take you to the next sub-section.

Once the content has been saved, all elements marked with **"YES"** will be highlighted and the text of the elements will turn green. The mandatory elements not marked with **"YES"** will not be highlighted after saving. Deselecting the box next to **"Yes"** will clear the tick mark indicating that you are providing this element.

You have the option to return from the categorisation sheet to the record sheet or you can exit the categorisation process by clicking "Logout". All previously saved entries (marked as "YES") in the categorisation sheet will remain saved. After logging out, you can return to the categorisation sheet by **"entering"** your username and password and selecting "**Next – go to the categorisation sheet"**.

5. **Evaluation report**

By clicking on the text **"Calculate and go to the report"** at the bottom of the tree structure of the categorisation sheet sections you can go to the "Evaluation report".

After <u>successfully completing the categorisation process,</u> the programme will automatically calculate the achieved level of point values and display the achieved category of the accommodation facility below the table with point values. This category corresponds to the one initially proposed at the start of the record sheet. The number of points achieved in the categorisation is displayed in the first row of the table. In the row of the proposed category, the minimum total number of the points required is highlighted in yellow.

If the categorisation has not been successfully completed because the accommodation facility application does not achieve the required level of point values or does not provide all the mandatory elements for the proposed category, then instead of the category, a message will be displayed in the field "Category acquired for the AF" stating that the accommodation facility does not meet the requirements for obtaining the selected category. Clicking on the text **"Back to the categorisation sheet"** above the table allows you to review the categorisation sheet and check if any of the sections of the categorisation sheet have remained highlighted in red in the tree structure. If this is the case, a mandatory element for the proposed category has not been provided in that section or sub-section. The sub-section highlighted in red in the tree structure indicates the element marked with »**M**« for the proposed category that is missing the "YES" mark (not ticked). If none of the sections of the categorisation sheet is highlighted in red, the non-recognition of the achieved category in the report means that the AF does not meet the required level of point values.

If the accommodation facility is categorised by the operator of the activity, the details of the responsible person from the record sheet are entered in the report field under the name of the assessor. If the accommodation facility is categorised by an authorised assessor, the assessor enters their code and the assessor's details are displayed. This categorisation cannot be modified by the operator of the activity, until the same or a different assessor has entered their code, allowing the data on the record sheet, the categorisation sheet and the report to be changed.

Complete the categorisation by pressing the **"Save"** button. From the report, you can return to the categorisation sheet or log out, but if you do not save first, all data in the report will be deleted. This categorisation will not be recorded in the electronic categorisation system, which may cause some problems for the operator of the activity in proving when the accommodation facility was actually categorised.

In the field **"Print the entire documentation"** click on the **"Record sheet"** and wait for it to print. Repeat the procedure also for the **"Categorisation sheet"** and the **"Report".** The printed documentation (which can also be in electronic form) confirms that the categorisation has been carried out correctly and on time. In the event of any changes to the record sheet or categorisation sheet, the complete documentation must be printed again, as the category is valid from the date of the last categorisation.