

Regulations



QUALITY[®]

Alojamento Local Qualificado

PREAMBLE

The figure of Local Accommodation was created in 2008 to allow the provision of temporary accommodation services in establishments that did not meet the legal requirements to qualify as tourism enterprises.

However, the market dynamics of the demand and supply of housing has given rise to a new set of housing realities that, because of their touristic importance, confirm that they are not a passing phenomenon because of the evident fiscal relevance and the rules applicable to local accommodation.

This results in Decree-Law n. 128/2014, of 29 August, as amended by Decree-Law no. 63/2015 of 23 April, which raises the figure of the Local Accommodation from a residual category to an autonomous category, recognizing its tourist relevance, inaugurating its own juridical treatment and consecrating new realities in terms of offer of accommodation, as is the case of the Hostel.

Given the great importance that the Local Accommodation assumes in Tourism and taking into account the need to promote the continuous requalification of the existing offer, based on a quality benchmark for the sector, AHRESP has developed the QUALITY Program, based on its experience and knowledge, as the oldest and most comprehensive association of touristic accommodation in Portugal.

The implementation of the QUALITY Program is a key instrument in guiding and defending consumers' expectations, in particular of all tourists and hikers who visit us, but also supports the promotion of their own establishments by representing a public independent indicator that Establish special conditions that distinguish them across the sector.

The integration of the best local accommodation establishments in the region into this Program will be a strong incentive for other establishments to promote an offer based on continuous improvement of their services.

This initiative by AHRESP - Association of Hospitality, Restaurants and Similar Services of Portugal, intends to create the necessary conditions to relaunch a qualification of the existing establishments in Portugal, rewarding the quality that distinguishes them from the others, and whose main objective is the monitoring of the Entrepreneurs in the field, in legal, competitive and operational terms.

ARTICLE 1

Scope

This Regulation defines the conditions for application and evaluation of the local Accommodation establishments that are candidates for the QUALITY Program, in accordance with the assumptions contained in this document.

ARTICLE 2

Recipient

1. The QUALITY Program is intended for all Local Accommodation Establishments, regardless of their typology, provided they are operational, whether associated or not with AHRESP.
2. Membership in the QUALITY Program is free.

ARTICLE 3

Definition of local accommodation

1. In the scope of this Regulation, it considers Local Accommodation Establishments, establishments integrated in Houses, Apartments, Lodging Establishments and hostels that, with authorization of use, provide temporary housing services to tourists, for remuneration, but not meet the requirements to be considered tourism enterprises.
2. The housing is the establishment of local accommodation whose unit of accommodation is constituted by an autonomous building, of a single family character.
3. Considering apartment, it is the establishment of local accommodation whose accommodation unit is constituted by an autonomous fraction of building.
4. Establishment of Lodging is considered the establishment of local accommodation whose lodging units are constituted by rooms.
5. The Hostel is considered the local accommodation establishment whose accommodation units consist of rooms, the predominant housing unit being the dormitory, that is, a room consisting of a minimum of four beds or bunk beds (in accordance with other requirements laid down by law for this purpose).

ARTICLE 4

Promoting Entity

The promotion and operation of the QUALITY Program is the exclusive competence of AHRESP.

ARTICLE 5

Institutional Partners

Within the scope of the QUALITY Program, AHRESP will establish several partnerships with public and private entities, but relevant to Tourism and Local Accommodation that is responsible for the tourist value and for the sustainable use of tourism resources in respected areas.

ARTICLE 6

Information Locations

All information relating to the QUALITY Program, which refers to the provision of information on a study on the program and on this regulation, can be obtained at AHRESP Headquarters, in any of its Publications or through the institutional website www.quality.Ahresp.com.

ARTICLE 7

Application formalization

The interested establishments must submit their application by completing the Application Form, attached to this regulation or online, from the formal point of view will demonstrate the intention of the establishment apply to the QUALITY program.

ARTICLE 8

Procedures

Upon receipt of applications, AHRESP informs the establishments that they are seeking the following principles:

- A. Audit;
- B. Evaluation report;
- C. Technical appearance.

ARTICLE 9

Audit

1. The evaluation of the requirements foreseen in the technical audit of the service provided by a qualified technician by applying a checklist of all mandatory legal requirements that, ASAE, regarding Local Accommodation Establishments, and other still as grounds for the establishments of.

2. The auditor is not responsible for the audit, the auditor should be accompanied by the person in charge of the establishment or, if it is impossible, by a person of his or her trust.

3. During an audit, the auditorium verifies the requirements of Check List, whose contents are kept confidential on file.

4. Alternatively, the performance of the technical audit can be done by the entrepreneur himself, using Check-List provided by AHRESP after enrollment in the Quality Program.

a. After this self-inspection, an AHRESP can perform a validation audit to the establishment, within 6 months. If this deadline finish and AHRESP does not make a visit to the site, the establishment is automatically QUALITY (only if it fulfills all legal parameters and stipulated in article 12, paragraph 1).

b. The term of 6 months begins after delivery of checklist duly completed, with all necessary additional elements, and charge of receipt of all documentation by AHRESP.

5. In addition to the above, the person responsible for the establishment must provide a copy of the following documents:

- A. Photocopy of the Identity Card / Commercial Registry and Taxpayer Card;
- B. Beginning of Activity Statement;
- C. Proof of registration in the RNAL;
- D. Copy of sale of accommodation services;
- E. Fire Safety File in ANPC model signed by an authorized technician, if applicable;
- F. Gas inspection certificate, if applicable;
- G. Copy of Accommodation and Print Bulletins from the SEF Reception Center;
- H. License of Copyright and Related Rights, if any;
- I. Complaint Book.

ARTICLE 10

Establishments with restaurant area

Lodging establishments that have a catering area, with meals confection, meet the requirements contained in the ASAE Inspection Technical Data Sheet for a Restoration and Drinks.

ARTICLE 11

Technical report

1. The audit shall be followed by the issuance of a technical report drawn up by the auditor, based on the completion of the checklist, which shall be subsequently submitted by the person responsible for the applicant establishment.
2. In addition, it shall also be submitted to the technical opinion together with the report concluding audit control and information on the immediate use of the program or on the need to make a corrective plan.

ARTICLE 12

QUALITY Network Integration

1. In order for the Auditor's Opinion to be favorable to the integration of QUALITY in the Network, the establishment must comply with all mandatory requirements and have the required minimum score of 80% for the optional requirements.
2. If the establishment complies with that referred to in the previous number and is able to join the QUALITY Network of Establishments, it will be responsible for the same immediately informed of this fact.
3. In case of doubt or non-compliance with the report sent or with the opinion of the auditor, the person in charge of the candidate's establishment has the possibility and duty to express his / her disagreement or submit proof of correction. To do so, you must contact AHRESP in writing, always indicating your enrollment number in the Program.

ARTICLE 13

Integration decision making

1. The decision on the integration of establishments that comply with all the requirements is the responsibility of AHRESP, and for this purpose is given a diploma to the establishment.
2. The delivery of this diploma may take place in a public ceremony stipulated for this purpose or be sent / delivered directly to the owner.

ARTICLE 15

Benefits of Members of the QUALITY Network

1. All establishments that, after submitting their application and performing the validation audit, are considered to be members of the QUALITY Establishment Network comply with the provisions of Article 12 (1).
2. All establishments that make up the QUALITY Program may, after approval of the partner entities, use the Program logo in all company documentation.
3. When integrating the QUALITY Program, establishments enjoy the following advantages:
 - A. Identification with the QUALITY Program through the award of a diploma, which can be placed in a visible place outside the establishment;
 - B. The right to use the QUALITY brand to promote and publicize its own initiatives;
 - C. Access to channels to promote the Program;
 - D. Incorporation on the website of AHRESP, with links to other websites of tourist interest;
 - E. Benefits of the notoriety of belonging to the Network of Establishments QUALITY;
 - F. Stimulating processes for the modernization and implementation of good practices;
 - G. Inclusion in a set of benefits and advantages that the Program will gradually ensure as a means of promoting these establishments;

ARTICLE 16

Secrecy

All information of the candidate establishments disclosed when completing and submitting the Application Form, as well as those resulting from the conduct of the evaluations, is confidential and cannot be used to trigger any enforcement action.

ARTICLE 17

Responsibilities of Members of the QUALITY Network

1. Integration into the QUALITY Program is not a reflection of full compliance with all applicable legislation.
2. The person in charge of the establishment must maintain the conditions that ensured the integration in the Network, and a Protocol of Reception of the Board and Diploma, which confirms the delivery and reception of these.
3. The integration in the QUALITY Program does not release the responsible of the establishments from the fulfillment of other legal obligations to which any Local Accommodation establishment is subject and are not required under this Program, since the integration in this Program is not a reflection of the complete fulfillment of all the legislation of the Sector.
4. For duly substantiated reasons, establishments that fail to comply with the requirements inherent to their integration and that do not comply with the provisions of these Regulations may be removed from the QUALITY Network of Establishments.
5. The removal of an establishment, or the end of the validity of the Program, requires the immediate withdrawal of all promotional material alluding to the Program, namely the plaque, which must be removed by the person in charge of the establishment or, AHRESP Process Manager.

ARTICLE 18

Validity

Qualification is valid for a period of 2 years. 15 days before the expiration of the validity, will be notified by email to revalidate your Qualification. The renewal will be for an equal period of time.

ARTICLE 19

Contacts

For any suggestions or complaints regarding the development and implementation of the QUALITY Program, please contact AHRESP in writing.