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"TRANSLATION CENTRE OF THE MINISTRY OF JUSTICE
OF THE REPUBLIC OF ARMENIA"
STATE NON-COMMERCIAL ORGANISATION

RUZANNA KHUDAVERDYAN

DIRECTOR

11 NOVEMBER 2025



DECISION

OF THE GOVERNMENT OF THE REPUBLIC OF ARMENIA
ON THE ESTABLISHMENT OF TECHNICAL REQUIREMENTS OF GRANTING
QUALIFICATION TO AND THE DESCRIPTIONS OF ENTITIES OF HOTEL
INDUSTRY, THE PROCEDURE AND CRITERIA FOR GRANTING QUALIFICATION
THERETO, AS WELL AS THE FORM AND VALIDITY PERIOD OF THE
QUALIFICATION CERTIFICATE THEREOF

No 1383-N of 25 September 2025

Being guided by part 3 of Article 13 of the Law "On tourism" and based on part 1 of Article 37 of the Law "On regulatory legal acts", the Government of the Republic of Armenia **hereby decides:**

1. To establish:
 - (1) the technical requirements of granting qualification to and the descriptions of entities of hotel industry, pursuant to Annex No 1;

- (2) the criteria for granting qualification to entities of hotel industry, pursuant to Annex No 2;
 - (3) the procedure for granting qualification to entities of hotel industry, pursuant to Annex No 3;
 - (4) the validity period of the qualification certificate of entities of hotel industry, pursuant to Annex No 4;
 - (5) the form of the qualification certificate of entities of hotel industry, pursuant to Annex No 5.
2. To repeal the Decision of the Government of the Republic of Armenia “On establishing the procedure and conditions for providing hotel services, approving the qualification grades of and qualification procedure for the entities of hotel industry” No 946-N of 10 June 2004.
 3. The qualification certificate issued to entities of hotel industry having been granted qualification, prior to the entry into force of this Decision shall have effect until the expiry of the qualification period specified therein, or until the entry into force of the decision of the Chairperson of the Tourism Committee of the Republic of Armenia on terminating the qualification certificate based on the application submitted by the qualified person.
 4. This Decision shall enter into force on the tenth day following its official promulgation.

**Deputy Prime Minister
of the Republic of Armenia**

Yerevan

T. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Annex No 1
to the Decision of the Government
of the Republic of Armenia
No 1383-N of 25 September 2025

**TECHNICAL REQUIREMENTS OF GRANTING QUALIFICATION TO AND THE
DESCRIPTIONS OF ENTITIES OF HOTEL INDUSTRY**

1. GENERAL PROVISIONS

1. The following basic concepts shall be used in this Annex:
 - (1) **granting qualification to the entity of hotel industry:** attesting the compliance of an entity of hotel industry, under Article 13 of the Law “On tourism” and through voluntary qualification process defined by this Decision, with the technical requirements and descriptions set forth in this Annex, as well as with the criteria satisfactory for the Government of the Republic of Armenia as defined in Annex No 2 to this Decision, based on which the entity of hotel industry is granted a qualification grade;
 - (2) **qualification grade:** the classification of an entity of hotel industry upon the results of qualification process (grading, rating, etc.) of the entity of hotel industry, which is expressed, as a rule, by nomenclature system of stars (diamonds) where at least 1 (one) star indicates that the entity of hotel industry and its facilities meet the basic criteria, technical requirements and descriptions, while the maximum number of stars or other designation of the qualification grade represents full or best compliance with the technical requirements and descriptions set forth in this Annex, as well as with the criteria satisfactory for the Government of the Republic of Armenia as defined in Annex No 2 to this Decision;

- (3) **international qualification:** the qualification grade of entities of hotel industry, applied in uniform manner in 10 and more foreign States, which is issued by an institution granting international qualification;
 - (4) **institution granting international qualification:** an institution, association, or another entity holding the status of a legal person under the legislation of the country of origin, specified in point 4 of this Annex, which grants a qualification;
 - (5) **association of persons providing tourism services:** an association of tourism service providers specified in point 4 of part 1 of Article 3 of the Law “On tourism”, which is selected under the procedure established by the Decision of the Government of the Republic of Armenia “On approving the criteria of and procedure for the selection of association of tourism service providers which grants qualification to entities of hotel industry” with the aim of granting qualification to entities of hotel industry;
 - (6) **the Committee:** a state authorised body vested in powers in the field of tourism as prescribed by Article 6 of the Law “On tourism”.
2. The objectives of qualification granted to entities of hotel industry shall be as follows:
- (1) ensuring the transparency of hotel services provided and strengthening consumer confidence against these services;
 - (2) ensuring stable quality of hotel services provided and enhancing the quality standing of hotel services;
 - (3) reaching distinction between entities of hotel industry, by contributing thereby to the selection, by consumers, of hotel services;
 - (4) supporting the enhancement of competitiveness of entities of hotel industry and ensuring fair competition, free from misleading practices, between entities of hotel industry;

- (5) priorly informing consumers on the expected quality of hotel services and outlining, for consumers and other entities or intermediaries of civil practices, the compliance of entities of hotel industry with specific technical requirements and criteria accessible and measurable for the public.

2. TECHNICAL REQUIREMENTS OF GRANTING QUALIFICATION TO AND THE DESCRIPTIONS OF ENTITIES OF HOTEL INDUSTRY

3. The process of granting qualification to an entity of hotel industry operating on the territory of the Republic of Armenia shall be implemented on the basis of the technical requirements and descriptions applied by institutions granting international qualification referred to in point 4 of this Annex.
4. The following technical requirements and descriptions applied by institutions granting international qualification shall be admissible for granting qualification to entities of hotel industry:
 - (1) Hotelstars Union;
 - (2) The technical requirements and descriptions developed and applied for granting qualification to entities of hotel industry by another institution granting international qualification with an experience of granting qualification to entities of hotel industry in 10 and more foreign States.
5. The technical requirements and descriptions applied by the institution granting international qualification shall be subject to implementation at the time of granting qualification to entities of hotel industry according to their latest edited version and evaluation methodology approved by the institution granting international qualification, whereas in case of those being delegated — according to their latest edited version and evaluation methodology approved by relevant member of the institution granting international qualification and agreed upon with the institution granting international qualification.

6. Where the case referred to in part 8 of Article 13 of the Law “On tourism” arises, the Committee shall grant qualification to entities of hotel industry in accordance with the following technical requirements and descriptions:

NN i/s	Requirements and descriptions	Grades				
1.	The building, elements of exterior improvement, parking availability, and entrance	5-star	4-star	3-star	2-star	1-star
(1)	The entity is considered as an independent building or a separate part of building, or a complex of buildings	+	+	+	+	+
(2)	Direct entrance leading to the reception hall, which must be protected from the intrusion of cold air	+	+			
(3)	The entrance leading to the reception hall must be adapted for the movement of people with disabilities	+	+	+	+	+
(4)	A canopy over the main entrance, an entrance located in vestibule, or automatic doors	+	+			
(5)	A separate entrance and a pathway for guest luggage	+	+			
(6)	The surrounding area of entity must be improved, furnished with paved roads and walkways for vehicles and pedestrians, decorative landscaping, and green areas, along with appropriate exterior lighting	+	+	+	+	
(7)	Garages or parking lots under surveillance	+	+			
2.	Technical devices, appliances, etc.					
(1)	Air regulation or air conditioning through other equipment and systems in public areas, including the reception hall, public catering and multifunctional halls and chambers	+	+	+	+	+
(2)	Air regulation or air conditioning through other equipment and systems in residential sections	+	+	+	+	+
(3)	Exhaust mechanical ventilation in sanitary-hygienic units	+	+	+	+	+
(4)	Heating throughout the entire entity or in its non-air-conditioned sections	+	+	+	+	
(5)	Additional soundproofing in residential sections and conference halls	+	+			
(6)	Interior lighting adapted to the specific nature of the areas	+	+			
(7)	A phone available to guests in reception hall	+	+	+	+	+
(8)	Access to Internet in rooms or separate locations	+	+	+	+	+
(9)	Passenger elevators	+	+			
(10)	A separate freight elevator for the same number of people as that intended for the passenger elevator of the given entity	+	+			

NN i/s	Requirements and descriptions	Grades				
(11)	Round-the-clock power supply	+	+	+	+	+
3.	Main elements relevant for the operation and maintenance of the entity					
(1)	Sanitary-hygienic complex in publicly accessible area Minimum appliances					
	a. washbasins with a tabletop or a drawer unit	+	+	+	+	+
	b. above each washbasin — a mirror equipped with either overhead or side lighting (<i>in addition to general lighting</i>)	+	+	+	+	+
	c. liquid soap	+	+	+	+	+
	d. toilet paper	+	+	+	+	+
	e. waste bin	+	+	+	+	+
	f. an electric hand dryer or disposable paper towels	+	+	+	+	+
	g. wall-mounted coat hooks	+	+	+	+	+
	h. toilet					
4.	Residential section					
(1)	The living area of the suite in square meters (excluding designated sanitary-hygienic units, vestibules, columns, etc.): 1-star (deviation up to 10% of the residential area shall be permitted in 4-star – 1-star entities)					
	a. single room	14	12	10	9	8
	b. double room	18	16	14	12	10
	c. triple room			16	15	14
	d. quadruple room				18	16
(2)	A luxury suite includes a living room, a bedroom with a sanitary-hygienic unit, and an additional separated toilet at the entrance	+				
(3)	The level of furnishing and supplementary elements in the living area					
	a. unified set	+	+	+		
	b. multifunctional furniture				+	+
(4)	A special protective hygienic mattress cover	+	+	+	+	+
(5)	A minimum of two pillows (of varying types, where possible) per person	+	+	+		
(6)	Bed linen must be of high quality, preferably monochromatic	+	+	+		
(7)	A bedside cabinet for each bed	+	+	+	+	+

NN i/s	Requirements and descriptions	Grades				
(8)	A wardrobe or a built-in closet in a wall niche, with at least 5 hangers per guest	+	+	+	+	+
(9)	A desk or a table	+	+	+	+	+
(10)	A luggage storage unit or a stand	+	+	+		
(11)	A chair or another sitting accommodation (1 unit per person)			+	+	+
(12)	In single rooms — 2 chairs or any other sitting accommodation; in other rooms — a chair — 1 unit per person; at least 2 armchairs or a sofa; in suite-class rooms — a chair— 1 unit per person, a sofa, and two armchairs with a small table	+	+			
(13)	Lighting					
	a. a lamp near each bed	+	+	+	+	+
	b. a lamp to illuminate the workspace (the table or the desk)	+	+	+	+	
	c. general lighting	+	+	+	+	+
5.	Additional equipment and appliances for each r/a (all equipment must be fully functional and in a proper working condition)					
(1)	Telephone 5-star entity — three telephones (one on the bedside cabinet, one on the desk and another in the sanitary-hygienic unit)	+	+	+	+	+
(2)	a television with remote control, user manual, and programs schedule	+	+	+	+	+
(3)	carpet or carpeted floor	+	+	+		
(4)	in front of the bed: at least a small rug				+	+
(5)	transparent curtain	+	+	+	+	+
(6)	blackout heavy curtain, or roller curtain, or window-blind	+	+	+	+	+
(7)	decorative elements consistent with the overall look and design of the room	+	+	+	+	+
(8)	information materials on hotel services, guest safety and locality, as well as office supplies (folder, paper, pen, pencil)	+	+	+	+	+
(9)	a kit for cleaning clothes and shoes, and a sewing kit	+	+	+	+	+
(10)	a bag for linen to be sent to the laundry service	+	+	+		
(11)	waste bin	+	+			
(12)	fire-resistant safe	+				
(13)	minibar	+	+			
(14)	mineral or table water provided at no charge — 0.33 L provided daily per person.	+	+			

NN i/s	Requirements and descriptions	Grades				
(15)	glasses (one — per person), in 3-star, 2-star and 1-star entities — also a water jug	+	+	+	+	
6.	Equipment and appliances in a sanitary-hygienic unit					
(1)	General equipment					
	a. heated bathroom with a shower-bath or shower cabin	+	+			
	b. shower-bath or shower cabin			+	+	+
	c. washbasin with a tabletop or drawer unit, equipped with a mirror of appropriate size	+	+	+	+	+
	d. toilet	+	+	+	+	+
7.	Additional equipment					
(1)	bathroom or shower curtain matching the overall look and design of the sanitary-hygienic unit	+	+	+	+	+
(2)	personal small foot towel in front of the bath (shower cabin)	+	+	+		
(3)	soap dish, tissue holder, hangers, towel hangers, and handles near the bath and shower	+	+	+	+	+
(4)	a special non-slip mat intended to be placed in the bathroom	+				
(5)	a mirror	+	+	+	+	+
(6)	insulated socket	+	+	+	+	+
(7)	a fan	+	+	+		
(8)	waste bin with a lid (non-flammable or flame-retardant)	+	+			
(9)	waste bin (non-flammable or flame-retardant)			+	+	+
8.	A minimum set per person					
(1)	bar or liquid soap	+	+	+	+	+
(2)	shampoo	+	+	+	+	+
(3)	disposable toothbrush and toothpaste	+	+	+	+	+
(4)	one body care lotion (in a single use bottle) or shower gel per person	+	+	+	+	+
(5)	hygienic bag	+	+	+	+	+
(6)	toilet paper	+	+	+	+	+
(7)	a hand towel per person (preferably white)	+	+	+	+	+
(8)	a bath towel per person (preferably white)	+	+	+	+	+
(9)	a bath rope (preferably white)	+	+			

NN i/s	Requirements and descriptions	Grades				
(10)	disposable bathroom slippers (preferably white)	+	+			
(11)	a glass per person	+	+	+	+	+
9.	A reception area, public area, available services					
(1)	Guest reception and information service:					
	a. round-the-clock	+	+	+		
	b. at least 16 hours				+	
	c. at least 12 hours					+
(2)	Round-the-clock sales of hot beverages for guests	+	+			
(3)	Round-the-clock sales of hot beverages for guests. Sales via vending machines may be replaced by sales within the reception hall			+	+	+
(4)	Wake-up call service	+	+	+	+	+
(5)	Doorman service	+				
(6)	Service personnel call					
	a. direct telephony	+	+			
	b. call button or an internal telephony			+		
(7)	Food service shall be arranged in the room as follows:					
	a. round-the-clock	+	+			
	b. at least 12 hours			+		
(8)	Luggage handling service	+	+	+		
(9)	Round-the-clock service shall be in place for the safekeeping of guest luggage as well as the funds and valuables of the guests during their stay	+	+	+	+	+
(10)	Changing the bed linen and towels with fresh ones:					
	a. daily or upon the request of guests, in case of entities falling under 4-star and 3-star categories	+	+	+		
	b. every three days or upon the request of guests				+	+
(11)	First aid availability, emergency call, first aid kit	+	+	+	+	+
10.	Public catering, leisure/entertainment, and rehabilitation services					
(1)	Public catering complex hall	+				
(2)	Restaurant the absence of a restaurant in a 3-star entity is permitted, provided there is a restaurant located not more than 200 meters from the entity	+	+	+		

NN i/s	Requirements and descriptions	Grades				
(3)	A bar	+	+			
(4)	Serving of breakfast	+	+	+	+	+
(5)	A multifunctional hall adapted to the nature of the entity, suitable for hosting conferences, club events, training sessions, and other activities	+				
(6)	Conference hall with at least 2 adjoining working rooms, equipped with the necessary technical and office appliances	+				
(7)	Outdoor playgrounds (specifically designated for children) provided in hotels located in resort areas, with suitable equipment	+				
(8)	Playground for children	+				
(9)	Rehabilitation resort complex					
	a. swimming pool	+				
	b. swimming pool, sauna, solarium, massage, or other rehabilitation services (at least 2 types of services)		+	+		
11.	Professional qualification/education of the staff					
(1)	The manager of the entity of hotel industry must have:					
	a. higher education or secondary vocational education in the field of hotel management, or professional course qualification in the field of hotel management, or 5 years of administrative work experience in the field of hotel management	+	+	+		
	b. proficiency in at least one foreign language	+	+			
(2)	The staff of reception hall (including the concierge) must have:					
	a. higher education or secondary vocational education in the field of hotel management, or secondary education with professional course qualification, or 2 years of work experience in the field of hotel management	+	+			
	b. proficiency in at least one foreign language	+	+			

**Deputy Chief of Staff
to the Prime Minister
of the Republic of Armenia**

A. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Annex No 2
to the Decision of the Government
of the Republic of Armenia
No 1383-N of 25 September 2025

CRITERIA FOR GRANTING QUALIFICATION TO
ENTITIES OF HOTEL INDUSTRY

1. The concepts used in this Annex shall have the meaning applied in the Law “On tourism” and in Annex No 1 to this Decision.
2. Entities of hotel industry shall be granted qualification by combination of two criteria (elements):
 - (1) verifying, at an entity of hotel industry or its facilities, the existence of technical requirements and criteria and the compliance with technical descriptions applied by the institution granting international qualification (objective criterion);
 - (2) verifying the quality assessment of services aimed at verification of objective criteria, at an entity of hotel industry or by the person providing hotel services (evaluative or subjective criterion).
3. When granting qualification to entities of hotel industry in the case provided for by part 8 of Article 13 of the Law “On tourism”, the Committee shall take as a basis also the fact of possessing professional education by at least 50 per cent of service personnel or at least having undergone thereby training in relevant field as prescribed by the Decision of the Government of the Republic of Armenia “On establishing the procedure for organising and implementing supplementary

education programmes, as well as the procedure for evaluation and recognition of the results of non-formal and informal instruction” No 1062-N of 10 September 2015.

**Deputy Chief of Staff
to the Prime Minister
of the Republic of Armenia**

A. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Annex No 3
to the Decision of the Government
of the Republic of Armenia
No 1383-N of 25 September 2025

PROCEDURE FOR GRANTING QUALIFICATION TO
ENTITIES OF HOTEL INDUSTRY

1. GENERAL PROVISIONS

1. The following basic concepts shall be used in this Annex:
 - (1) **person providing hotel services** — a person referred to in sub-point 1 of point 1 of the Annex approved upon the Decision of the Government of the Republic of Armenia No 1613-N of 10 October 2024;
 - (2) **applicant** — a person providing hotel services applying for being granted a qualification grade provided for by Annex No 1 to this Decision;
 - (3) **pre-qualification** — a stage of granting qualification to an entity of hotel industry by the association of persons providing tourism services, by which the association of persons providing tourism services approves the compliance of an entity of hotel industry with the criteria provided for by Annex No 2 to this Decision;
 - (4) **pre-qualification certificate** — the pre-qualification certificate provided for by point 14 of this Annex.
2. Other concepts used in this Annex shall have the meaning applied in the Law “On tourism” and in Annex No 1 to this Decision.

3. The data on the association of persons providing tourism services which grants qualification to entities of hotel industry, including its name, address, e-mail address, telephone number, shall be published on the Internet website of the Committee.
4. The person providing hotel services shall apply to the association of persons providing tourism services for granting qualification to the entity of hotel industry.
5. The Committee shall, without pre-qualification, grant qualification to entities of hotel industry exclusively in the cases prescribed by part 8 of Article 13 of the Law “On tourism”. Other grounds prescribed by part 8 of Article 13 of the Law “On tourism” may be relevant for the following cases:
 - (1) no association of persons providing tourism services was selected through the competition held for selection;
 - (2) there is no operating association of persons providing tourism services in the Republic of Armenia, which complies with the criteria prescribed by the Government of the Republic of Armenia for selection of an association of persons providing tourism services;
 - (3) the association of persons providing tourism services was dissolved, or ceased to exist, or is incapable of granting pre-qualification to an entity of hotel industry due to emergence of elements of bankruptcy or due to organisational and managerial issues;
 - (4) the status of the member of an institution granting international qualification was terminated upon the own initiative of the association of persons providing tourism services or was discontinued as a result of the actions of the institution granting international qualification;
 - (5) the institution granting international qualification is not committed to grant, directly or through an association of persons providing tourism services,

pre-qualification to the entities of hotel industry operating on the territory of the Republic of Armenia.

6. In case of existence of one of the grounds provided for by point 5 of this Annex, the Committee shall grant qualification to entities of hotel industry on the basis of the technical requirements and descriptions specified in point 6 of Annex No 1 to this Decision. The composition and working procedure of the commission shall also be established upon the Order of the Minister of Economy of the Republic of Armenia.

2. STAGES OF GRANTING QUALIFICATION TO ENTITIES OF HOTEL INDUSTRY

7. The process of granting qualification to entities of hotel industry shall be implemented by two stages:
 - (1) first stage — pre-qualification, where the association of persons providing tourism services grants, on behalf of the institution granting international qualification, a qualification grade to an entity of hotel industry and issues a pre-qualification certificate thereto;
 - (2) second stage — recognition of qualification grade and issuance of qualification certificate, where the Committee approves, based on the pre-qualification certificate, the qualification grade granted to an entity of hotel industry by the association of persons providing tourism services.
8. The stage of pre-qualification shall be valid only in case of granting qualification through the association of persons providing tourism services. The pre-qualification shall not be valid, where at least one of the grounds provided for by point 5 of this Annex exists, and the entities of hotel industry are granted qualification by the Committee.

3. APPLYING TO THE ASSOCIATION OF PERSONS PROVIDING TOURISM SERVICES, THE PROCESS OF PRE-QUALIFICATION AND THAT OF GRANTING QUALIFICATION GRADE TO ENTITIES OF HOTEL INDUSTRY UPON THE RESULTS OF PRE-QUALIFICATION

9. In order to undergo pre-qualification, the applicant shall submit an application on being granted a qualification grade to the association of persons providing tourism services.
10. The association of persons providing tourism services shall be obliged to constantly publish and keep updated, on its Internet website, the internal procedure envisaged for verifying the compliance of the entity of hotel industry with the criteria provided for by Annex No 2 to this Decision, which must at least include the following:
 - (1) an indication on the institution granting international qualification wherein the association of persons providing tourism services holds membership and on the type of classification under which the qualification grades are granted, by stating the requirements envisaged for each qualification grade;
 - (2) references to the Internet website of the institution granting international qualification;
 - (3) the criteria provided for by Annex No 2 to this Decision, the technical requirements and descriptions provided for by Annex No 1 thereto, which are applied by the association of persons providing tourism services under the procedure co-ordinated with the institution granting international qualification;
 - (4) information to the effect that the application on being granted a qualification grade is to be submitted to the association of persons providing tourism services in an electronic form, being forwarded to the e-mail address of the association of persons providing tourism services;

- (5) approximate cost estimate for being granted a qualification grade;
 - (6) approximate time limits required for being granted a qualification grade;
 - (7) brief description of audit examination aimed at verifying the compliance of an entity of hotel industry with the criteria provided for by Annex No 2 to this Decision.
11. Following the receipt of application on granting a qualification grade, prior to undergoing pre-qualification, the association of persons providing tourism services shall be obliged to:
- (1) inform, in writing or in electronic form, the applicant of the obligation of the latter to submit, within the time limit prescribed by this Decision, to the Committee the documents and information provided for by sub-points 3-6 of point 19 of this Annex when applying to the Committee for recognition of the pre-qualification certificate and for issuance of the qualification certificate;
 - (2) inform the applicant, through electronic notification, of the internal procedure published on its Internet website and provided for by point 10 of this Annex;
 - (3) clarify, upon written request of the applicant, the issues related to the internal procedure provided for by point 10 of this Annex and provide free-of-charge general consultation on these issues.
12. During pre-qualification, the association of persons providing tourism services shall, in co-operation with the institution granting international qualification and under the internal procedures approved by the association of persons providing tourism services, conduct audit, at the entity of hotel industry owned by the applicant, on compliance of an entity of hotel industry with the criteria provided for by Annex No 2 to this Decision.

4. PRE-QUALIFICATION CERTIFICATE

13. Based on the results of pre-qualification, the association of persons providing tourism services shall issue a pre-qualification certificate to the applicant in respect of the entity of hotel industry or shall reject the issuance of a pre-qualification certificate, where the entity of hotel industry operated by the applicant fails to comply with the criteria, technical requirements and descriptions prescribed by this Decision, or false or distorted data were submitted, or the required documents or one of them are not available or failed to be submitted in a prescribed manner.
14. The following shall be indicated in the pre-qualification certificate:
 - (1) identification data of the applicant:
 - a. in case of a legal person — brand name and legal and organisational type,
 - b. in case of a natural person — name, surname, father's name and data specified in the identification document,
 - c. in case of an individual entrepreneur — state record-registration number of the individual entrepreneur, name and surname of the individual entrepreneur;
 - (2) name and address of pre-qualified entity of hotel industry;
 - (3) full name and legal and organisational type of the organisation granting international qualification, where pre-qualification was conducted in accordance with qualification grades used thereby;
 - (4) qualification grade to be granted;
 - (5) validity period of the pre-qualification certificate;

- (6) brand name and legal and organisational type of the association of persons providing tourism services having issued the pre-qualification certificate;
 - (7) month, year and day of issuance of the pre-qualification certificate;
 - (8) reference number of audit opinion on summarising the results of pre-qualification and the year, month and day of its elaboration;
 - (9) name and surname, signature, including electronic signature of the person having signed the pre-qualification certificate.
15. The pre-qualification certificate shall be granted in Armenian, accompanied by its versions in other languages if the association of persons providing tourism services or the applicant so wishes.
16. A separate pre-qualification certificate shall be issued for each entity of hotel industry.
17. The association of persons providing tourism services shall issue the pre-qualification certificate to the applicant, in electronic or paper-based form as preferred by the applicant, within 5 working days after the association of persons providing tourism services renders a decision on granting a qualification grade based on the results of pre-qualification.

The certificate must be signed by the head of the executive body of the association, containing an indication on the date of issuance and the registration number.

5. RECOGNITION BY THE COMMITTEE OF THE QUALIFICATION GRADE GRANTED UNDER PRE-QUALIFICATION CERTIFICATE

18. The applicant shall, within 1 month upon obtaining the pre-qualification certificate, submit an application to the Committee for recognising the qualification grade and issuing a qualification certificate.

19. In order to have the qualification grade to be recognised by the Committee, the applicant shall submit, in electronic form, to the Committee the following:
- (1) application on approval, by the Committee, of the qualification grade granted to the entity of hotel industry under pre-qualification certificate wherein the following shall be indicated:
 - a. identification data of the applicant, provided for by sub-point 1 of point 14 of this Annex,
 - b. whereabouts of the applicant,
 - c. name and address of the entity of hotel industry,
 - d. e-mail address for ensuring feedback notification,
 - e. position, name, surname and signature of person signing the application;
 - (2) carbon copy of the pre-qualification certificate, and in case of being certified by electronic signature — the electronic file (in PDF format) of the certificate;
 - (3) act on documenting the operation of the entity of hotel industry complying with the Law “On urban development”, the technical specification sheet complying with the procedure established by the authorised body of the Government of the Republic of Armenia in the field of urban development, or other document certifying its operational condition and provided for by the legislation of the Republic of Armenia;
 - (4) opinion of the authorised body in the field of fire safety, on compliance of the entity of hotel industry with the fire safety requirements prescribed by the legislation of the Republic of Armenia;
 - (5) opinion of the state organisation under subordination of the authorised body of public administration system of the Republic of Armenia in

healthcare sector, carrying out activities in the field of sanitary-epidemiological safety assurance or public health of the population, on compliance of the entity of hotel industry with the requirements of public healthcare standards;

- (6) state registration code of the document certifying the rights of an applicant over immovable property deemed as an entity of hotel industry.
- 20. The applicant shall attach to the application the consent thereof to receipt, by the Committee, of the required information from other bodies and organisations through conducting inquiries, in order to verify the authenticity of the documents submitted to the Committee.
 - 21. The Committee shall check if notification was made in respect of the activities of the applicant as prescribed by the legislation of the Republic of Armenia and the availability of relevant information on the applicant in the Electronic Register on Persons Providing Tourism Services.
 - 22. The Committee may, within 3 working days upon receipt of the application, forward inquiries, by simultaneously informing the applicant of forwarded inquiries with the aim of:
 - (1) verifying the fact of having issued, by the association of persons providing tourism services, the pre-qualification certificate and the authenticity of the documents attached to the application for being granted a qualification grade;
 - (2) verifying the authenticity of the documents, submitted to state authorised bodies, referred to in sub-points 3-6 of point 19 of this Annex and attached to the application on recognising the qualification grade of the entity of hotel industry and on issuing a qualification certificate.
 - 23. The Committee shall, within 5 working days upon submission to the Committee of the documents and information provided for by point 19 of this Annex, notify

the applicant, via electronic mail, of the shortcomings existing in the submitted documents and information and shall recommend to complete the documents, information, or to eliminate the shortcomings existing therein within 15 working days.

24. Based on the application and the documents attached thereto, the Chairperson of the Committee shall, within 1 month upon receipt of the application, render one of the following orders:

- (1) on recognising the qualification grade granted under the pre-qualification certificate and issuing a qualification certificate;
- (2) on rejecting the recognition of the qualification grade granted under the pre-qualification certificate.

25. The following information shall be indicated in the order referred to in point 24 of this Annex:

- (1) general information contained in the administrative act according to the Law “On fundamentals of administrative action and administrative proceedings”;
- (2) name and address of the entity of hotel industry;
- (3) the granted qualification grade by means of reflecting the qualification grade indicated in the pre-qualification certificate, and in case of rejecting the granted qualification grade — the ground for rejecting it;
- (4) name of the institution granting international qualification, under the qualification grade used whereby the entity of hotel industry was granted qualification;
- (5) brand name and legal and organisational type of the association of persons providing tourism services having granted a qualification grade to the entity of hotel industry.

26. The Chairperson of the Committee shall reject the recognition of the qualification grade granted under the pre-qualification certificate, where at least one of the grounds prescribed by part 4 of Article 9 of the Law “On tourism” or that of the following grounds exists:
- (1) the applicant failed to submit to the Committee the information and documents provided for by point 19 of this Annex;
 - (2) the information is falsified in the documents submitted to the association of persons providing tourism services or to the Committee for being granted a qualification grade, or distorted information is contained therein;
 - (3) the documents submitted to the Committee are incomplete and the applicant has refused to eliminate the shortcomings existing therein within the time limit granted by the Committee;
 - (4) information was detected in the documents submitted to the association of persons providing tourism services, competent state bodies or the Committee, to the effect that the entity of hotel industry is not subject to operation, or the fulfilment of fire safety or sanitary requirements prescribed by the legislation of the Republic of Armenia is not ensured at the entity of hotel industry;
 - (5) the submitted documents fail to comply with the legislation of the Republic of Armenia, or the documents were submitted in violation of the time limits prescribed by this procedure, if no clarifications were submitted to consider, by the Chairperson of the Committee, the time limits as missed for valid reason.
27. The scanned copy of respective order of the Chairperson of the Committee shall be forwarded to the e-mail address of the applicant, indicated in paragraph “d” of sub-point 1 of point 19 of this Annex, within 3 working days after rendering it, by simultaneously publishing on its Internet website the address, name of the

person being granted a qualification (in case of a natural person or individual entrepreneur — name, surname) and the validity period of the qualification certificate. The Committee shall provide the applicant with the original copy of the order of the Chairperson of the Committee upon earliest request thereof.

28. Upon the proposal of the association of persons providing tourism services or that of the applicant, in the cases and under the procedure prescribed by the internal procedures of the association of persons providing tourism services, the respective employee of the Committee shall also be entitled to take part in on-site observation of (visit to) the entity of hotel industry, study of documents or other technical stages, without the right to interfere in the process of rendering a decision on qualification.
29. In the event of participation of the Committee in the case referred to in point 28 of this Annex, the respective employee of the Committee may record the shortcomings existing in the procedure for granting qualification, on the basis whereof the Chairperson of the Committee may adopt a reasoned decision on submitting a proposal to the association of persons providing tourism services to reconsider the decision on granting a qualification grade to the entity of hotel industry or that on refusing to grant a qualification grade.
30. The decision of the Chairperson of the Committee shall, under the procedure provided for by this Annex, be forwarded to the association of persons providing tourism services within 3 working days upon rendering it.
31. The association of persons providing tourism services shall, within 15 working days, be obliged to consider the decision of the Chairperson of the Committee and to deliver, in writing, its position to the Committee on the actions taken thereby and the reasoning for altering or impossibility of altering its decision.
32. In the cases where the association of persons providing tourism services accepts the proposal of the Chairperson of the Committee and alters its decision, the

association of persons providing tourism services shall be obliged to render a new decision and to submit it to the Committee within maximum 10 (ten) working days after delivering the position provided for by point 31 of this Annex.

**Deputy Chief of Staff
to the Prime Minister
of the Republic of Armenia**

A. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Annex No 4
to the Decision of the Government
of the Republic of Armenia
No 1383-N of 25 September 2025

VALIDITY PERIOD OF THE QUALIFICATION CERTIFICATE OF
ENTITIES OF HOTEL INDUSTRY

1. The qualification certificate shall be issued for a term of 3 years.
2. The validity period of the qualification certificate may be extended each time on the basis of the application of the applicant, for a term prescribed by point 1 of this Annex.
3. The same procedure shall be applied for extending the term of qualification as that applied for issuing a qualification certificate.
4. At least 3 months prior to the expiry of the validity period of the qualification certificate, the application on extending the validity period of the qualification certificate shall be submitted to:
 - (1) the association of persons providing tourism services, where the qualification is envisaged under pre-qualification;
 - (2) to the Committee, in the case provided for by point 5 of Annex No 3 to this Decision.
5. In the cases provided for by point 4 of this Annex, the documents and information specified in Annex No 3 to this Decision need not to be attached to the application, if no amendment was made in the same documents attached to the application for being granted the existing qualification grade, or their validity period has not expired. In this case, in the application on extending the term of qualification an indication shall be made as to the lack of amendments in

previously submitted documents and information specified in Annex No 3 to this Decision.

**Deputy Chief of Staff
to the Prime Minister
of the Republic of Armenia**

A. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Annex No 5

**to the Decision of the Government
of the Republic of Armenia
No 1383-N of 25 September 2025**

FORM OF THE QUALIFICATION CERTIFICATE OF ENTITIES OF HOTEL INDUSTRY



**REPUBLIC OF ARMENIA
TOURISM COMMITTEE OF THE MINISTRY OF ECONOMY
QUALIFICATION CERTIFICATE**

N_____

(name and location of the entity of hotel industry having been granted a qualification)

Complies with _____ qualification grade.

Issued on: _____

Validity period _____

**HEAD OF AUTHORITY
GRANTING QUALIFICATION**

Place of Seal

(signature)

(name, surname)

**Deputy Chief of Staff
to the Prime Minister
of the Republic of Armenia**

A. Khachatryan

26 September 2025

CERTIFIED BY ELECTRONIC SIGNATURE

Date of official promulgation: 26 September 2025.

Կազմված է տասնհինգ թղթերից:

Comprises fifteen sheets.

