

Classification of hotels with conference facilities
by the Cyprus Convention Bureau

The Cyprus Convention Bureau (CCB) of the Deputy Ministry of Tourism within the framework of its role in promoting Cyprus as a conference and incentive travel destination and in upgrading the quality of the services offered, has proceeded with the setting of minimum criteria which will be applied towards the classification of hotels with conference facilities.

The aforementioned decision was reached in consultation with the private sector stakeholders participating in the Advisory Committee of the CCB which is consisted by the Deputy Ministry of Tourism, the Cyprus Hotel Association (CHA), the Association of Cyprus Tourist Enterprises (ACTE), the Association of Cyprus Travel Agents (ACTA) and the Cyprus Incentives and Meetings Associates (CIMA).

Hotels fulfilling the minimum criteria will be included in the catalogue of the Cyprus Convention Bureau of hotels with conference facilities which is published in the official page of the Cyprus Convention Bureau www.cyprusconventionbureau.org, will be given priority of participation at conference tourism events attended by CCB and will be entitled to use the CCB logo following the granting of the relevant approval.

It is provided that the classified hotels will be operating on the basis of all the relevant regulations and laws governing the hotels and tourist establishments.

A. OBLIGATIONS OF THE CLASSIFIED HOTELS

1. Participation in statistical surveys of the CCB. Classified Hotels failing to submit the requested data will be removed from the catalogue without notice.
2. Prompt notification of the CCB in case of changes of the contact data or any other relevant data of the hotel or tourist establishment.

B. MINIMUM CRITERIA

1. The hotel must be classified by the Deputy Ministry of tourism
2. The hotel must be employing a Conference Manager (this employee may also have other duties, as well), who will be responsible for the hotel's conference tourism business and will be at the disposal of the organisers and the DMC/PCO before and during the event, coordinating all the necessary work. The Conference Manager must have at least 5 years of relevant work experience.

3. Minimum required equipment made available immediately upon request:

- Flip chart with paper, A4 paper sheets, pens or pencils
 - Data - LCD projector which can be used under natural light conditions as well
 - Screen (mobile or fixed)
 - Slide-changer / Laser pointer
 - Laptop with word processing, spreadsheet and presentations (power point) software, Internet
 - Podium
 - Wifi
- 4** Additional technical equipment, which the hotel must be able to supply following a relevant request, within one working day:
- A microphone system with wireless (hand-held, pin-on, head-set microphones) and fixed microphones and mobile or fixed speakers
 - DVD / CD / MP3 player system
 - A system for sound and video recording
 - A Computer with word processing, spreadsheet and presentations (power point) software, Internet, and a colour printer
 - Black-and-white and colour photocopy machine
- 5.** The equipment to be supplied must be in a good and operational condition and technical support must also be made available.
- 6.** The hotel must have at least one room with a capacity of at least 100 persons (theatre style) and a smaller room (break-out room) must be available.
- 7.** Rooms which will be separated with partitions should be soundproof.
- 8.** Free wi-fi internet must be offered in all the rooms, break-out rooms and common areas (used during breaks) of a conference.
- 9.** The set-up of the room must ensure unhindered view of the screen and the panel of speakers from all points in that room.
- 10.** The room must have adequate ventilation and suitable lighting.
- 11.** It must be possible to make the room completely dark (black-out) or to offer a projector that can operate in daylight as well.
- 12.** The hotel must be able to supply standardised informational material about its facilities and its conference rooms such as photos of the hotel and the conference rooms, number of conference rooms, their areas in square metres, their dimensions (length, width, height), room capacity according to the seating arrangement and floor plans of the conference rooms showing the electric supply points – if requested, possible room setups and capacities, possible partitions of rooms into smaller ones, positions of the pillars and other obstacles, of the doors, windows, emergency exits, screens etc.
- 13.** The hotel must be in a position to respond to customer requests and to supply standardised information or informational material as part of their financial proposal on conference rooms rental and availability, basic conference room

equipment (projector, screen, flip chart), the offer of a morning and an afternoon coffee break and a lunch.

14. The hotel will be promoting its services regarding the hosting of conference events through its website, supplying basic information such as number of conference rooms, sizes, room capacities according to different seating arrangements and, optionally, photos and floor plans of the conference rooms, basic equipment available, etc.
15. The hotel must be in a position to serve the needs of a conference as far as meals and coffee breaks are concerned, which will be offered at specific times and areas.
16. The hotel must facilitate proper signposting showing the way to the rooms of the conference.
17. The hotel must have Business Centre facilities (computer, printer, internet, fax, copying machine), which must be made available to the organiser of the conference and the DMC/PCO.
18. The hotel must have an area for safely keeping various equipment / material must also be supplied to the organiser of the conference and the DMC/PCO.
19. There must be the capability to lock the main conference room if so requested by the organiser of the conference or the DMC/PCO and be accessible to them before and during the conference.

C. FURTHER INFORMATION

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