

ICS 03.200
CCS A 12



**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 14308-2023

Replacing GB/T 14308-2010

Classification and accreditation for star-rated tourist hotels

旅游饭店星级的划分与评定

Issued on: November 27, 2023

Implemented on: March 1, 2024

**Issued by: State Administration for Market Regulation;
Standardization Administration of China**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. This document replaces GB/T 14308-2010 "Classification and Evaluation of Star Ratings for Tourist Hotels". In addition to structural adjustments and editorial changes, the main technical changes are as follows:

---Change "General Principles" to "Basic Requirements", add "Adhere to the Core Socialist Values", "Adhere to the New Development Concept", "Adhere to the Cultural Tourism Deep integration" and other requirements (see Chapter 5, Chapter 5 of the 2010 edition).

--- Add relevant provisions on "public health management" (see Chapter 8).

---Change the name and total score of the "Facilities and Equipment Rating Sheet" (see Appendix B, Appendix B of the 2010 Edition).

---Add guest online evaluation content to "hotel operation quality" (see 10.3.2).

--- Add the clause of "batch assessment mechanism" (see 11.3).

---Change the "Validity period of hotel star rating and evaluation review period" (see 5.7, 11.1, 2010 edition 5.9).

---Appendix A. - Added requirements related to "basic requirements, safety management, service quality management, public health management, and operation management" (see Table A.1

1.1 of Table A.2,

1.1 of Table A.3,

1.1 of Table A.4,

1.1 of Table A.5); - Added requirements for "mobile communication signals and wireless networks" (see

1.6 of Table A.1,

1 Scope

GB/T 14308-2023 is the Chinese national standard on classification and accreditation for star-rated tourist hotels, in the field of services and company organization. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 27 November 2023 by the State Administration for Market Regulation, Standardization Administration of China, and has been in force since 1 March 2024. Classification: ICS 03.200, CCS A 12. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This document stipulates the star rating, basic requirements, safety management, service quality management, public health management, and operation management of tourist hotels. And requirements such as classification conditions and assessment methods. This document applies to officially operating tourist hotels.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB/T 10001.1 Graphic symbols for public information Part

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Tourist hotels The hotel rents out guest rooms by room (suite) per night, mainly providing accommodation services, and also provides catering, business, conference, leisure, vacation and other corresponding services. Accommodation facilities.

4 Stars and logo

4.1 The star rating of tourist hotels is divided into five levels, from low to high. one star, two stars, three stars, four stars and five stars.

4.2 The star rating symbol is composed of the Great Wall and a five-pointed star pattern. The number and color of the stars indicate the star rating of the tourist hotel. Two golden five-pointed stars represent two stars, three golden five-pointed stars represent three stars, four golden five-pointed stars represent four stars, and five golden five-pointed stars represent The golden five-pointed star represents a five-star rating.

5 Basic Requirements

5.1 We should adhere to the core socialist values and operate with integrity.

5.2 It should comply with relevant requirements on public security, fire protection, sanitation, environmental protection, safety, etc.

5.3 We should adhere to the new development concept and implement relevant requirements such as low-carbon energy conservation, green environmental protection, prevention of food waste, garbage classification, and plastic pollution control.

5.4 We should adhere to the in-depth integration and development of culture and tourism, promote excellent culture, and play the role of a window for cultural communication.

9 Symbols for barrier-free facilities

GB/T 15566.8 Principles and requirements for setting up public information guidance systems Part