附件4

广州市旅游民宿等级划分评分表

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 评定项目 | 检查评定方法与说明 | 大项总分 | 分项总分 | 次分项总分 | 小项总分 | 自检计分 | 评定单位计分 |
|
| 1 | 场地环境 |  | 100 |  |  |  |  |  |
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| 1.1.1 | 对外道路交通 |  |  |  | 9 |  |  |  |
|  | 5公里内有省道及以上等级公路或城市主干道连接 |  |  |  |  | 9 |  |  |
| 5公里内有双向自驾车道连接 |  |  |  |  | 5 |  |  |
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| 1.2 | 交通指引 |  |  | 5 |  |  |  |  |
|  | 完善、清晰，在地图上进行了标注 |  |  |  | 5 |  |  |  |
| 有交通指示 |  |  |  | 3 |  |  |  |
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|  | 风景秀丽，邻近旅游景区或旅游目的地 |  |  |  | 25 |  |  |  |
| 环境优美或文化氛围浓厚 |  |  |  | 15 |  |  |  |
| 具有景观价值或人文底蕴 |  |  |  | 10 |  |  |  |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1.5.1 | | | 庭院、门前广场绿化美化良好，具有鲜明的景观特色 | | | | | | |  | | | | |  | | | | | | | | | |  | | | | | | | | | | | | 15 | | | | | | |  | | | | | | |  | | | | | |  |
| 1.5.2 | | | 建筑外立面及室内绿化良好，具有一定的景观特色 | | | | | | |  | | | | |  | | | | | | | | | |  | | | | | | | | | | | | 10 | | | | | | |  | | | | | | |  | | | | | |  |
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| 3.2.2 | | | | | 墙体、地面及天花板 | | | 无剥落，无破损，每发现一处问题扣2分 | | | | | | | | |  | | | | |  | | | | | | | | | | | | 10 | | | | | | | | |  | | | | | | |  | | | | | |  | |
| 3.2.3 | | | | | 床上用品 | | |  | | | | | | | | |  | | | | |  | | | | | | | | | | | | **30** | | | | | | | | |  | | | | | | |  | | | | | |  | |
| 3.2.3.1 | | | | | 床垫 | | | 舒适，软硬适中，保养良好 | | | | | | | | |  | | | | |  | | | | | | | | | | | |  | | | | | | | | | 10 | | | | | | |  | | | | | |  | |
| 3.2.3.2 | | | | | 布草 | | | 床上用品整洁舒适，符合GB/T 22800 标准规定，保养良好 | | | | | | | | |  | | | | |  | | | | | | | | | | | |  | | | | | | | | | 20 | | | | | | |  | | | | | |  | |
| 3.2.4 | | | | | 遮光 | | | 窗帘美观遮光效果好 | | | | | | | | |  | | | | |  | | | | | | | | | | | | 6 | | | | | | | | |  | | | | | | |  | | | | | |  | |
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| 3.2.7 | | | | | 家具、用品配置 | | |  | | | | | | | | |  | | | | |  | | | | | | | | | | | | **30** | | | | | | | | |  | | | | | | |  | | | | | |  | |
| 3.2.7.1 | | | | | 家具养护良好，整洁干净，摆放合理，体量适当，有较大的会客空间，能够较好满足宾客需求。 | | |  | | | | | | | | |  | | | | |  | | | | | | | | | | | |  | | | | | | | | | 10 | | | | | | |  | | | | | |  | |
| 3.2.7.2 | | | | | 配备桌、椅、衣柜、梳妆台、行李架、晾衣架（绳）、保险箱、茶具、电热水壶、面巾纸、饮用水、茶叶、拖鞋等设施用品。 | | | 每项得2分，最高20分 | | | | | | | | |  | | | | |  | | | | | | | | | | | |  | | | | | | | | | 20 | | | | | | |  | | | | | |  | |
| 3.2.8 | | | | | 取暖或降温设备 | | |  | | | | | | | | |  | | | | |  | | | | | | | | | | | | 15 | | | | | | | | |  | | | | | | |  | | | | | |  | |
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| 3.2.8.2 | | | | | | 配有单冷空调 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 10 | | | | | | | |  | | | | | |  | | |
| 3.2.9 | | | | | | 卫生间 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | | **60** | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.2.9.1 | | | | | | 有淋浴设施，防滑防溅措施 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 6 | | | | | | | |  | | | | | |  | | |
| 3.2.9.2 | | | | | | 品牌卫浴 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 7 | | | | | | | |  | | | | | |  | | |
|  | | | | | | 知名品牌卫浴 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 7 | | | | | | | |  | | | | | |  | | |
| 品牌卫浴 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 5 | | | | | | | |  | | | | | |  | | |
| 3.2.9.3 | | | | | | 干湿分离 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 15 | | | | | | | |  | | | | | |  | | |
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| 3.2.9.5 | | | | | | 24 小时供应冷、热水 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 10 | | | | | | | |  | | | | | |  | | |
| 3.2.9.6 | | | | | | 配齐浴巾、吹风机 | | | 每缺少一项扣2分 | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 4 | | | | | | | |  | | | | | |  | | |
| 3.2.9.7 | | | | | | 配齐卫生纸、肥皂（或洗衣液）、一次性牙膏牙刷、梳子、浴帽、漱口杯、沐浴液、洗发水等 | | | 每缺少一项扣1分 | | | | | | |  | | | | | | | | | | |  | | | | | |  | | | | | | | | 12 | | | | | | | |  | | | | | |  | | |
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| 3.3.1 | | | | | | 公共休息区 | | | 配备沙发（休闲椅）、茶几等 | | | | | | |  | | | | | | | | | | |  | | | | | | 10 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.3.2 | | | | | | 公共文化休闲空间 | | | 设计新颖、独立空间、配置文化展品和触摸屏等设施 | | | | | | |  | | | | | | | | | | |  | | | | | | 15 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.4 | | | | | | 公共卫生间 | | |  | | | | | | |  | | | | | | | | | | | 15 | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.4.1 | | | | | | 有一间或以上 | | | 每一间得3分，最高6分 | | | | | | |  | | | | | | | | | | |  | | | | | | 6 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.4.2 | | | | | | 采光、通风、照明条件好 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | | 3 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.4.3 | | | | | | 冲洗设备完好，有挂钩、卫生纸、面镜、洗手液、干手设备等 | | | 每缺少一项扣1分 | | | | | | |  | | | | | | | | | | |  | | | | | | 6 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.5 | | | | | | 免费网络 | | | 客房和公共区域提供免费Wifi服务 | | | | | | |  | | | | | | | | | | | 15 | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.6 | | | | | | 餐饮服务 | | |  | | | | | | |  | | | | | | | | | | | 30 | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | |
|  | | | | | | 特色明显且富具创意 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | | 20 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 能提供餐饮或有相邻特色餐饮点 | | |  | | | | | | |  | | | | | | | | | | |  | | | | | | 10 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.7 | | | | | | 停车场 | | |  | | | | | | |  | | | | | | | | | | | 25 | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | |
|  | | | | | | 专用 | | | 供宾客专用的停车场，车辆管理规范，停放安全有序，容量能满足宾客接待量需求（城市建成区内的民宿，兼用停车场可视为专用停车场进行评分） | | | | | | |  | | | | | | | | | | |  | | | | | | 25 | | | | | | | |  | | | | | | | |  | | | | | |  | | |
| 3.7 | | 兼用 | | | | | | | 公共停车场，同时兼为宾客停车场，车辆管理规范，停放安全有序，容量能满足宾客接待量需求 | | | | | | |  | | | | | | | |  | | | | | | | 15 | | | | | | | |  | | | | | | | | | |  | | | | | |  | | |
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| 6.9.1 | | | | 设立专门的旅游服务质量投诉电话和意见簿，并在前台显眼处公示 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 7 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.9.2 | | | | 意见簿有处理记录并存档 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 7 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.9.3 | | | | 投诉电话确保24小时开通，对游客投诉意见能及时处理 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 6 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.9.4 | | | | 宾客满意度或网络好评率高 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 15 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
|  | | | | 满意度或好评率90%以上 | | | | | | | |  | | | | | | |  | | | |  | | | | | | |  | | | | | | | | 15 | | | | | | | |  | | | | | |  | | | | | |
| 满意度或好评率85%以上 | | | | | | | |  | | | | | | |  | | | |  | | | | | | |  | | | | | | | | 10 | | | | | | | |  | | | | | |  | | | | | |
| 满意度或好评率80%以上 | | | | | | | |  | | | | | | |  | | | |  | | | | | | |  | | | | | | | | 5 | | | | | | | |  | | | | | |  | | | | | |
| 6.10 | | | | 综合服务 | | | | | | | | 提供信息查询、小件物品寄存、当地旅游资源介绍及宣传品、雨伞出借、非处方常用药箱等综合服务，每项得2分，最高10分 | | | | | | |  | | | | 10 | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.11 | | | | 预订或结算服务 | | | | | | | |  | | | | | | |  | | | | 10 | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.11.1 | | | | 提供电话客房预订服务 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 2 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.11.2 | | | | 提供网上预订及付款服务 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 2 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.11.3 | | | | 采用现金、信用卡、微信、支付宝等结算方式，并提供开具发票服务 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 6 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 6.12 | | | | 取得良好的经营业绩，为当地提供一定的就业或发展机会 | | | | | | | |  | | | | | | |  | | | | 5 | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 取得良好的经营业绩 | | | | | | | | 经营业绩一般得1分，良好得3分。 | | | | | | |  | | | |  | | | | | | | 3 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 为当地提供一定的就业或发展机会 | | | | | | | |  | | | | | | |  | | | |  | | | | | | | 2 | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 加分项 | | | | 有卫生许可证 | | | | | | | |  | | | | | | | 10 | | | |  | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 有特种行业许可证 | | | | | | | |  | | | | | | | 10 | | | |  | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 有旅游民宿宣传推广渠道 | | | | | | | |  | | | | | | | 5 | | | |  | | | | | | |  | | | | | | | |  | | | | | | | |  | | | | | |  | | | | | |
| 1. ■栏为打分点，所有 ■分值总和为1000分。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |