

## THE TOURISTIC STRUCTURES

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### **Abstract**

*In Europe in recent years more and more organizations and institutions were in favor of tourism development in general. Accession to the European Union has led to a change in legislation tourism by introducing regulations to ensure a high quality of customer service.*

**Key words:** **touristic structures**, accommodation services, food services, certificate of classification

### INTRODUCTION

The reception structure means any design and planning for accommodation of tourists, serving table along with entertainment services and complementary or additional services. The reception structures are made up of hotels, motels, villas, cottages, camping sites, holiday villages, farms and agro-farms, and other establishments providing accommodation to tourists, on-site catering, for serving tourists and other establishments operated by a travel company no matter where it is located, in the form of deorganizare or property.

### MATERIAL AND METHODS

Tourist structures are classified on the stars or categories, depending on the construction, the quality of the facilities carcteristicile and the services we offer. Any incoming structure must hold a certificate of classification. In order to obtain the certificate of classification societies will accomplish the following travel documents:

- application
- the presentation of the unit
- copy of the judgment or the operating permit
- copy of the certificate of registration in the commercial register
- sanitary authorisation of operation
- veterinary authorisation
- P.S.I-opinion.
- sketch of the location of the unit
- sketch of the location of the rooms and eating areas

- copy of the certificate for travel directory
- copy of the acts of the skill of the staff.

Defined by the International Alliance of tourism, the hotel is a complex condition, where tourists may find, to feed themselves and have fun.

World Tourism Organization classified hotels or reception structures according to several criteria:

1. After the services offered can be:

- hotels
- book
- motels
- floating hotel
- villas
- castle
- holiday village
- han

2. After the comfort level:

- level of luxury 4 \*-5 \*
- middle level 2 \*-3 \*
- modest level 1 \*

3. After placement can be hotels:

- seaside
- mountain
- spa towns
- along the road

4. The following duration:

- transit
- extended stay

5. After the operation:

- permanent
- seasonal

6. After form of property:

- by state
- personal
- private

7. After holding form:

- individual
- the Association

Tourist structures, regardless of the form of ownership and organization, to classify according to the constructive characteristics, the quality of the facilities and services provided.

Accommodation services realstate ensure only in classified tourist structures.

In the category of classified sites, means any building and intended, through design and execution, accommodation or meal service for tourists, along with specific services.

The tourist structures with tourist accommodation functions are as follows:

- hotels
- hotels-apartments
- motels
- hostel
- touristic villas
- tourist lodges
- bungalows
- holiday villages
- campings
- houselet
- camping cabins
- apartments and rooms for rent in family homes or in buildings with other destination
- inland waterways vessels and maritime
- pensions and agrotourism
- other units with functions of touristic accommodation

Tourist structures with eating public functions are as follows:

- eating inside the units of accommodation, functions
- public catering units situated in cities and tourist resorts: restaurants, bars, cafes, fast food outlets, cafés, bakeries.

Legal document which form the basis for the functioning of a structure of tourist accommodation functions and/or public nutrition, registered in the tourist circuit is called a class certificate and is issued by the Ministry of tourism. Any of those who as economic operator-operator, owner or administrator of tourist structures, the Tourism Ministry's classification request with at least 30 days before putting them into operation. The documentations are submitted to representations of MT headquarters d. g. c. AT.

In the situation where I'm not fulfilled the criteria for the minimum category classification, Ministry of tourism, the economic operator to communicate why the tourist structure cannot be classified.

Classification certificate is valid for an undetermined period, it is only changed in the situation, in which the change occurred towards the initial conditions for approval of labeling so that comfort and minimum or superior equipment, and to carry out exchange of classification certificates,

just in case, in which the classification criteria of class no longer granted after travelling only to change the coin on the structure of accommodation or food. Within 30 days from the date of registration application and complete the necessary documentation, a Committee of inspectors from the Ministry of tourism carried out verifications of the documentation and decide as appropriate, issue the certificate or rejection of documentation.

As in the case of classification documentation, within 30 days from the date of application for registration of renewal of the economic operator to the certificate of classification, a Commission appointed by the Ministry of tourism will proceed to review the structure of the tourist in question and will issue a new certificate of classification corresponding to the classification criteria fulfilled by the operator.

If they are not fulfilled the criteria for minimum classification category, proceed to the withdrawal of the certificate of classification. Further development of the tourist structure after the withdrawal or refusal of classification certificate presentation, at the request of the control authorities, classification of documents-is the offense and is punished with a fine of 5 000 to 10 000 lei

Regarding pensions, all structures located in the rural environment, whether they are tourists or fauna will be classified by flowers (daisies).

-Touristic Pensions will have maximum capacity until the 15 rooms, with a total of up to 60 places;

-Agto will have maximum capacity until 8.

At least one person in the House must be a graduate of a training course in the field, preferably of course administrator tourist hostel.

Classified listings can provide nutrition services, and those that do not exceed a maximum of 40 seats, it does not require classification as tourist structure with functions of eating, of course, provided you have legal operating permits (sanitary and veterinary).

Name, type and logotype on the level of classification of the tourist structure is exposed to visible place, outside the building, and the classification certificates, phone number of the Ministry of tourism and the national authority for consumer protection it displays visible and legible form at the front desk, in the lobby of tourist structures that do not have reception and entrance space in dining order to be known by tourists.

Class certificate and annex thereto on the structure of spaces are kept permanently in the structure of the tourist in question, to be presented to the competent inspection bodies.

In tourist structures have the obligation to be fulfilled the following requirements:

a) maintaining sanitary facilities) in perfect working condition and cleanliness

- b) providing hot water in bathrooms and production spaces of tourist structures where this requirement is mandatory
- c) ensuring a minimum temperature) by 18 degrees C during the cold season in the accommodation and food services
- d) holding permits: sanitary, veterinary, sanitary and environmental prevention and firefighting-PSI, in this case, the units according to the law, it is mandatory to obtain them
- e) organisation of arts programmes, audiitiilor, video, TV, held outdoors, in open construction, such as those who do not have all the sides and roof of the sound-proofed, and provisional, like building huts, covered terraces and the like, to meet the maximum sound level determined by specific regulations
- f) operation of touristic structures in buildings only the cleanest, with zugravite facades and well maintained
- g) compliance with legal regulations relating to its activity through tourist structure
- h) exposure to the prominent position of the company with the name and type of the unit and the category classification marks

Economic operators who manage tourist structures classified on the Romanian coast have the obligation to ensure the functioning of the agro tourist accommodation and those public eating during the summer tourist season, i.e. in the period from 1 May to 30 September of each year, otherwise they urmaind to be prosecuted offence with a fine ranging between 10 000 and 50 000 lei lei and those who do not open the unit until no later than 1 July of each year, they lose the right to operate as a result of the withdrawal of the certificate of classification.

At the time of the classification certificate is withdrawn, the operator, owner of the tourist structure, does not have the right to engage in activities and to collect revenues from the exploitation of tourist structures.

For units already categorized, they are going to work on the basis of certificates already issued, date of expiration, obligation to request the release of new classification certificates valid for an undetermined period.

## CONCLUSIONS

Tourism is a social and economic phenomenon which has registered a dynamic in the 20th century, and was converted into an activity giving rise from year to year an increasing number of people. This evolution can be explained by the development of production and trade by increasing world population and a significant increase in the average duration of life while the average per capita income growth in developing countries. The modernization of the means of transport has made the influence factor "distance – time" to be significantly diminished. " The hospitality industry is nowadays recognized as a global industry, with both producers and consumers worldwide. Use of hotel facilities such as room, restaurant, bar, nightclub or spa are no longer considered a luxury. For many people these facilities have become an integral component in the lifestyle.

Romania is endowed with a remarkably varied tourism potential, diversified and focused, characterized by:

- the existence of forms of relief available and harmoniously combined territory
- a favourable climate for tourism throughout the year
- faunistic and floristic potentially rich with species and ecosystems unique in Europe
- natural factors refer to a spa treatment complex
- cultural-historical heritage and architectural appreciated at international level with which Romania can fit in among the attractive tourist destinations in Europe and the world.

Romania has been a sought-after destination for tourists, foreign and domestic tourism had developed that was based on a legal framework (law on tourism) still in the inter-war period. In the first half of the 1960s our country has experienced significant development of tourist accommodation capacities, particularly in the area of the Black Sea coast. In the early 1970s, Romania was already known in the market of the main tourist-generating countries in Europe, especially in Germany, the United Kingdom, the Scandinavian countries, France, Italy, Austria, Belgium. Since the 1980s the country experienced a sharp decline noastrăa of foreign tourist arrivals, a trend that has remained subdued form, and in the 1990s. The main cause is the lack of funds for investment for development, modernization and rehabilitation of specific infrastructures as a result of the slow and complicated process of privatisation, of an inappropriate lack of facilities, in the field of bank loans.

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