

**STATUTORY INSTRUMENTS
2014, NO. 48**

**THE UGANDA TOURISM (TOURIST ACCOMMODATION AND
RESTAURANT ESTABLISHMENTS) REGULATIONS, 2014.**

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STATUTORY INSTRUMENTS
2014, NO. 48
The Uganda Tourism (Tourist Accommodation and Restaurant Establishment) Regulations, 2014.

(Under section 13 and 34 of the Uganda Tourism Act, 2008, Act No 2 of 2008)

IN EXERCISE of the powers conferred upon the Minister responsible for tourism by Sections 13 and 34 of the Uganda Tourism Act, 2008, and in consultation with the Board, these Regulations are made this 28th day of June, 2014.

1. Title

These Regulations may be cited as the Uganda Tourism (Tourist Accommodation and Restaurant Establishments) Regulations, 2014.

2. Interpretation

In these Regulations, unless the context otherwise requires-

“Act” means the Uganda Tourism Act, NO. 2, of 2008;

“accommodation agreement” means the agreement made between the management of a tourist accommodation and the tourist;

“Board” means the Uganda Tourism Board;

“proprietor” means an individual or entity that accommodates or provides meals to tourists for remuneration;

“tourist” means a person that travels to and stays in a place outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited;

“tourist accommodation” refers to any category of accommodation specified in regulation 3.

3. Categorization of tourist accommodation

Tourist accommodation shall, for the purposes of registration with the Board, be categorized as follows-

- (a) caravan park;
- (b) camping park;
- (c) cottage;
- (d) eco lodge;

- (e) guest house;
- (f) home stay;
- (g) hostel;
- (h) hotel;
- (i) lodge;
- (j) motel;
- (k) safari or tented camp;
- (l) serviced apartments; or
- (m) villa.
- (n) Others.

4. Accommodation agreement

A tourist who seeks to use tourist premises for accommodation shall enter into an accommodation agreement with the management of a tourist accommodation upon agreeing to the terms and conditions of the tourist accommodation.

5. Registration of a tourist

(1) A tourist renting a room in a tourist accommodation shall register with the management of a tourist accommodation using his or her true name except in exceptional circumstances as the management of a tourist accommodation may determine.

(2) A tourist registering for accommodation with the tourist accommodation shall produce a valid identification and any other information that is required by the management of a tourist accommodation.

(3) The management of a tourist accommodation shall keep a register in the tourist accommodation premises which shall be available at all reasonable times for inspection by a lawful agent or a law enforcement officer and this register shall include-

- (a) the name and address of the tourist;
- (b) the room number in which the tourist is booked;
- (c) the country of origin of the tourist;
- (d) the purpose of the visit of the tourist; and
- (e) the date of arrival and departure of the tourist from the tourist accommodation.

(4) Where the tourist is a minor, the management of a tourist accommodation shall require a guardian of the minor to register and accept in writing liability for the expenses and liabilities of the minor at the tourist accommodation.

(5) A person in charge of the tourist accommodation register shall verify and only record the information he or she knows to be accurate in the register.

6. Substitute accommodation

(1) Where a tourist has made a booking and the management of a tourist accommodation are not in position to accommodate him or her, the management of a tourist accommodation shall as far as practicable, provide the tourist with adequate substitute accommodation of comparable standard to the one the tourist had booked in a case where-

- (a) the room of the tourist becomes unusable;
- (b) the tourist accommodation is overbooked; or
- (c) any other unforeseen circumstances occur.

(2) Where an extra expense arises from substitution of accommodation under sub regulation (1), the expense shall be met by the proprietor of the tourist accommodation, the tourist had previously booked.

7. Extension of the accommodation period

(1) A tourist who wishes to extend his or her stay at a tourist accommodation shall inform the management of a tourist accommodation within twenty four hours of his or her intention to extend the duration of his or her stay.

(2) The management of a tourist accommodation may consent to the extension of the accommodation period.

(3) Where the tourist is prevented from leaving the tourist accommodation on the date of departure, as a result of blocked or unusable means of transport from the hotel to the tourist's destination, the period of accommodation shall be extended for the duration of the prevention from departure.

8. No show at the tourist accommodation

A tourist who makes a booking and does not show up at the tourist accommodation without prior notice to the management of a tourist accommodation, shall not be entitled to a refund of his or her booking or any other fees already paid.

9. Sickness or death of a tourist at the tourist accommodation.

(1) The management of tourist accommodation shall have adequate first aid medical services at the tourist accommodation.

(2) All expenses incurred for the treatment of a tourist shall be met by the tourist.

(3) The Estate of a tourist who dies while a guest at the tourist

accommodation shall be liable for medical expenses and expenses incidental to his or her treatment during his or her accommodation at the tourist accommodation.

10. Accommodation for an animal of a tourist

- (1) A tourist may bring an animal to the tourist accommodation-
 - (a) with the prior consent of the management of a tourist accommodation; and
 - (b) where the terms and conditions of the management of a tourist accommodation permit animals at the tourist accommodation.
- (2) A tourist who brings an animal to the tourist accommodation shall-
 - (a) keep it in a designated place provided by the hotel;
 - (b) keep it away from the lounge, saloon, restaurant and wellness zones; and
 - (c) have animal liability insurance or personal liability insurance that covers any potential damage caused or that may be caused by the animal to other guests or to the tourist accommodation premises.
- (3) A tourist shall provide evidence of the animal liability insurance or personal liability insurance referred to in sub regulation (2)(c) to the management of a tourist accommodation.

11. Termination of accommodation

- (1) The management of a tourist accommodation shall terminate the accommodation of a tourist where-
 - (a) the tourist fails to pay the accommodation fee agreed upon in the accommodation agreement;
 - (b) the tourist fails to fulfill the terms, conditions and clauses of the accommodation agreement;
 - (c) the tourist conducts himself or herself in a manner which is intolerable by other guests and by the management of a tourist accommodation; or
 - (d) the tourist suffers from a contagious or a fatal ailment which cannot be contained or treated by the management of a tourist accommodation.
- (2) A tourist may terminate his or her accommodation with the tourist accommodation where the management of a tourist accommodation fails to meet its agreed obligations to the tourist under the accommodation agreement.
- (3) Where a tourist terminates his or her accommodation with the tourist

prematurely because of reasons under sub regulation (2)the management of a tourist accommodation, shall refund the tourist's money.

(2) 12. Removal of a person from the tourist accommodation

The management of a tourist accommodation shall remove a person from the tourist accommodation premises-

- (a) who causes unnecessary disturbance to other persons on the premises; or
- (b) who damages or destroys property belonging to or in use by the tourist accommodation.

13. Rights of the tourist

A tourist shall have the right to use all tourist accommodation facilities which he or she has access to as agreed upon in the accommodation agreement without unreasonable restriction.

14. Obligations of the tourist

(1) A tourist shall pay the agreed accommodation fee and any additional fee that may arise from the use of a special service at the tourist accommodation.

(2) A tourist shall take good care of the tourist accommodation property.

(3)A tourist who damages or loses the tourist accommodation property shall compensate the tourist accommodation an equivalent of the value of the damaged or lost property.

15. Obligations of the management of a tourist accommodation

The management of a tourist accommodation shall provide the agreed service to an extent that complies with the generally approved standards of hotels in Uganda as set by the Board.

16. Safe keeping of valuables

(1) A tourist accommodation shall have a safe or suitable vault in good working condition for the storage of money, bank notes, jewelry, ornaments, documents and other valuables belonging to a tourist.

(2)The management of a tourist accommodation may, by special arrangement with a tourist, receive any property for deposit in the safe, upon any terms that they agree to in writing.

17. Liability of the management of a tourist accommodation

(1) A tourist intending to be a guest at a tourist accommodation facility, upon delivering any property to the management of a tourist accommodation or to the authorized tourist accommodation employee for safekeeping elsewhere other than in the room assigned to that tourist, shall be issued a receipt for the property .

(2) The management of a tourist accommodation shall be liable for the property of the tourist that has been handed to it or to the authorized employee or deposited in a place for safe keeping by the management of a tourist accommodation.

(3) Where a tourist does not hand over to the management of a tourist accommodation or to an authorized employee or deposit his or her property for safe keeping with the management of a tourist accommodation, the management of a tourist accommodation shall not be liable for the theft or damage of the property.

18. Offences and penalties

A person who contravenes these Regulations commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment not exceeding twelve months or both.

Minister of Tourism, Wildlife and Antiquities

MINIMUM REQUIREMENTS FOR REGISTRATION OF THE DIFFERENT TYPES
OF ACCOMODATION FACILITIES

Part 1- Hotel

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	Shall be constructed in conformity with the building code, and shall have a separate and independent access for guests, staff and for deliveries.
1.2 Lighting	The premises shall be well lit at all times, for comfort, security and safety purposes. Where there is no standby generator, there shall be adequate provision for appropriate alternative lighting.
1.3 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.4. Maintenance	The entire premises shall be kept in a good state of repair at all times.
1.5 Regulation of Temperature	Natural or mechanical ventilation shall be adequately provided for.
2.0 LOBBY/LOUNGE	Shall be adequate, and in any case not less than an aggregate of ½ sq m per guest bed, preferably with a T.V or music facilities.
2.1 Information	Information desk on tourist facilities is recommended.
2.2 Furniture and Furnishings	Shall be appropriate, adequate, clean and well maintained and shall include such items as easy chairs and tables.
2.3 Floors and Walls	Shall be hygienic, clean and well maintained.
2.4 Communication	Shall be provided at reception area and available, on a 24-hour basis.
2.5 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water, shall be provided.
3.0 RESTAURANT	Shall be adequate in proportion to the capacity of the hotel, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.
3.1 Furniture & Equipment	Shall be functional, comfortable and appropriate. Facilities for children

SECTION – ITEM	DETAILS
	and disabled/handicapped persons are recommended provided.
3.2 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
3.3 Menu	Priced menu and beverage list shall be appropriately presented.
4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
5.0 KITCHEN	
5.1 Size	Shall be proportionate to the capacity of the restaurant and other eating outlets, appropriately lit, ventilated, equipped and maintained.
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food. Refrigeration or adequate cooling facilities shall be maintained for the preservation of food supplies
5.3 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.4 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working condition at all times.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3x 3 m for single rooms and 4x3 for double occupancy excluding bathroom space.
6.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.
6.3 Safety/Privacy	Each guest room door shall be properly numbered and fitted with a lock. Appropriate security measures shall be in place and maintained at all times.
6.4 Furniture, Fittings & Equipment	Every guest room shall be fitted with a clean comfortable but simple bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses shall be provided. The mattresses must be clean, comfortable and well covered, and shall ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows. A wardrobe with at least six hangers, a

SECTION – ITEM	DETAILS
	table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table shall be provided.
6.5 Furnishings and Linen	Where appropriate, soft furnishings and curtains shall be adequate enough to cover the entire window and/or door. Suitable and clean Bed linen of appropriate size, in relation to the bed, allowing for tacking in, shall be provided.
6.6 Change of Linen	Shall be done after every two nights of use or with every new guest or as otherwise necessary.
7.0 GUEST BATHROOM	
7.1 Size	Bathroom/WC shall be of not less than 3.5 sq.m., with a shower or bath tub.
7.2 Equipment and Fittings	Shall be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and amenities shelf(ves).
7.3 Floors and Walls	Good impervious non-slip materials shall be used.
7.4 Towels	At least one bath size towel of good quality shall be provided per guest and shall be changed after every two nights.
7.5 Supplies in the Bathroom	The following shall be supplied in each bathroom: sanitary bin, toilet brush with a holder, soap and toilet paper.
6.0 RECEPTION AREA	An appropriate area with reception counter and/or cubicle shall be provided.
6.1 Information Service	Relevant guest information shall be provided.
6.2 Safe Deposit Service	Shall be available.
7.0 HYGIENE AND SANITATION	
7.1 Guest Cloak Rooms	Shall be adequate, in relation to capacity of the hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms shall be clean, functional and well maintained, with at least the following provided:- <ul style="list-style-type: none"> • A wash hand basin, hygienically operated, running water and soap; • Toilet paper; • Sanitary bin with lid; • Facilities for disabled; • Urinals with running water and drainage. The entrance to the cloakroom from adjacent public rooms shall have air locks.

SECTION – ITEM	DETAILS
7.2 Staff Changing Rooms	Shall be segregated and adequate, in proportion with the number of staff. Lockers, full-length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins shall be provided. The room shall be clean, well lit, ventilated and well maintained.
7.3 Refuse Disposal	There shall be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
7.4 Sewage	<p>Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal.</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>
7.5 Vermin Proofing	All areas of the hotel shall be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
7.6 Water Supply	<p>All water provided for guest use shall be potable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management shall ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not fit for human consumption, Management shall post notices in each guestroom, tap or source, to that effect.</p>
7.7 Water Storage	There shall be enough storage capacity to last at least one day, in case of supply breakdown.
8.0 SAFETY AND SECURITY	
8.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.
8.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.
8.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
8.4 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.

SECTION – ITEM	DETAILS
8.5 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
8.6 Safety of Swimmers	Adequate precaution shall be taken in hotels with swimming pools, for the health and safety of swimmers. Swimming pools shall be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment shall be available during pool operating hours.
9.0 SUNDRY SERVICES	
9.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
10.0 MANAGEMENT	The general direction of operations shall be under the supervision of a competent person.
10.1 Staff	Shall be well groomed at all times, and have basic skills.
10.2 Health	All staff shall be medically fit and examined regularly, in line with statutory health regulations.
11.0 GENERAL	
11.1 Lifts	Guest lifts shall be provided for buildings of more than four storeys, including ground floor.
11.2 Parking Facilities	Establishments located in urban centers shall have adequate space for picking and dropping guests. Ample and secure parking space shall be available within close proximity of the hotel, where priority shall be given to disabled/handicapped persons.
11.3 Hotel Insurance	Public liability insurance and other statutory insurance policies shall cover the establishment.
11.4 Facilities for Disabled or Handicapped	Adequate and appropriate facilities shall be provided.

**PART 2
GUEST HOUSES**

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	The building shall be constructed in conformity with the building codes, and shall have a separate and independent access for guests, staff and for deliveries. Staff and goods entrance shall be at the rear of the guest house.
1.2 Lighting	The premises shall be well lit at night, for security and safety purposes. Where there is no standby generator, there shall be provision for appropriate alternative lighting.
1.3 Corridors, staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.4 Maintenance	The entire premises shall be kept in a good state of repair at all times.
1.5 Regulation of Temperature	Natural and/or mechanical ventilation shall be adequately provided for.
2.0 LOBBY/LOUNGE	Shall be adequate and in any case not less than an aggregate of ½ sq m per guest bed, and preferably with some entertainment facilities.
2.1 Furniture and Furnishings	Shall be appropriate, adequate, clean and well maintained.
2.2 Floors and Walls	Shall be hygienic, clean and well maintained.
3.0 DINING ROOM	Shall be adequate in proportion to the capacity of the guesthouse, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.
3.1 Furniture and Equipment	Shall be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended.
3.2 Floors, Walls and Ceilings	Shall be structurally sound and well maintained to support high standards of cleanliness and hygiene.
3.3 Menu	Where food and/or drinks are provided, priced menu and beverage list shall be appropriately presented.
4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
5.0 KITCHEN	
5.1 Size	Shall be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and well maintained.

SECTION – ITEM	DETAILS
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen.
5.3 Waste Collection and Storage	There shall sufficient number of waste bins, preferably for glass, organic and non-organic materials, with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
5.4 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.5 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working conditions at all times.
5.6 Staff	There shall be suitably trained and experienced staff, supervised by a well trained and experienced Cook. All staff shall be well groomed and protective clothing shall be provided and used.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
6.2 Safety/Privacy	Each guest room door shall be properly numbered and fitted with lock. Appropriate security measures shall be in place and maintained at all times.
6.3 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.
6.4 Furniture Fittings and Equipment	<p>Every guest room shall be fitted with a clean comfortable but simple bed of not less than 190cm x 90cm, as a single bed and/or 190cm x 120cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses shall be provided. The mattresses must be clean, comfortable and well covered, and shall ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows.</p> <p>A wardrobe with six hangers, a table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table shall be provided.</p>
6.5 Furnishings and Linen	<p>Where appropriate, soft furnishings and curtains shall be adequate enough to cover the entire window and/or door.</p> <p>Suitable and clean bed linen of appropriate size, in relation to the bed allowing for tacking in, shall be provided</p>

SECTION – ITEM	DETAILS
6.6 Information in Bedroom	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, shall be provided.</p> <p>All information shall be made available in Kiswahili and English.</p>
7.0 GUEST BATHROOM	<p>There shall be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When ensuite, Bathroom/WC shall be of not less than 3.5 sq.m, with a shower or bath tub.</p> <p>The facilities shall be maintained in hygienic conditions at all times.</p> <p>Gender segregation shall be observed and neatly indicated in signs, which are legible, even at night.</p>
7.1 Fittings and Supplies	<p>There shall be a WC, shower with mixer, wash hand basin and hand or grab rail.</p> <p>Each bathroom shall have adequate number of hangers and cloth hooks, a small shelf, sanitary bins, adequate size of mirror, towel rail and a chair or stool for the aged or disabled.</p>
7.2 Floors and Walls	<p>Good impervious non-slip materials shall be used.</p>
7.2 Towels	<p>At least one bath size towel of good quality shall be provided per guest, and shall be changed after every two nights.</p>
7.3 Supplies in the Bathroom	<p>The following shall be supplied in each bathroom: sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest.</p>
8.0 RECEPTION AREA	
8.1 Information Service	<p>Relevant guest information shall be provided.</p>
8.2 Safe Deposit Service	<p>Shall be available.</p>
8.3 Languages	<p>Front office staff shall be in position to speak English and Kiswahili.</p>
9.0 SEWAGE	<p>Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal.</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>
10.0 Staff	<p>Shall be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.</p>

SECTION – ITEM	DETAILS
10.1 Health	All staff shall be medically fit and examined regularly in line with statutory health regulations.

Part 3

Hostel

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	Shall be constructed in conformity with the building code, and shall have a separate and independent access for guests, staff and for deliveries.
1.2 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.3 Maintenance	The entire premises shall be kept in a good state of repair, at all times.
1.4 Regulation of Temperature	Natural and/or mechanical ventilation shall be adequately provided for.
1.5 Lighting	Natural and/or artificial lighting shall be provided for, in all areas of the hostel.
2.0 LOBBY/LOUNGE	Shall be adequate and in any case not less than an aggregate of ½ sq m per guest bed, preferably with some entertainment facilities.
2.1 Furniture and Furnishings	Shall be adequate, of good quality, functional and well maintained.
2.2 Floors and Walls	Shall be hygienic, clean and well maintained.
3.0 DINING ROOM	Shall be adequate in proportion to the capacity of the hostels, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.
3.1 Furniture and Equipment	Shall be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons shall be provided.
3.2 Interior Decoration	Shall be modest, with harmony of colours.
3.3 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
3.4 Menu	Priced menu and beverage list shall be appropriately presented.
4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations
5.0 KITCHEN	Shall be proportionate to the capacity of the dining room and other eating outlets, appropriately lit, adequately ventilated, equipped and maintained.
5.1 Size	Shall be proportionate to the capacity of the dining room, and other eating outlets.

SECTION – ITEM	DETAILS
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
5.3 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.4 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working condition at all times.
5.5 Staff	There shall be suitably trained and experienced staff supervised by a well-trained and experienced cook. All staff shall be well groomed and protective clothing shall be provided and used.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3x3 m for single rooms and 4x3 m for double occupancy, excluding bathroom space.
6.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.
6.3 Safety/Privacy	Each guest room door shall be properly numbered and fitted with a lock. <u>Appropriate security measures shall be in place and maintained at all times.</u>
6.4 Furniture, Fittings and Equipment	Every guest room shall be fitted with a simple, clean but comfortable bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed and appropriate mattresses. The room shall be functionally equipped.
6.5 Furnishings and Linen	Where appropriate, suitable linen, furnishings and curtains shall be adequately provided.
6.6 Change of Linen	Shall be done after every two nights of use or with every new guest or as otherwise necessary.
7.0 GUEST BATHROOM	<p>There shall be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When ensuite, Bathroom/WC shall be of not less than 3.5 sq, with a shower or bath tub.</p> <p>The facilities shall be maintained in hygienic conditions at all times.</p> <p>Gender segregation shall be observed and neatly indicated in signs, which are legible, even at night.</p>
7.1 Equipment and Fittings	Shall be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and

SECTION – ITEM	DETAILS
	amenities shelf(ves).
7.2 Floors and Walls	Good impervious non-slip materials shall be used.
7.3 Towels	At least one bath size towel of good quality shall be provided per guest and shall be changed after every two nights.
7.4 Supplies in the Bathroom	When ensuite, the following shall be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest.
8.0 RECEPTION AREA	
8.1 Information Service	Relevant guest information shall be provided.
8.2 Safe Deposit Service	Shall be available.
9.0 HYGIENE AND SANITATION	
9.1 Cloak Rooms	<p>Shall be adequate, in relation to capacity of the hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms shall be clean, functional and well maintained, with at least the following provided:-</p> <ul style="list-style-type: none"> • A wash hand basin, hygienically operated, running hot and cold water and soap; • Toilet paper; • Sanitary bin with liner and lid; • Facilities for disabled; • Urinals with running water and drainage; <p>The entrance to the cloakroom from adjacent public rooms shall have air locks.</p>
9.2 Staff Changing Rooms	Shall be segregated and adequate, in proportion with the number of staff. Lockers, full-length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins shall be provided. The room shall be clean, well lit, ventilated and well maintained.
9.3 Refuse Disposal	There shall be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
9.4 Sewage	<p>Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal.</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>
9.5 Vermin Proofing	All areas of the hostel shall be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.

SECTION – ITEM	DETAILS
9.6 Water Supply	<p>All water provided for guest use shall be portable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, management shall ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not fit for human consumption, management shall post notices in each guest room, tap or source, to that effect.</p>
9.7 Water Storage	There shall be enough storage capacity to last at least one day, in case of supply breakdown.
9.8 Service and Preparation Areas	No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
10.0 SAFETY AND SECURITY	
10.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.
10.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.
10.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
10.4 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.
10.5 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
10.6 Safety of Swimmers	<p>Adequate precaution shall be taken in hostels with swimming pools, for the health and safety of swimmers.</p> <p>Swimming pools shall be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment shall be available during pool operating hours.</p>
11.0 SUNDRY SERVICES	
11.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
12.0 MANAGEMENT	The general direction of operations shall be under the supervision of a competent person.
12.1 Staff	Shall be well groomed at all times, and have basic skills.

SECTION – ITEM	DETAILS
12.2 Health	All staff shall be medically fit and examined regularly in line with statutory health regulations.
13.0 GENERAL	
13.1. Lifts	Guest lifts shall be provided for buildings of more than four storeys, including ground floor.
13.2. Parking Facilities	Adequate and secure parking facilities shall be provided for guests. Disabled or handicapped persons shall be catered for.
13.3. Shopping Facilities	A boutique or shop stocking items essential for guests shall be available.
13.4. Hostel Insurance	Shall be covered by public liability insurance and other statutory insurance policies.
13.5. Facilities for Disabled or Handicapped	Adequate and appropriate facilities shall be provided.

Part 4

Camping or Caravan Sites

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1 Accessibility	There shall be clear direction signage leading to the site, at appropriate intervals and/or strategic places.
1.3 Parking	Parking facilities for vehicles and caravan shall be clearly demarcated and indicated.
2.0 BUILDING	There shall be a central structure to facilitate proper management and operation of the site.
2.1 Reception	There shall be a clearly demarcated area where guests can be formally received. Information on the use of the site and of other touristic interest shall be available.
2.2 Communication	There shall be effective means of communication.
2.3 Information	Literature covering services, essential emergency telephone numbers and other important/relevant information shall be provided.
3.0 WALKWAYS	Shall be distinctive, and of all weather surfaces, preferably with clear signage, which are legible, even at night. Shall be well maintained.
4.0 EATING AREA	Shall be adequately and appropriately provided for. Where food and/or drinks are provided, priced menu and beverage list shall be appropriately presented.
5.0 SERVICE	
5.1 Cooking	A shed providing basic facilities for cooking shall be provided.
5.2 Washing	Separate basic facilities for washing clothes and cleaning utensils, in proportion to the size of the site, shall be provided.
5.3 Waste Collection, Storage and Disposal	There shall be appropriate waste storage and disposal facilities, which meet the local health standards and environmental regulations.
5.4 Shades and Shelters	There shall be enough provision for natural or man-made shelters/shades.
6.0 HYGIENE & SANITATION	
6.1 Guest Conveniences	Shall be adequate and properly ventilated in proportion to the capacity of the site. Gender segregation and privacy shall be observed and indicated.
6.3 Drainage and Sewage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the building code, health standards and environmental regulations.

SECTION – ITEM	DETAILS
6.4 Vermin Proofing	Measures shall be taken to minimize possibility of invasion by stray dogs, cats, vermin, pests and insects.
7.0 WATER SUPPLY	
7.1 Quality	All water provided for guest use shall be suitable and approved for drinking by relevant authorities.
7.2 Testing	Where drinking water is not obtained from a public source, the management shall ensure that the same is tested at least three times a year, by a competent authority. Where the test indicates that the water is not fit for human consumption, the management shall post notices in prominent places, taps or sources, to that effect.
8.0 SAFETY AND SECURITY	The site shall be secured against intrusion by wild animals and/or unauthorized persons. Appropriate security measures shall be in place and maintained at all times.
8.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff shall be familiar with available fire fighting equipment and their use. Fire drill exercises for staff shall be carried out regularly. Statutory fire safety notices shall be prominently displayed.
8.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.
8.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
8.4 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
8.5 Insurance	Appropriate public liability insurance and other statutory insurance policies shall be taken.
9.0 ENVIRONMENTAL CONSERVATION	Effective measures shall be put in place to ensure that the environment is not affected, by waste, refuse and pollution through the operations of the site, in line with appropriate environmental laws.
10.0 MANAGEMENT	
10.1 Staff	A competent person shall supervise the site assisted by staff with relevant skills to assist Guests.
10.2 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
10.3 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.

Part 5

Villa, Cottage Or Serviced Apartments

SECTION- ITEM	DETAILS
1.0 LOCATION 1.1 Site and Environment	<p>The location of the building and its entrance shall be suitable for the type of establishment, and shall be in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality.</p>
2.0 BUILDING 2.1 Autonomy of Building	<p>Depending on the design and layout of the establishment, there shall be separation of traffic flow between guests and services.</p>
2.3 Signage	<p>All public spaces and guest rooms shall be indicated in clearly numbered, lettered or other appropriate designation.</p>
2.4 Corridors, Staircases and Hallways	<p>Where applicable, shall allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Shall be well maintained and protected from the weather.</p>
2.5 Lighting and Ventilation	<p>Shall be effective natural and/or artificial.</p>
3.0 LOBBY/ RECEPTION AREA 3.1 Size	<p>Appropriately appointed.</p>
3.2 Furniture, Furnishings and Equipment	<p>Shall be functional and well maintained.</p>
3.3 Information	<p>Relevant information shall available for guests.</p>
3.4 Communication Facilities	<p>An electric bell, a light signal or telephone shall be provided, in every unit for internal communication</p>
4.0 LIVING ROOM 4.1 Size	<p>Minimum size for each lettable unit shall be 12 sq.m.</p>

SECTION- ITEM	DETAILS
4.2 Furniture and Equipment	A dining table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf.
4.3 Furnishings and Fittings	Shall be of functional and good quality material.
4.5 Lighting and Ventilation	An open window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.
5.0 KITCHENETTE 5.1 Size	Shall be at least 7½ sq.m, for every lettable unit.
5.2 Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate cooking equipment and utensils shall be provided. All shall be kept in good and clean condition.
5.3 Floors & walls	Shall be of non-slip impervious materials and conducive to easy cleaning.
6.0 BED ROOMS 6.1 Size	Minimum size shall be 12 sq.m, excluding the bathroom.
6.2 Furniture and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded. • TV and telephone shall be available.
6.3 Furnishings & Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme.

SECTION- ITEM	DETAILS
	<ul style="list-style-type: none"> • Bedding shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, Two-bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.
6.4 Floors, Walls and Ceilings	<p>Shall be of good finish and well maintained.</p> <ul style="list-style-type: none"> • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material.
6.5 Door Security	<p>The main door to the unit shall be of good quality weather resistant material and fitted with secure locks/locking system.</p>
7.0 BATHROOMS 7.1 Size	<p>Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.</p>
7.2 Lighting and Ventilation	<ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
7.3 Equipment and Fittings	<p>Shall be functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.</p>
7.4 Floors and Walls	<p>Good impervious non-slip materials shall be used. The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.</p>
7.5 Towels	<p>Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.</p>

SECTION- ITEM	DETAILS
7. 6 Supplies	The following shall be supplied in each bathroom: sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
8.0 HYGIENE AND SANITATION 8.1 Refuse Storage and Disposal	Facilities shall meet the local health standards and environmental protection regulations.
8.2 Sewage	Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal shall be in line with the health regulations.
8.3 Water Supply	There shall be consistent supply of safe water conforming to local and WHO standards. Water from private sources shall be appropriately treated
8.4 Water Storage	Capacity shall be adequate to last for at least three (3) days in case of supply breakdown.
9.0 SAFETY AND SECURITY 9.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. Statutory fire safety notices shall be prominently displayed in guest room and public areas.
9. 2 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable electrical safety laws.
9.3 Emergency Power	There shall be appropriate alternative sources of power in case of failure of main supply.

SECTION- ITEM	DETAILS
9.4 Security	There shall be adequate security arrangements including- <ul style="list-style-type: none"> • Functional alarm system; • Adequate and properly trained security personnel.
9.5 First Aid	Adequate kit shall be available on premises, with at least one member of staff on duty, trained in its application techniques.
9.6 Safety of Swimmers	Adequate precaution shall be taken in establishments with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants/Life Guards during pool operating hours.
10.0 SUNDRY SERVICES 10.1 Luggage Room	Facilities shall be available for luggage storage and lost and found items. Porter services shall be provided.
10.2 Laundry and Dry Cleaning Services	Shall be provided.
11.0 HUMAN RESOURCE 11.1 Qualifications Of Management Staff	The establishment shall be under the supervision of a qualified person.
11.2 Qualifications of Operative Staff	The establishment shall be manned by persons with appropriate training and/or experience to maintain good services for guests.
11.3 Health	Staff shall be medically examined, regularly, in line with statutory health regulations.
11.4 Staff Grooming	Staff shall be well groomed in uniform.
12.0 GENERAL 12.1 Parking Facilities	Adequate and secure parking space, in proportion of the capacity for the establishment shall be provided. Disabled/Handicapped guests shall be catered for

SECTION- ITEM	DETAILS
12.2 Insurance	A public liability insurance and other statutory insurance policies shall cover establishment.

Part 6

Lodge or tented Camp

SECTION- ITEM	DETAILS
1.0 LOCATION	Shall be suitable for a lodge or tented camp.
1.1 Site and Environment	The establishment shall be in harmony with the natural and/or built up environment applicable to the locality.
1.2 Corridors, Walkways, Hallways and Staircases	Shall allow easy passage and be well lit at all times. Where applicable, safe side railings shall be provided and well maintained.
1.3 Site Signage and Notices	Proper and clear signs and notices shall be provided indicating any restrictions and areas of interest.
2.0 FRONT OFFICE 2.1 Reception Area	An appropriate area suitably designed for receiving of guests shall be available.
2.2 Paging System	A simple functional paging system shall be available
2.3 Safe Deposit Service	Shall be available, in the proportion of at least one box for every five rooms.
2.4 Communication Services	Shall be available and include at least telephone.
3.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Shall be of proportionate size in relation to the capacity of the establishment, well equipped and furnished to offer basic comfort.
3.1 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided, where applicable.

SECTION- ITEM	DETAILS
3.2 Floors and Walls	Shall be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene.
3.3 Lighting	There shall be adequate natural and or artificial lighting.
4.0 DINING ROOM	
4.1 Features and Facilities	At least one room, commensurate to the number of beds. Shall be well furnished, ventilated, lit and maintained.
4.2 Furniture and Equipment	Shall be adequate, functional and comfortable. All shall be clean and of good quality, taking into consideration the needs of disabled or handicapped persons.
4.3 Lighting	Shall be adequate, natural and or artificial, with level of artificial illumination controllable.
4.4 Floors and walls	Shall be structurally sound, well maintained to support high standard of cleanliness and hygiene.
4.5 Menu	Priced menu cards shall be available with a modest selection of local and international dishes with at least three courses and a beverage list.
5.0 KITCHEN	
5.1 Size	Area including food stores and pantry shall be in proportion to the capacity of the establishment.
5.2 Organization of the Kitchen	There shall be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work shall be carried out in separate areas.
5.3 Equipment of Kitchen	Work tops shall be of stainless steel or other impervious materials, and shall include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment shall be provided.

SECTION- ITEM	DETAILS
	All shall of good quality and be kept in good and clean condition.
5.4 Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers shall be provided. Hygienic means of hand drying shall be provided.
5.5 Fume Extraction	Adequate and efficient natural and or mechanical ventilation or fume and hot air extraction shall be provided.
5.6 Waste Collection and Storage	<p>There shall be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> • All bins shall be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis.
5.7 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it shall be connected to the soakage pit. All to be maintained in good working condition, at all times.
5.8 Kitchen Floors and Walls	Shall be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All shall be of good workmanship and finish. Excellent levels of hygiene shall be observed. Floors shall have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces shall be covered
5.9 Kitchen Food Storage	Shall be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets shall be available.

SECTION- ITEM	DETAILS
6.0 GUEST ROOMS	
6.1 Minimum Size	Minimum size of bedrooms shall be 12 sq m.
6.2 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning shall be provided, so as to maintain an average temperature range of 15°- 29°C , where applicable.
6.3 Furniture and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bed side mat/ rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded • TV and telephone shall be available.
6.4 Furnishings and Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme. • Beddings shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, Two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.
6.5 Change of Linen	Shall be changed after every two nights of use or with every new guest.
6.6 Floors, Walls	<ul style="list-style-type: none"> • Shall be of good finish and well

SECTION- ITEM	DETAILS
<p>and Ceilings</p>	<p>maintained.</p> <ul style="list-style-type: none"> • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material
<p>6.7 Lighting and Ventilation</p>	<p>Openable window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.</p>
<p>6.8 Sound Proofing</p>	<p>Well sound proofed rooms, for the comfort and privacy of guests.</p>
<p>6.9 Information in Bedrooms</p>	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, shall be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well displayed.
<p>6.10 Bedroom Communication System</p>	<p>An electric bell, light signal or telephone shall be provided in every room for internal communication.</p>
<p>6.11 Door Designation</p>	<p>Shall be numbered, lettered or otherwise designated with clear signage.</p>
<p>6.12 Door Security</p>	<p>Good quality and secure locks/locking system on each door, providing maximum privacy and security, shall be installed.</p>
<p>6.13 Supplies in Bedrooms</p>	<p>Approved and sealed bottled drinking water shall be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, ashtrays, laundry bags, air-freshening supplies and water glasses shall be provided.</p>
<p>7.0 GUEST BATHROOM 7.1 Size of Bathroom</p>	<p>Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.</p>

SECTION- ITEM	DETAILS
7.2 Equipment and Fittings	Shall be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.
7.3. Floors, Walls and Ceilings	Good impervious non-slip materials shall be used. <ul style="list-style-type: none"> • The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.
7.4 Towels and Bathrobes	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.
7.5 Lighting and Ventilation	Two light fixtures, one of them being above the mirror for general illumination of the room shall be provided. <ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
7.6 Supplies in Bathrooms	The following shall be supplied in each bathroom: Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
8.0 HYGIENE AND SANITATION 8.1 Guest Cloakrooms	Good impervious non-slip material shall be used for floors and walls. The materials used to cover the wall shall be up to a height of not less than 1½ metres from the floor. <ul style="list-style-type: none"> • Cloakrooms shall be properly ventilated; • Gender privacy shall be assured and clearly indicated; • All doors shall be fitted with appropriate locks; • All toilets shall be clean and functional. • The following shall be provided and maintained- <ul style="list-style-type: none"> - Soap dispenser with soap; - Disposable tissue, and/or electric

SECTION- ITEM	DETAILS
	<p>hand drier;</p> <ul style="list-style-type: none"> - A hand wash basin; - Running hot and cold water; - Toilet paper; - Sanitary bin with liner and lid. <ul style="list-style-type: none"> • Facilities for the Disabled or handicapped. • Individual urinals with running water and drainage shall be available.
<p>8.2 Staff Changing Rooms</p>	<p>Shall be sufficient in relation to the number of staff, Shall be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed. • Facilities for the Disabled or handicapped shall be provided.
<p>8.3 Refuse Storage and Disposal</p>	<p>Facilities shall meet the local health and environmental protection standards.</p>
<p>8.4 Sewage</p>	<p>Drainage shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations.</p>
<p>8.5 Vermin Proofing</p>	<p>All areas of the establishment shall be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin.</p>
<p>8.6 Water Supply</p>	<p>There shall be consistent supply of safe water conforming to local and WHO standards. Water from private sources shall be appropriately treated.</p>
<p>8.7 Water Storage</p>	<p>Shall be adequate to last at least one (1) day, in case of supply breakdown.</p>

SECTION- ITEM	DETAILS
<p>9.0 SAFETY AND SECURITY</p> <p>9.1 Fire Protection</p>	<p>Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <ul style="list-style-type: none"> • Fire drill exercises shall be carried out regularly. • Every establishment shall have an in-house core fire fighting team. • Statutory fire safety notices shall be prominently displayed in guest room and public areas.
<p>9.2 Electrical Safety</p>	<p>All electrical installations shall be well maintained, in accordance with applicable electrical safety laws.</p>
<p>9.3 Security</p>	<p>There shall be adequate security arrangements including:-</p> <ul style="list-style-type: none"> • Functional alarm system; • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices shall be prominently displayed and legible at all times.
<p>9.4 Emergency Power</p>	<p>There shall be appropriate alternative sources of power in case of failure of main supply. Power shall be available for at least 12 hours.</p>
<p>9.5 Medical Emergency</p>	<p>A properly equipped first aid kit, which shall include anti-snake venom, serum shall be provided, with some staff trained in first aid techniques and a resident nurse.</p>
<p>9.6 Safety of Swimmers</p>	<p>Adequate precaution shall be taken in hotels with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants or Life Guards at all times.</p>

SECTION- ITEM	DETAILS
10.0 SUNDRY SERVICES 10.1 Luggage Room	<p>There shall be a separate room for storage of luggage and lost property.</p>
10.2 Laundry Services	<p>Washing and ironing of guest clothes provided.</p>
11.0 HUMAN RESOURCES 11.1 Qualifications of Management Staff	<p>General management of the establishment shall be under a qualified person, certified by appropriate national authorities.</p>
11.2 Departmental Heads	<p>Depending on the size and organizational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department shall be supervised by an appropriately qualified person.</p>
11.3 Qualifications of Operative Staff	<p>The hotel shall be staffed by persons with appropriate training and/or experience to maintain satisfactory services for guests, at all times.</p>
11.4 Health	<p>Staff shall be medically examined regularly, in line with statutory health regulations.</p>
11.5 Staff Uniforms	<p>Uniforms in good, clean condition, in conformity with safety requirements, shall be provided.</p>
11.6 Cleanliness of Staff	<p>All staff shall be well groomed, clean in body and attire, at all times.</p>
12.0 STAFF WELFARE 12.1 Staff Accommodation	<p>Adequate accommodation with proper sanitary facilities shall be provided to all staff.</p>
12.2 Dining Facilities	<p>A Dining Room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, clean and well maintained shall be provided.</p>

SECTION- ITEM	DETAILS
13.0 GENERAL	
13.1 Parking Facilities	Adequate parking facilities with good security shall be provided within the establishment.
13.2 Drivers Accommodation	Depending on the location, adequate accommodation for drivers shall be provided with all necessary amenities and in keeping with the general standards of the establishment.
13.3 Insurance	The establishment shall be covered by a public liability insurance and other statutory insurance policies.

Part 7

Motels - One Star

SECTION- ITEM	DETAIL
1.0 LOCATION	The establishment shall be located along a highway, and its access shall be suitable for a Motel.
2.0 BUILDING 2.1 Autonomy of Building	There shall be separate and independent access for motel guests and for deliveries.
2.2 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from the weather.
3.0 FRONT OFFICE 3.1 Reception Area	An appropriate area suitably designed for receiving of guests shall be available.
3.2 Information Service	Appropriate and relevant guest information shall be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. shall be provided; • Literature covering services, internal telephone directory and menus shall be provided; • Special notice regarding the hotel lien shall be displayed.
3.3 Safe Deposit Service	Shall be available, in the proportion of at least one box for every five rooms.
3.4 Foreign Exchange Service	Foreign exchange service shall be provided.
3.5 Communication Services	Shall be available and include at least telephone.
4.0 LOBBY/LOUNGE AND OTHER PUBLIC AREAS	Shall be of proportionate size in relation to the capacity of the establishment, well equipped and furnished.
4.1 Furniture and Décor	Shall be of good quality, functional and well maintained.

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4.2 Floors and Walls	Shall be of good quality, clean and well maintained.
4.3 Lighting	Shall be adequate natural and or artificial.
5.0 RESTAURANTS	
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained.
5.2 Furniture and Equipment	Shall be functional, comfortable and appropriate and taking into account the needs of children and disabled/ handicapped persons.
5.3 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
5.4 Menu	Priced menu and beverage list, with a selection of local and international dishes, shall be appropriately displayed.
5.5 Lighting	Shall be adequate, natural and or artificial, with level of artificial illumination controllable.
6.0 KITCHEN	
6.1 Size	Area including food stores and pantry shall be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed.
6.2 Organization of the Kitchen	There shall be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work shall be carried out in separate areas.
6.3 Equipment of Kitchen	Work tops shall be of stainless steel or other impervious materials, and shall include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment shall be provided. All shall of good quality and be kept in good and clean condition.
6.4 Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers shall be provided. Hygienic means of hand drying shall be provided.
6.5 Fume Extraction	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction shall be provided.

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6.6 Waste Collection and Storage	<p>There shall be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> • All bins shall be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis.
6.7 Drainage	<p>All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no sewage system, it shall be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times.</p>
6.8 Kitchen Floors and Walls	<p>Shall be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All shall be of good workmanship and finish. Excellent levels of hygiene shall be observed. Floors shall have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces shall be covered.</p>
6.9 Kitchen Food Storage	<p>Shall be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets shall be available.</p>
7.0 GUEST ROOMS 7.1 Minimum Size	<p>Minimum size of bedrooms shall be 12 sq. m.</p>
7.2. Regulation of Temperature	<p>Adequate natural ventilation, and/or sufficient mechanical air conditioning shall be provided, so as to maintain an average temperature range of 15°- 29°c, where applicable.</p>
7.3 Furniture, Fittings and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat or rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded. • TV and telephone shall be available.

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7.4 Furnishings and Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme. • Beddings shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.
7.5 Change of Linen	<p>Shall be changed after every two nights of use or with every new guest.</p>
7.6 Floors, Walls And Ceilings	<ul style="list-style-type: none"> • Shall be of good finish and well maintained. • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material
7.7 Lighting and Ventilation	<p>Openable window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.</p>
7.8 Sound Proofing	<p>Well sound proofed rooms, for the comfort and privacy of guests.</p>
7.9 Information in Bedrooms	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc., shall be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well displayed. • All information shall be provided in Kiswahili, English and at least one other internationally recognizable language.
7.10. Bedroom Communication System	<p>An electric bell, light signal or telephone shall be provided in every room for internal communication</p>
7.11 Door Designation	<p>Shall be numbered, lettered or otherwise designated with clear signage.</p>
7.12 Door Security	<p>Good quality and secure locks or locking system on each</p>

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	door, providing maximum privacy and security shall be installed.
8.0 GUEST BATHROOM 8.1 Size	Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.
8.2 Equipment and Fittings	Shall be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.
8.3 Floors, Walls and Ceilings	<p>Good impervious non-slip materials shall be used.</p> <ul style="list-style-type: none"> • The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.
8.4 Towels	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.
8.5 Lighting and Ventilation	<ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
8.6 Supplies in the Bathroom.	The following shall be supplied in each bathroom: sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
9.0 HYGIENE & SANITATION 9.1 Guest Cloakrooms	<p>Good impervious non-slip material shall be used for floors and walls. The materials used to cover the wall shall be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms shall be properly ventilated. • Gender privacy shall be assured and clearly indicated. • All doors shall be fitted with appropriate locks. • All toilets shall be clean and functional. • The following shall be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap; - Disposable tissue, and or electric hand drier; - A hand wash basin; - Running hot and cold water; - Toilet paper; - Sanitary bin with liner and lid.

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	<ul style="list-style-type: none"> • Facilities for the Disabled or handicapped. • Individual urinals with running water and drainage shall be available.
9.2 Staff Changing Rooms	<p>Shall be sufficient in relation to the number of staff. Shall be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed. • Facilities for the Disabled or handicapped shall be provided.
9.3 Refuse Disposal	<p>Shall meet the local health standards and environmental protection regulations.</p>
9.4 Sewage	<p>Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations.</p>
9.5 Vermin Proofing	<p>The premises shall be fumigated regularly in accordance with health regulations and properly protected against other vermin.</p>
9.6 Water supply	<p>There shall be consistent supply of safe water conforming to local and WHO standards. Water from private sources shall be appropriately treated.</p>
9.7 Water Storage	<p>There shall be enough storage capacity to last at least one day, in case of supply breakdown.</p>

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10.0 SAFETY AND SECURITY 10.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire drill exercises shall be carried out regularly; • Every establishment shall have an in-house core fire fighting team; • Statutory fire safety notices shall be prominently displayed in guest room and public areas.
10.2 Electrical Safety	All electrical installations shall be well maintained, in accordance with applicable electrical safety laws.
10.3 Security	Adequate arrangements, including a functional alarm system, connected to external rapid response system as well as properly trained and equipped personnel shall be in place.
10.4 Emergency Power	There shall be appropriate alternative sources of power in case of failure of the main supply.
10.5 First Aid	Adequate kit shall be provided, with some of the staff on duty trained in its application techniques.
10.6 Safety of Swimmers	Adequate precaution shall be taken in motels with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants or Life Guards at all times.
11.0 SUNDRY SERVICES 11.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
11.2 Laundry and Dry Cleaning Services	Washing and ironing services provided.
12.0 HUMAN RESOURCE 12.1 Management	General management of the establishment shall be under a qualified person.
12.2 Departmental	Depending on the size and organizational structure of the

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Heads	establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.
12.3 Qualifications of Operative Staff	Persons with appropriate training and or experience shall man the hostel and maintain satisfactory services for guests at all time.
12.4 Health	Staff shall be medically examined regularly, in line with statutory health regulations.
12.5 Staff Uniforms	Uniforms shall be in good, clean condition, in conformity with safety requirements, and shall be provided.
12.6 Dining and Recreation Facilities for Staff	A dining room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained shall be provided.
12.7 Cleanliness of Staff	All staff shall be well groomed, clean in body and attire, at all times.
12.8 Lifts	Guest lifts shall be provided for buildings of four or more storeys, including ground floor.
12.9 Parking Facilities	Adequate and secure parking facility shall be provided for guests. Disabled persons shall be catered for.

MARIA MUTAGAMBA,
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