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CONTENTS

	<i>Legal Notice</i>	<i>Page</i>
1 Standards Criteria for Classification of Hotels, Restaurants and other Tourist Accommodation Facilities in East Africa	No. 37	2
1 Preface		3
1 Criteria for Classification of Lodges		4-34
1 Criteria for Classification of Motels		35-52
1 Criteria for Classification of Tented Camps		53-83
1 Criteria for Classification of Town Hotels		84-114
1 Criteria for Classification of Vacation Hotels		115-145
1 Criteria for Classification of Villas, Cottages and Serviced Apartments		146-160
1 Criteria for Classification of Restaurants		161-171
1 Guidelilnes for Approved Hotels		172-175
1 Guidelilnes for Guest Houses		173-179
1 Guidelilnes for Hostels		180-183
1 Guidelilnes for Home Stays		184-185
1 Guidelilnes for Approved Camping/Caravan Sites		186-187
1 Glossary		188-191

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EAST AFRICAN COMMUNITY

Standards Criteria for Classification of Hotels, Restaurants and other Tourist Accommodation Facilities in East Africa

PREFACE

The Treaty for the Establishment of the East African Community was signed on 30th November 1999. It was the culmination of nearly three years of exhaustive negotiations and consultative processes among the people of East Africa, in the quest for reconstituting the system of cooperation that had prevailed in the region in the 1960's, and early 1970's before the collapse of the former East African Community in 1977.

The Treaty sets out a bold vision for the eventual unification of the EAC Partner States. Among the specific areas identified for cooperation in the Treaty is the Tourism and Wildlife Management sector.

Articles 115 and 116 of the Treaty outline the principles for co-operation in Tourism and Wildlife Management. In order to promote the attainment of the objectives of the Community, as set out in Article 5 of the EAC Treaty, the Partner States are working together in a co-coordinated manner, to develop the quality of accommodation and catering facilities for visitors within the region.

The development of Tourism and Wildlife within the Community is thus undertaken through the EAC Sectoral Committee, the Coordination Committee and the Sectoral Council responsible for Tourism and Wildlife affairs.

The Sectoral Committee on Tourism and Wildlife Management is composed of different sub-committees that deal with the various aspects of the sector, among which has been the development of a quality assurance system in accommodation and catering facilities for tourists.

In 2000, the Sectoral Committee on Tourism and Wildlife Management, constituted the East African Panel of Experts (five (5) experts from each Partner State), in line with the provisions of Article 115(2) of the East African Treaty, which provides for the establishment of "*a common code of conduct for private and public tour and travel operators, standardize hotel classification and harmonize the professional standards of agents in the tourism and travel industry within the Community*". The Project was set up in order to help establish regional guidelines and cooperation in the area of hospitality facilities classification and grading, and by so doing, facilitate Partner States' raising of quality standards in the accommodation and catering sector.

The recommendation to constitute the Panel was approved by the Council of Ministers, in 2001. The Panel of Experts held 16 regional consultative meetings rotating within the Partner States, which have culminated into this East African Community, Standards Criteria for Classification of Hotels, Restaurants and Other Tourist within the Community. *The EAC Standards Criteria for Classification of Hotels, Restaurants and Other Tourist Facilities* will thus supercede all other Criteria existent in Partner States for the same purpose, once ratified by the East African Legislative Assembly.

Conscious of the different stages of development of EAC Partner States and their respective accommodation and catering facilities, the EAC Standards Criteria, provides for a wide range of options which investors may choose to aim at - from Guidelines for 'Approved' establishments to Criteria for attaining star rating, ranging from One (1) to five (5) Star.

The classification system brings out different aspects of service delivery essential for customer satisfaction. It covers physical and tangible characteristics of accommodation establishments such as location, dimensions of rooms, supplies in bathrooms and frequency of change of linen, as well as non tangible elements such as style, elegance, comfort, finish and luxury. The system covers social contact in aspects such as staff grooming and communication skills.

If the region is to enjoy the benefits that tourism can bring, there is need to go for quality rather than quantity. Quality assurance indicators like the star rating system established in the developed criteria for accommodation and catering facilities is one of the ways of building confidence in potential customers who would like to patronize the region, and have the quality of our tourism product internationally recognized. This is the only way in which the Community is going to be able to develop and maintain competitive tourism accommodation and catering facilities.

In this EAC Standards Criteria, the Tourism industry in East Africa has a tool that will facilitate the offering of products and services that will consistently meet the expectations of the tourists patronizing this great region. The Criteria covers various aspects of an establishment that contribute to the offering of various products and services whose sum total generates the grading and rating of the quality.

Quality is a journey without an end and I therefore urge service providers in the accommodation and catering sector to constantly utilize the EAC Standards Criteria as their guide to encourage and maintain quality standards in products and services being delivered to tourists in East Africa.

Amb. Juma Volter Mwapachu,
Secretary General,
East African Community,
August, 2010

CRITERIA FOR CLASSIFICATION OF LODGES

Lodge

A commercial establishment, located within or near natural habitat rich in fauna and flora, normally in or near conservation areas, in which the majority of clients are leisure or adventure seekers

Minimum Score For Lodges

- (a) To qualify for a **One Star** grading, a Lodge must score **100 percent** on Essential Items; and a minimum of **50 percent points** out of a possible total of **2,110 points** marked on the Criteria for attaining a **One Star** rating.
- (b) To qualify for a **Two Star** grading, a Lodge must score **100 percent** on Essential Items; and a minimum of **60 percent** out of a possible total of **2,380 points** marked on the Criteria for attaining a **Two Star** rating.
- (c) To qualify for a **Three Star** grading, a Lodge must score **100 percent** on Essential Items; a minimum of **30 percent** of the total points under each main section in the Criteria and a minimum of **60 percent** out of a possible total of **3,115 points** marked on the Criteria for attaining a **Three Star** rating.
- (d) To qualify for a **Four Star** grading, a Lodge must score **100 percent** on Essential Items; a minimum of **40 percent** of total points under each main section in the Criteria; and a minimum total of **70 percent** out of a possible total of **4,590 points** marked on the Criteria for attaining a **Four Star** rating.
- (e) To qualify for **Five Star** grading, a Lodge must score **100 percent** on Essential Items; a minimum of **50 percent** of the total points under each main section in the Criteria; and a minimum total of **80 percent** points out of a possible total of **5,145 points** marked on the Criteria for attaining a **Five Star** rating.

Essential Items

- Occupational Permit
- Valid EIA Report/Audits
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Emergency evacuation
- Lodge/Camp Insurance
- Drivers' Accommodation
- Staff Accommodation

CRITERIA FOR CLASSIFICATION OF LODGES

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	Should be suitable for a Lodge.	Same as for One	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility	Same as for Three Star.	Same as for Three Star.	
	10	10	20	20	20	
1.2 Site and Environment	The establishment should be in harmony with the natural and/or built up environment, and in conformity with the Building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds.	Same as for One Star	Same as One for Star but the location should have added advantage in terms of scenery and/or, fauna and flora.	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora.	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora	Environmental Impact Assessment should be done before construction
	20	20	30	40	50	
2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment.	Same as for One Star.	Same as for One Star but with a more attractive architectural design and finish.	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal.	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment.	
	20	20	30	40	50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	10	10	10	10	10	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.3 Corridors, Hallways, Staircases and Walkways	Should be in accordance with the Buildings Code, allow easy passage and be well lit at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3..0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as Four Star 40	
3.2 Information Service	Appropriate and relevant guest information should be available, including:- • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as for One Star. 20	Same as for One Star. 20	Same as One Star. 20	
3.3 Hours of Service	They should be at least twelve (12). 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. 20	Same as for One Star 20	Should be available, in the proportion of at least one Safe for every five rooms 30	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Lodges and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 FUNCTION ROOM(S)/AREA (S) (Briefings, Conferences, Banquets, etc)						
5.1 Features and Facilities	At least One multi-purpose room of not less than 1.5 sq m. per guest with good furniture to match the general standard of the establishment.	Same as for One Star.	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained.	Same as for Three Star but with high quality furniture, furnishings and fittings.	Same as for Four Star but of very high quality audiovisual and internet facilities.	
	20	20	30	40	50	
6.0 DINING ROOM/AREA						
6.1 Features and Facilities	At least One room, commensurate to the number of beds. Should be well furnished, ventilated, lit and maintained.	Same as for One Star,	Same as for One Star, but offering greater degree of comfort..	Same as for Three Star, but offering considerable luxury and convenience.	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort	
	20	20	30	40	50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons.	Same as for One Star but all of better quality.	Same as for Two Star but all should be of superior quality.	Same as for Three Star but luxurious and more elegant.	Same as for Four Star but distinctively luxurious and elegant.	
	40	50	60	70	80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained.	Same as for One Star but of better range and quality	Same as for Two Star but of wider range, higher quality and comfort	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance	
	20	30	40	50	60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable.	Same as for One Star but light fittings should be of better quality	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	
	20	30	40	50	50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support good standards of cleanliness and hygiene 10	Same as for One Star but with high standards of cleanliness and hygiene. 20	Same as for Two Star but with higher quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.6 Menu	A Menu with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the dining room. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2 Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	
7.5 Beverage Cooling Systems	Adequate refrigeration/cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable. 40	
8.5 Equipment of Kitchen	Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools. 70	
8.6 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 should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the	Same as for One Star but with excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star but with distinctly superior quality materials and finish.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved 15	20	25	25	30	
8.11 Food Storage	Should 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 should be available. 10	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as Four Star 30	
8.12 Lighting	Should be adequate, natural and/or artificial, illumination. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq.m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2 Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9. 4. Fittings, Furniture and Equipment	<p>Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should 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 should be provided. • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • Telephone should be available. 	Same as for One Star but of high quality.	Same as for Two Star but should include a Computer data point.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request.	Same as for Four Star but offering a high degree of luxury.	
	30	40	50	60	70	
9. 5 Furnishings and Linen	<p>Soft furnishing and curtains should 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"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bedsheets, which can be tucked in. All beds should have under-blankets, Two bedsheets and 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly Higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained.					
	30	40	50	60	70	
9.6 Change of Linen	Should be should be changed after every two nights of use or with every new guest.	Same as for One Star	Same as for One Star	Should be changed daily	Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each bed.
	20	20	20	30	30	
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but tastefully presented.	Same as for Two Star but with a wide range of decorations.	Same as for Three Star but with a higher degree of sophistication	Same as for Four Star, but evidently more luxurious.	
	20	30	40	50	60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all times. Doors and windows should be of quality material	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for Four Star but of exceptionally high quality material and finish.	
	20	20	30	40	50	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination.	Same as for One Star.	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided.	Same as for Three Star but with high quality fittings.	Same as for Four Star but with much higher quality fittings.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Bedside switch and emergency lighting should be provided. 20	20	30	40	50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory, Lodge Telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Bedroom Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems in place. 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies torch/lamp and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates and good selection of beverages and wines. 60	
10.0 GUEST BATHROOM						
10.1 Bathroom	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens, should be provided.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Four Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be well stocked. Room service should be provided on 24 hour basis. 40	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Not applicable	Should have a terrace or balcony with appropriate furniture. 30	Same as for Four Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 70	Same as for Four Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided. They should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	Not applicable	Not applicable	<p>Soft furnishing and curtains should 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"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of excellent quality, finish and well maintained. <p>60</p>	<p>Same as for Four Star but materials and fittings should of excellent quality and luxurious.</p> <p>70</p>	
11.8 Lighting	Not applicable	Not applicable	Not applicable	<p>There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided.</p> <p>40</p>	<p>Same as for Four Star.</p> <p>40</p>	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.9 Sound Proofing	Not applicable	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Four Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc, should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language. 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centre should be provided.
11.11 Communication Systems	Not applicable	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- • Internal telephone connected to external network through the hotel switchboard, or direct dial, telephone extensions provided in all rooms of the Suite. • Computer data points/ hotspots. 40	Same as for Four Star but with <i>internet</i> facilities provided on request. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp and match boxes, supplied. Tea/coffee tray together with good quality kitchen utensils, cutlery and crockery should be supplied, with a high quality assortment of supplies.</p> <p>60</p>	<p>Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.</p> <p>70</p>	
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	<p>Linen should be changed daily or at the convenience of the guests.</p> <p>40</p>	<p>Same as for Four Star</p> <p>40</p>	
11.14 Room Security	Not applicable	Not applicable	Not applicable	<p>The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.</p> <p>15</p>	<p>Same as for Four Star but with functional electronic surveillance systems in place.</p> <p>20</p>	
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	<p>Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin.</p> <p>90</p>	<p>Same as for Four Star</p> <p>90</p>	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone, shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. They should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, work-manship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, face towels and bathrobes changed on a daily basis or at the convenience of the guests. 40	Same as for Four Star but of superior quality. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Lighting and Ventilation	Not applicable	Not applicable	Not applicable	<p>Appropriate number of lights, one of them being above the mirror should be available for general illumination of the bathroom.</p> <p>Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. <p>Fittings and finish should be of superior quality.</p> <p>50</p>	<p>Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.</p> <p>60</p>	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	Not applicable	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p>20</p>	<p>Same as for Four Star, but should be of superior quality and sufficient wattage.</p> <p>30</p>	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for Three Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should 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. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks. 					
	40	40	50	60	60	
12.2 Staff Changing/Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual 	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	Where the staff resides on “premises” appropriate changing room facilities should be provided.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided. Amenities should be in keeping with standards of the establishment. 30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should 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. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should 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 alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The Lodge must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.3 Security	There should be adequate security arrangements including:- <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 should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 10	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Three Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in First Aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for Three Star but should be available for 20 hours. 30	Same as for Four Star but should be available for 24 hours. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.4 Laundry Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- • Terms and conditions of service; • Schemes of service; • Employee reward/ incentive scheme(s); • In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available. 30	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should 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 should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with Duty Manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.4 Professional Qualifications of Operative Staff	<p>All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.</p> <p>At least 40% of the staff should possess certified qualifications from recognized institutions.</p>	Same as for One Star but the proportion of professionally certified staff should be at least 50%	Same as for Two Star but the proportion of professionally certified staff should be at least 70%	Same as for Three Star but the proportion of professionally certified staff should be at least 80%	Same as for Four Star but the proportion of professionally certified staff should be 90%	Appropriate on-job training programmes should be formulated and maintained.
	20	35	45	50	60	
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili.	Same as for One Star	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili.	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili.	Same as for Four Star.	
	20	20	30	40	40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	10	10	10	10	10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation.	Same as for One Star.	Same as for One Star, but should be of good quality.	Same as for Three Star, but of very good quality.	Same as for Four Star but of superior good quality.	
	20	20	30	40	50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
15.10 Dining Facilities	Dinning facilities of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/ handicapped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 30	Same as for One Star 30	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 50	Same as for Three Star 50	Same as for Three Star 50	
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be provided and fully equipped 20	Same as for Three Star 20	Same as for Three Star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star 15	Same as for One Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good quality.	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated	Same as for Four Star.	
	20	20	40	50	50	
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	
16.11 Health Club	The establishment should be covered by public liability insurance and other statutory insurance policies.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	

CRITERIA FOR CLASSIFICATION OF MOTELS**Motel**

A commercial establishment, located along a highway or motor way, catering mainly to motorists and other highway and road users.

Minimum Score for Motels

- a. To qualify for **One Star** grading, a Motel must score **100 percent** on Essential Items; and a minimum of **50 percent** points out of a possible total of **2,150 points** marked on the Criteria for attaining a **One Star** rating.
- b. To qualify for **Two Star** grading, a Motel must score **100 percent** on Essential Items; and a minimum of **60 percent** out of a possible total of **2,525 points** marked on the Criteria for attaining a **Two Star** rating.
- c. To qualify for **Three Star** grading, a Motel must score **100 percent** on Essential Items; a minimum of **30 percent** points under each main section of the Criteria and a total minimum of **60 percent** out of a possible total of **3,165 points** marked on the Criteria for attaining a **Three Star** rating.

Essential Items

- Occupational Permit
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Security Systems
- Fire Safety
- Electrical safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Motel Insurance

CRITERIA FOR CLASSIFICATION OF MOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.0 LOCATION				
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel. 15	Same as for One Star, but should be located for the convenience of long distance travellers. 20	Same as for Two Star 20	
1.2 Site and Environment	It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as for One Star, but should blend in very well with the natural and/or built up environment 30	Appropriate authorities in member states should set aside the sites suitable for Motel building/ development. Environmental Impact Assessment studies should be undertaken
1.3 Motel Service Station	The establishment should provide basic facilities and associated services, except where one exists within a reasonable distance 20	Same as for One Star but the range of facilities and services should be good. 30	Same as for Two Star, but with higher quality of facilities and services. 40	This includes provision for garage and fuel services.
2.0 BUILDING				
2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star. 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical natural and cultural environment, and access to the rooms should ideally be through motorable access ways. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality. 40	
2.3 Capacity	The motel should have at least ten (10) lettable accommodation units. 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 15	Same as for One Star but with good finish and high quality materials used. 20	Same as for Two Star but with better finish and higher quality materials used. 30	
2.5 Site Signage and Notices	Proper and clear signs and notices should be provided directing the traveler to different services. 10	Same as for One Star 10	Same as for One Star 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
3.0 FRONT OFFICE				
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 20	Same as for One Star 20	Same as for One Star but a separate concierge service area should be provided 30	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. • All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 15	Same as for One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for Two Star. 20	
3.3 Hours of Service	There should be a 24 hours' service. 20	Same as for One Star 20	Same as for One Star 20	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Same as for One Star. 10	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 30	Same as for One Star 30	Individual safe deposit box should be provided in the guest rooms 40	
3.6 Foreign Exchange Services	Foreign exchange service should be provided. 10	Same as for One Star 10	Same as for One Star 10	
3.7 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language 20	
3.8 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)				
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 20	Same as for Two Star but exclusively designed for and used by guests. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	
4.3 Amenities and Accessories	The size and range of amenities and accessories should be proportionate to the size of the motel and the needs of customers, including the disabled. 30	Same as for One Star but of better range and quality 40	Same as Two Star, but with greater range and higher quality. 50	
4.4 Décor	Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained. 30	Same as for One Star, but should bear a distinct theme and/or concept. 40	Same as for Two Star, but of higher quality, and distinctively richer décor. 50	
4.5 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star. 40	Same as for One Star. 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, clean and well maintained. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but of higher quality materials and finish. 40	
4.7 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	
4.8 Telephone Facilities	Depending on telecommunication services coverage, public telephone services should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
4.9 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	
4.10 Refreshments	Should be available and easily accessible for 24 hours a day 20	Same as for One Star. 20	Same as for One Star. 20	
4.11 Minimum Size of Public Rooms	Should be as per the Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
5.0 RESTAURANTS				
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained. 15	Same as for One Star but should be of better quality. 20	Same as for Two Star, but with a section providing proper and adequate full service seating facilities. 30	
5.2 Furniture, Equipment and Accessories	Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/ handicapped persons. 40	Same as for One Star but should be of better quality. 50	Same as for Two Star but all should be of higher quality. 60	
5.3 Interior Décor	Should be modest with harmony of colours. 20	Same as for One Star 20	Same as for One Star but aesthetically more pleasant and of superior quality materials. 30	
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene. 15	Same as for One Star, but should be of good quality materials. 20	Same as for Two Star but with high quality design, workmanship and finish. 30	
5.5. Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed. 10	Same as for One Star but with better quality presentation and wider choice. 20	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list. 30	
5.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience. 40	
5.7 Service Stations	Should be well appointed and proportional to seating capacity 20	Same as for One Star. 20	Same as for One Star. 20	
5.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
6.0 BAR(S)				
6.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 20	Same as for One Star but with better quality materials. 25	Same as for Two Star but with better ambience. Facilities to prepare non-stocked refreshments should be provided. 30	
6.2. Floors, Walls, Ceilings and Decor	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 20	Same as for Two Star but with very high quality finishes. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
6.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	
6.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	
6.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of high quality. 30	Same as for Two Star but should be of higher quality, offering greater comfort. 40	
6.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	
6.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of high quality. 20	Same as for Two Star but should be of higher quality and design. 30	
6.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines and snacks. 30	
7.0 KITCHEN				
7.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	
7.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	
7.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as for One Star 30	Same as for One Star. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
7.4 Organization of the Kitchen	There should be different and appropriate work-tops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 40	Same as for One Star. 40	Same as for One Star but highly organized and departmentalized. 50	
7.5 Equipment Of Kitchen	Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 30	Same as for One Star. 30	Same as for One Star, but each section should be provided with appropriate tools. 40	
7.6. 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 should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	
7.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	
7.8 Waste Collection and Storage	There should be a sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. 30	Same as for One Star 30	Same as for One Star 30	
7.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no sewage system, it should be	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times 30	30	30	
7.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces should be coved. 20	Same as for One Star but with high quality materials and finish. 30	Same as for Two Star but with higher quality materials and finish. 40	
7.11 Food Storage	Should 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 should be available. 30	Same as for One Star 30	Same as for One Star but should have separate compartments for various food stuffs. 40	
7.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	
8.0 GUEST ROOMS				
8.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	
8.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star 40	Same as for One Star. 40	
8.3 Fittings, Furniture, and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.	Same as for One Star but of high quality.	Same as for Two Star but of higher quality and should include a Computer data point/hotspots.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<ul style="list-style-type: none"> A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. Waste paper baskets, luggage and shoe rack should be provided. All lamps should be shaded TV and telephone should be available. 30	40	50	
8.4 Furnishings and Linen	<p>Soft furnishing and curtains should 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"> Should be well designed, in harmonized colour scheme. Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of higher quality. 50	
8.5 Change of Linen	<p>Should be changed after every two nights of use or with every new guest.</p> 20	Same as for One Star 20	Same as for One Star 20	There should be a Par Stock of at least three pairs of sheets for each bed.
8.6 Décor	<p>Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained.</p> 30	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	
8.7 Floors, Walls and Ceilings	<p>Should be of good finish and well maintained. Carpets where applicable, should be professionally</p>	Same as for One Star but with high quality material used.	Same as for Two Star but with higher quality material used.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	fitted, with a good under lay and should be clean at all times. Doors and windows should be of quality material 15	20	30	
8.8 Lighting	There should be adequate natural lighting where the window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 10	Same as for One Star but with better quality materials and fixtures. 20	Same as for Two Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	
8.9 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star 30	Same as for One Star. 30	
8.10 Information in Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 15	Same as for One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for Two Star. 20	
8.11 Bedroom Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points 20	
8.12 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star but in good quality fittings. 15	Same as for Two Star but of better quality fittings. 20	
8.13 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for One Star, but with high quality fittings 20	Same as for One Star, but with higher quality fittings 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	
9.0 GUEST BATHROOM				
9.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	
9.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	
9.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with a mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray. 20	Same as for One Star but with high quality materials, fittings, workmanship and finish 30	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm. long. 40	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
9.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star, but with high quality material. 20	Same as for Two Star, but with higher quality material. 30	
9.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star but of bigger size and better quality including a face towel. 15	Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe. 20	
9.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	
9.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star but should be of good quality. 15	Same as for Two Star, but should be of superior quality. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
9.8 Supplies in the Bathroom	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	
9.9 Sanitization	Bins, WC, hand wash basins, bath tubs and shower trays should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	
10.0 HYGIENE AND SANITATION				
10.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should 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. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks 15	Same as for One Star but with high quality materials, fittings and finish 20	Same as for Two Star but with higher quality materials, fittings and finish 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
10.2 Staff Changing/ Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/Handicapped should be provided. Amenities should be in keeping with the standards of the establishment <p>15</p>	Same as for One Star but with high quality materials, fittings and finish <p>20</p>	Same as for Two Star but with higher quality materials, fittings and finish <p>30</p>	
10.3 Refuse Disposal	Should meet the local health standards and environmental protection regulations <p>20</p>	Same as for One Star <p>20</p>	Same as for One Star but with evidence for professional handling. <p>30</p>	
10.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to a 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>30</p>	Same as for One Star <p>30</p>	Same as for One Star <p>30</p>	
10.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin <p>20</p>	Same as for One Star <p>20</p>	Same as for One Star <p>20</p>	
10.6 Water supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority <p>20</p>	Same as for One Star <p>20</p>	Same as for One Star. <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown. 20	The storage capacity should be for at least three days. 30	The storage capacity should be for at least five days 40	
11.0 SAFETY AND SECURITY				
11.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should 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 alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Two Star but with smoke detectors and sprinklers installed. 40	
11.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Two Star but with higher quality materials, fittings and workmanship 20	
11.3 Security	Adequate arrangements, including a functional alarm system, as well as properly trained and equipped personnel should be in place. 15	Same as for One Star 15	Same as for One Star but connected to external rapid response system 20	
11.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply 30	Same as for One Star 30	Same as for One Star 30	
11.5 First Aid	Adequate Kits should be provided, with some of the staff on duty trained in its application techniques. 15	Same as for One Star but with a Clinical Officer on call. 20	Same as for Three Star but with a Doctor on call. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
12.0 SUNDRY SERVICES				
12.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star 10	Same as for One Star 10	
12.2 Shoe Shine	Services should be available. 10	Same as for One Star 10	Same as for One Star 10	
12.3 Room Service	Room service available on request. 10	Same as for One Star but should be available for 18 hours 15	Same as for Two Star but should be available for 24 hours 20	
12.4 Laundry and Dry Cleaning Services	Washing and ironing services provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star 10	Same as for One Star but dry cleaning should be arranged if not available. 20	There should be a Par stock of at least Three pairs of sheets for each bed.
13.0 HUMAN RESOURCE				
13.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- <ul style="list-style-type: none"> • Terms and conditions of service; • Schemes of service; • Employee reward/incentive scheme(s); • In-house and External training programmes 25	Same as for One Star 25	Same as for One Star 25	
13.2 Management	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 35	Same as for One Star 35	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available. 45	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
13.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should 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 should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
13.4 Professional Qualifications of Operative Staff	<p>All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.</p> <p>At least 40% of the staff should possess certified qualifications from recognized institutions.</p> <p>20</p>	<p>Same as for One Star but the proportion of professionally certified staff should be at least 50%</p> <p>35</p>	<p>Same as for Two Star but the proportion of professionally certified staff should be at least 70%</p> <p>45</p>	<p>Appropriate on-job training programmes should be formulated and maintained.</p>
13.5 Languages	<p>Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel.</p> <p>The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili</p> <p>30</p>	
13.6 Health	<p>Staff should be medically examined regularly, in line with statutory health regulations.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	
13.7 Staff Uniforms	<p>Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
13.8 Personal Grooming	<p>All staff should be well groomed, clean in body and attire, at all times.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	
13.9 Dining and Recreational Facilities for Staff	<p>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 should be provided.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
14.0 GENERAL				
14.1 Audiovisual	<p>Soft background or piped music should be available.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star but with a multi channel TV</p> <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
14..2 ‘Courtesy of Choice’	‘Smoking and ‘Non-Smoking’ zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	
14.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	
14.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	
14.5 Parking Facilities	Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage. 10	Same as for One Star but parking space should be clearly marked and well lit. 15	Same as for Two Star but with an Attendant. 20	
14.6 Shopping Facilities	A boutique/shop stocking items convenient for travelers should be available. 10	Same as for One Star 10	Same as for One Star 10	
14.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star. 10	Same as for One Star 10	
14.8 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star, but with adequate landscaping. 25	Same as for Two Star but with some degree of creativity 30	
14.9 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- • Treatment room and filtration plant • Beds and mattresses • Separate changing	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but materials, structures, fixtures and equipment, should be of high quality	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	rooms for men and women should be provided. • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 10	20	25	
14.10 Motel Insurance	Public liability insurance and other statutory insurance policies should cover the motel. 20	Same as for One Star 20	Same as for One Star 20	

CRITERIA FOR CLASSIFICATION OF TENTED CAMPS

Tented Camp

A commercial establishment of permanent, semi-permanent and/or mobile tented facilities usually located close to or within popular areas such as beaches, rivers, lakes, protected areas, national parks, game reserves or forests.

TENTED CAMPS

- (a) To qualify for a **One Star** grading, a Tented Camp must score **100 percent** on Essential Items; and a minimum of **50 percent points** out of a possible total of **2,095 points** marked on the Criteria for attaining a **One Star** rating.
- (b) To qualify for a **Two Star** grading, a Tented Camp must score **100 percent** on Essential Items; and a minimum of **60 percent** out of a possible total of **2,355 points** marked on the Criteria for attaining a **Two Star** rating.
- (c) To qualify for a **Three Star** grading, a Tented Camp must score **100 percent** on Essential Items; a minimum of **30 percent** of the total points under each main section in the Criteria and a minimum of **60 percent** out of a possible total of **3,090 points** marked on the Criteria for attaining a **Three Star** rating.
- (d) To qualify for a **Four Star** grading, a Tented Camp must score **100 percent** on Essential Items; a minimum of **40 percent** of total points under each main section in the Criteria; and a minimum total of **70 percent** out of a possible total of **3,695 points** marked on the Criteria for attaining a **Four Star** rating.
- (e) To qualify for five star grading, a Tented Camp must score **100 percent** on Essential Items; a minimum of **50 percent** of the total points under each main section in the Criteria; and a minimum total of **80 percent** points out of a possible total of **5,135 points** marked on the Criteria for attaining a **Five Star** rating.

- Occupational Permit
- Valid EIA Report/Audits
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Emergency evacuation
- Lodge/Camp Insurance
- Drivers' Accommodation
- Staff Accommodation

CRITERIA FOR CLASSIFICATION OF TENTED CAMPS

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.2 Location	Should be suitable for a Tented camp. 10	Same as for One Star 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural environment, and in conformity with the building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds. 20	Same as for One Star 20	Same as for One Star but the location should have added advantage in terms of scenery, and/or fauna and flora. 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora 50	Environmental Impact Assessment should be done before construction
2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.3 Walkways, Hallways and Staircases	Should be in accordance with the Buildings Code, allow easy passage and be well lit, at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3..0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as for One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as for Four Star 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Hours of Service	They should be at least twelve (12). 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One star 10	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. 20	Same as for One Star 20	Should be available, in the proportion of at least one Safe for every five rooms 30	Individual safe deposit box should be provided in the guest rooms 40	Same as for Four Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Guest contact staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but should also be able to communicate in at least one other internationally recognized language 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least a telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Tented Camp and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Three Star but with high quality air conditioning systems 20	Same as for Four Star 20	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	Walls may or may not be existing
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge/public areas, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 FUNCTION ROOM/AREA (Briefings, Conferences, Banquets, etc)						
5.1 Features and Facilities	At least an area of not less than 1.5 sq m. per guest with functional furniture to match the general standard of the establishment. 10	Same as for One Star but with good furniture. 20	Same as for Two Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
6.0 DINING AREA						
6.1 Features and Facilities	At least one designated dining area, commensurate with the number of beds. Should be well furnished, ventilated and maintained 10	Same as for One Star, but should be of better quality. 20	Same as for Two Star, but offering greater degree of comfort. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort 50	
6.6 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment. and well maintained 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene 20	Same as for One Star. 20	Same as for One Star but with high quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Walls may or may not be existent
6.6 Menu	A Menu, with a modest selection of local and international dishes with at least three courses should be available. 10	Same as for One Star but with better selection, quality, presentation 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list 40	Same as Four Star, but featuring excellent cuisine and very rich wine list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining area and or public area. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation. 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines and snacks, 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the	Same as One Star	Same as for One Star.	Same as for One Star.	Same as for One Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	preparation area and the restaurant/dining area 30	30	30	30	30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable. 40	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools. 70	
8. 6. 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 should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis.	Same as One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved	Same as for One Star but with excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved	Same as for Two Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star but with distinctly superior quality materials and finish.	
	15	20	25	25	30	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.11 Food Storage	Should 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 should be available. 10	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as for Four Star 30	
8.12 Lighting	Natural and/or artificial, illumination, should be adequate. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
10.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	Should be adequately spaced
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Three Star but with high quality air conditioning systems 20	Same as for Four Star 20	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9. 4. Fittings, Furniture and Equipment	<p>Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should 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, and bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded 	Same as for One Star but of high quality.	Same as for Two Star but should include a Computer data point.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request	Same as for Four Star but offering a high degree of luxury.	
	30	40	50	60	70	
9. 5 Furnishings and Linen	<p>Appropriate Soft furnishings:-</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained. 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly Higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	
	30	40	50	60	70	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily 30	Same as for Four Star 30	There should be a Par stock of at least three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication 50	Same as for Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish. 50	
9.9 Lighting	Design of tent should allow adequate natural lighting. One light fixture for each bed should be conveniently located. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
9.10 Guest Privacy	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory, Tent telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided.	Same as for One Star.	Same as for One Star.	Same as for One Star	Same as for One Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English and at least one other internationally recognizable language. 20	20	20	20	20	
9.12 Internal Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephones that can be connected to external network, through the switchboard, or direct dial. • Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Tent Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	
9.14 Tent Security	Good quality and secure locking system on each entrance, providing maximum security, should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a higher degree of sophistication 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air- 20	Same as for One Star but all items should be of good quality. 20	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe 30	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 40	Same as for Four Star but with assorted chocolates and good selection of beverages and wines. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	freshening supplies, Torch/lamp, and water glasses should be provided. 20	30	shining pads, sewing kits and bedroom slippers, should be provided 40	50	60	
10.0 GUEST BATHROOM						
10.1 Bathroom (s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment and Amenities	Should 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, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.. 80	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	
10.6 Lighting and Ventilation	Should be effective natural/or 20	Same as for One Star but should be of high quality 20	Same as for Two Star but of higher quality. 30	Same as for Three Star but with superior 40	Same as for Four Star 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	artificial for convenience and comfort of the guests. 20	materials, fittings, workmanship and finish. 30	40	quality fittings. 50	50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Star but the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not essential	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					should be provided, so as to maintain a temperature range for the comfort of the guests. 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should well stocked. Room service should be provided on 24 hour basis. 50	
11.4 Balconies/ Terraces	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture. 30	
11.5 Fittings and Furniture	Not essential	Not essential	Not essential	Not essential	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not essential	Not essential	Not essential	Not essential	Good décor with quality decorations. Flowers and indoor plants should be tasteful and elegant with a touch of luxury. 60	
11.7 Furnishings and Linen	Not essential	Not essential	Not essential	Not essential	Appropriate Soft furnishings:- • Should be well	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					<p>designed, in harmonized colour scheme.</p> <ul style="list-style-type: none"> • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained. <p>They should also be of excellent quality materials and luxurious.</p> <p>70</p>	
11.8 Lighting	Not essential	Not essential	Not essential	Not essential	<p>Design of tent should allow adequate natural lighting.</p> <p>One light fixture for each bed should be conveniently located.</p> <p>Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided.</p> <p>40</p>	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.9 Guest Privacy	Not essential	Not essential	Not essential	Not essential	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	
11.10 Information in Suites	Not essential	Not essential	Not essential	Not essential	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English, and at least One other internationally recognizable language. 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.
11.11 Communication Systems	Not essential	Not essential	Not essential	Not essential	A bell, light signal or telephone extensions should be provided in every room for internal communication. In addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial, • Telephone tariffs. • Computer data points/hotspots 50	
11.12 Supplies in Suites	Not essential	Not essential	Not essential	Not essential	Approved and sealed bottled drinking water supplied daily, bedside rug per	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					<p>guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied.</p> <p>Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied.</p> <p>In addition, all the utensils, tools and accessories should be of very high quality.</p> <p>70</p>	
11.13 Change of Linen	Not essential	Not essential	Not essential	Not essential	<p>Linen should be changed daily and/or at the convenience of the guest.</p> <p>40</p>	
11.14 Tent Security	Not essential	Not essential	Not essential	Not essential	<p>Good quality and secure locks/locking system on each door providing maximum privacy should be installed.</p> <p>20</p>	
11.15 Bathroom Size	Not essential	Not essential	Not essential	Not essential	<p>Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin.</p> <p>90</p>	
11.16 Bathroom Fittings and Equipment	Not essential	Not essential	Not essential	Not essential	<p>Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables,</p>	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					hair dryers and telephone. Should also have a shaver magnifying mirror and a shower cubicle All should be of very high quality. 80	
11.17 Bathroom Supplies	Not essential	Not essential	Not essential	Not essential	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. Should also have a shaver magnifying mirror and a shower cubicle. Luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not essential	Not essential	Not essential	Not essential	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not essential	Not essential	Not essential	Not essential	A minimum of two sets of high quality towels comprised of bath, hand, face towels and bathrobes changed on a daily basis, should be provided. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Lighting and Ventilation	Not essential	Not essential	Not essential	Not essential	<p>Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. • Design and finish of fittings should reflect a much higher degree of luxury. <p>60</p>	
11.21 Shaver Outlets and Sockets	Not essential	Not essential	Not essential	Not essential	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p>30</p>	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be properly ventilated; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for three Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>should be clean and functional;</p> <ul style="list-style-type: none"> The following should be provided and maintained:- - 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. - Coat hangers/hooks Facilities for the Disabled/handicapped; Individual urinals with running water and drainage should be available. Toilets should follow the township buildings code The entrance to the cloakrooms from adjacent rooms should have air locks. <p>50</p>	50	60	60	60	
12.2 Staff Changing/Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> Should be provided with sufficient toilets, hand wash basin and mirrors. Gender separation and privacy should be observed; Facilities for the Disabled/handicapped should be provided. Amenities should be in keeping with 	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	Where the staff reside on premises, changing rooms facilities should appropriately be limited.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	standards of the establishment 30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should 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. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should 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 alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The establishment must be insured against fire hazards. 	Same as for One Star but fire detectors should be installed.	Same as for Two Star but with smoke detectors and sprinklers installed.	Same as for Three Star	Same as for Three Star	
	20	30	40	40	40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws.	Same as for One Star	Same as for One Star but with high quality materials, fittings and workmanship	Same as for Three Star	Same as for Three Star but with higher quality materials, fittings and workmanship	
	10	10	15	15	20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.3 Security	There should be adequate security arrangements including:- • Functional alarm system • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 15	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main/usual supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Three Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for Three Star but should be available for 20 hours. 30	Same as for Four Star but should be available for 24 hours. 40	
14.4 Laundry Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- • Terms and conditions of service; • Schemes of service; • Employee reward/incentive scheme(s); • In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under professionally qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day 20	Same as for One Star 20	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and 30	Same as for Three Star but with Duty Manager available at all times. 40	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30	30	experienced, to maintain very good service for guests, at all times. 40	50	50	
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for Two Star but the proportion of professionally certified staff should be at least 70% 45	Same as for Three Star but the proportion of professionally certified staff should be at least 80% 50	Same as for Four Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international languages 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international language 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for Three Star, but of very good quality. 40	Same as for Four Star but of superior good quality. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
15.10 Dining Facilities	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handicapped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Star 30	Same as for Three Star 30	
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be fully equipped 20	Same as for Three Star 20	Same as for Three Star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star. 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good quality.	Same as for Two Star but should not be of less than seventy five (75) square metres.	Same as for Three Star but with a pool of not less than one hundred (100) square metres and high standard of design and finish. The water temperature should be regulated	Same as for Four Star.	
	20	20	40	50	50	
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	
16.11 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor.	Same as for One Star	Same as for One Star but with Steam bath, whirlpool and massage parlour provided.	Same as for Three Star	Same as for Three Star but with a wider range of luxurious facilities	
	15	15	20	20	30	

CRITERIA FOR CLASSIFICATION OF TOWN HOTELS**Town Hotel**

A commercial establishment, located within or near an urban centre, where the majority of clients are business and/or transit travellers.

Minimum Score for Town Hotels

- (a) To qualify for **One Star** grading, a Hotel must score **100 percent** on Essential Items; and a minimum of **50 percent** points out of a possible total of **2,135** points marked on the Criteria for attaining a **One Star** rating.
- (b) To qualify for **Two Star** grading, a Hotel must score **100 percent** on Essential Items; and a minimum of **60 percent** out of a possible total of **2,400** points marked on the Criteria for attaining a **Two Star** rating.
- (c) To qualify for **Three Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **30 percent** points under each main section of the Criteria and a total minimum of **60 percent** out of a possible total of **4,135** points marked on the Criteria for attaining a **Three Star** rating.
- (d) To qualify for **Four Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **40 percent** of the total points under each main section in the Criteria; and a minimum **80 percent** out of a possible total of **4,975** points marked on the Criteria for attaining a **Four Star** rating.
- (e) To qualify for a **Five Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **50 percent** of the total points under each main section in the Criteria; and a minimum of **80 percent** out of a possible total of **5,575** points marked on the Criteria for attaining a **Five Star** rating.

Essential Items

- Occupational Permit
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Security Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Hotel Insurance

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.3 Location	The location of the establishment should be suitable for a Town Hotel. 10	Same as for One Star 10	Same as for One Star, but offering easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural and/or built up environment and in conformity with the building and development regulations applicable to the town. 20	Same as for One Star 20	Same as for One Star, but the locality and the environment including the out look should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Three Star, but the locality and the environment including the out look should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in Partner States should set aside sites suitable for hotel building/development. Environmental assessment must be done
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor or private passages. 50	Same as for Three Star but in addition it should be semi-detached from other buildings. 60	Same as for Four Star but in addition the whole building should be completely detached from other buildings. 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical built up, natural, social and cultural environment. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but the architectural features and general construction of the building and its finish should be of better standards. 40	Same as for Three Star but the façade, architectural features, construction and finish of the building in relation to the environment should be of high standard, durable, safe and well maintained. 50	Same as for Four Star but should have elegant and distinctive features of a hotel of very high internationally recognizable standards and should have added functionality, safety, security and conducive to relaxation. 60	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units 10	Same as One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	
2.6 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for stair cases. Should be well maintained, and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and with decoration. 20	Same as for Three Star but with high quality finishes, decoration and good maintenance. 30	Same as for Four Star but elegantly made with very high quality finish. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3..0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as for One Star. 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation area should be provided to assist guests. 40	Same as for Four Star. 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- • Tourism service providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and Tariffs, and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star but with wider and varied information which include health, social and religious gatherings. 30	Same as for Three Star. 30	Same as for Three Star. 30	
3.3 Hours of Service	Should be twenty four (24) hours. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star. 10	Professional discrete paging system should be used. 20	Same as for Three Star. 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star. 20	Individual safe deposit box should be provided in the guest rooms. 40	Same as for Three Star. 40	Same as for Three Star. 40	There should be sufficient arrangement for the safe keeping of large valuables.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.8 Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day. 10	Same as for One Star 10	Same as for One Star 10	Same as for Three Star, but with doorman available. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French and Kiswahili. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include a Business Center and <i>Internet</i> services. 30	Same as for Three Star but with fully equipped and spacious Business Center. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	Should be adequate. The size and range of amenities and accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered. 40	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.4 Décor	Should be adequate, functional, simple, blending with the natural and cultural environment, of good quality and well maintained 10	Same as for One Star but of recognizable theme/concept. 20	Same as for Two Star but should be of higher quality. 30	Same as for Three Star but should be of much higher quality and luxurious. 40	Same as for Four Star but offering a distinctively greater quality. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but should be of high quality materials and excellent finish. 40	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial illumination 10	Same as for One Star but with better quality fittings. 20	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standards of fittings and finish. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 FUNCTION ROOMS: (Briefing, Conferences, Banquets etc.)						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained. 40	Same as for Three Star but with at least one large room of not less 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. high quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and internet facilities. 70	
6.0 RESTAURANT(S)						
6.1 Features and Facilities	At least One restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity. 20	Same as for One Star 20	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of the bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu should be available. 70	
6.2 Fittings, Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of children, disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as for One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish. 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 20	Same as for One Star but with better quality presentation and choice. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
7. 0 BAR(S)						
7.1 General Features and Facilities	At least one bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 10	Same as for One Star. 10	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but with elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 50	Same as for Four Star but with luxurious finish and décor. 70	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 60	Same as for Four Star. 60	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN(S)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as for One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	
8.6. 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 should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.10 Floors, Walls, and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope towards the	Same as for One Star	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	drainage point and the junction between all vertical and horizontal surfaces should be coved 20	20	40	40	40	
8.11 Food Storage	Should 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 should be available. 40	Same as for One Star 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star 60	Same as Three Star. 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
11.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9. 4. Fittings, Furniture and Equipment	<p>Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. High density foam rubber, cotton and other high quality materials are recommended</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. 	Same as for One Star but of high quality.	Same as for Two Star but should include a computer data point/hotspots.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request	Same as for Four Star but offering a high degree of luxury.	
	30	40	50	60	70	
9. 5 Furnishings and Linen	<p>Soft furnishing and curtains should 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"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>can be tucked in. All beds should have under-blankets, two bed sheets and top blanket or duvet with appropriate pillows.</p> <ul style="list-style-type: none"> • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. 					
	30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest.	Same as for One Star	Same as for One Star	Should be changed daily or as requested by the guest	Same as for Four Star	
	20	20	20	30	30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but tastefully presented.	Same as for Two Star but with a wide range of decorations.	Same as for Three Star but with a higher degree of sophistication	Same as for Four Star, but evidently more luxurious.	
	20	30	40	50	60	
9.8 Floors, Walls And Ceilings	Should be of good finish and well maintained. • Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. • Doors and windows should be of quality material.	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for Four Star but of exceptionally high quality material and finish.	
	20	20	30	40	50	
9.9 Lighting	Openable window area should not be of less than 20% of floor area. There should be	Same as for One Star	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable	Same as for Three Star but with high quality fittings.	Same as for Four Star but with much higher quality fittings.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, should be provided. 20	20	or other light fixtures suitable for reading, writing, etc. should be provided. 30	40	50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. Special notice regarding hotel lien and liabilities should be well displayed. All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Bedroom Communication System	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots 30	Same as for Three Star but with extensions provided in bathrooms. 40	Same as for Four Star. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, and assorted tissue paper, Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star 60	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3. Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet 10	Same as for One Star but with a large mirror. 10	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. 20	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 30	Same as for Four Star but with hair dryers and telephone extensions. 40	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	40	Built-in bath tubs should be at least 160 cm. long. 60	70	90	
10.4. Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 metres from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but should be of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom:	Same as for One Star	Same as for One Star but with addition of sanitary bags,	Same as for Three Star	Same as for Three Star but the quality and range should	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10		paper tissues and cotton pads. 20		reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basins, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Size	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star 30	Same as for Three Star 30	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained. 50	Same as for Three Star but should be of excellent quality materials and fittings. 60	Same as for Four Star but materials and fittings should more luxurious. 70	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.8 Lighting	Not applicable	Not applicable	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information In Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language. 20	Same as for Three Star 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for	Same as for Three Star but with telephone extensions provided in all	Same as for Four Star but with <i>internet</i> facilities provided on request.	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial. • Computer data points/hotspots 	rooms of the Suite.		
			30	40	50	
11.12 Supplies in Suites	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, "Do Not Disturb" sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied.</p>	Same as for Three Star but with a high quality assortment of supplies	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.	
			50	60	70	
11.13 Change of Linen	Not applicable	Not applicable	<p>Linen should be changed daily or at the convenience of the guests.</p>	Same as for Three Star	Same as for Three Star	
			10	10	10	
11.14 Room Security	Not applicable	Not applicable	<p>The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.</p>	Same as for Three Star	Same as for Three Star but with functional electronic surveillance systems in place.	
			15	15	20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.15 Bathroom Size	Not applicable	Not applicable	Should be not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, robes bathroom rug, shower caps, non-slip rug and slippers, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used. The materials used to cover the walls should be of at least 2.5 metres from the floor, and be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Bathroom Lighting and Ventilation	Not applicable	Not applicable	<p>Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. 	Same as for Three Star but with superior quality fittings and finish.	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.	
			40	50	60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided.	Same as for Three Star, but should be of superior quality and sufficient wattage.	Same as for Four Star	
			20	30	30	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star but in addition a well equipped powder room should be provided.	Same as for Four Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • All toilets should be clean and functional; • The following should 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. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks. 					
	30	30	50	60	60	
12.2 Staff Changing/Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and 	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	privacy should be observed; • Facilities for the Disabled/handicapped should be provided Amenities should be in keeping with standards of the establishment. 30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable. Where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.7 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 20	Same as for One Star 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. •Fire alarms should be installed; •All staff should be familiar with available fire fighting equipment and their use; •Fire drill exercises should be carried out regularly; •Every establishment should have an in-house core fire fighting team; •Statutory fire safety notices should be prominently displayed in guest room and public areas; •The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Two Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star 40	Same as for Three Star 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.3 Security	There should be adequate security arrangements including the following:- •a functional alarm system connected to external rapid response system; •Adequate, properly trained and equipped security personnel. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 10	Same as for One Star. 10	Same as for One Star but with standby generator providing basic lighting in essential and public areas 20	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 30	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 40	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary a Clinical Officer/Nurse should be available.
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least three pairs of sheets for each bed.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- <ul style="list-style-type: none"> • Terms and conditions of service; • Schemes of service; • Employee reward/incentive scheme(s); • In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should 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 should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and	Same as for One Star but the proportion of professionally certified staff	Same as for Two Star but the proportion of professionally certified staff	Same as for Three Star but the proportion of professionally certified staff	Same as for Four Star but the proportion of professionally	Appropriate on-job training programmes should be formulated and

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	should be at least 50% 35	should be at least 70% 45	should be at least 80% 50	certified staff should be 90% 60	maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star, but of very good quality. 30	Same as for Four Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and	Same as for One Star	Same as for One Star but additional in door and out door entertainment facilities should	Same as for Three Star	Same as for Three Star	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	20	be provided. 30	30	30	
16.0 GENERAL						
16.1 Audio Visual	Music or radio should be available in public areas 10	Same as for One Star. 10	Same as for One Star but with multi channel TV 20	Same as for Three Star 20	Same as for Three Star 20	
16.2 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features. 50	Same as for Four Star. 50	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Star 30	Same as for Three Star 30	
16.4 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.6 Shopping Facilities	Not essential	Not essential	A boutique stocking items convenient for travellers, should be available. 20	Same as for Three Star but with wider variety of gifts and souvenir items. 30	Same as for Four Star. 30	
16.7 Taxi Services	Should be available on call 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport Service	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided. 20	Same as for Three Star but with a variety of entertainment, which could include live music 30	Same as for Four Star but with top range of entertainment 40	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained. 30	Same as for Three Star but with very good landscaping with aesthetic appeal. 40	Same as for Four Star 40	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.12 Hotel Insurance	Hotel should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

CRITERIA FOR CLASSIFICATION OF VACATION HOTELS**Vacation Hotel**

A commercial establishment, located within or near a holiday attraction area, normally in sub urban areas and in which the majority of clients are holiday makers or leisure travellers.

Minimum Score for Vacation Hotels

- (a) To qualify for a **One Star** grading, a Hotel must score **100 percent** on Essential Items; and a minimum of **50 percent** points out of a possible total of **2,155 points** marked on the Criteria for attaining a **One Star** rating.
- (b) To qualify for a **Two Star** grading, a Hotel must score **100 percent** on Essential Items; and a minimum of **60 percent** points out of a possible total of **2,450 points** marked on the Criteria for attaining a **Two Star** rating.
- (c) To qualify for a **Three Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **30 percent** of the total points under each main section in the Criteria and a minimum of **60 percent** points out of a possible total of **4,175 points** marked on the Criteria for attaining a **Three Star** rating.
- (d) To qualify for **Four Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **40 percent** of the total points under each main section in the Criteria and a minimum total of **80 percent** points out of a possible total of **5,015 points** marked on the Criteria for attaining a **Four Star** rating.
- (e) To qualify for **Five Star** grading, a Hotel must score **100 percent** on Essential Items; a minimum of **50 percent** of the total points under each main section in the Criteria and a minimum total of **80 percent** points out of a possible total of **5,615 points** marked on the Criteria for attaining a **Five Star** rating.

Essential Items

- Occupational Permit
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Security Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Hotel Insurance

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Vacation Hotel. 10	Same as for One Star 10	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as for One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Four Star but the locality and the environment including the outlook should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in Partner States should set aside the sites suitable for hotel building/development. Environmental assessment must be done.
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor except for cottages. 50	Same as for Three Star, but in addition should be semi-detached from other buildings. 60	The whole building should be completely detached 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. Should be in harmony with the physical built-up, natural, social and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
2.7 Corridors, Staircases, Hallways and Walkways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and some decoration. 20	Same as for Three Star but with offering wider passage and with high quality finishes, decoration and maintenance. 30	Same as for Four Star but of very high quality 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as for One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as for Four Star. 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism service providers • Emergency and fire exit procedures etc. • Literature covering services, internal telephone directory;. • Special notice regarding the hotel lien should be displayed. All information should be in English/ French, Kiswahili, and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star but in addition information should cover a wider and varied range such as medical and other social services available within the locality. 30	Same as for Three Star. 30	Same as for Three Star. 30	
3.3 Hours of Service	At least eighteen (18) hours. 10	Same as for One Star 10	Twenty four (24) hours. 20	Same as for Three Star 20	Same as for Three Star 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours. 10	Same as for One Star 10	Bellboys available for 24 hours. 20	Same as for Three Star, but with doorman available. 30	Same as for Four Star 30	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Centre. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing facilities and materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Four Star but should be of greater range and higher quality 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, of permanent and impervious material and well maintained. High standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star. Floors, walls and ceilings should be of high quality material, excellent finish and well maintained at all times. 40	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial. 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be, available in a wider range. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge/are a bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 FUNCTION ROOM(S) (Briefings, Conferences, Banquets etc)						
5.1 Features and Facilities	At least one multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained. 40	Same as for Three Star but with at least one large room of not less 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound, and fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and internet facilities. 70	
6.0 RESTAURANTS						
6.1 Features and Facilities	At least one restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity. 20	Same as for One Star. 20	Same as for One Star but with a coffee shop and/or a snack bar. Total seating capacity, should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. A rich a la carté Menu should be available 70	
6.5 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as for One Star. 20	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this should be very well fitted and maintained 50	Same as for Four Star but should be of excellent quality, design and finish 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both à la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as for Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least one bar, conveniently located near the restaurant and/or lounge, or may be part of the restaurant 20	Same as for One Star. 20	Same as for One Star but more spacious and with a better ambiance and facilities to prepare non-stocked refreshments. Where the bar is for residents only, a public bar should be provided. 30	Same as for Three Star but with at least two bars, all elegant and spacious 50	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 60	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 20	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 30	Same as for Two Star but with very high quality finishes. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 30	Same as for One Star but should be of better quality. 40	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 50	Same as for Three Star, but with a touch of luxury. 70	Same as for Four Star. 70	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as for One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but should be labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with the appropriate specialized tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.6. 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 should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope (minimum 1 in 200) towards the drainage point and the junction between all vertical and horizontal surfaces should be coved 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	
8.11 Food Storage	Should 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 should be available. 30	Same as for One Star but with controllable temperature gauges 40	Same as for Two Star but should have separate compartments for various food stuffs. 50	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 60	Same as for Four Star 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.0 GUEST ROOMS						
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	
9.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provide, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.5 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length commencing at 5 cm. above the floor. • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained.	Same as for One Star but should be of high quality .	Same as for Two Star but of significantly higher quality .	Same as for Three Star but should be of much higher quality .	Same as for Four Star but with a higher degree of luxury.	
	30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest.	Same as for One Star	Same as for One Star	Should be changed daily or as requested by the guest	Same as for Four Star or as requested by the guest	There should be a Par stock of at least three pairs of sheets for each bed.
	20	20	20	30	30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but tastefully presented.	Same as for Two Star but with a wide range of decorations.	Same as for Three Star but with a higher degree of sophistication	Same as Four Star, but evidently more luxurious.	
	20	30	40	50	60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. • Carpets where applicable, should be professionally fitted, with a good under lay and should be	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for Four Star but of exceptionally high quality material and finish.	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	clean at all the times. •Doors and windows should be of quality material. 20	20	40	50	60	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., should be provided. •Special notice regarding hotel lien and liabilities should be well displayed. •All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Communication Systems	An electric bell, light signal or telephone should 20	Same as for One Star 20	Same as for One Star but in addition, the 20	Same as for Three Star but with extensions 20	Same as for Four Star. 20	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	be provided in every room for internal communication		following should be provided:- • Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots	provided in bathrooms.		
	10	10	30	40	40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star	Same as for One Star but in good quality fittings.	Same as for Three Star but of better quality.	Same as for Four Star but of excellent finish.	
	10	10	20	30	40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.	Same as for One Star	Same as for One Star, but with higher quality fittings	Same as for Three Star, but provision for double locking system and door lens.	Same as for Four Star, but with a functional electronic surveillance systems	
	20	20	30	40	50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided.	Same as for One Star but all items should be of good quality.	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates	
	20	30	40	50	60	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, bath room slippers, shower cap, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Star but the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as for Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star. 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length starting from 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two 	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			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 should be of good quality, finish and well maintained.			
			50	60	70	
11.8 Lighting	Not applicable	Not applicable	There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided.	Same as for Three Star.	Same as for Three Star	
			40	40	40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest.	Same as for Three Star	Same as for Three Star	
			30	30	30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice	Same as for Three Star	Same as for Three Star	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>regarding hotel lien and liabilities must be well displayed.</p> <ul style="list-style-type: none"> All information should be provided in Kiswahili, English/French, and at least one other internationally recognizable language. 			
			20	20	20	
11.11 Communication Systems	Not applicable	Not applicable	<p>An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> Internal telephone connected to external network through the hotel switchboard, or direct dial. Computer data points/hotspots. 	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	Same as for Four Star but with <i>internet</i> facilities provided on request.	
			30	40	50	
11.12 Supplies in Suites	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, 'Do Not Disturb' sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied.</p>	Same as for Three Star but with a high quality assortment of supplies	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.	
			50	60	70	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 40	Same as for Three Star 40	Same as for Three Star 40	
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems in place. 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be of not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. • Electrical lighting should be of sufficient wattage. Adequate socket outlets, indicating voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should 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. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/hand-capped; • Individual urinals with running water and drainage should be available. 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star but in addition a well equipped powder room should be provided.	Same as for Four Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Toilets should follow the township buildings code The entrance to the cloakrooms from adjacent rooms should have air locks 30	30	50	60	60	
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. <ul style="list-style-type: none"> Should be provided with sufficient toilets, showers and individual lockers. Gender separation and privacy should be observed; Facilities for the Disabled/hand-capped should be provided. Amenities should be in keeping with standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown. 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	Same as for Four Star 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should 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 alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises 	Same as for One Star but fire detectors should be installed.	Same as for Two Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>should be carried out regularly;</p> <ul style="list-style-type: none"> • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. <p>20</p>	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star but with high quality materials, fittings and workmanship</p> <p>15</p>	<p>Same as for Three Star</p> <p>15</p>	<p>Same as for Three Star but with higher quality materials, fittings and workmanship</p> <p>20</p>	
13.3 Security	<p>There should be adequate security arrangements including the following:-</p> <ul style="list-style-type: none"> • a functional alarm system connected to external rapid response system; • adequate, properly trained and equipped security personnel. <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star, but with more elaborate rapid response arrangements</p> <p>30</p>	<p>Same as for Three Star</p> <p>30</p>	<p>Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.</p> <p>40</p>	
13.4 Emergency Power	<p>There should be appropriate alternative sources of power, in case of failure of main supply.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star but with standby generator providing basic lighting in essential and public areas</p> <p>30</p>	<p>Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel.</p> <p>50</p>	<p>Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system</p> <p>60</p>	
13.5 First Aid	<p>Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star but with a Doctor on call.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	<p>Same as for Three Star.</p> <p>20</p>	<p>Where necessary, a Clinical Officer/Nurse should be available.</p>

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for Four Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hrs. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- • Terms and conditions of service; • Schemes of service; • Employee reward/incentive scheme(s); • In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities.	Same as for One Star	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective	Same as for Four Star but in addition should have a Human Resources Development Manager.	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	with similar training. Continuous training, including in-house programmes should be available. 30	fields. Comprehensive in-house training programmes should be in place. 40	50	
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should 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 should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for Two Star but the proportion of professionally certified staff should be at least 70% 45	Same as for Three Star but the proportion of professionally certified staff should be at least 80% 50	Same as for Four Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one of the internationally recognized languages, in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one of the internationally recognized languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreational 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 should be provided. 20	Same as for One Star 20	Same as for One Star but in addition other indoor and outdoor entertainment facilities should be provided. 30	Same as for Three Star 30	Same as for Three Star 30	
16.0 GENERAL						
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for Three Star 20	Same as for Three Star 20	
16.2 'Courtesy of Choice'	'Smoking' and 'Non- Smoking' zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Star 30	Same as for Three Star 30	
16.4 Lifts/ Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features 50	Same as for Four Star. 50	
16.5 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand - capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc. 10	Same as for One Star 10	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty saloon is recommended. Drug store/pharmacy will be an added advantage. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.7 Taxi Service	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.9 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment and recreational facilities. 20	Same as for Three Star but with a variety of entertainment and recreational facilities, which should include sports and live band. 30	Same as for Four Star but with excellent recreational facilities. 40	
16.10 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star but with adequate landscaping. 30	Same as for Two Star but with good landscaping should be done, where space allows and be well maintained. 40	Same as for Three Star but with very good landscaping with aesthetic appeal should be done. 50	Same as for Four Star 50	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	
16.12 Hotel Insurance	Should be covered by a public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

CRITERIA FOR CLASSIFICATION OF VILLAS, COTTAGES AND SERVICED APARTMENTS

Villas and Cottages

Refer to commercial establishments, located in sub-urban or country side areas and characterized by being autonomous, semi-detached or in a cluster of lettable units for holiday accommodation. They may or may not provide full hotel services and facilities. The establishments include residential premises used for holiday making by owners, friends or relatives.

Serviced Apartments

Commercial establishments offering facilities and services like a hotels for Guests staying a few days or weeks. They currently represent the trendiest place where to stay for corporate, leisure travellers, people relocating to new cities and those seeking transit accommodations.

By nature, they have catering facilities in form of kitchenette which offers Guests the flexibility of preparing own meals.

Minimum Score for Town Hotels

- (a) To qualify for **One Star** grading, Villas, Cottages and Serviced Apartments must score **100 percent** on Essential Items; and a minimum of **50 percent points** out of a possible total of **1,195 points** marked on the Criteria for attaining a **One Star** rating.
- (b) To qualify for a **Two Star** grading, Villas, Cottages and Serviced Apartments must score **100 percent** on Essential Items; and a minimum of **60 percent** out of a possible total of **1,360 points** marked on the Criteria for attaining a **Two Star** rating.
- (c) To qualify for a **Three Star** grading, Villas, Cottages and Serviced Apartments must score **100 percent** on Essential Items; a minimum of **30 percent** of the total points under each main section in the Criteria, and a minimum of **60 percent** out of a possible total of **1,735 points** marked on the Criteria for attaining a **Three Star** rating.
- (d) To qualify for a **Four Star** grading, Villas, Cottages and Serviced Apartments must score **100 percent** on Essential Items; a minimum of **40 percent** of total points under each main section in the Criteria, and a minimum total of **70 percent** out of a possible total of **2,085 points** marked on the Criteria for attaining a **Four Star** rating.
- (e) To qualify for **Five Star** grading, Villas, Cottages and Serviced Apartments must score **100 percent** on Essential Items; a minimum of **50 percent** of the total points under each main section in the Criteria, and a minimum total of **80 percent** points out of a possible total of **2,315 points** marked on the Criteria for attaining a **Five Star** rating.

Essential Items

- Occupational Permit
- Valid operating Licenses
- Drainage
- Room Designation
- Safe Deposit
- Hand Wash Basin
- Wash Rooms
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Property Insurance

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for the development of villas or cottages or serviced apartments.. 10	Same as for One Star 10	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	Should be in harmony with the natural and built-up environment and in conformity with the building and development regulations applicable to the locality 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star but the environment including the out look should be suitable for a facility of internationally recognizable standards 50	Same as for Four Star 50	
2.0 BUILDING						
2.1 Autonomy of Building	Depending on the design and lay out of the establishment, there should be separation of traffic flow between guests and services. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing regulations, modest in style and beauty, and structurally sound. Should be well maintained and in harmony with the physical, natural and cultural environment 20	Same as for One Star but with some claim to beauty and style 30	Same as for Two Star 30	Same as for Two Star but architectural features and general construction of the building (s) and its finish should be of high standards 40	Same as for Four Star but the façade, architectural features, construction and finish of the building (s) in relation to the environment should be of very high internationally recognizable standards and should have added functionality, safety, security and luxury. 50	
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 10	Same as for One Star but with quality materials, fittings and finish 15	Same as for Two Star but higher in quality of quality materials, fittings and finish 25	Same as for Three Star but of excellent quality. 35	Same as for Four Star but of luxurious finish. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
2.4 Capacity	May not have less than three (3) lettable rooms/units 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.5 Corridors, Staircases Hallways and Walkways	Where applicable, should allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Should be well maintained and protected from the weather 20	Same as for One Star 20	Same as for One Star, but should be of good finish, and well decorated 30	Same as for Three Star, but reflecting high internationally recognized standards of style. 40	Same as for Four Star, but reflecting some degree of luxury and opulence. 50	
2.6 Lighting	Should be effective natural and/or artificial. 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but fixtures should be of high quality 20	Same as for Three Star 20	Same as for Three Star but fixtures should be more aesthetic 25	
2.7 Sound Proofing	Should be simple and functional. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but with added aesthetic features. 25	Same as for Four Star 25	
2.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Three Star but with high quality air conditioning systems 20	Same as for Four Star 20	
3.0 RECEPTION AREA						
3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and appropriately appointed. 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Three Star 20	Same as for Three Star 20	
3.2 Furniture, Equipment and Furnishings	Should be simple and functional 20	Same as for One Star 20	Same as for One Star but should be well furnished and equipped 30	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury 40	Same as for Four Star but with very high degree of luxury, ambiance and beauty 50	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
3.4 Communication Facilities	A bell, a light signal or telephone should be provided, in every unit for internal communication 20	Same as for One Star 20	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different destinations. 30	Same as for Three Star but should include <i>Internet</i> services. 40	Same as for Four Star 40	
4.0 LIVING ROOM/OBBY/LOUNGE						
4.1 Living Room/ Lobby/ Lounge	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Furniture and Equipment	A dinning table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf. 10	Same as for One Star, but in addition a magazine racks a TV and sideboard should be provided. 20	Same as for Two Star, but all should be of good quality and a mini bar provided. 30	Same as for Three Star but in addition should have a video/CD player, an easy chair and a wall unit. 40	Same as for Four Star, but the range should more luxurious. 50	
4.4 Fittings and Furnishings	Should be of simple, functional and good quality material. 10	Same as for One Star but should be of better quality, good workmanship and finish. 20	Same as for Two Star, but with a safe deposit facility provided. 30	Same as for Three Star but with a computer data point provided. 40	Same as for Four Star, but all should be a very high luxurious quality. 50	
4.5 Décor	Should be of modest quality, with harmony of colours and well maintained. 10	Same as for One Star, but of superior quality. 20	Same as for Two Star but with quality pictures and decorations. 30	Same as for Three Star but with fresh flowers and indoor plants provided. 40	Same as for Four Star but should be more tasteful and elegant, with more attention to detail. 50	
4.6 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture at the door in	Same as for One Star.	Same as for One Star but with additional portable or other light fixtures suitable for reading, writing, etc. should be provided.	Same as for Three Star but with high quality fittings.	Same as for Four Star but with much higher quality fittings.	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	addition to the general illumination. Emergency lighting should be provided. 20	20	30	40	50	
5.0 KITCHENETTE						
5.1 Size	Should be at least 7½ sq.m, for every lettable unit. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	Same as for One Star 30	
5.2 Furniture and Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate furniture, cooking equipment and utensils should be provided. All should be kept in good and clean condition. 15	Same as for One Star but should be of good quality 20	Same as for Two Star, but of higher quality materials and fixtures 25	Same as for Three Star but more tastefully designed, with better quality materials and fixtures 30	Same as for Four Star 30	
5.3 Floors, Walls and Ceilings	Should be of non-slip impervious materials and conducive to easy cleaning. 20	Same as for One Star but should be of better quality materials and finish 30	Same as for Two Star but of superior quality materials and finish, 40	Same as for Three Star 40	Same as for Three Star but should be more luxurious. 50	
5.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
6.0 BED ROOMS						
6.1 Size	Minimum size should be 12 sq.m, excluding the bathroom 20	Same as for One Star 20	Minimum size to be 15 sq.m, excluding the bathroom 30	Minimum size to be 20 sq.m., excluding the bathroom 40	Minimum size to be 25 sq.m., excluding the bathroom. 50	
6.2 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed in	Same as for One Star.	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc.	Same as for Three Star but with high quality fittings.	Same as for Four Star but with much higher quality fittings.	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	addition to the general illumination. Emergency lighting should be provided. 20	20	should be provided. 30	40	50	
6.3 Floors, Walls and Ceilings	Should be of good finish and well maintained. <ul style="list-style-type: none"> • Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. • Doors and windows should be of quality material. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 40	Same as for Three Star but with a luxury touch in material, workmanship and finish. 50	Same as for Four Star but of exceptionally high quality material and finish. 60	
6.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. • Mini bar 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
6.5 Supplies	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided.	Same as for One Star but all items should be of good quality.	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates	
	20	30	40	50	60	
6.6 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Bedding should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should 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 should be of good quality, finish and well maintained. 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	
	30	40	50	60	70	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
6.7 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or at the request of the guest 30	Same as for Four Star 30	There should be a Par stock of at least three pairs of sheets for each bed.
6.8 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 10	Same as for One Star 10	Same as for One Star but with better quality materials. 15	Same as for Three Star but with functional electronic surveillance systems 20	Same as for Four Star 20	
6.9 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate decorations 50	Same as for Four Star, but evidently more luxurious. 60	
7.0 BATHROOM(S)						
7.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
7.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation 10	Same as for One Star but with improved materials, fittings, workmanship and finish. 20	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system 30	Same as for Three Star but with superior quality fittings. 40	Same as for Four Star 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
7.4 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with high quality materials, fittings, workmanship and finish 40	Same as for Three Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 80	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
7.5 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star. 40	
7.6 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
7.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
7.8 Supplies	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star but with a weighing scale provided 25	Same as for Four Star but the quality and range should reflect a degree of luxury. 30	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
7.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
8.0 HYGIENE AND SANITATION						
8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.2 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.3 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.4 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 15	Same as for One Star 15	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 25	Should be adequate to last for at least seven (7) days. 30	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
9.0 SAFETY AND SECURITY						
9.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should 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 alarms should be installed; • Staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The establishment should be insured against fire hazards. 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star.	
	20	30	40	40	40	
9.2 Electrical Safety	<p>All electrical installations should be well maintained in accordance with applicable electrical safety laws.</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	20	20	20	20	20	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
9.3 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.4 Security	There should be adequate security arrangements including:- • Functional alarm system • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices should be prominently displayed and legible at all times. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
9.5 First Aid	Adequate Kits should be available on premises, with at least one member of staff on duty, trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SUNDRY SERVICES						
10.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. Porter services should be provided. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.2 Shoe Shine	Service should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrangement. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
10.4 Laundry and Dry Cleaning Services	Should be provided 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.0 HUMAN RESOURCE						
11.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.2 Professional Qualifications of Management Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities. 40	Same as for One Star 40	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel. 50	Same as for Three Star 50	Same as for Three Star 50	
11.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 25	Same as for Two Star but the proportion of professionally certified staff should be at least 70% 30	Same as for Three Star but the proportion of professionally certified staff should be at least 80% 35	Same as for Four Star but the proportion of professionally certified staff should be 90% 40	
11.4 Languages	The Manager should have a working knowledge of English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language. 30	Same as for Three Star. 30	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language. 40	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
11.5 Health	Staff should be medically examined, regularly, in line with statutory health regulations 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
11.6 Staff Grooming	Should be well groomed in body and attire, with different uniforms for each functional area. Uniforms should be kept in good clean condition and in conformity with safety requirements, should be provided. All staff should have name tags, indicating designation. 30	Same as for One Star. 30	Same as for One Star but should be of good quality 40	Same as for Three Star but should be of very good quality. 50	Same as for Four Star 50	
12.0 GENERAL						
12.1 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handicapped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
12.2 Taxi Service	Should be available on call. 10	Same as for One Star. 10	An appointed taxi service should be available. 20	Same as for Three Star. 20	Same as for Three Star 20	
12.3 Shopping Facilities	A grocery shop stocking items essential for guests' should be within easy reach of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
12.4 Outdoor Areas	Where land is available, landscaping should be done and be well maintained 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but landscaping should have an aesthetic appeal. 30	Same as for Four Star 30	

SECTION-ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
12.5 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good quality.	Same as for Two Star but should not be of less than seventy five (75) square metres.	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated.	Same as for Four Star.	
	20	25	30	40	40	
12.6 Insurance	A public liability insurance and other statutory insurance policies should cover the establishment.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	20	20	20	20	20	

CRITERIA FOR CLASSIFICATION OF RESTAURANTS**Restaurant**

A commercial food and beverage establishment offering an extensive range of specialized or non specialized cuisines, where refreshments and/or meals are served, on a flexible or non flexible time arrangement, and includes such variations as café, coffee shop, grill room, steak house, bistro, tavern and similar outlets.

Minimum Score for Restaurants

- (a) To qualify for a **Three Star** grading, a Restaurant must score **100 percent** on Essential Items; a minimum total score of **60 percent** out of a possible total of **1,505 points** marked on the Criteria for attaining a **Three Star** rating.
- (b) To qualify for a **Four Star** grading, a Restaurant must score **100 percent** on Essential Items; a minimum total of **40 percent** of the total points under each main section in the Criteria, and a minimum total of **70 percent** out of a possible total of **1,930 points** marked on the Criteria for attaining a **Four Star** rating.
- (c) To qualify for a **Five Star** grading, a Lodge must score **100 percent** on Essential Items; a minimum of 50 percent of total points under each main section in the Criteria, and a minimum total score of **80 percent** points out of a possible total of **2,255 points** marked on the Criteria for attaining a **Five Star** rating.

Essential Items

- Occupational Permit
- Valid operating Licenses
- Menu
- Hand Wash Basin
- Wash Rooms
- Drainage
- Waste/Refuse Disposal
- Sewage Disposal and Treatment
- Vermin Proofing
- Water Supply
- Communication Systems
- Fire Safety
- Electrical Safety
- First Aid
- Qualification/experience of Management staff
- Qualification/experience of Departmental Heads
- Health/Medical Examination
- Restaurant Insurance

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION				
1.1 Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for Three Star 20	Same as for Three Star 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries. 20	Same as for Three star 20	Same as for Four Star but should either be autonomous, semi-detached or with exclusive access. 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with claim to style and beauty and structurally sound. Should be well maintained, in harmony with the physical built-up, natural and cultural environment. 20	Same as for Three Star, but the architectural features and finish should be of higher standards 30	Same as for Four Star but the facade, architectural features, construction and finish in relation to the environment should be of high internationally recognized standards, with added functionality, safety, security and luxury. 40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person 40	Should have a minimum space of 1.75 sq m. 50	Should have a minimum space of 2 sq m. 60	
3.0 RECEPTION AREA				
3.1 Reception Area/ Lounge	Not mandatory	At least a reception area should be available for receiving guests 30	Same as for Four star, but more elaborately furnished and luxurious, providing bitings. 40	
4.0 DINING AREA				
4.1 Furniture, Equipment and Accessories	Furniture should be adequate, comfortable and of good quality. Tableware, furnishings and linen should be clean, well-maintained and of good quality 60	Same as for Three Star, but should be of higher quality and well placed 70	Same as for Four Star, but of distinctively of higher quality and comfort 80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant 20	Same as for Three Star 20	Same as for Three Star 20	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Décor	Good decoration, with a distinctive theme and harmony of colours. 20	Good and pleasant decoration, with high quality furnishings and floral arrangement 40	Same as for Four Star but of distinctively higher standards. Plants should be natural and fresh flowers be provided. 50	
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained. 20	Same as for Three Star, but of higher quality material and finish 40	Same as for Four Star, but of superior quality and luxurious. 50	
4.5 Lighting	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
4.6 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
5.0 SERVICE				
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags. 40	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other foreign language apart from English/French. 50	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions. 60	
5.2 Menu	Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitably located dispense bar. 30	Same as for Three Star but with a wider selection and an option of at least a four course meal. 40	Same as for Four Star but with excellent international cuisine and option for a five course meal. 50	
5.3 Billing	System should be efficient and customer friendly 10	Same as for Three Star 10	Same as for Three Star 10	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 ENTERTAINMENT				
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment 20	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV 30	Same as for Four Star but with top range of entertainment 40	
7.0 BAR(S)				
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/lounge or may be part of the restaurant. Spacious with good ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Décor	Materials used and fittings should be well decorated, of fine finish, functional and well maintained. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, hot and cold running water are essential. Should be of distinctively high quality. 50	Same as for Three Star, but luxurious. 70	Same as for Four Star but more elegant and luxurious. 70	
7.5 Beverage Cooling Systems	Adequate refrigeration /beverage cooling systems should be available and storage of wines should be done professionally. 20	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Four Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks and should be of good quality and design. 20	Same as for Three Star but should be of high quality in design and finish. 30	Same as for Four Star but should be of excellent quality in design and finish. 40	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.7 Selection of Drinks and Snacks	Adequate variety and wide selection of local and international beverages, wines, and snacks should be available. 30	Same as for Three Star but with a wider selection of beverage, wines and snacks of premium internationally re-known brands. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN				
8.1 Size	Kitchen, food stores and pantry should be 1/3 sq m per cover for restaurants of seating capacity of 100 persons and above, and ½ sq m for restaurants of less than 100 persons 40	Same as for Three Star, but the proportions should be ½ sq m and 2/3 sq m, respectively. 60	Same as for Four Star 60	
8.2 Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 30	Same as for Three Star. 30	Same as for Four Star, but with added provision for enhancement of service efficiency. 40	
8.3 Flow of Food Service	Where applicable, there should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 20	Same as for Three Star but with mechanisms for transmitting guest order information 30	Same as for Four Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 30	Same as for Three Star but with sections clearly labeled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be adequate and of none rusty impervious materials. There should be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All should be kept in good and clean condition. 40	Same as for Three Star, but in addition, there should be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service. 60	Same as for Four Star, but of very high quality, with hot and cold running water for each section 80	
8.6 Hand Wash Basins	Should be conveniently located with hygienically operated taps, running hot and cold water, detergent dispensing machine and hand dryer. 10	Same as for Three Star but with high quality of fittings 20	Same as for Four Star 20	
8.7. Ventilation	A safe and efficient natural and /or mechanical fume and smoke extraction system should be provided. 40	Same as for Three Star 40	Same as for Three Star 40	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation provided for conducive working environment. 10	Same as for Three Star but with mechanisms to regulate temperature in different sections of the Kitchen 15	Same as for Four Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen 20	
8.9 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. Light fittings should be of good quality and tasteful to provide a pleasant ambience. 15	Same as for Three Star but light fittings should be of very high quality. 25	Same as for Four Star 25	
8.10 Waste Collection and Storage	Waste must be collected from the kitchen, on a regular basis and disposed of in line with environmental protection regulations. 20	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.11 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition, at all times. 25	The same as for Three Star but with high quality fittings 30	The same as for Four Star 30	
8.12 Floors, Walls and Ceilings	Should be of high quality, impervious non-slip, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slit slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be coved. 30	Same as for Three Star but with high quality materials and finish. 40	Same as for Four Star 40	
8.13 Food Storage	A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be availed and maintained in hygienic condition. 40	Same as for Three Star 40	Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided. 60	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.14 Kitchen Staff	There should be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used. 40	Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties. 60	Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience. 80	
9.0 HYGIENE AND SANITATION				
9.1 Guest Cloakrooms	Should be adequate, well lit and properly ventilated and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms should be clean, functional and well maintained. The following items should be provided and well maintained: - - Functional soap dispenser - Disposable tissue, and/or electric hand drier - A hand wash basin hygienically operated and with running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hanger - Disabled facilities - Individual urinals with running water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 20	Same as for Three Star but with high quality materials, fittings and finishing 25	Same as for Four Star but in addition a well equipped powder room/dressing table should be provided. 30	
9.2 Staff Changing/Wash Rooms	Segregated according to gender with adequate changing facilities, in proportion to the number of staff including lockers, full length mirror, hand wash basins, individual shower compartments, soap, WC with toilet papers, and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained. 20	Same as for Three Star but with high quality materials, fittings and finishing 25	Same as for Four Star but with excellent quality materials, fittings and finishing 30	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.3 Refuse Disposal	There should be refuse storage and disposal facilities which meet the local health standards and environmental regulation 15	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
9.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should 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 regulations. 30	Same as for Three Star 30	Same as for Three Star 30	
9.5 Vermin Proofing	All areas of the restaurant should be properly protected and fumigated regularly by authorized/ properly trained persons against vermin and insects. 20	Same as for Three Star 20	Same as for Three Star 20	
9.6 Water Supply	Safe and consistent supply of water, conforming to local and WHO standards should be ensured. Individual water sources should be regularly treated and tested for quality by national authorities. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SAFETY AND SECURITY				

[illegible]

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.0 SUNDRY SERVICES				
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant 15	Same as for Three Star but well maintained 20	Same as for Four Star but with clearly marked parking bays/slots and an Attendant. 30	
11.2 Outdoor Area	Some landscaping should be done where space allows. 10	Same as for Three Star but tastefully done. 15	Same as for Four Star but with high level of creativity 20	
11.3 Function Area(s)	Facilities should be provided for private functions. 20	Same as for Three Star but should be separate from the dinning area 30	Same as for Four Star. 30	
11.4 Taxi Service	Should be available 10	Same as for Three Star 10	Same as for Three Star 10	
11.5 Facilities for the Physically Challenged	Should be appropriately provided 30	Same as for Three Star 30	Same as for Three Star 30	
12.0 HUMAN RESOURCE				
12.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- • Terms and conditions of service; • Schemes of service; • Employee reward/incentive scheme(s); • In-house and External training programmes 20	Same as for Three Star 20	Same as for Three Star 20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution. 40	Same as for Three Star, but the Manager should have relevant experience of at least two years. 50	Same as for Four Star, but should have proven evidence of a distinguished career in the profession. 60	
12.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests. The proportion of professionally certified staff should be at least 70 45	Same as for Three Star but the proportion of professionally certified staff should be at least 80% 50	Same as for Four Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
12.4 Languages	The Manager should have working knowledge of Kiswahili, English/French and one other widely spoken international language 20	Same as for Three Star. 20	Same as for Three Star 20	
12.5 Health	All staff should be medically fit and examined regularly in line with statutory health regulations. 10	Same as for Three Star 10	Same as for Three Star 10	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.6 Dining Facilities for Staff	A clean eating place with appropriate furniture should be provided 10	Same as for Three Star 10	Same as for Three Star 10	
13.0 GENERAL				
13.1 'Courtesy of Choice'	'Smoking' and 'Non-Smoking' zones should be identified and clearly indicated. 20	Same as for Three Star 20	Same as for Three Star 20	

GUIDELINES FOR 'APPROVED' HOTEL**'Approved' Hotel**

A commercial accommodation establishment not recognized as classifiable in the EAC Standards Criteria.

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1. Site and Environment	The location should be suitable for a hotel and shall be in harmony with the natural and built up environment, and in compliance with the local government regulations.
1.2 Lighting	The premises should be well lit at all times, for comfort, security and safety purposes. Where there is no standby generator, there should be adequate provision for appropriate alternative lighting.
2.0 BUILDING	
2.1 Autonomy of Building	Should be constructed in conformity with the Building Code, and should have a separate and independent access for guests, staff and for deliveries.
2.2. Design and Architectural Features	Should be of modest style and beauty, in harmony with the physical built up, natural and cultural environment.
2.3. Capacity	Should have a minimum of five beds.
2.4 Corridors, Staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5. Maintenance	The entire premises should be kept in a good state of repair at all times.
2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
3.0 LOBBY/LOUNGE	
3.1 Size	Should 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.
3.2 Information	Information desk on tourist facilities is recommended.
3.3 Furniture and Furnishings	Should be appropriate, adequate, clean and well maintained and should include such items as easy chairs and tables
3.4 Floors and Walls	Should be hygienic, clean and well maintained
3.5 Communication	Should be provided at Reception area and available, on a 24-hour basis.
3.6 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water, should be provided.
3.7 'Courtesy of Choice'	'Smoking and 'Non-Smoking' zones should be identified and clearly indicated.
4.0 RESTAURANT	
4.1 Size	Should be adequate, in proportion to the capacity of the hotel, clean, well furnished and maintained. Provision for meetings/functions is recommended.
4.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended.
4.3 Interior Decoration	Should be modest, with harmony of colours.
4.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
4.5. Menu	Priced menu and beverage list should be appropriately presented.
4.6 Music	Soft background music should be available.
5.0 BAR	
5.1 Features, Facilities and Amenities	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.

SECTION – ITEM	DETAILS
6.0 KITCHEN	
6.1 Size	Should be proportionate to the capacity of the restaurant and other eating outlets, appropriately lit, ventilated, equipped and maintained in a wholesome manner.
6.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should 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 should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
6.3 Waste Collection and Storage	There should be sufficient number of separate waste bins, preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
6.4 Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
6.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition at all times.
6.6 Staff	There should be suitably trained and experienced staff supervised by a well-trained and experienced Cook. All staff should be well groomed and protective clothing should be provided and used.
7.0 GUEST ROOMS	
7.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space
7.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided.
7.3 Safety/Privacy	Each guest room door should be properly numbered and fitted with a lock. Appropriate security measures should be in place and maintained at all times.
7.4 Fittings, Furniture and Equipment	Every guest room should 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 should be provided. The mattresses must be clean, comfortable and well covered, and should ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows. A wardrobe with at least six hangers, a table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table should be provided.
7.5 Furnishings and Linen	Bed sheets should be in light and pleasant colours. Where appropriate, soft furnishings and curtains should 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, should be provided.
7.6 Change of Linen	Should be done after every two nights of use or with every new guest or as otherwise necessary.
7.7 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. All information should be provided in Kiswahili and English/French.
8.0 GUEST BATHROOM	
8.1 Size	Bathroom/WC should be of not less than 3.5 sq.m., with a shower or bath tub.
8.2 Fittings, Equipment and Amenities	Should 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/shelves.
8.3 Floors, Walls and Ceilings	Good impervious non-slip and appropriate materials should be used for respective areas.

SECTION – ITEM	DETAILS
8.4 Towels	At least one bath size towel of good quality should be provided per guest and should be changed after every two nights.
8.5 Shaver Outlets and Sockets	Should be provided in every bathroom or within easy reach from the Bathroom. The voltage supply, whether in DC or AC, should be indicated.
8.6 Supplies in the Bathroom	The following should 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.
9.0 RECEPTION AREA	
9.1 Size	An appropriate area with reception counter and/or cubicle should be provided.
9.2 Information Service	Relevant guest information should be provided.
9.3 Safe Deposit Service	Should be available.
9.4 Languages	Front office staff should be able to speak English/French and Kiswahili.
10.0 HYGIENE AND SANITATION	
10.1 Guest Cloak Rooms	<p>Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy should be indicated and observed. The rooms should 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 should have air locks.</p>
10.2 Staff Changing/Wash Rooms	Should 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 should be provided. The room should be clean, well lit, ventilated and well maintained.
10.3 Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
10.4 Sewage	<p>Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal</p> <p>The System should be in line with the building code and health standards as well as environmental protection regulations.</p>
10.5 Vermin Proofing	All areas of the hotel should be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
10. 6 Preparation and Service Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food
10.7 Water Supply	<p>All water provided for guest use should be potable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management should 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 wholesome, Management should post Notices in each guestroom, tap or source, to that effect.</p>
10.8 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown.

SECTION – ITEM	DETAILS
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	<p>Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.</p> <p>Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed.</p>
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws.
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
11.6 Safety of Swimmers	<p>Adequate precaution should be taken in hotels with swimming pools, for the health and safety of swimmers.</p> <p>Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours.</p>
12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and Found Room	Separate facilities should be available for luggage storage and provisions should be made for the safe keeping of lost and found items.
12.2 Sale of Sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps.
12.3 Room Service	Should be available, on request.
12.4 Laundry Services	Should be available.
13.0 MANAGEMENT	
13.1 Management	The general direction of operations should be under the supervision of a competent person.
13.2 Staff	Should be proportionate to the capacity of the establishment, well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.
13.3 Health	All staff should be medically fit and examined regularly, in line with statutory health regulations.
14.0 GENERAL	
14.1 Lifts	Guest lifts should be provided for buildings of more than four storeys, including ground floor. Local Building Code should be applied.
14.2 Parking Facilities	Establishments located in urban centers should have adequate space for picking and dropping guests. Ample and secure parking space should be available within close proximity of the hotel, where priority should be given to disabled/handicapped persons.
14.3 Entertainment and Recreation	Some form of entertainment should be provided.
14.5 Swimming Pool	<p>Not essential, but where swimming pool is available, there should be: -</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • A separate pool for children • Beds and mattress • Swimming pool lifeguard at all times.
14.6 Hotel Insurance	Public liability insurance and other statutory insurance policies should cover the establishment.
14.7 Facilities for Disabled/Handicapped	Adequate and appropriate facilities should be provided.

GUIDELINES FOR GUEST HOUSES

Guest House

Refers to a commercial establishment providing lodging, with or without meals, and other modest and limited Guest services.

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1. Site and Environment	The location should be suitable for a guest house and shall be in harmony with the natural and built up environment, and in compliance with the local government regulations.
1.2 Lighting	The premises should be well lit at night, for security and safety purposes. Where there is no standby generator, there should be provision for appropriate alternative lighting.
2.0 BUILDING	
2.1 Autonomy of Building	The building should be constructed in conformity with the Building Codes, and should have a separate and independent access for guests, staff and for deliveries. Staff and goods entrance should be at the rear of the guest house.
2.2. Design and Architectural Features	The building should be of moderate style and beauty, in harmony with the physical built up, natural and cultural environment
2.3. Capacity	Should have a minimum of five beds
2.4. Corridors, staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5. Maintenance	The entire premises should be kept in a good state of repair at all times.
2.6. Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
3.0 RECEPTION AREA	
3.1 Features and Facilities	There should be an appropriate area to receive and welcome Guests.
3.2 Information Service	Relevant guest information should be provided
3.3 Safe Deposit Service	Should be available
3.4 Languages	Reception staff should be able to speak English/French and Kiswahili.
4.0 LOBBY/LOUNGE	
4.1Size	Should be adequate and in any case not less than an aggregate of ½ sq m per guest bed, and preferably with some entertainment facilities.
4.1 Information	Information desk on tourist sites and facilities is recommended.
4.2 Furniture and Furnishings	Should be appropriate, adequate, clean and well maintained and should include such items as easy chairs and tables.
4.4 Lighting and Ventilation	Natural and artificial lighting and ventilation should be provided for.
4.5 Floors, Walls and Ceilings	Should be appropriate, hygienic, clean and well maintained.
4.6 Communication	Should be provided at Reception area and available, on a 24-hour basis.
4.7 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water should be provided.
4.8 Courtesy of Choice	‘Smoking’ and ‘Non-Smoking’ zones should be identified and clearly indicated.
5.0 DINING ROOM	
5.1 Features and Facilities	Should be adequate in proportion to the capacity of the guesthouse, clean, well furnished and maintained and in good state of repair. Simple meals should be available. Provision for meetings/functions is recommended.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended.
5.3 Interior Decoration	Should be modest, with harmony of colours.

SECTION – ITEM	DETAILS
5.4 Floors, Walls and Ceilings	Should be structurally sound and well maintained to support high standards of cleanliness and hygiene.
5.5 Menu	Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented.
5.6 Music	Soft background music should be available.
6.0 BAR	
6.1 Features, Facilities, Amenities and Supplies	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
7. 0 KITCHEN	
7.1 Size	Should be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and maintained in a wholesome manner.
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should 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.
7.3 Waste Collection and Storage	There should be a 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.
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working conditions at all times.
7.6 Staff	There should be adequate, suitably trained and experienced staff, supervised by a well trained and experienced Cook. All staff should be well groomed and protective clothing should be provided and used.
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space
8.2 Safety and Privacy	Each guest room door should be properly numbered and fitted with lock. Appropriate security measures should be in place and maintained at all times
8.3 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
8.4 fittings, Furniture and Equipment	<p>Every guest room should 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 should be provided. The mattresses must be clean, comfortable and well covered, and should 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 should be provided</p>
8.5 Furnishings and Linen	<p>Bed sheets should be in light and pleasant colours. Where appropriate, soft furnishings and curtains should 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, should be provided</p>
8.6 Information in Bedroom	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.</p> <p>All information should be provided in Kiswahili and English/French.</p>

SECTION – ITEM	DETAILS
9.0 GUEST BATHROOM	
9.1 Features	<p>There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When ensuite, Bathroom/WC should be of not less than 3.5 sq.m., with a shower or bath tub.</p> <p>The facilities should be maintained in hygienic conditions at all times. Gender segregation should be neatly indicated in signs, which are legible, even at night, and observed.</p>
9.2 Fittings and Equipment	<p>There should be a WC, shower with mixer, wash hand basin and hand or grab rail</p> <p>Each bathroom should have an 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>
9.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used.
9.4 Shaver Outlets and Sockets	Should be provided in every bathroom or within easy reach from the bathroom. The voltage supply, whether in DC or AC, should be indicated.
9.5 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
9.6 Towels	At least one bath size towel of good quality should be provided per guest, and should be changed after every two nights.
9.7 Supplies in the Bathroom	The following should 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
10.0 HYGIENE AND SANITATION	
10.1 Guest Cloak Room	<p>Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should 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 should have air locks.</p>
10.2 Staff Changing/Wash Rooms	Should 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 should be provided. The room should be clean, well lit, ventilated and well maintained.
10.3 Waste and Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
10.4 Sewage	<p>Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal</p> <p>The system should be in line with the building code and health standards as well as environmental protection regulations</p>
10.5 Vermin Proofing	All areas of guest houses should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects
10.6 Preparation and Service Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.

SECTION – ITEM	DETAILS
10.7 Water Supply	<p>All water provided for guest use should be potable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management should 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 wholesome, Management should post Notices in each guest room, tap or source, to that effect</p>
10.8 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown
10.9 Water Quality	All water provided for guest use should be suitable and approved for drinking by the relevant health authorities
10.10 Water Testing	<p>Where drinking water is not obtained from a public source, the Management should 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 wholesome, Management should post Notices in each guest room, tap or source, to that effect</p>
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	<p>Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.</p> <p>Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed</p>
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
11.6 Safety of Swimmers	<p>Adequate precaution should be taken in guest houses with swimming pools, for the health and safety of swimmers.</p> <p>Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours</p>
12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and found Room	Separate facilities should be available for luggage storage and arrangements for safe keeping of lost and found items
12.2 Sale of Sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps
12.3 Room Service	Should be available, on request.
12.4 Laundry Services	Should be available.
13.0 MANAGEMENT	
13.1 Management	The general direction of operations should be under the supervision of a competent person
13.2 Staff	Should be adequate, well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned
13.3 Health	All staff should be medically fit and examined regularly, in line with statutory health regulations.

GUIDELINES FOR HOSTEL

Hostel

A supervised lodging place for travellers and/or students,, especially young people, providing budget-oriented accommodation, usually with shared rooms, in double, triple or dormitory arrangements.

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1. Site and Environment	The location should be suitable for a hostel and should be in harmony with the natural and built up environment, and in compliance with the local government regulations.
2.0 BUILDING	
2.1 Autonomy of Building	Should be constructed in conformity with the Building Code, and should have a separate and independent access for guests, staff and for deliveries.
2.2. Design and Architectural Features	Should be of modest style and beauty, in harmony with the physical built up, natural and cultural environment.
2.3. Capacity	Should have a minimum of ten beds.
2.4 Corridors, Staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5. Maintenance	The entire premises should be kept in a good state of repair, at all times.
2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
2.7 Lighting	Natural and/or artificial lighting should be provided for, in all areas of the hostel
3.0 RECEPTION AREA	
3.1 Reception	There should be an area designated to receive and welcome Guests.
3.2 Information Service	Relevant guest information should be provided
3.3 Safe Deposit Service	Should be available.
3.4 Languages	Front office staff should be able to speak English/French and Kiswahili.
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)	
4.1 Size , Features and Facilities	Should be adequate and in any case not less than an aggregate of ½ sq m per guest bed., preferably with some entertainment facilities.
4.2 Information	Information desk on tourist sites and facilities is recommended.
4.3 Furniture and Furnishings	Should be adequate, of good quality, functional and well maintained
4.4 Floors and Walls	Should be hygienic, clean and well maintained.
4.5 Communication	Facilities should be provided, on a 24-hour basis.
4.6 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water should be available.
4.7 ‘Courtesy of Choice’	‘Smoking and ‘Non-Smoking’ zones should be identified and clearly indicated.
5.0 DINING ROOM	
5.1 Size, Features and Facilities	Should be adequate in proportion to the capacity of the hostel, and food production areas. It should be well lit, ventilated, equipped and maintained in a wholesome manner.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons should be provided.
5.3 Interior Decoration	Should be modest, with harmony of colours.
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene.

SECTION – ITEM	DETAILS
5.5 Menu	Priced menu and beverage list should be appropriately presented.
5.6 Music	Soft background music should be available.
5.7 Function Areas	Should be available.
6.0 BAR	
6.1 Features and Facilities	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations
7.0 KITCHEN	
7.1 Features, Fittings and Facilities	Should be proportionate to the capacity of the dining room and other eating outlets, appropriately lit, adequately ventilated, equipped and maintained in a wholesome manner.
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should 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 should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
7.3 Waste Collection and Storage	There should be sufficient number of separate waste bins, preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition at all times.
7.6 Staff	There should be suitably trained and experienced staff supervised by a well-trained and experienced Cook. All staff should be well groomed and protective clothing should be provided and used.
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3x3 m for single rooms and 4x3 m for double occupancy, excluding bathroom space.
8.2 Lighting and Ventilation	Adequate natural and/or mechanical ventilation should be provided.
8.3 Safety and Privacy	Each guest room door should be properly numbered and fitted with a lock. Appropriate security measures should be in place and maintained at all times.
8.4 Fittings, Furniture and Equipment	Every guest room should 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 should be functionally equipped.
8.5 Furnishings and Linen	Where appropriate, suitable linen, furnishings and curtains should be adequately provided.
8.6 Change of Linen	Should be done after every two nights of use or with every new guest or as otherwise necessary.
8.7 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. All information should be provided in Kiswahili and English/French.
9.0 GUEST BATHROOM	
9.1 Features and Facilities	There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not en suite. When en suite, Bathroom/WC should be of not less than 3.5 sq.m., with a shower or bath tub. The facilities should be maintained in hygienic conditions at all times. Gender segregation should be neatly indicated in signs, which are legible, even at night, and observed.

SECTION – ITEM	DETAILS
9.2 Fittings and Equipment	Should 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/shelves.
9.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used.
9.4 Shaver Outlets and Sockets	An adequate number should be provided on the premises.
9.5 Towels	At least one bath size towel of good quality should be provided per guest and should be changed after every two nights.
9.6 Supplies in the Bathroom	When ensuite, the following should 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.
10.0 HYGIENE AND SANITATION	
10.1 Cloak Rooms	Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should 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 hot and cold water and soap; • Toilet paper; • Sanitary bin with liner and lid; • Facilities for Disabled; • Urinals with running water and drainage; • The entrance to the cloakroom from adjacent public rooms should have air locks.
10.2 Staff Changing Rooms	Should 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 should be provided. The room should be clean, well lit, ventilated and well maintained.
10.3 Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
10.4 Sewage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal The system should be in line with the building code and health standards as well as environmental protection regulations
10.5 Vermin Proofing	All areas of the hostel should be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
10.6 Water Supply	All water provided for guest use should be potable and approved for drinking by relevant authorities. Where drinking water is not obtained from a public source, Management should 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 wholesome, Management should post Notices in each guest room, tap or source, to that effect
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown
10.10 Service and Preparation Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team

SECTION – ITEM	DETAILS
	appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
11.6 Safety of Swimmers	Adequate precaution should be taken in hostels with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours
12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and Found Room	Separate facilities should be available for luggage storage and safe keeping of lost and found items.
12.2 Sale of Sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps.
12.3 Room Service	Should be available, on request.
12.4 Laundry Services	Should be available.
HUMAN RESOURCE	
13.1 Management	The general direction of operations should be under the supervision of a competent person
13.2 Staff	Should be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned
13.3 Health	All staff should be medically fit and examined regularly in line with statutory health regulations
14.0 GENERAL	
14.1. Lifts	Guest lifts should be provided for buildings of more than four storeys, including ground floor. Local Building Code should be applied.
14.2. Parking Facilities	Adequate and secure parking facilities should be provided for guests. Disabled/handicapped persons should be catered for.
14.3. Shopping Facilities	A boutique/shop stocking items essential for guests should be available.
14.4. Entertainment and Recreation	Some form of entertainment should be provided.
14.5. Outdoor Area	Where applicable, some landscaping should be done and be well maintained.
14.6. Swimming Pool	Not essential, but where swimming pool is available, there should be: - <ul style="list-style-type: none"> • Treatment room and filtration plant • A separate pool for children • Beds and mattress • Swimming pool lifeguard, at all times.
14.7. Hostel Insurance	Should be covered by public liability insurance and other statutory insurance policies.
14.8. Facilities for Disabled/Handicapped	Adequate and appropriate facilities should be provided.

GUIDELINES FOR HOME STAY

Home Stay

A form of tourism and/or study abroad programme that allows the visitor to rent a room from a local family. The house is usually part of the normal residence of the owner but with the business of accommodating paying Guests. This arrangement involves staying in a furnished, private bedroom and a shared living room.

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1. Site and Environment	Depending on the theme and concept of the establishment, the location should be suitable for receiving and hosting paying Guests and should be in harmony with the natural, cultural and built up environment, and in compliance with the local government regulations.
2.0 PREMISES	
2.1 Building Type	The building should offer comfort and safety for the paying Guest.
2.2 Lighting	There should be sufficient light, in conformity with social and cultural practices of the host community
2.3. Design and Architectural Features	The building should be of moderate style and beauty, in harmony with the physical built up, natural and cultural environment.
2.4. Corridors, Staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather
2.5. Maintenance	The entire premises should be kept in a good state of repair at all times.
2.6 Regulation of Temperature	Natural ventilation or mechanical ventilation, where applicable should be adequately provided for
3.0 LIVING ROOM	
3.1 Size	Where available, should be adequate, in relation to the capacity of the premises.
3.2 Information	Information on tourist sites and facilities is recommended. Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. All information should be provided in Kiswahili and English/French
3.3 Furniture and Furnishings	Depending on the cultural environment should be adequate, clean and well maintained
3.4 Floors, Walls and Ceilings	Should be hygienic, clean and well maintained.
3.5 Refreshments	At least potable water should be provided.
4.0 DINING AREA	
4.1 Features and Facilities	Should be adequate, in proportion to the capacity of the establishment.
5.0 KITCHEN	
5.1 Features and Facilities	Should be adequate and kept in hygienic condition.
6.0 HYGIENE AND SANITATION	
6.1 Guest Room Facilities	Where applicable, every guest room, which is not ensuite, should be provided with a hand washbasin.
6.2 Vermin Proofing	All areas offered for guest stay, should be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
7.0 BEDROOMS	
7.1 Size	Should be big enough to accommodate sleeping space commensurate to the occupancy offered.
7.2 Safety and Privacy	Where applicable, each guest room door should be properly fitted with a lock. Appropriate security measures should be in place and maintained at all times.
7.3 Lighting and Ventilation	Adequate natural and/or mechanical ventilation should be provided.

SECTION – ITEM	DETAILS
7.4 Fittings, Furniture and Supplies	Should be functional and adequate, in line with target market and cultural environment. Where standard beds and mattresses are provided, they should be clean, comfortable and well covered.
7.5 Furnishings and Linen	Should be appropriate.
8.0 GUEST BATHROOM	
8.1 Features, Facilities and Amenities	Should be functional, clean and well maintained. At least one cloth hook should be fitted and one clean towel and other Guest amenities provided for each Guest.
8.2 Lighting and Ventilation	Adequate natural and/or mechanical ventilation should be provided.
9.0 WATER SUPPLY	
9.1 Quality	All water provided for Guest use should be suitable and approved relevant health authorities
9.2 Testing	Where drinking water is not obtained from a public source, the host should 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 wholesome, the host should inform Guests, accordingly
10.0 SAFETY AND SECURITY	
10.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Fire drill exercises for staff should be carried out regularly. Statutory fire safety notices should be prominently displaced
10.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
10.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
10.4 Emergency	There should be appropriate alternative sources of power as back up to the main supply
10.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
10.6 Safety of Swimmers	Adequate precaution should be taken in hotels with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours
10.7 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
10.8 Emergency	There should be appropriate alternative sources of power as back up to the main supply
10.9 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
10.10 Safety of Swimmers	Adequate precaution should be taken in hotels with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours
11.0 SUNDRY SERVICES	
11.1 Luggage, Lost and Found Room	Facilities should be available for luggage storage and safe keeping of lost and found items
12.0 HOST	The general direction of the premises should be under the supervision of a competent person.
12.1 Staff	Depending on the size of the premises, adequate number of well-groomed helpers, able to speak Kiswahili and English/French, should be available.
12.2 Health	All staff should be medically fit and examined regularly in line with statutory health regulations.

GUIDELINES FOR 'APPROVED' CAMPING/CARAVAN SITE

'Approved' Camping/Caravan Site

Refers to an area set aside for camping and providing appropriate safety, security, running water and other hygiene facilities and services.

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1 Site and Environment	<p>Should be suitable for a camping/caravan site. Where a site is located within town boundaries, the facility should be in harmony with natural and built up environment and in compliance with local government regulations.</p> <p>Where the site is located outside town boundaries, the facility should be in harmony with the surrounding natural and cultural environment, and offer attractive scenery. In addition, the facility should be in conformity with applicable local laws and regulations, including those governing National Parks, Game Reserves and Conservation Areas.</p>
1.2 Accessibility	There should be clear direction signage leading to the site, at appropriate intervals and/or strategic places.
1.3 Parking	Parking facilities for vehicles and caravan should be clearly demarcated and indicated.
1.4 Environmental Conservation	Effective measures should be 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.
2.0 BUILDING	
2.1 Structure	There should be a central structure appropriately fitted to facilitate proper management and operation of the site.
2.2 Reception	There should be a clearly demarcated area where guests can be formally received. Information on the use of the site and of other tourist interest should be available.
2.3 Communication	There should be effective means of communication.
2.4 Information Services	<p>Literature covering services, essential emergency telephone numbers and other important/relevant information should be provided.</p> <p>All information should be provided in Kiswahili and English/French</p>
3.0 WALKWAYS	
3.1 Features and Facilities	Should be distinctive, and of all weather surfaces, preferably with clear signage, which are legible, even at night. Should be well maintained.
4.0 EATING AREA	
4.1 Features and Facilities	Should be adequately and appropriately provided for. Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented.
5.0 SERVICES	
5.1 Food Preparation	A shed providing basic facilities for cooking should be provided
5.2 Washing	Separate basic facilities for washing clothes and cleaning utensils, in proportion to the size of the site, should be provided.
5.3 Waste Collection, Storage and Disposal	There should be appropriate waste storage and disposal facilities, which meet the local health standards and environmental regulations.
5.4 Shades and Shelters	There should be enough provision for appropriate natural or man-made shelters/shades.
6.0 HYGIENE AND SANITATION	
6.1 Guest Conveniences	Should be adequate and properly ventilated in proportion to the capacity of the site. Gender segregation and privacy should 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 should 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	Efforts should be made to minimize possibility of invasion by stray dogs, cats, vermin, pests and insects.
6.5 Cleaning	There should be appropriate tools and manpower for cleaning the premises.
7.0 WATER SUPPLY	
7.1 Quality	All water provided for Guest use should be suitable and approved for drinking by relevant authorities.
7.2 Testing	Where drinking water is not obtained from a public source, the Management should 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 wholesome, the Management should post Notices in prominent places, taps or sources, to that effect.
8.0 SAFETY AND SECURITY	
8.1 Safety and Security	Subject to provisions of local and national laws, the site should be secured against intrusion by wild animals and/or unauthorized persons. Appropriate security measures should be in place and maintained at all times.
8.2 Fire Protection	Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Fire drill exercises for staff should be carried out regularly. Statutory fire safety notices should be prominently displaced.
8.3 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
8.4 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
8.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling.
8.6 Insurance	Appropriate public liability insurance and other statutory insurance policies should be taken.
8.7. Rescue	Sites in remote locations should have practical rescue and evacuation arrangements.
9.0 MANAGEMENT	
9.1 Management	A competent person should supervise the site. An appropriate number of staff with relevant skill and attitude should be available to assist Guests.

GLOSSARY

TERM	EXPLANATION
A La Carte Menu	A French word, meaning “according to the Menu”. In this arrangement food items in the Menu are priced and ordered separately rather than selecting from the Chef’s pre set list.
Accessories	Useful items, provided by the establishment to enhance Guests’ convenience, comfort and enjoyment , in the use of the facility.
Adequate	Sufficient in quantity or quality for the intended purpose.
Air Conditioning	A mechanical means of regulating the temperature and humidity in a room or building to achieve the desirable levels of comfort.
Air Lock	A small room/space with double doors fitted in such a way that one is always closed at all times, blocking the flow of air and sound between adjacent rooms.
Ambience	The character and atmosphere of the interior of a room, as created by the décor.
Amenities	Useful features or facilities of a place or establishment that make guests’ stay therein easier or pleasant.
Appropriate	Suitable, acceptable or correct in the circumstances.
Arabic Shower	A sanitary fitting similar to a shower rose, used for personal hygiene.
Architectural Design	Ideas that put together elements of a potential structure and unifies them into a coherent and functional unit to achieve an objective.
Audio Visual Installations	Refers to piped music, radio, television, video, DVD or similar electronic installation(s) providing guests with information and in-house entertainment.
Autonomy of Building	The extent to which the premises is detached from other buildings on adjacent or same plot(s).
Balcony	A platform area protruding from up stair rooms, secured by a low wall or hand rail, to provide a place for relaxation or vantage view.
Bed Capacity	The total number of lettable beds within an establishment.
Beverages	Any type of liquid, suitable for drinking.
Bidét	A sanitary fitting similar to a water closet, fitted with taps dispensing hot and cold running water used for personal hygiene.
Buffet Service	Service style whereby the dishes are displayed on a Counter, from which Guests serve themselves.
Building Code	Official guidelines that outline specific requirements for the development of buildings and other structures in a given country.
By-Laws	Refers to City or Municipality Laws. It may also refer to organizations’ standard rules and regulations.
Communication Services	Refers to all forms of communication such as postal, telephone, telex, fax, and e-mail as well as sale of accessories for the same.
Concierge Service	Also known as Bell service is whereby Guests are offered assistance : luggage handling, especially on arrival or departure, mail, run errands and provide information.
‘Courtesy of Choice’	A campaign initiated by the International Hotels and Restaurants Association (IHRA) urging hotel and restaurant operators to respect the wishes of non-smoking patrons, by providing for non-smoking zones’ in public places, in such a way that they are not exposed to “passive smoking”.

TERM	EXPLANATION
Décor	Style and taste of the interior surroundings of a building or room, as created by the furniture, furnishings, paintwork and other elements that contribute to guest satisfaction.
Dining Room	A formal room dedicated to service of meals and beverages, normally to a fixed number of Guests.
Dispense Bar	Room from where beverages are prepared and/or issued for consumption elsewhere on the premises.
Door Security	Relates to the provision of reliable/dependable and secure door locking system to keep out unauthorized persons from entering guest rooms.
Door Security of High Degree of Sophistication	Refers to the integrity of the door locking system in terms of resilience to compromise or manipulation and includes locks on Master Key and double locking systems as well as the technologies advanced computer based systems.
Duvét	Also known as quilt, refers to a large cloth bag, filled with soft feathers etc., used on a bed instead of top sheet and blanket.
Emergency Power	Refers to a stand by or alternative power source in the event of failure of the normal power supply, and may include generators, solar systems, batteries etc.
Essential Items	Refers to basic items that must be available/found in a hospitality establishment for promotion of the well being of guests and staff, as a regulatory requirement.
External Rapid Response System	Refers to security arrangements whereby an external security force is available at short notice or on hand to handle any emergency(ies)
First Aid	Initial treatment and care given to an injured person before being taken to a health facility or a Doctor comes.
Fittings	Items fixed in a building but are easily removable. They include mirrors, shelving, rails and artwork.
Foreign Exchange Service	Service limited to the changing of foreign into local currency.
Fume Extraction	A mechanical means of removing smoke and/or steam, especially from the kitchen, to a comfortable level.
Function Rooms	Are multi-purpose rooms of various sizes used for different occasions/events.
Functional	Practical and useful for intended purpose.
Furnishings	Items including furniture, fittings, carpets, curtains placed or fitted in a room for the comfort and convenience of users.
Furniture	Usually movable articles/items such as tables, chairs, beds etc. put within premises to facilitate its use for the intended purpose.
Guest/Room/Bathroom Supplies	Consumables or disposable items availed for guests' daily use or convenience.
Higher Quality	Standard of a product perceived as being superior in comparison to similar products.
International Dishes	Dishes commonly found in high class catering establishments around the world.
Internationally Recognizable Standards	Level of quality perceived as comparable or conforming with those prevalent or found anywhere in the world, particularly in the more advanced countries.
Internationally Recognized Language	Refers to languages officially recognized by the United Nations Organization.
Linen	Fabric items used in hotels such as bed sheets, table clothes, skirting, napkins etc.
Lobby	Usually a large area inside the main entrance of the building, 'communicating' to other areas and serves as a holding point during check-in and check-out of guests and provides an area where various guest services are located.

TERM	EXPLANATION
Local Dishes	Dishes featuring cuisine of the locality of the establishment.
Lounge	A public room within the premises appropriately and pleasantly furnished for the relaxation of guests.
Luxurious	Characterized by a high degree of lavishness in service and finest elegance in appearance, comfort and offering high level of enjoyment and/or satisfaction.
Mechanical Ventilation	To cause air to enter and move through a room or building by means of devices installed for that purpose.
Menu	Priced list of dishes available at a restaurant/dining room, usually describing composition and method of preparation of each item.
Modest	Marked by simplicity, limited range but sufficient in size or amount, though low in quality and informal in service delivery.
Natural Environment	Refers to existing surroundings in their natural state.
Natural Ventilation	Provision for allowance of air to naturally enter and move freely through a room or building as a means of moderation and maintenance of comfortable atmosphere and temperatures.
Paging System	System of locating guests within the premises, so as to deliver a message.
Palatial Proportions	Refers to an atmosphere comparable to a palace in grandeur and splendour
Physical Environment	The existing surroundings including natural and man-made features such as topography, vegetation, buildings.
Portable Water	Water certified safe and suitable for drinking.
Private Water Source	Refers to those individually owned, whether open to the public or not and may include rainwater, rivers, wells and dams.
Public Bar	Room with or without a counter where walk in guests) are also offered service.
Quality	The totality of features and characteristics of a product or service that bear on its ability to satisfy customer needs.
Refuse Disposal	System of discarding garbage from the premises as part of sanitation measures.
Residents Bar	Room with or without a counter at which only those registered at the establishment are served.
Restaurant	A commercial food and beverage establishment offering specialized or non specialized cuisine(s), where meals and refreshments are served on a flexible or non flexible time arrangement. It is presented in various forms such as Café, Coffee Shop and similar outlets.
Safe Deposit	A service whereby hotel guests may hand over their valuables to Management for safekeeping.
Safe Deposit Box(es)	Strongboxes with sophisticated or electronic locks fitted in guest rooms or at a central place for use by hotel guest for storage of valuables.
Sanitization	Refers to the formulation and application of hygienic measures, designed to prevent diseases and promote health practices.
Seating Capacity	The maximum number of people that can be comfortably accommodated in a room.
Service	Work done, actions or activities performed by Staff that result in customer satisfaction.
Service Station	A place where a sideboard or similar furniture is located within a work area and where cutlery, equipment and other accessories are kept, to make work easier and enhance efficiency.

TERM	EXPLANATION
Sewerage	Refers to liquid waste, usually disposed of from premises via a system of pipes and ducts to some central treatment, recycling or collection point.
Social and Cultural Environment	Refers to institutions and predominant social forces such as values, beliefs, attitudes and norms that affect society's life style, within a given locality.
Sound Proofing	The act of insulating structures against sound/noise within the building /room, for the comfort and/or privacy of guests, which may apply to discotheques, dance halls, theaters and other rooms.
Staff Changing Rooms	Also known as Locker Rooms are separate rooms for the exclusive use of staff for changing when reporting on or off duty.
Statutory Notice	Mandatory notices as required by the Law.
Table d'hote Menu	Menu offering a complete meal for a set price, and with limited choice, if any.
Temperature Regulation	The maintenance/control of temperature within comfortable range by use of devices made for that purpose.
Terrace	An open or covered paved area located above lower storey(s) or beside a restaurant, where people can sit and relax.
Upholstery	Curtains, fabrics, padding and covering materials for furniture such as chairs and settees etc.
Valet Services	Refers to personalized services, including car parking, laundry service, shoe shine etc, offered in up market accommodation establishments.
Vermin Proofing	Refers to ensuring that undesirable creatures considered a nuisance including certain wild animals, birds, as well as insects do not gain access into or infest the premises.
Waste Collection	A systematic gathering into bins or other containers of material that is no longer needed or useful and is to be thrown away.
Waste Storage	Is the hygienic keeping or holding of waste in containers or rooms, pending disposal.
Well Maintained	Kept in the desired state of good repair.
Well-Appointed	Suitably placed or located.
Work Top	Surface made of appropriate material on which food and beverages are prepared, usually stainless steel, marble, granite or some other hygienic material.

END