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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-	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	

CECTION	ONE STAD	TWO STAD	THREE CTAR	EOUD CTAD	EIVE CT A D	DEMADIZO
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	Same as for One Star.	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment.	Same as for Three Star but with higher quality finish, decoration and maintenance.	Same as for Four Star but all should be of much higher quality	
	20	20	30	40	50	
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
30 FRONT OFF		10	10	10	10	
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available.	Same as One Star	Same as for One Star but a separate concierge service area should be provided.	Same as for Three Star but customer service/public relation table should be provided to assist guests.	Same as Four Star	
3.2 Information	Appropriate and	Same as One Star	Same as for One	Same as for One	Same as One	
Service Service	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.	Same as One Star	Same as for One Star.	Same as for One Star.	Star. 20	
3.3 Hours of Service	They should be at least twelve (12).	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
3.4 Paging Systems	A simple functional paging system should be available	Same as for One Star	Professional discrete paging system should be used.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables.	Same as for One Star	Should be available, in the proportion of at least one Safe for every five rooms	Individual safe deposit box should be provided in the guest rooms	Same as for Three Star	There should be sufficient arrangement for the safe keeping of large valuables.
	20	20	30	40	40	
3.6 Foreign Exchange Services	Foreign exchange services should be provided.	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	
3.7 Concierge Services	There should be an arrangement to assist guests.	Same as for One Star	Same as for One Star, but with designated personnel available.	Adequate number of bellboys should be available to assist guests during operating hours.	Same as for Four Star	
	10	10	15	20	20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili.	Same as for One Star	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.	Same as for Three Star	Same as for Three Star.	
	10	10	20	20	20	
3.9 Communication Services	Should be available and include at least telephone	Same as for One Star	Same as for One Star but should include <i>internet</i> services.	Same as for Three Star.	Same as for Three Star	
	10	10	20	20	20	
	NGE/PUBLIC ARE					
4.1 Lobby/ Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
4.2 Size of Lobby/ Lounge	Should be proportionate to the capacity of the establishment.	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Four Star	
		10	10	20	20	
	10	10	10	20	20	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM			-			KEWAKKS
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.	Same as for One Star, but should be of wider range and quality.	Same as for Two Star, but in addition reading and writing materials should be available.	Same as for Three Star but should be of greater range and higher quality.	Same as for Four Star but offering a distinctively greater range and quality.	
	10	20	30	40	50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional 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.	
	10	20	30	40	50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	20	20	25	30	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.	Same as for One Star	Same as for One Star but showing a degree of creativity.	Same as for Three Star but showing higher degree of creativity.	Same as for Four Star but with distinctive creativity and impressive ambiance.	
4.7 Lighting	There should be	Same as for One	Same as for Two	Same as for	Same as for Four	
4.7 Lighting	adequate natural and/or artificial lighting.	Star but light fittings should be of better quality.	Star but lighting and fittings should be tasteful to provide a pleasant ambiance	Three Star but with very high quality standard of fittings.	Star.	
40 Minim	10 Minimum size of	Sama as far One	Same as for One	40	Sama as far Faur	
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.	Same as for One Star.	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed.	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed.	Same as for Four Star	
	30	30	40	50	50	

S	SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0		OOM(S)/AREA (S)	(Briefings, Confere	nces, 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	
	DINING ROO	M/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	

						Zi August, 2010
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	Same as for One Star but with high standards of cleanliness and hygiene.	Same as for Two Star but with higher quality of design, workmanship and finish.	Same as for Three Star but with tasteful design, very high quality workmanship and finish.	Same as for Four Star but with excellent workmanship and finish.	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.	Same as for One Star but with better quality presentation and choice	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages	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	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list.	
6.7 Service Stations	Should be well appointed and proportional to seating capacity.	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	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	20	20	25	30	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.	Same as for One Star.	Same as for One Star but more spacious with better ambiance. Facilities to prepare non- stocked refreshments should be provided.	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards.	Same as for Four Star but with a higher degree of creativity, ambiance and comfort.	
	20	20	30	40		
7.2 Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finish and design.	Same as for Two Star but with very high quality finish.	Same as for Three Star but with excellent design and finish offering a higher degree of comfort.	Same as for Four Star but with luxurious finish and décor.	
	10	20	30	40	50	

	TION- CEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.3 Lig and Ver		Should be adequate, natural and/or artificial, illumination and ventilation	Same as for One Star but light and ventilation fittings should be of better quality	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable 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	
7.4 Fur and Equ		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.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of distinctively higher quality, offering greater comfort.	Same as for Three Star, but with a touch of luxury.	Same as for Four Star.	
		20	30	40	50	50	
	verage oling stems	Adequate refrigeration/ cooling should be available and storage of wines should be done professionally.	Same as for One Star	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for Three Star	Same as for Three Star	
		20	20	30	30	30	
7.6 Gla	issware	Stocks should be adequate and appropriate for service of different drinks.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of high quality and design.	Same as for Three Star but should be of excellent quality in design and finish.	Same as for Four Star	
7.7 Sel	lection of	Adequate variety	Same as for One	Same as for Two	Same as for	Same as for Four	
Dri	inks and acks	of local and international beverages, wines, and snacks should be available.	Star but with wide variety and choice.	Star but with a wider selection of beverage, wines, and snacks.	Three Star but with premium internationally reknown brands available.	Star but with an extensive selection of premium brands.	
8.0 KI	ITCHEN	10	4 0	JU	70	_ JU	<u> </u>
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.	Same as for One Star.	Same as for One Star.	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds.	Same as for Four Star.	

	ONE CTAD	TWO CT AD	THREE CTAR	EOUD CTAD	EIVE CTAD	DEMADIZO
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.	Same as for One Star.	Same as for One Star, but with added provision for enhancement of service efficiency.	Same as for Three Star.	Same as for Three Star.	
8.3. Flow of	There should be	Same as One Star	Same as for One	Same as for One	Same as for One	
Food Service	provision for safe conveyance of food between the preparation area and the restaurant/dining area.		Star.	Star.	Star	
	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.	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries.	Same as for Two Star but highly organized and departmentalized	Same as for Three Star but with sections clearly labelled.	Same as for Four Star but labelled and screened off where applicable.	
	15	20	25	30	40	
8.5 Equipment of Kitchen	Work tops should 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.	Same as for One Star.	Same as for One Star, but each section should be provided with appropriate tools.	Same as for Three Star but with high quality tools.	As for Four Star but with very high quality tools.	
8.6 Hand Wash	Adequate and	Same as for One	Same as for One	Same as for One	Same as for One	
Basins	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	Star Star	Star.	Star 20	Star	

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.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
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	Same as One Star	Same as for One Star	Same as for One Star	Same as for One Star	
8.9. Drainage	a regular basis. 30 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	30 Same as for One Star	
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.	Same as for One Star but with controllable temperature gauges	Same as for Two Star but should have separate compartments for various food stuffs.	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs.	Same as Four Star	
	10	15	25	30	30	
8.12 Lighting	Should be adequate, natural and/or artificial, illumination.	Same as for One Star but light fittings should be of better quality	Same as for Two Star but lighting 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	
	10	15	20	25	25	
9.0 GUEST RO		I sa c	l sa c	I sa e	I see .	
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	
0.00	20	20	30	40	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.	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
9.3. Balconies/	Not essential	Not essential	25 At least 50% of	30 At least 75% of	All rooms should	
Terraces	1.00 Coochilai	Tion observation	the rooms should have balconies with appropriate furniture.	the rooms should have balconies with appropriate.	have balconies Functional and comfortable furniture.	
			20	30	40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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. • 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 provided, on request.	Same as for Four Star but offering a high degree of luxury.	
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 with length of 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 bedsheets, which can be tucked in. All beds should have underblankets, 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.	

CECTION	ONE CTAD	TWO CT AD	THREE CTAR	EQUID CTAD	EIVE CTAD	DEMARKS
SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.6 Change of Linen	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 Should be should be changed after every two nights of use or with	40 Same as for One Star	50 Same as for One Star	60 Should be changed daily	70 Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each
	every new guest.					bed.
0.7 D/	Should be good	Same as far One	20 Same as for Two	30 Same as for	30 Same as for Four	
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	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.	
	material					
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	Well sound	Same for One	Same as for One	Same as for One	Same as for One	
Proofing	proofed rooms,	Star	Star.	Star.	Star.	
Trooming	for the comfort and privacy of	Star	Sui.	Star.	Sur.	
	guests.					
	30	30	30	30	30	
9.11 Information	Literature	Same as for One	Same as for One	Same as for One	Same as for One	
in	covering	Star.	Star.	Star	Star	
Bedrooms	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	20	20	20	
9.12 Bedroom	An electric bell,	Same as for One	Same as for One	20	20	
Communic ation Systems	light signal or telephone should be provided in every room for internal communication	Star Star	Star but in addition, the following should be provided: Internal telephones which can be connected to	Same as for Three Star but with extensions provided in bathrooms.	Same as for Four Star.	
			external network, through the hotel switchboard, or direct dial. Computer data points/hotspots			
	10	10	20	30	30	
9.13 Room Designation	Should be numbered, lettered or otherwise	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.	
	designated with clear signage.					

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.	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 in place.	
	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, airfreshening supplies torch/lamp 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, assorted tissue paper and a selection of beverages, 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 and good selection of beverages and wines.	
	20	30	40	50	60	
10.0 GUEST BAT						
10.1 Bathroom	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	
10.2. Size	30	Same as for One	Sama as far One	Sama as far	Sama as far Faur	
	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star.	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.	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.	Same as for One Star but with a large mirror.	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.	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided.	Same as for Four Star but with hair dryers and telephone extensions.	More grab rails and facilities for disabled/ handicapped and senior citizens, should be provided.
	30	40	60	70	90	

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.	Same as for One Star but with better workmanship and finish.	Same as for Two Star, but with higher quality materials.	Same as for Three Star, but with superior quality materials.	Same as for Four Star.	
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.	Same as for One Star	Same as for One Star but of bigger size and better quality including a face towel.	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.	Same as for Four Star.	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but of better quality.	Same as for Three Star but with superior quality fittings.	Same as for Four Star	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided.	Same as for One Star.	Same as for One Star, but should be of superior quality.	Same as for Three Star	Same as for Three Star.	
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.	Same as for One Star	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads.	Same as for Three Star	Same as for Three Star the quality and range should reflect a degree of luxury.	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily.	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
11.0 SUITES						
11.1Minimum Size	Not essential	Not essential	Not essential	Minimum size should be not less than 24 sq. m.	Same as for Four Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards.	
11.2 Regulation	Not essential	Not essential	Not essential	Adequate natural	Same as for Four	
of Tempera- ture				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	Star but with high quality air conditioning systems	
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.	Same as for Four Star.	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Not applicable	Should have a terrace or balcony with appropriate furniture.	Same as for Four Star	
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.	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.	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided. They should be tasteful and elegant.	Same as for Four Star but with a touch of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	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. • 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. 60	Same as for Four Star but materials and fittings should of excellent quality and luxurious.	
11.8 Lighting	Not applicable	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. 40	Same as for Four Star.	

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.	Same as for Four Star	
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.	Same as for Three Star	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.	Same as for Four Star but with internet facilities provided on request.	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	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.	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.	
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests.	Same as for Four Star	
11.14 Room Security	Not applicable	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.	Same as for Four Star but with functional electronic surveillance systems in place.	
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin.	Same as for Four Star	

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.	Same as for Four Star but with palatial proportions.	
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	
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.	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish.	
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.	Same as for Four Star but of superior quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Lighting and Ventilation	Not applicable	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. Fittings and	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.	
				finish should be of superior quality.	60	
11.21 Shaver Outlets and Sockets	Not applicable ND SANITATION	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided.	Same as for Four Star, but should be of superior quality and sufficient wattage.	
12.1 Guest	Good impervious	Same as for One	Same as for One	Same as for	Same as for	
Cloakrooms	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. • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated;	Star Star	Star but in addition fresh flowers or indoor plants should be provided.	Three Star.	Three Star	

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SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1121/1	All doors					
	should be					
	fitted with appropriate					
	locks;					
	All toilets					
	should be					
	clean and					
	functional; • 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 Mother and					
	child facilities					
	- Coat					
	hangers/hooks					
	• Facilities for the					
	Disabled/handic					
	apped; • 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.					
12.2 64-66	40 Should be	Sama as far One	Sama as far One	Sama as far On a	Sama as far One	Whoma the act of
12.2 Staff Changing/	Should be sufficient in	Same as for One Star	Where the staff resides on			
Wash	relation to the	Sui	Sui	Sui	Sui	"premises"
Rooms	number of staff,					appropriate
	in line with the					changing room
	Building Code					facilities should
	and health regulations.					be provided.
	Should be clean					
	and well					
	maintained at all					
	times.					
	 Should be provided with 					
	sufficient					
	toilets, showers					
	and individual					

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/handic apped 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.	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
12.4 Sewerage	Drainage should be connected to	20 Same as for One Star	Same as for One Star	25 Same as for One Star	Same as for One Star	
	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	30	30	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	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
12.6 Water Supply	other vermin 30 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	Same as for One Star.	Same as for One Star.	30 Same as for One Star.	30 Same as for One Star.	
	National Authority 50	50	50	50	50	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 12.7 Water	Should be	Same as for One	Should be	Should be	Should be	
Storage	adequate to last at least one (1)	Star.	adequate to last at least three (3)	adequate to last at least five (5)	adequate to last at least seven (7)	
	day, in case of		days.	days.	days.	
	supply breakdown.					
13.0 SAFETY ANI	20 D SECURITY	20	30	40	50	
13.1 Fire	All material in the	Same as for One	Same as for	Same as for	Same as for	
Protection	establishment should be of fire	Star but fire detectors should	Three Star but with smoke	Three Star.	Three Star	
	resistant or	be installed.	detectors and			
	retardant material. Adequate and		sprinklers installed.			
	appropriate fire		instaned.			
	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 Lodge must 					
	be insured against fire					
	hazards.					
	20	30	40	40	40	
13.2 Electrical	All electrical	Same as for One	Same as for One	Same as for	Same as for	
Safety	installations should be well	Star	Star but with high quality	Three Star	Three Star but with higher	
	maintained, in		materials, fittings		quality materials,	
	accordance with applicable		and workmanship		fittings and workmanship	
	electrical safety					
	laws.					
	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.	Same as for One Star	Same as for One Star, but with more elaborate rapid response arrangements	Same as for Three Star	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.	
	10	10	10	15	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.	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times.	Same as for Two Star, but power should be available for at least 18 hours.	Same as for Three Star but power should be available for at least 20 hours.	Power should be available for 24 hours.	
	20	30	40	50	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	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic.	Same as for Three Star but with arrangements for a Doctor on call	Same as for Four Star.	
14.0 SUNDRY SE		1 -0				
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.	Same as for One Star.	Same as for One Star	Same as for One Star	Same as for One Star	
14.2 Shoe Shine	Should be available.	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	
14.3 Room Service	Should be available on request.	Same as for One Star	Same as for One Star but should be available for 18 hours.	Same as for Three Star but should be available for 20 hours.	Same as for Four Star but should be available for 24 hours.	
	10	10	20	30	40	

ITEM 14.4 Laundry						
Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and	Same as for One Star but dry cleaning to be arranged, if not available.	Same as for Two Star	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available.	Same as for Four Star	There should be a Par stock of at least three pairs of sheets for each bed.
	guest clothes 10	20	20	30	30	
15.0 HUMAN RE	ESOURCE	20	20	1 20		
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	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	programmes					
15.2 Professional Qualifica- tions of Manage- ment 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 mana- gement, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available.	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.	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.
15.3 Depart mental 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.	Same as for One Star	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.	Same as for Three Star but with Duty Manager available at all times.	Same as for Four Star	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	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 posses certified qualifications from recognized institutions.	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.
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	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	Same as for Four Star.	
	20	20	languages in addition to English/French and Kiswahili.	English/French and Kiswahili.	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.	
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.	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	A 11	Same of Contract	Same of Contract	S S O	C	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times.	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	
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.	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	
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.	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	
15.11 Recreational Facilities	Adequate recreational facilities should be provided.	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	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
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.	Same as for One Star	Same as for One Star.	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.	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
	15	15	15	20	20	<u> </u>

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/goo ds, well ventilated and maintained. Proper shelving and cabinets should be available	Same as for One Star	Same as for One Star, but better organized, both in terms of goods segregation, layout and management	Same as for Three Star	Same as for Three Star	
	30	30	50	50	50	
16.4 Service Station/ Garage	Functional	Functional	Should be provided and fully equipped	Same as for Three Star	Same as for Three Star	
	10	10	20	20	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.	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	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star.	
16.7 Entertain-	Some form of	Same as for One	Same as for One	Same as for	Same as for	
ment and Recreation	entertainment should be provided.	Star	Star but with properly organized and scheduled entertainment, and recreational facilities.	Three Star	Three Star	
	10	10	10	10	10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations.	Same as for One Star	Same as for One Star	Same as for One Star but with very good landscaping with aesthetic appeal.	Same as for Four Star	

<u> </u>	EAST AFRICAN COMMUNITY GAZETTE 2/ Augu					
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, 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.	
16107	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 STAD	TWO STAD	ТИРЕЕСТАР	DEMADES
SECTION- ITEM 1.0 LOCATION	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel.	Same as for One Star, but should be located for the convenience of long distance travellers.	Same as for Two Star	
	15	20	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.	Same as for One Star	Same as for One Star, but should blend in very well with the natural and/or built up environment	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	The establishment should	Same as for One Star but	Same as for Two Star,	This includes provision
Station	provide basic facilities and associated services, except where one exists within a reasonable distance	the range of facilities and services should be good.	but with higher quality of facilities and services.	for garage and fuel services.
	20	30	40	
2.0 BUILDING	Troit 1 111	0 0 0		T
2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries.	Same as for One Star	Same as for One Star.	
	20	20	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.	Same as for One Star but with some claim to beauty and style.	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality.	
220	20	30	40	
2.3 Capacity	The motel should have at least ten (10) lettable accommodation units.	Same as for One Star.	Same as for One Star.	
2.4 Corridors,	Should allow easy	Same as for One Star but	Same as for Two Star but	
Staircases, Hallways and Walkways	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.	with good finish and high quality materials used.	with better finish and higher quality materials used.	
2.5 Site Signage and	Proper and clear signs	Same as for One Star	Same as for One Star	
2.5 Site Signage and Notices	Proper and clear signs and notices should be provided directing the traveler to different services.			
	10	10	10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
3.0 FRONT OFFICE	ONE STAR	IWUSIAK	THREE STAK	REWARKS
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available.	Same as for One Star	Same as for One Star but a separate concierge service area should be provided	
	20	20	30	
3.2 Information Services	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/French, Kiswahili, and at least one other internationally recognizable language.	Same as for One Star but the presentation of the information and quality of materials used should be done professionally	Same as for Two Star.	
	15	20	20	
3.3 Hours of Service	There should be a 24 hours' service.	Same as for One Star	Same as for One Star	
	20	20	20	
3.4 Paging Systems	A simple functional paging system should be available	Same as for One Star	Same as for One Star.	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms.	Same as for One Star	Individual safe deposit box should be provided in the guest rooms	
3.6 Foreign Exchange Services	Foreign exchange service should be provided.	Same as for One Star	Same as for One Star	
3.7 Languages	Front office staff should be able to communicate English/French and Kiswahili.	Same as for One Star	Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language	
2.9 Came of the first	10	10	Same as far On a Star but	
3.8 Communication Services	Should be available and include at least telephone and postal services.	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY/LOUNGE/PU				
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	
	10	20	30	

SECTION ITEM	ONE STAR	TWO STAD	THDEE STAD	REMARKS
SECTION- ITEM 4.2 Size of	Should be proportionate	TWO STAR Same as for One Star	THREE STAR Same as for One Star	REMARAS
Lobby/Lounge	to the capacity of the establishment.	Sume us for one sum	Sunte us for one star	
	10	10	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.	Same as for One Star but of better range and quality	Same as Two Star, but with greater range and higher quality.	
	30	40	50	
4.4 Décor	Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained.	Same as for One Star, but should bear a distinct theme and/or concept.	Same as for Two Star, but of higher quality, and distinctively richer décor.	
	30	40	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.	Same as for One Star.	Same as for One Star.	
	40	40	40	
4.6 Floors, Walls and Ceilings	Should be of good quality, clean and well maintained.	Same as for One Star but all materials and finish should be of better quality.	Same as for Two Star, but of higher quality materials and finish.	
	20	30	40	
4.7 Lighting	Should be adequate natural and/or artificial	Same as for One Star but with better quality light fittings.	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance	
4.8 Telephone	10 Depending on	Same as for One Star.	30 Same as for One Star.	
Facilities	telecommunication services coverage, public telephone services should be available. 10	10	10	
4.9 Information	Relevant information	Same as for One Star	Same as for One Star	
	should be available for guests.	20	20	
4.10 Refreshments	Should be available and	Same as for One Star.	Same as for One Star.	
7.10 ACH CSHIREIUS	easily accessible for 24 hours a day	same as for One Star.	same as for One Star.	
4.11 Minimum Size	Should be as per the	Same as for One Star.	Same as for One Star but	
of Public Rooms	Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed.		minimum size should not be less than an aggregate of 1 sq. m. per guest bed.	
	30	30	40	

EAST AFRICAN COMMUNITY GAZETTTE

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.	Same as for One Star but should be of better quality.	Same as for Two Star, but with a section providing proper and adequate full service seating facilities.	
5.2 Furniture, Equipment and Accessories	Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/handicapped persons.	Same as for One Star but should be of better quality.	Same as for Two Star but all should be of higher quality.	
	40	50	60	
5.3 Interior Décor	Should be modest with harmony of colours.	Same as for One Star	Same as for One Star but aesthetically more pleasant and of superior quality materials.	
	20	20	30	
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene.	Same as for One Star, but should be of good quality materials.	Same as for Two Star but with high quality design, workmanship and finish.	
	15	20	30	
5.5. Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed.	Same as for One Star but with better quality presentation and wider choice.	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list.	
	10	20	30	
5.6 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.	
	20	30	40	
5.7 Service Stations	Should be well appointed and proportional to seating capacity	Same as for One Star.	Same as for One Star.	
	20	20	20	
5.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided.	Same as for One Star.	Same as for One Star.	
	20	20	20	
6.0 BAR(S)			I a a m ~ :	T
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.	Same as for One Star but with better quality materials.	Same as for Two Star but with better ambiance. Facilities to prepare non- stocked refreshments should be provided.	
	20	25	30	
6.2. Floors, Walls, Ceilings and Decor	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finishes and designs.	Same as for Two Star but with very high quality finishes.	
	•	•	•	•

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
6.3 Lighting	Should be adequate,	Same as for One Star but	Same as for Two Star but	REMARKS
vie Eighting	natural and/or artificial, with level of artificial illumination controllable.	light fittings should be of better quality.	lighting and fittings should be tasteful to provide a pleasant ambiance.	
	10	20	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	Same as for One Star but with quality fixtures and fittings	
6.5 Furniture and	Should be adequate,	Same as for One Star but	Same as for Two Star but	
Equipment	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.	should be of high quality.	should be of higher quality, offering greater comfort.	
	20	30	40	
6.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	Same as for One Star	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	
	20	20	30	
6.7 Glassware	Stocks should be adequate and appropriate for service of different drinks.	Same as for One Star but should be of high quality.	Same as for Two Star but should be of higher quality and design.	
6.8 Selection of	10 Adequate variety of local	Same as for One Star but	30 Same as for Two Star but	
Drinks and Snacks	and international beverages, wines and snacks should be available.	with wide variety and choice	with a wider selection of beverage, wines and snacks.	
7.0 KITCHEN	10	20	30	
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.	Same as for One Star.	Same as for One Star.	
7.2. Relation to	Should be conveniently	Same as for One Star.	Same as for One Star, but	
Restaurant	located in relation to the restaurant/dining area, to facilitate service efficiency.	10	with added provision for enhancement of service efficiency.	
7.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area	Same as for One Star	Same as for One Star.	
	30	30	30	

EAST AFRICAN COMMUNITY GAZETTTE

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
7.4 Organization of the Kitchen	There should be different and appropriate worktops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas.	Same as for One Star.	Same as for One Star but highly organized and departmentalized.	
	40	40	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.	Same as for One Star.	Same as for One Star, but each section should be provided with appropriate tools.	
	30	30	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.	Same as for One Star	Same as for One Star.	
	20	20	20	
7.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided.	Same as for One Star	Same as for One Star	
7.9 Wasta Callastian	There should be a	40 Sama as fan On a Stan	40	
7.8 Waste Collection and Storage	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 for One Star	Same as for One Star	
7.9. Drainage	All drains in and around	Same as for One Star	Same as for One Star	
1.5. Dramage	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 Stat	Same as 101 One Stat	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
SECTION-TIENI	connected to the soakage	IWOSIAK	THREE STAR	KEWAKKS
	pit via grease trap. All to			
	be maintained in good working condition, at all			
	times			
	30	30	30	
7.10 Floors, Walls and	Should be of impervious	Same as for One Star but	Same as for Two Star but	
Ceilings	materials, non-corrosive and non-slip, conducive	with high quality materials and finish.	with higher quality materials and finish.	
	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.			
	Sarraces should be coved.			
#44 E 10:	20	30	40	
7.11 Food Storage	Should be adequate, providing for separation	Same as for One Star	Same as for One Star but should have separate	
	of perishables and non-		compartments for various	
	perishables, well		food stuffs.	
	ventilated and maintained in hygienic condition.			
	Built in facilities for			
	refrigeration, shelving,			
	pallets and cabinets should be available.			
7.12 Lighting	Should be adequate,	Same as for One Star but	Same as for Two Star but	
7.12 Eighting	natural and/or artificial,	light fittings should be of	lighting fittings should be	
	with level of artificial	better quality	tasteful to provide a	
	illumination controllable.		pleasant ambiance	
9.0 CHECT DOOMS	10	15	20	
8.0 GUEST ROOMS 8.1 Minimum Size	Minimum size of	Minimum size to be 12	Minimum size to be 15	
	bedrooms should be 12	sq.m.	sq.m.	
	sq. m.			
	20	20	30	
8.2. Regulation of	Adequate natural	Same as for One Star	Same as for One Star.	
Temperature	ventilation, and/or sufficient mechanical air			
	conditioning should be			
	provided, so as to			
	maintain a temperature range for the comfort of			
	the guests.			
8.3 Fittings,	40 Every room should be	Same as for One Star but	Same as for Two Star but	
Furniture,	fitted with a clean and	of high quality.	of higher quality and	
and Equipment	comfortable bed of not		should include a	
	less than 190 cms x 90 cms. Mattress should not		Computer data point/hotspots.	
	be less than 15 cms thick		рошеновров.	
	with two matching			
	pillows. Foam rubber or cotton material of high			
	I collon malerial of nion			

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	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.			
8.4 Furnishings and	30 Soft furnishing and	40 Same as for One Star but	Same as for Two Star but	
Linen	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. • 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 underblankets, 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.	should be of high quality.	of higher quality.	
	30	40	50	
8.5 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	There should be a Par Stock of at least three pairs of sheets for each bed.
9 (D/	Should have deating	Same as fan On a Stan but	Same as for Tree Star	
8.6 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but of superior quality.	Same as for Two Star. 40	
8.7 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally	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
SECTION-TIEM	fitted, with a good under	TWOSTAR	THREE STAR	REWARKS
	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	Same as for One Star but	Same as for Two Star but	
	natural lighting where the window area should not	with better quality materials and fixtures.	with additional light fixtures over the dressing	
	be of less than 20% of	materials and fixtures.	table mirror. Portable or	
	floor area. One light		other light fixtures	
	fixture for each bed, in		suitable for reading,	
	addition to the general illumination. Bedside		writing, etc. should be provided.	
	switch and emergency		provided.	
	lighting should be			
	provided.	•	20	
8.9 Sound Proofing	Well sound proofed	Same as for One Star	Same as for One Star.	
5.7 Sound I Toolling	rooms, for the comfort	Same as for one star	Same as for One Star.	
	and privacy of guests.			
0 10 If.	30	Same as for One Stee had	30	
8.10 Information in Bedrooms	Literature covering services, internal	Same as for One Star but the presentation of the	Same as for Two Star.	
Dog Ooms	telephone directory and	information and quality		
	Tariffs, menus,	of materials used should		
	emergency and fire exit	be done professionally		
	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	20	20	
8.11 Bedroom Communication	A bell, light signal or	Same as for One Star	Same as for One Star but in addition, the following	
Systems	telephone should be provided in every room		should be provided:-	
Systems	for internal		Internal telephone	
	communication		which can be	
			connected to external	
			network, through the hotel switchboard, or	
			direct dial.	
	10	10	• Computer data points	
8.12 Room	Should be numbered,	Same as for One Star but	Same as for Two Star but	
Designation	lettered or otherwise	in good quality fittings.	of better quality fittings.	
	designated with clear		, , , , , ,	
	signage.	15	20	
8.13 Room Security	The main door and	Same as for One Star, but	Same as for One Star, but	
5.15 Room Security	windows should be of	with high quality fittings	with higher quality	
	good quality weather		fittings	
	resistant material and			
	fitted with secure locks/locking system,			
	providing maximum			
	privacy and security			
	should be installed.	20	20	
	15	20	30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.14 Supplies in	Approved and sealed	Same as for One Star but	Same as for Two Star. In	
Bedrooms	bottled drinking water	all items should be of	addition, hot water bottle,	
	should be supplied daily.	good quality.	extra pillows, duvet/	
	Bedside rug for each		blanket, tea/coffee tray,	
	guest, "Do Not Disturb"		assorted tissue paper and	
	sign, stationery, waste		Shoe bags, shoe shining	
	bin, appropriate insect		pads, sewing kits and	
	repellent, laundry bags, air-freshening supplies		bedroom slippers, should be provided	
	and water glasses should		be provided	
	be provided.			
	•			
A A CHIEGE DA ENDO OL	20	30	40	
9.0 GUEST BATHROOM 9.1 Bathroom(s)	Should be ensuite to each	Same as for One Star	Same as for One Star	
7.1 Datii totii(s)	guest room	Same as for One Star	Same as for One Star	
	30	30	30	
9.2 Size	Bathroom/WC of not less	Same as for One Star.	Same as for One Star, but	
	than 3½ sq. m.		should be of not less than 5 sq.m.	
	10	10	20	
9.3 Fittings,	Should be modest,	Same as for One Star but	Same as for Two Star but	More grab rails and
Equipment	functional and include a	with high quality	should include an	facilities for disabled/
and	shower with a mixer and	materials, fittings,	efficient mechanical air	handicapped and senior
Amenities	splash guard hanging	workmanship and finish	extraction system and a	citizens should be
	naturally into the shower tray, WC, toilet paper		larger mirror, with suitable lighting for bath	provided.
	holder, hand wash basin		room use. Built-in bath	
	with hot and cold water, a		tubs should be at least	
	reasonably sized mirror,		160 cm. long.	
	towel rail, clothes hook			
	or hanger, grab rail and			
	non-slip shower tray.			
	20	20	40	
9.4 Floors, Walls and	Good impervious non-	Same as for One Star, but	Same as for Two Star,	
Ceilings	slip materials should be	with high quality	but with higher quality	
g.	used. The materials used	material.	material.	
	to cover the walls should			
	be at least up to a height			
	of 2.5 meters from the			
	floor.	20	20	
9.5 Towels and	Should be adequate, of	Same as for One Star but	Same as for Two Star but	
Bathrobes	good quality material in	of bigger size and better	of higher quality and	
Dami ones	good quanty material in	quality including a face	should include a wide	
	changed daily. Bath mat	towel.	variety in size, including	
	of modest material		a bathrobe.	
	should be provided			
0.611.13	10	15	20	
9.6 Lighting and	Should provide adequate illumination suitable for	Same as for One Star but	Same as for Two Star but	
Ventilation	different bathroom uses.	with improved materials, fittings, workmanship	of better quality.	
	There should be effective	and finish.		
	natural and artificial			
	ventilation		40	
	20	30		
9.7 Shaver Outlets	Shaver outlets should	Same as for One Star but	Same as for Two Star,	
and Sockets	be provided in every	should be of good	but should be of superior	
	bathroom, indicating	quality.	quality.	
	the voltage supply.			
	Appropriate sockets			
	should be provided.	15	20	
	10			
				·

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
9.8 Supplies in the	The following should be	Same as for One Star	Same as for One Star but	
Bathroom	supplied in each		with addition of sanitary	
	bathroom: Sanitary bin,		bags, paper tissues and	
	soap and toilet paper, a water glass per guest and		cotton pads.	
	toiletry tray or basket			
	provided.			
	10	10	20	
9.9 Sanitization	Bins, WC, hand wash	Same as for One Star.	Same as for One Star.	
	basins, bath tubs and shower trays should be			
	sanitized with appropriate			
	detergents and chemicals			
	daily.			
40.0 ***********************************	20	20	20	
10.0 HYGIENE AND SAN		Same as for One Ster but	Comp on for Two Stor but	
10.1 Guest Cloakrooms	Good impervious non- slip material should be	Same as for One Star but with high quality	Same as for Two Star but with higher quality	
Cloakioonis	used for floors and walls.	materials, fittings and	materials, fittings and	
	The materials used to	finish	finish	
	cover the wall should be			
	up to a height of not less			
	than 1½ metres from the floor.			
	• 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:-			
	- 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			
	In the same state of the same			
	15	20	30	

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.	SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. • 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 15 10.3 Refuse Disposal Should meet the local health standards and environmental protection regulations 20 20 30 10.4 Sewerage Drainage must be connected to a septic tank of an approved size and approved size and soskage pit or any other approved sewage disposal of the town, where applicable. Where there is no sewage system in should be connected to a septic tank of an approved size and approved size and approved sewage disposal of the flown in should be connected to a septic tank of an approved size and approved sewage disposal of the lown, where applicable. Where there is no sewage system in the building Code and health as well as environmental protection regulations. 30 30 30 30 30 30 30 30 30 3	10.2 Staff Changing/	Should be sufficient in	Same as for One Star but	Same as for Two Star but	
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10.5 Vermin Proofing The premises should be Same as for One Star Same as for One Star		30	30	30	
	10.5 Vermin Proofing	The premises should be			
		fumigated regularly in			
accordance with health					
regulations and properly protected against other					
vermin					
20 20 20	10 (11)				
10.6 Water supply There should be Same as for One Star Same as for One Star.	10.6 Water supply		Same as for One Star	Same as for One Star.	
consistent supply of safe water conforming to local					
and WHO standards.					
Water from private					
sources should be		sources should be			
regularly treated and					
appropriately certified by					
competent National Authority		-			
20 20 20		20	20	20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
10.7 Water Storage	There should be enough	The storage capacity	The storage capacity	
	storage capacity to last at	should be for at least	should be for at least five	
	least one day, in case of supply breakdown.	three days.	days	
	20	30	40	
11.0 SAFETY AND SECU				
11.1 Fire Protection	All material in the establishment should be	Same as for One Star but fire detectors should be	Same as for Two Star but with smoke detectors and	
	of fire resistant or	installed.	sprinklers installed.	
	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	30	40	
11.2 Electrical	All electrical installations	Same as for One Star but	Same as for Two Star but	
Safety	should be well maintained, in	with high quality materials, fittings and	with higher quality materials, fittings and	
	accordance with	workmanship	workmanship	
	applicable electrical			
	safety laws.	15	20	
11.3 Security	Adequate arrangements,	Same as for One Star	Same as for One Star but	
	including a functional alarm system, as well as		connected to external	
	properly trained and		rapid response system	
	equipped personnel			
	should be in place.	15	20	
11.4 Emergency	There should be	Same as for One Star	Same as for One Star	
Power	appropriate alternative			
	sources of power in case of failure of the main			
	supply			
11.5 First Aid	Adequate Kits should be	Same as for One Star but	Same as for Three Star	
11.5 FII St AIU	provided, with some of	with a Clinical Officer on	but with a Doctor on call.	
	the staff on duty trained	call.		
	in its application			
	techniques.	20	30	
L	1	1 = ₹		

12.0 SUNDRY SERVICES	7			REMARKS
	<u> </u>			
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.	Same as for One Star	Same as for One Star	
	10	10	10	
12.2 Shoe Shine	Services should be available.	Same as for One Star	Same as for One Star	
12.3 Room Service	Room service available on request.	Same as for One Star but should be available for 18 hours	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	Same as for One Star but dry cleaning should be arranged if not available.	There should be a Par stock of at least Three pairs of sheets for each bed.
13.0 HUMAN RESOURCE	E	-	-	
13.1 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	Same as for One Star	Same as for One Star	
	25	25	25	
13.2 Management	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 with similar training. Continuous training, including in-house programmes should be available.	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.	Same as for One Star	Same as for One Star but each department must be under the supervision of a per son or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times.	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	All operative staff should	Same as for One Star but	Same as for Two Star but	Appropriate on-job
Qualifications of Operative Staff	possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.	the proportion of professionally certified staff should be at least 50%	the proportion of professionally certified staff should be at least 70%	training programmes should be formulated and maintained.
	At least 40% of the staff should possess certified qualifications from recognized institutions.			
13.5 Languages	Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel. 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	
	20	20	30	
13.6 Health	Staff should be medically examined regularly, in line with statutory health regulations.	Same as for One Star.	Same as for One Star.	
	10	10	10	
13.7 Staff Uniforms	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.	Same as for One Star 20	Same as for One Star.	
13.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times.	Same as for One Star.	Same as for One Star	
		10	10	
13.9 Dining and Recreational Facilities for Staff	A Dinning 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.	Same as for One Star.	Same as for One Star.	
	20	20	20	
14.0 GENERAL 14.1 Audiovisual	Soft background or piped music should be	Same as for One Star.	Same as for One Star but with a multi channel TV	
	available. 10	10	20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
142 'Courtesy of Choice'	'Smoking and 'Non- Smoking' zones should be identified and clearly indicated.	Same as for One Star	Same as for One Star	
	20	20	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	Same as for One Star	Same as for One Star, but better organized, both in terms of goods segregation, layout and management	
	20	20	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.	Same as for One Star.	Same as for One Star but with service lift/passage provided for all floors	
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.	Same as for One Star but parking space should be clearly marked and well lit.	Same as for Two Star but with an Attendant.	
	10	15	20	
14.6 Shopping Facilities	A boutique/shop stocking items convenient for travelers should be available.	Same as for One Star	Same as for One Star	
	10	10	10	
14.7 Entertainment and Recreation	Some form of entertainment should be provided.	Same as for One Star.	Same as for One Star	
	10	10	10	
14.8 Outdoor Areas	Some landscaping should be done and well maintained.	Same as for One Star, but with adequate landscaping.	Same as for Two Star but with some degree of creativity	
1100	20	25	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.	Same as for One Star	Same as for One Star	
	20	20	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.	Same as for One Star	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 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 for One 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	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.3 Walkways,	Should be in	Same as for One	Same as for One	Same as for	Same as for Four	
Hallways and	accordance with	Star.	Star but with	Three Star but	Star but all	
Staircases	the Buildings		better finish and	with higher	should be of	
	Code, allow easy		some decoration,	quality finish,	much higher	
	passage and be		in harmony with	decoration and	quality	
	well lit, at all times. Where		the cultural environment.	maintenance.		
	applicable, safe		environment.			
	side railings					
	should be					
	provided and					
	well maintained			40		
2.4 6:4:	20	Same as for One	Same as for One	Same as for One	Same as for One	
2.4 Site signage and Notices	Proper and clear signs and notices	Star	Star	Star	Star	
and Notices	should be	Stai	Stai	Stai	Stai	
	provided					
	indicating any					
	restrictions and					
	areas of interest.					
2 A EDONE OF	10	10	10	10	10	
30 FRONT OFF 3.1 Reception	An appropriate	Same as for One	Same as for One	Same as for	Same as for Four	
Area	area suitably	Star	Star but a	Three Star but	Star	
	designed for	- · · · ·	separate	customer	~ ***	
	receiving of		concierge service	service/public		
	guests should be		area should be	relation table		
	available.		provided.	should be		
				provided to assist		
	10	10	30	guests.	40	
3.2 Information	Appropriate and	Same as for One	Same as for One	Same as for One	Same as for One	
Services	relevant guest	Star	Star.	Star.	Star.	
	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/French,					
	Kiswahili, and at					
	least one other					
	internationally					
	recognizable					
	language.	20	20	20	20	
	20	20	20	20	20	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Hours of Service	They should be at least twelve	Same as for One Star	Same as for One Star.	Same as for One Star	Same as for One star	
	(12). 10	10	10	10	10	
3.4 Paging Systems	A simple functional paging system should be available	Same as for One Star	Professional discrete paging system should be used.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables.	Same as for One Star	Should be available, in the proportion of at least one Safe for every five rooms	Individual safe deposit box should be provided in the guest rooms	Same as for Four Star	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign	Foreign	Same as for One	Same as for One	Same as for One	Same as for One	
Exchange Services	exchange services should be provided.	Star	Star Star	Star Star	Star	
	10	10	10	10	10	
3.7 Concierge Services	There should be an arrangement to assist guests.	Same as for One Star	Same as for One Star, but with designated personnel available.	Adequate number of bellboys should be available to assist guests during operating hours.	Same as for Four Star	
	10	10	15	20	20	
3.8 Languages	Guest contact staff should be able to communicate in English/French and Kiswahili.	Same as for One Star	Same as for One Star but should also be able to communicate in at least one other internationally recognized language	Same as for Three Star	Same as for Three Star.	
	10	10	20	20	20	
3.9 Communication Services	Should be available and include at least a telephone	Same as for One Star	Same as for One Star but should include <i>internet</i> services.	Same as for Three Star.	Same as for Three Star	
	10	10	20	20	20	
	NGE/PUBLIC ARE		-	1 = -	-	I
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
	10	15	20	30	40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Four Star	
	establishment. 10	10	10	20	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.	Same as for One Star, but should be of wider range and quality.	Same as for Two Star, but in addition reading and writing materials should be available.	Same as for Three Star but should be of greater range and higher quality.	Same as for Four Star but offering a distinctively greater range and quality.	
4.4 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional 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.	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material,	Same as for One Star	Same as for One Star but showing a degree of	Same as for Three Star but showing higher	Same as for Four Star but with distinctive	Walls may or may not be existing
and Cennigs	and well maintained to enable high standards of cleanliness and hygiene.		creativity.	degree of creativity.	creativity and impressive ambiance.	CAISUIIG
4.7 Lighting	There should be adequate natural and/or artificial lighting.	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.	Same as for Four Star.	
1075	10	20	30	40	40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge/pub lic 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.	Same as for One Star.	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed.	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed.	Same as for Four Star	
	30	30	40	50	50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	l ROOM/AREA (Brie	l fings, Conferences, l	 			
5.1 Features	At least an area	Same as for One	Same as for Two	Same as for	Same as for Four	
and	of not less than	Star but with	Star but with an	Three Star but	Star but of very	
Facilities	1.5 sq m. per	good furniture.	average size of at	with high quality	high quality	
	guest with		least 2 sq.m. per	furniture,	audiovisual and	
	functional		guest bed,	furnishings and	internet facilities.	
	furniture to		comfortably	fittings.		
	match the general		furnished, and			
	standard of the		well maintained.			
	establishment.					
(ADDING ADE	10	20	30	40	50	
6.0 DINING ARE		G	G C T	C C	G	
6.1 Features and	At least one	Same as for One	Same as for Two	Same as for	Same as for Four	
Facilities	designated dining	Star, but should be of better	Star, but offering	Three Star, but	Star, but	
	area,		greater degree of comfort.	offering considerable	featuring more than one room	
	with the number	quality.	Connort.	luxury and	and distinctively	
	of beds. Should			convenience.	luxurious. A	
	be well			convenience.	separate lounge	
	furnished,				should be	
	ventilated and				available for	
	maintained				extra comfort	
	10	20	30	40	50	
6.6 Furniture,	Should be	Same as for One	Same as for Two	Same as for	Same as for Four	
Equipment	adequate,	Star but all of	Star but all	Three Star but	Star but	
and	functional,	better quality.	should be of	luxurious and	distinctively	
Accessories	comfortable and		superior quality.	more elegant.	luxurious and	
	appropriate. All should be clean				elegant.	
	and of good					
	quality, taking					
	into					
	consideration the					
	needs of					
	disabled/					
	handicapped					
	persons.					
	40	50	60	70	80	
6.3 Interior	Should be	Same as for One	Same as for Two	Same as for	Same as for Four	
Décor	modest, of good	Star but of better	Star but of wider	Three Star but	Star but	
	quality with	range and quality	range, higher	should be more	generously	
	harmony of		quality and	comfortable, of	furnished, with	
	colours and		comfort	very high quality	attention to	
	blending with the natural and			and in excellent condition	detail, comfort and elegance	
	cultural			Condition	and eleganee	
	environment. and					
	well maintained					
	20	30	40	50	60	
6.4 Lighting	Should be	Same as for One	Same as for Two	Same as for	Same as for Four	
	adequate, natural	Star but light	Star but lighting	Three Star but	Star	
	and/or artificial,	fittings should be	and fittings	with very high		
	with level of	of better quality	should be tasteful	quality standard		
	artificial		to provide a	of fittings and		
	illumination		pleasant	finish		
	controllable.		ambiance			
	20	30	40	50	50	
	20	30	4U	50	30	

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	Same as for One Star.	Same as for One Star but with high quality of design, workmanship and finish.	Same as for Three Star but with tasteful design, very high quality workmanship and finish.	Same as for Four Star but with excellent workmanship and finish.	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.	Same as for One Star but with better selection, quality, presentation	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list	Same as Four Star, but featuring excellent cuisine and very rich wine list.	
6.7 Service Stations	Should be well appointed and proportional to seating capacity.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	provided 30	30	35	40	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.	Same as for One Star.	Same as for One Star but more spacious with better ambiance. Facilities to prepare non- stocked refreshments should be provided.	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards.	Same as for Four Star but with a higher degree of creativity, ambiance and comfort.	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finish and design.	30 Same as for Two Star but with very high quality finish.	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.	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation.	Same as for One Star but light and ventilation fittings should be of better quality	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	Same as for Four Star	

SECTION-	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	Same as for One Star but should be of better quality.	Same as for Two Star but should be of distinctively higher quality, offering greater	Same as for Three Star, but with a touch of luxury.	Same as for Four Star.	
	machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential.		comfort.			
	20	30	40	50	50	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	Same as for One Star	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling	Same as for Three Star	Same as for Three Star	
	20	20	requirements.	20	20	
7.6 Glassware	Stocks should be	Same as for One	Same as for Two	Same as for	Same as for Four	
7.0 (3.11.55)	adequate and appropriate for service of different drinks.	Star but should be of better quality.	Star but should be of high quality and design.	Three Star but should be of excellent quality in design and finish.	Star Star	
	10	20	30	40	40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, should be available.	Same as for One Star but with wide variety and choice.	Same as for Two Star but with a wider selection of beverage, wines and snacks,	Same as for Three Star but with premium internationally re-known brands available.	Same as for Four Star but with an extensive selection of premium brands.	
	10	20	30	40	50	
8.0 KITCHEN			T =	T =	I ~	
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.	Same as for One Star.	Same as for One Star.	Same as for One Star but area per guest bed should be ³ / ₄ sq. m. for hotels with more than 100 beds.	Same as for Four Star.	
8. 2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency.	Same as for One Star.	Same as for One Star, but with added provision for enhancement of service efficiency.	Same as for Three Star.	Same as for Three Star.	
8.3. Flow of	There should be	Same as One Star	Same as for One	Same as for One	Same as for One	
Food Service	provision for safe conveyance of food between the	Same as One Star	Star.	Star.	Star	

8.4 Organization of the Kitchen	preparation area and the restaurant/dining area 30 There should be visible segregation in terms of working	30 Same as One Star but with different	30			
8.4 Organization of the Kitchen	There should be visible segregation in terms of working	Same as One Star		30	30	
	areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries.	and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries.	Same as for Two Star but highly organized and departmentalized	Same as for Three Star but with sections clearly labelled.	Same as for Four Star but labelled and screened off where applicable.	
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.	Same as for One Star.	Same as for One Star, but each section should be provided with appropriate tools.	Same as for Three Star but with high quality tools.	As for Four Star but with very high quality tools.	
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.	Same as for One Star	Same as for One Star.	Same as for One Star	Same as for One Star	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

CECTION	ONE STAD	TWO STAD	THREE STAR	EOUD STAD	EIVE STAD	DEMADIZE
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	
8.10 Floors,	Should be of	Same as for One	Same as for Two	Same as for	Same as for	
8.10 Floors, Walls and Ceilings	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 15	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.	Three Star	Same as for Three Star but with distinctly superior quality materials and finish.	

EAST AFRICAN COMMUNITY GAZETTTE

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.	Same as for One Star but with controllable temperature gauges	Same as for Two Star but should have separate compartments for various food stuffs.	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs.	Same as for Four Star	
	10	15	25	30	30	
8.12 Lighting	Natural and/or artificial, illumination, should be adequate.	Same as for One Star but light fittings should be of better quality	Same as for Two Star but lighting 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	
	10	15	20	25	25	
10.0 GUEST RO						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	Should be adequately spaced
9.2. Regulation of	Adequate natural ventilation, where openable	Same as for One Star	Same as for One Star but with quality fixtures	Same as for Three Star but with high quality	Same as for Four Star	
Temperature	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	and fittings	air conditioning systems	30	
9.3. Balconies/	Not essential	Not essential	At least 50% of	20 At least 75% of	All rooms should	
Terraces	T.or essential		the rooms should have balconies with appropriate furniture.	the rooms should have balconies with appropriate.	have balconies Functional and comfortable furniture.	
			20	30	40	

Same as for Own Same as for Own Same as for Own Same as for Four Same as for Fo	SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.5 Furnishings and Linen Appropriate Soft furnishings: Solud 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 Soft furnishings: Same as for Two Star but of significantly Higher quality. Same as for Two Star but whould be of much higher quality. Same as for Two Star but of significantly Higher quality. Same as for Two Star but whould be of much higher quality.	Furniture and	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, and bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should	Star but of high	Star but should include a Computer data	Three Star but with valet services and coffee tray provided. Mini bar should be provided, on	Star but offering a high degree of	
curtains and upholstery should be of good quality, finish and well maintained.	and	Appropriate Soft furnishings: 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	Same as for One Star but should be of high	Same as for Two Star but of significantly	Same as for Three Star but should be of much higher	Same as for Four Star but with a higher degree of	

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.	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.
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.	
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.	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.	
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.	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.	
9.10 Guest Privacy	Tents should be appropriately spaced to facilitate guest privacy and comfort.	Same for One Star	Same as for One Star.	Same as for One Star.	Same as for One Star.	
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
TI E.W	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	
9.12 Internal Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication	Same as for One Star	Same as for One Star but in addition, the following should be provided:- • Internal telephones that can be connected to external network, through the switchboard, or direct dial. • Computer data points/hotspots	Same as for Three Star but with extensions provided in bathrooms.	Same as for Four Star.	
0.10	10	10	20	30	30	
9.13 Tent 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 Tent Security	Good quality and secure locking system on each entrance, providing maximum 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 higher degree of sophistication	
	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-	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, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates and good selection of beverages and wines.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	freshening supplies, Torch/lamp, and water glasses should be provided.		shining pads, sewing kits and bedroom slippers, should be provided			
	20	30	40	50	60	
10.0 GUEST BAT		Same as for One	G G G	Same as for One	G C C	
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	
10.2 Size	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq.m.	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious.	
	10	10	20	30	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.	Same as for One Star but with a large mirror.	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.	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage	Same as for Four Star but with hair dryers and telephone extensions.	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
	30	40	60	80	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 meters from the floor.	Same as for One Star but with better workmanship and finish.	Same as for Two Star, but with higher quality materials.	Same as for Three Star, but with superior quality materials.	Same as for Four Star.	
	10	20	30	40	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.	Same as for One Star	Same as for One Star but of bigger size and better quality including a face towel.	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.	Same as for Four Star.	
	20	20	30	40	40	
10.6 Lighting and Ventilation	Should be effective natural/or	Same as for One Star but should be of high quality	Same as for Two Star but of higher quality.	Same as for Three Star but with superior	Same as for Four Star	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	artificial for convenience and comfort of the guests.	materials, fittings, workmanship and finish.		quality fittings.		
	20	30	40	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.	Same as for One Star.	Same as for One Star, but should be of superior quality.	Same as for Three Star	Same as for Three Star.	
10.8 Supplies	The following	Same as for One	Same as for One	Same as for	Same as for	
in Bathrooms	should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.	Star Star	Star but with addition of sanitary bags, paper tissues and cotton pads.	Three Star	Three Star but the quality and range should reflect a degree of luxury.	
	10	10	20	20	30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
11.0 SUITES	20	20	20	20	20	
11.1Minimum 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.	
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.	
11.4 Balconies/ Terraces	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture.	
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.	
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.	
11.7 Furnishings and Linen	Not essential	Not essential	Not essential	Not essential	Appropriate Soft furnishings:- • Should be well	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	ONE STAR	IWUSIAR	THREE STAR	FOURSTAR	FIVESTAR	KEWIAKKS
ITEM					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 underblankets, 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. They should also be of excellent quality materials and luxurious.	
					70	
11.8 Lighting	Not essential	Not essential	Not essential	Not essential	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. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	

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.	
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. • Special notice regarding hotel lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English, and at least One other interna- tionally 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: 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-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	ONESTAR	IWUSIAR	THREE STAR	FOOKSTAK		REMARKS
	ONE STAR	TWO STAR	THREE STAR	FOURSTAR	guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, 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. In addition, all the utensils, tools and accessories should be of very high quality.	REMARKS
11.13 Change of Linen	Not essential	Not essential	Not essential	Not essential	Linen should be changed daily and/or at the convenience of the guest.	
					40	
11.14 Tent Security	Not essential	Not essential	Not essential	Not essential	Good quality and secure locks/locking system on each door providing maximum privacy should be installed.	
11.15 Bathroom Size	Not essential	Not essential	Not essential	Not essential	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin.	
11.16 Bathroom Fittings and Equipment	Not essential	Not essential	Not essential	Not essential	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,	

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.	
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	
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.	
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.	

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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	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. • Design and finish of fittings should reflect a much higher degree of luxury.	
11.21 Shaver Outlets and Sockets	Not essential	Not essential	Not essential	Not essential	High quality sockets and shaver outlets, indicating voltage should be provided.	
	AND SANITATION Good impervious	Same as for One	G	Same as for	G C 1	
12.1 Guest Cloakrooms	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. • Cloakrooms should be properly ventilated; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets	Star Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Three Star.	Same as for three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.2 Staff Changing/ Wash Rooms	should be clean and functional; 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/handic apped; 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. 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. Should be provided with sufficient toilets, hand wash basin and mirrors. Gender separation and privacy should be observed; Facilities for the Disabled/handic apped should be provided. Amoulties should be provided. Amoulties is keeping with	50 Same as for One Star	60 Same as for One Star	60 Same as for One Star	60 Same as for One Star	Where the staff reside on premises, changing rooms facilities should appropriately be limited.

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	standards of the					
	establishment					
10.00	30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environ- mental protection regulations.	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
	20	20	20	25	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.	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	
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	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	
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	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
12 = 33;	50	50	50	50	50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown.	Same as for One Star.	Should be adequate to last at least three (3) days.	Should be adequate to last at least five (5) days.	Should be adequate to last at least seven (7) days.	
	20	20	30	40	50	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 13.0 SAFETY AN	DSECUDITY					
13.1 Fire	All material in	Same as for One	Same as for Two	Same as for	Same as for	
Protection	the establishment	Star but fire	Star but with	Three Star	Three Star	
	should be of fire	detectors should	smoke detectors			
	resistant or retardant	be installed.	and sprinklers installed.			
	material.		mstanca.			
	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 establishment					
	must be					
	insured against					
	fire hazards.		40			
	20	30	40	40	40	
13.2 Electrical	All electrical	Same as for One	Same as for One	Same as for	Same as for	
Safety	installations	Star	Star but with	Three Star	Three Star but	
	should be well maintained, in		high quality materials, fittings		with higher quality materials,	
	accordance with		and		fittings and	
	applicable		workmanship		workmanship	
	electrical safety					
	laws.					
	10	10	15	15	20	
·			·			

SECTION-	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.	Same as for One Star	Same as for One Star, but with more elaborate rapid response arrangements	Same as for Three Star	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.	
	10	10	15	15	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.	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times.	Same as for Two Star, but power should be available for at least 18 hours.	Same as for Three Star but power should be available for at least 20 hours.	Power should be available for 24 hours.	
	20	30	40	50	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.	Same as for One Star	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic.	Same as for Three Star but with arrangements for a Doctor on call	Same as for Four Star.	
14.0 SUNDRY SE	20 EDVICES	20	30	40	40	
14.0 SUNDRY SE 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.	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	
14. 2 Shoe Shine	Should be available.	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
14.3 Room Service	Should be available on request.	Same as for One Star	Same as for One Star but should be available for 18 hours.	Same as for Three Star but should be available for 20 hours.	Same as for Four Star but should be available for 24 hours.	
	10	10	20	30	40	
14.4 Laundry Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes	Same as for One Star but dry cleaning to be arranged, if not available.	Same as for Two Star	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available.	Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each bed.
	10	20	20	30	30	
15.0 HUMAN RI		0 0	0.0			<u></u>
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	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
15 2 D	20	20	20	20	20	Τ
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under professionally 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 with similar training. Continuous training, including in- house programmes should be available.	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.	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.
15.3	Dananding on the	Same as for One	Same as for One	Same as for	Same as for Four	It is
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	Same as for One Star	Same as for One Star but each department must be under the supervision of a per son or persons of appropriate training from a recognized institution and	Same as for Three Star but with Duty Manager available at all times.	Same as for Four Star	recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.

operations. For establishments of 50 rooms and allowe, each department should be supervised by an appropriately qualified person. 30 40 15.4 15.4 All operative staff should professional qualifications of opportation and appropriate experience to maintain satisfactory services for guests, at all times. Shaff 15.5 Languages 15.5 Languages 15.5 Languages 15.6 Health 15.7 Shaff Uniforms 15.8 Shaff should be measured to the maintain of the provision of professionally professionally expensional professional professionally expensional professionally expensional professionally expensional professional professional professional professionally expensional professional pro	SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30 15.4 All operative professional professional professionally certified staff should possess of organizations of organizations of the staff should possess certified qualifications from recognized institutions. Staff 15.5 Languages 15.5 Languages 15.6 Health 15.7 Staff Uniforms Staff should be medically examined regularly, in line regulations. 10 15.7 Staff Uniforms Solome as for One Same as for Tone Star working and subject to the recognized internationally recognized and fregularly, in line regulations. 10 10 10 10 10 10 10 Same as for Tone Same as for Solome and solome and solome and show, each department type in good according to the proportion of professionally certified staff should be at least shou			IWUSIAK	THREE STAR	FOURSTAR	FIVESTAR	KEWAKKS
Same as for Two Same as fo		establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person.	30	maintain very good service for guests, at all times.	50	50	
Professional possess possess propriet possess professionally qualifications and appropriate experience started professionally and professional statistications and appropriate experience experience started professional statistications and appropriate experience experience started professional statistications and appropriate experience started professional statistications and professionally certified staff should be at least source and start should ware a working and professionally certified staff should be at least source and start should have a working and professionally certified staff should be at least source and start should have a working and professionally certified staff should be at least source and start should have a working and professionally certified staff should be at least source and start should have a working and professionally certified staff should be at least source and start should have a working and start should have a working and diction to English French and Kiswahit.	15.4						Appropriate on-
15.5 Languages The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. Staff should be medically examined regulations. 10	Professional Qualifications of 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 posses certified qualifications from recognized	Star but the proportion of professionally certified staff should be at least	Star but the proportion of professionally certified staff should be at least	Three Star but the proportion of professionally certified staff should be at least	Star but the proportion of professionally certified staff	job training programmes should be formulated and
should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20 20 20 30 40 40 40 15.6 Health Staff should be medically examined regularly, in line with statutory health regulations. 10 15.7 Staff Uniforms Uniforms Uniforms Uniforms Uniforms Uniforms Star Star but the Manager, Assistant Manager and Guest Contact staff should have working a knowledge of at least one other of the widely recognized international languages 30 40 40 40 Same as for One Star.			35	45	50	60	
Staff should be medically examined regularly, in line with statutory health regulations. 10 10 10 10 10	15. 5 Languages	should have a working knowledge of other internationally recognized languages, in addition to English/French		Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international	Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international		
medically examined regularly, in line with statutory health regulations. 10 10 10 10 10 10 10 10 10 1	45 CH 10			30			
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 Same as for One Star, but should be of good quality. Same as for One Star, but should be of good quality. Same as for One Star, but of very good quality. Same as for Four Star but of very good quality.	15.6 Health	medically examined regularly, in line with statutory health regulations.	Star.	Star.	Star.	Star.	
Uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags Star. Star, but should be of good quality. Star, but should be of good quality. Three Star, but of very good quality. quality. Star but of superior good quality.	15.7 Staff	Different uniforms					
designation. 20 20 30 40 50		for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation.	Star.	Star, but should be of good quality.	Three Star, but of very good quality.	Star but of superior good quality.	

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.	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	
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.	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	
15.10 Dining Facilities	A Dinning Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided.	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	
15.11 Recreational Facilities	Adequate recreational facilities should be provided.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated.	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	
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/handi- capped should be provided.	Same as for One Star	Same as for One Star.	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.	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
	15	15	15	20	20	<u> </u>

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	Ch111	C	Carra C. C. C.	Carra	Carra	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goo ds, well ventilated and maintained. Proper shelving and cabinets should be available	Same as for One Star	Same as for One Star, but better organized, both in terms of goods segregation, layout and management	Same as for Three Star	Same as for Three Star	
	20	20	30	30	30	
16. 4 Service Station/ Garage	Functional	Functional	Should be fully equipped	Same as for Three Star	Same as for Three Star	
	10	10	20	20	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.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
16.661	20	20	20	20	20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs.	Same as for One Star	Star	Same as for One Star	Star.	
16.7	Some form of	Same as for One	Same as for One	Same as for	Same as for	
Entertainment and Recreation	entertainment should be provided.	Star Star	Star but with properly organized and scheduled entertainment, and recreational facilities.	Three Star	Three Star	
16.8 Outdoor	Some	Same as for One	Same as for One	Same as for	Same as for Four	
Areas	landscaping should be done and well maintained, in conformity with local and environmental regulations.	Star	Star.	Three Star but with very good landscaping with aesthetic appeal.	Star	

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.	
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	
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-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						
1.0 LOCATION	T1 - 1	G	G C C	G C.	G C.	
1.3 Location	The location of the establishment should be suitable for a Town Hotel.	Same as for One Star	Same as for One Star, but offering easy accessibility, safety, comfort and tranquility	Same as for Three Star.	Same as for Three Star.	
1.2 Site and	The	Same as for One	Same as for One	Same as for	Same as for	Ammanniata
Environment	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.	Star Star	Star, but the locality and the environment including the out look should be suitable for a hotel of internationally recognizable standards	Three Star	Three Star, but the locality and the environment including the out look should be suitable for a hotel of high internationally recognizable standards	Appropriate authorities in Partner States should set aside sites suitable for hotel building/ development. Environmental assessment must be done
	20	20	40	40	60	
2.0 BUILDING 2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries.	Same as for One Star	Same as for One Star but all rooms should be approached through a corridor or private passages.	Same as for Three Star but in addition it should be semi-detached from other buildings.	Same as for Four Star but in addition the whole building should be completely detached from other buildings.	
	20	20	50	60	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.	Same as for One Star but with some claim to beauty and style.	Same as for Two Star but the architectural features and general construction of the building and its finish should be of bett standards.	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.	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.	
2.3 Capacity	The hotel should	Same as One	Same as for One	Same as for One	Same as for One	
	have at least ten (10) lettable accommodation units 10	Star.	Star	Star.	Star.	
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.	Same as for One Star.	Same as for One Star but good finish and with decoration.	Same as for Three Star but with high quality finishes, decoration and good maintenance.	Same as for Four Star but elegantly made with very high quality finish.	
	10	10	20	30	40	

SECTION	ONE STAR	TWO STAR	THDEE STAD	FOUR STAR	FIVE STAD	DEMADES
SECTION- ITEM		IWUSIAK	THREE STAR	FOURSTAR	FIVE STAR	REMARKS
30 FRONT OFF						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available.	Same as for One Star.	Same as for One Star but a separate concierge service area should be provided.	Same as for Three Star but customer service/public relation area should be provided to assist guests.	Same as for Four Star.	
3.2 Information	Appropriate and	Same as for One	Same as for One	Same as for	Same as for	
Services	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.	Star	Star but with wider and varied information which include health, social and religious gatherings.	Three Star.	Three Star.	
	20	20	30	30	30	
3.3 Hours of Service	Should be twenty four (24) hours.	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	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star.	Professional discrete paging system should be used. 20	Same as for Three Star.	Same as for Three Star	
3.5 Safe Deposit	Should be	Same as for One	Individual safe	Same as for	Same as for	There should be
Service	available, in the proportion of at least one box for every five rooms.	Star.	deposit box should be provided in the guest rooms.	Three Star.	Three Star.	sufficient arrangement for the safe keeping of large valuables.
	20	20	40	40	40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided.	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	
3.8 Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day.	Same as for One Star	Same as for One Star	Same as for Three Star, but with doorman available.	Same as for Four Star	
	10	10	10	20	20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili.	Same as for One Star	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.	Same as for Three Star	Same as for Three Star.	
	10	10	20	20	20	
3.9 Communication Services	Should be available and include at least telephone and postal services.	Same as for One Star	Same as for One Star but should include a Business Center and Internet services.	Same as for Three Star but with fully equipped and spacious Business Center.	Same as for Four Star	
	20	20	30	40	40	
4.0 LOBBY/LOU	NGE/PUBLIC ARE	ZA(S)				
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
	10	15	20	30	40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment.	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Four Star	
42.4 ***	10 Should be	10	10	20	20	
4.3 Amenities and Accessories	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.	Same as for One Star, but should be of wider range and quality.	Same as for Two Star, but in addition reading and writing materials should be available.	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered.	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance	
	10	20	30	40	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	Same as for One Star but of recognizable theme/concept.	Same as for Two Star but should be of higher quality.	Same as for Three Star but should be of much higher quality and luxurious.	Same as for Four Star but offering a distinctively greater quality.	
	10	20	30	40	50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	30	30	35	40	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.	Same as for One Star but all materials and finish should be of better quality.	Same as for Two Star, but should be of high quality materials and excellent finish.	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish.	Same as for Four Star but with highest standard of palatial elegance and quality.	
	20	30	40	50	60	
4.7 Lighting	Should be adequate natural and/or artificial illumination	Same as for One Star but with better quality fittings.	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance.	Same as for Three Star but with very high quality standards of fittings and finish.	Same as for Four Star.	
	10	20	30	40	40	
4.8 Telephone Facilities	Public telephone services should be available.	Same as for One Star but with adequate and functional internal communication system.	Same as for Two Star, but should include direct dialing.	Same as for Three Star.	Same as for Three Star.	
4.0	10 Should be	Sama as far One	Sama as far One	Same as for	Same as for	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day.	Same as for One Star.	Same as for One Star but should be available for 24 hours.	Three Star	Three Star	
4 10 Minimum	10 Minimum size of	10 Same as for One	Same as for One	Same as for	Same as for Four	
4.10 Minimum Size of Public Rooms	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.	Same as for One Star	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed.	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed.	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom.	
	30	30	40	50	60	

S	SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0	FUNCTION	ROOMS: (Briefing					
5.1 and	Features Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel.	Same as for One Star.	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained.	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.	Same as for Four Star but of very high quality audiovisual and internet facilities.	
		20	20	40	60	70	
	RESTAURAN						
6.1	Features and Facilities	At least Oone restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity.	Same as for One Star	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity.	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.	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.	
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.	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 and functional, with harmony of colours.	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 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4	Floors,	Woodwork and	Same as for One	Same as for One	Same as for	Same as for Four	Carpets where
	Walls and Ceilings	fittings should be of good quality materials and in good condition.	Star	Star but with walls, floors, ceiling and fittings of very good quality materials and finish.	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.	Star but should be of excellent quality, design and finish.	provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						
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.	Same as for One Star but with better quality presentation and choice.	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages.	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.	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list.	
	20	20	30	40	50	
6.6 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	
6.7 Service	Should be well	Same as for One	Same as for One	Same as for One	Same as for One	
Stations	appointed and proportional to seating capacity.	Star.	Star	Star.	Star	
6.8 Regulation	Where	Same as for One	Same as for One	Same as for	Same as for Four	
of Temperature	applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Star	Star but with quality fixtures and fittings	Three Star but with high quality air conditioning systems	Star	
5 0 D 1 D (G)	30	30	35	40	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.	Same as for One Star.	Same as for One Star but more spacious with better ambiance. Facilities to prepare non- stocked refreshments should be provided.	Same as for Three Star but with elegant, spacious and provide facilities of internationally recognizable standards.	Same as for Three Star but with a higher degree of creativity, ambiance and comfort.	
	10	10	30	40	50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finish and design.	Same as for Two Star but with very high quality finish.	Same as for Three Star but with excellent design and finish offering a higher degree of comfort.	Same as for Four Star but with luxurious finish and décor.	
	10	20	30	50	70	
7.3 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
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	20	20	25	30	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.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of distinctively higher quality, offering greater comfort.	Same as for Three Star, but with a touch of luxury.	Same as for Four Star.	
	20	30	40	60	60	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	Same as for One Star	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for Three Star	Same as for Three Star	
	20	20	30	30	30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of high quality and design.	Same as for Three Star but should be of excellent quality in design and finish.	Same as for Four Star	
7.8 Selection of	10 Adequate variety	Same as for One	Same as for Two	Same as for	Same as for Four	
Drinks and Snacks	of local and international beverages, wines, and snacks should be available.	Star but with wide variety and choice	Star but with a wider selection of beverage, wines, and snacks.	Three Star but with premium internationally re-known brands available.	Star but with an extensive selection of premium brands.	
8.0 KITCHEN	10	20	30	40	50	<u> </u>
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.	Same as for One Star.	Same as for One Star.	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds.	Same as for Four Star.	
	40	40	40	60	60	

CECTION	ONE CEAD	TWO CT AD	THREE CEAR	EQUID CEAD	ENZE CE A D	DEMARKS
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.	Same as for One Star.	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided.	Same as for Three Star.	Same as for Three Star.	
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.	Same as for One Star	Same as for One Star.	Same as for One Star.	Same as for One Star	
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.	Same as for One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries.	Same as for Two Star but highly organized and departmentalized	Same as for Three Star but with sections clearly labelled.	Same as for Four Star but labelled and screened off where applicable.	
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.	Same as for One Star.	Same as for One Star, but each section should be provided with appropriate tools.	Same as for Three Star but with high quality tools.	As for Four Star but with very high quality tools.	
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	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
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	40	40	40	40	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	Same as One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	regular basis.					
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	30 Same as for One Star 30 Same as for One	Same as for One Star 30	30 Same as for One Star 30 Same as for	30 Same as for One Star 30 Same as for One	
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-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	drainage point and the junction between all vertical and horizontal surfaces should be coved	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.	Same as for One Star	Same as for One Star but should have separate compartments for various foodstuffs.	Same as for Three Star	Same as Three Star.	
8.12 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 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	
	10	15	20	25	25	
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	
	20	20	30	40	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	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	30	30	35	40	40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies.	At least 75% of the rooms should have balconies.	All rooms should have balconies.	
			20	30	40	

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SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9. 4. Fittings, Fund 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. High density foam rubber, cotton and other high quality materials are recommended • 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.	
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 with length of 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	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
	can be tucked in. All beds should have underblankets, 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.					
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 30	70 Same as for Four Star	
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.	
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.	
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.		or other light fixtures suitable for reading, writing, etc. should be provided.			
	be provided. 20	20	30	40	50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests.	Same as for One Star	Same as for One Star.	Same as for One Star.	Same as for One Star.	
0.11	30	30	30	30	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.	Same as for One Star	Same as for One Star.	Same as for One Star	Same as for One Star	
9.12 Bedroom Communication System	An electric bell, light signal or telephone should be provided in every room for internal communication	Same as for One Star	Same as for One Star but in addition, the following should be provided: Internal telephones which can be connected to external network, through the	Same as for Three Star but with extensions provided in bathrooms.	Same as for Four Star.	
	10	10	hotel switchboard, or direct dial. • Computer data points/hotspots	40	40	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						
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, airfreshening 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, 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	
	20	30	40	50	60	
10.0 GUEST BAT		0.0	l a			T
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	
10.2. Size	Bathroom/WC of	Same as for One	Same as for One	Same as for	Same as for Four	
	not less than 3½ sq. m.	Star.	Star, but should be of not less than 5 sq.m.	Three Star but of not less than 6 sq.m.	Star but should be more spacious.	
10.3. Fittings,	Should be	Same as for One	Same as for Two	Same as for	Same as for Four	More grab rails
Equipment, and Amenities	modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet	Star but with a large mirror.	Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended.	Three Star but all equipment should be of high quality, with Arabic shower provided	Star but with hair dryers and telephone extensions.	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.		Built-in bath tubs should be at least 160 cm. long.			
	30	40	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.	Same as for One Star but with better workmanship and finish.	Same as for Two Star, but with higher quality materials.	Same as for Three Star, but with superior quality materials.	Same as for Four Star.	
	10	20	30	40	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	Same as for One Star	Same as for One Star but should be of bigger size and better quality including a face towel and a bathrobe.	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,	Same as for Four Star, but should be of a much higher quality.	
	10	10	20	30	40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation.	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but of better quality.	Same as for Three Star but with superior quality fittings.	Same as for Four Star	
		30	40	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.	Same as for One Star.	Same as for One Star, but should be of superior quality.	Same as for Three Star	Same as for Three Star.	
10.9 Supplies	10 The following	Same as for One	Same as for One	20 Same as for	20 Same as for	
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.		paper tissues and cotton pads.		reflect a degree of luxury.	
	10	10	20	20	30	
10.9 Sanitization	Bins, WC, hand wash basins, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily.	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	
11.0 SUITES 11.1 Size	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m.	Same as for Three Star	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards.	
			30	30	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.	Same as for Three Star but with quality fixtures and fittings	Same as for Four Star but with high quality air conditioning systems	
11.3 Facilities	Not applicable	Not applicable	Room service	Same as Three	Same as for Four	
and Amenities	TP	Tr	menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis.	Star but mini bar should well stocked.	Star.	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star	Same as for Three Star	

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.	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.	Same as for Four Star	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided.	Same as for Three Star but they should be tasteful and elegant.	Same as for Four Star but with a touch of luxury.	
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. • 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 underblankets, 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 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
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.	Same as for Three Star.	Same as for Three Star.	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed for comfort and privacy of the guest.	Same as for Three Star	Same as for Three Star	
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	Same as for Three Star	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 internet facilities provided on request.	

ITEM			internal			
			internal communication. In addition, the following should be provided:- • 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	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. 50	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.	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests.	Same as for Three Star	Same as for Three Star	
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.	Same as for Three Star	Same as for Three Star but with functional electronic surveillance systems in place.	

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.	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin.	Same as for Four Star	
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.	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality.	Same as for Four Star but with palatial proportions.	
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.	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle.	Same as for Four Star but luxurious amenity kit and toiletries should be provided	
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.	Same as for Three Star but of very high quality material, design, workmanship and finish.	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish.	
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.	Same as for Three Star but of much higher quality and a bathrobe provided.	Same as for Four Star but of superior quality.	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	NI_4 = 0.11 1 1	NI_4 == -1'1 1	A	C	Carra C. E	
11.20 Bathroom 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	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.	
			be provided.			
11.21 Shaver	Not applicable	Not applicable	40 High quality	Same as for	Same as for Four	
Outlets and Sockets	Not applicable	Not applicable	sockets and shaver outlets, indicating voltage should be provided.	Three Star, but should be of superior quality and sufficient wattage.	Star	
			20	30		
	ND SANITATION			G C	C C F	
12.1 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. • 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-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM		IWOSIAK	THREE STAR	FOURSTAR	FIVESTAR	KEWAKKS
	All toilets should be clean					
	and functional;					
	• 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 paperSanitary bin					
	with liner and					
	lid.					
	- Mother and child facilities					
	- Coat					
	hangers/hooks • Facilities for the					
	Disabled/handi-					
	capped;					
	 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/	Should be sufficient in	Same as for One Star				
Wash Rooms	relation to the	- Sun	- Sun		- State	
	number of staff, in line with the					
	Building Code					
	and health					
	regulations. Should be clean					
	and well					
	maintained at all times.					
	• Should be					
	provided with					
	sufficient toilets,					
	showers and					
	individual					
	lockers. • Gender					
	separation and					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	privacy should be observed; • Facilities for the Disabled/handi capped should be provided Amenities should be in keeping with standards of the establishment.	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations.	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
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.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
40.537	30	30	30	30	30	
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
40 ())	20	20	20	20	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	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-	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.	Same as for One Star	Should be adequate to last for at least three (3) days.	Should be adequate to last for at least five (5) days.	Should be adequate to last for at least seven (7) days.	
	20	20	30	40	50	
13.0 SAFETY AN 13.1 Fire	All material in the	G C C	C C. T	G C	G C	
Protection	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 bylaws. • 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	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	
	be insured against fire hazards.					
		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 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	Same as for One Star, but with more elaborate rapid response arrangements	Same as for Three Star	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply.	Same as for One Star.	Same as for One Star but with standby generator providing basic lighting in essential and public areas	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel.	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques.	Same as for One Star	Same as for One Star but with a Doctor on call.	Same as for Three Star	Same as for Three Star.	Where necessary a Clinical Officer/Nurse should be available.
14.0 SUNDRY SE	10 EDVICES	10	20	20	20	
14.0 SUNDKY SE 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.	Same as for One Star.	Same as for One Star	Same as for One Star	Same as for One Star	
14. 2 Shoe Shine	Should be available.	Same as for One Star	Same as for One Star.	Same as for One Star.	Same as for Four Star	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
14.4 Room Service	Should be available on request.	Same as for One Star	Should be available for 24 hours.	Same as for Three Star	Same as for Three Star	
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	Same as for One Star but dry cleaning to be arranged, if not available.	Same as for Two Star	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available.	Same as for Four Star	There should be a Par stock of at least three pairs of sheets for each bed.
<u> </u>	10	4 0	40	J 0	30	<u> </u>

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM		IWOSIAK	THEESTAR	TOOKSTAK	FIVESTAR	KEWAKKS
	ESOURCE					T
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/incenti ve scheme(s); In-house and External training programmes	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
15.2	20 General	Same as for One	Same as for One	The hotel should	Same as for Four	It is
Professional Qualifications of Manage- ment Staff	management of the establishment should be under a qualified person, certified by appropriate national authorities.	Star Star	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 inhouse programmes should be available.	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.	Star but in addition should have a Human Resources Development Manager.	recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
	20	20	30	40	50	
15.3 Depart mental 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.	Same as for One Star	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.	Same as for Three Star but with duty manager available at all times.	Same as for Four Star	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4	All operative	Same as for One	Same as for Two	Same as for	Same as for Four	Appropriate on-
Professional Qualifications of Operative Staff	staff should possess professional qualifications and	Star but the proportion of professionally certified staff	Star but the proportion of professionally certified staff	Three Star but the proportion of professionally certified staff	Star but the proportion of professionally	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.	should be at least 50%	should be at least 70%	should be at least 80%	certified staff should be 90%	maintained.
	At least 40% of the staff should possess certified qualifications from recognized institutions. 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.	
15.6 Health	Staff should be	Same as for One	30 Same as for One	Same as for One	Same as for One	
13.0 Health	medically examined regularly, in line with statutory health regulations.	Star.	Star.	Star.	Star.	
157 64-66	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. 20	Same as for One Star	Same as for One Star.	Same as for One Star, but of very good quality.	Same as for Four Star but of superior good quality.	
15.8 Personal	All staff should	Same as for One	Same as for One	Same as for One	Same as for One	
Grooming	be well groomed, at all times.	Star	Star	Star	Star	
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	

furnished, including basic recreational facilities; clean and well maintained should be provided. 20	SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.1 Audio Nisual Music or radio Star. Same as for One Star but with multi channel TV Three Star Same as for One Star but with multi channel TV Three Star Three Star Three Star	ITEM	furnished, including basic recreational facilities; clean and well maintained should be provided.					
Same as for One Star but with should be available in public areas 10	46.0.000	20	20	30	30	30	
Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	16.1 Audio	should be available in public areas	Star.	Star but with multi channel TV	Three Star	Three Star	
Stores		Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code	Same as for One	Same as for One Star but with service lift/passage provided for all	Same as for Three Star but Guest lift should have luxurious décor and	Same as for Four Star.	
Same as for One Same as for One Star		Should be adequate providing for separation of different types of merchandise/goo ds, well ventilated and maintained. Proper shelving and cabinets should be	Same as for One	Same as for One Star, but better organized, both in terms of goods segregation, layout and	Same as for		
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		Smoking and non-smoking zones should be identified and	Same as for One	Same as for One	Same as for One	Same as for One	
20 20 20 30 30		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.	Same as for One Star	Same as for One Star.	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.	Same as for Four Star.	parking spaces should be in conformity with local/national building code. Covered parking will be an added

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.	Same as for Three Star but with wider variety of gifts and souvenir items.	Same as for Four Star.	
16.7 Taxi Services	Should be available on call	Same as for One Star	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star.	Same as for Three Star.	
16.8 Guest Transport Service	Services to areas of interest for the convenience of guests should be available	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided.	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	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained.	Same as for Three Star but with very good landscaping with aesthetic appeal.	Same as for Four Star	
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. 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.	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.	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						
16.12 Hotel	Hotel should be	Same as for One				
Insurance	covered by public liability insurance and other statutory insurance policies.	Star	Star	Star	Star	
	30	30	30	30	30	
16.13 Health	Optional, but	Same as for One	Same as for One	Same as for	Same as for	
Club	where it exists, it	Star	Star but with	Three Star	Three Star but	
	should be well		steam bath,		with a wider	
	equipped with a		whirlpool and		range of	
	suitably trained		massage parlour		luxurious	
	instructor.		provided.		facilities	
	20	20	30	30	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-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						
1.0 LOCATION 1.1 Location	The location of the establishment should be suitable for a Vacation Hotel.	Same as for One Star	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort	Same as for Three Star	Same as for Three Star	
	10	10	and tranquility.	20	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.	Same as for One Star	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	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	Appropriate authorities in Partner States should set aside the sites suitable for hotel building/ development. Environmental assessment must be done.
2.0 BUILDING	20					
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries.	Same as for One Star	Same as for One Star but all rooms should be approached through a corridor except	Same as for Three Star, but in addition should be semi-detached from other buildings.	The whole building should be completely detached	
	20	20	for cottages. 50	60	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.	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	
2.3 Capacity 2.7 Corridors,	The hotel should have at least ten (10) lettable accommodation units.	Same as for One Star. 10 Same as for One	Same as for One Star. 10 Same as for One	Same as for One Star. 10 Same as for	Same as for One Star. 10 Same as for Four	
2.7 Corridors, Staircases, Hallways and Walkways	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.	Same as for One Star.	Same as for One Star but good finish and some decoration.	Three Star but with offering wider passage and with high quality finishes, decoration and maintenance.	Same as for Four Star but of very high quality	

27th August, 2010 EAST AFRICAN COMMUNITY GAZETTTE

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.0 FRONT OF	FICE					
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available.	Same as for One Star	Same as for One Star but a separate concierge service area should be provided.	Same as for Three Star but customer service/public relation table should be provided to assist guests.	Same as for Four Star.	
	10	10	30	40	40	
3.2 Information Services	Appropriate and relevant guest information should be available, including: 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.	Same as for One Star	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.	Same as for Three Star.	Same as for Three Star.	
	20	20	30	30	30	
3.3 Hours of Service	At least eighteen (18) hours.	Same as for One Star	Twenty four (24) hours.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
3.4 Paging Systems	A simple, functional paging system should be available	Same as for One Star	Professional discrete paging system should be used.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms.	Same as for One Star	Individual safe deposit box should be provided in the guest rooms	Same as for Three Star	Same as for Three Star	There should be sufficient arrangement for the safe keeping of large valuables.
	20	20	40	40	40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
Services	10	10	10	10	10	
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours.	Same as for One Star	Bellboys available for 24 hours.	Same as for Three Star, but with doorman available.	Same as for Four Star	
	10	10	20	30	30	
3. 8 Languages	Front office staff should be able to communicate English/French and Kiswahili.	Same as for One Star	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.	Same as for Three Star	Same as for Three Star.	
	10	10	20	20	20	
3.9 Communication Services	Should be available and include at least telephone and postal services.	Same as for One Star	Same as for One Star but should include <i>internet</i> services.	Same as for Three Star but with a fully equipped Business Centre.	Same as for Four Star	
	20	20	30	40	40	
	UNGE/PUBLIC AR		1	T	, ,	
4.1 Lobby/ Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
	10	15	20	30	40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment.	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Four Star	
12 Amoniti	The size and	10 Sama as for One	10	20 Sama as for	Same as for Four	
4.3 Amenities and Accessories	range of accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled	Same as for One Star, but should be of wider range and quality.	Same as for Two Star, but in addition reading and writing facilities and materials should be available	Same as for Three Star but should be of greater range and higher quality	Same as for Four Star but should be of greater range and higher quality	
	10	20	30	40	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	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	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
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.	Same as for One Star but all materials and finish should be of better quality.	Same as for Two Star. Floors, walls and ceilings should be of high quality material, excellent finish and well maintained at all times.	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish.	Same as for Four Star but with highest standard of palatial elegance and quality.	
4.7 Lighting	Should be adequate natural and/or artificial.	Same as for One Star but with better quality light fittings.	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.	Same as for Four Star.	
4.8 Telephone Facilities	Public telephone services should be available.	Same as for One Star but with adequate and functional internal communication system.	Same as for Two Star, but should include direct dialing.	Same as for Three Star.	Same as for Three Star.	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day.	Same as for One Star.	Same as for One Star but should be, available in a wider range.	Same as for Three Star	Same as for Three Star	
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.	Same as for One Star.	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed.	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed.	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom.	

SECTION-	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 5 0 FUNCTION R	 OOM(S) (Briefings	Conferences Rang	uets etc)			
5.1 Features and Facilities	At least one multi-purpose room with good furniture to match the general standard of the hotel.	Same as for One Star.	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained.	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.	Same as for Four Star but of very high quality audiovisual and internet facilities.	
	20	20	40	60	70	
6.0 RESTAURAN						
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.	Same as for One Star.	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.	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.	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	
65 Enumitary	Should be	Sama as far One	Sama as far two	60	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.	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	
(21.4.3.	40	50	60	70	80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours.	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 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.	Same as for One Star.	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish	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	Same as for Four Star but should be of excellent quality, design and finish	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
	20	20	40	30	00	

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.	Same as for One Star but with better quality presentation and choice	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages	Same as for Three Star but with superior quality cuisine, wide choice of both à la carté and table d'hôte of at least five courses and a rich bar and wine list.	Same as for Four Star, but featuring excellent cuisine and very rich bar and wine list.	
6.6 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	
6.7 Service Stations	Should be well appointed and proportional to seating capacity.	Same as for One Star.	Same as for One Star.	Same as for One tar.	Same as for One Star	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	30	30	35	40	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	Same as for One Star.	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.	Same as for Three Star but with at least two bars, all elegant and spacious	Same as for Four Star but with a higher degree of creativity, ambiance and comfort.	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finishes and designs.	Same as for Two Star but with very high quality finishes.	Same as for Three Star but with excellent design and finish offering a higher degree of comfort.	Same as for Four Star but with luxurious finish and décor.	
	20	30	40	60	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.	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	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	20	20	25	30	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	Same as for One Star but should be of better quality.	Same as for Two Star but should be of distinctively higher quality, offering greater comfort.	Same as for Three Star, but with a touch of luxury.	Same as for Four Star.	
	essential.	40	50	70	70	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	Same as for One Star	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for Three Star	Same as for Three Star	
	20	20	30	30	30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of high quality and design.	Same as for Three Star but should be of excellent quality in design and finish.	Same as for Four Star	
	10	20	30	40	40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available.	Same as for One Star but with wide variety and choice	Same as for Two Star but with a wider selection of beverage, wines, and snacks.	Same as for Three Star but with premium internationally re-known brands available.	Same as for Four Star but with an extensive selection of premium brands.	
	10	20	30	40	50	

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. in, per guest bed. 40 40 40 40 40 50are as for One Same as for One Star but area per Star. 40 40 40 40 50are as for One Same as for One Sam	SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Same as for One Same as fo							
S.2. Relation to Restaurant Same as for One Star. Same as for One Star Same as for One Star Same as for One Star Same as for Three Star. Same as for Three Star.		food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq.			Star but area per guest bed should be ¾ sq. m. for hotels with more		
Restaurant same floor as the restaurant/dining room and open directly into the same via a airlocks. 20		40	40	40	60	60	
Sane as for One Star		same floor as the restaurant/dining room and open directly into the same via		Star, but if the kitchen is on another floor, separate food lift(s) should be			
Same as for One Star		20	20	40	40	40	
Same as for One Star but with Star but highly organized and departmentalized with segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Food	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining					
Star but with different and appropriate working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries.		30	30	30	30	30	
8.5 Equipment of Same as for One Star, but each section should be provided with the appropriate specialized tools. 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 Same as for One Star, but each section should be provided with the appropriate specialized tools. Same as for One Star, but each section should be provided with the appropriate specialized tools. Same as for One Star, but each section should be provided with the appropriate specialized tools.	Organization of the	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and	Same as for One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and	Same as for Two Star but highly organized and	Same as for Three Star but with sections	Same as for Four Star but should be labelled and screened off	
of Kitchen 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 Star, but each section should be provided with the appropriate specialized tools. Star, but each section should be provided with high quality tools. Three Star but with high quality tools. but with very high quality tools.							
condition. 40 60 70 80	of	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.	Star.	Star, but each section should be provided with the appropriate specialized tools.	Three Star but with high quality tools.	but with very high quality tools.	

Same as for One Same as fo	SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8. Waste Collection and Storage 8.9. Drainage 8.9. Drainage Ald dians in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the kitchen, on a regular basis. 30 8.9. Drainage Ald drains in and according the building via a grease trap, in areas where there is no sewage system, it should be 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 drainage system of the building via a grease trap, in areas where there is no sewage system, it should be 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 drainage system of the building via a grease trap, in areas where there is no sewage system, it should be connected to the 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 conne	.6. Hand Wash	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					
8.8 Waste Collection and Storage 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 30 30 30 30 30 30 30 30 30 30 30 30 3	7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided.	Same as for One Star				
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	Collection	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	Same as for One				
be maintained in good working condition, at all times	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	Same as for One				

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	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	
8.11 Food Storage	be coved 20 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	Same as for One Star but with controllable temperature gauges	Same as for Two Star but should have separate compartments for various food stuffs.	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs.	Same as for Four Star	
8.12 Lighting	available. 30 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	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	Same as for Four Star	
9.0 GUEST ROO	MS		-			
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.

equate natural tilation, ere openable dow area is of less than of of floor area for sufficient chanical air ditioning ald be evided, so as to ontain a	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	REMARKS
equate natural tilation, ere openable dow area is of less than 6 of floor area for sufficient chanical air ditioning ald be vided, so as to		Star but with quality fixtures	Three Star but with high quality air conditioning		
tilation, ere openable dow area is of less than of floor area for sufficient chanical air ditioning uld be vided, so as to		Star but with quality fixtures	Three Star but with high quality air conditioning		
perature ge for the afort of the sts					
	30	35	40	40	
essential	Not essential	At least 50% of the rooms should have balconies.	At least 75% of the rooms should have balconies.	All rooms should have balconies.	
		20	30	50	
ry room uld be fitted in a clean and infortable bed oot less than cms x 90 i. Mattress uld not be less in 15 cms thick in two ching ows. Foam oer or cotton erial of high litty is ommended. wardrobe in the room with least six ingers, two airs, one ile, bedside tt/rug should provided. iste paper skets, luggage d shoe rack ould be ovided. I lamps ould be inded of and ephone ould be ailable.	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 provide, on request.	Same as for Four Star but offering a high degree of luxury.	
	ry room Ild be fitted a clean and fortable bed ot less than cms x 90 Mattress Ild not be less Is cms thick two ching ows. Foam oer or cotton orial of high ity is mmended. vardrobe in h room with east six ogers, two irs, one le, bedside t/rug should provided. oste paper kets, luggage I shoe rack ould be vided. lamps ould be ded and ophone ould be	ry room and be fitted a clean and fortable bed ot less than cms x 90 . Mattress ald not be less 15 cms thick two ching ows. Foam oer or cotton orial of high ity is mmended. vardrobe in h room with east six agers, two irs, one le, bedside t/rug should provided. aste paper kets, luggage I shoe rack ould be vided. lamps ould be ded and ophone ould be	sessential accessed a clean and fortable bed of tless than cms x 90 Mattress ald not be less 15 cms thick two ching wws. Foam wer or cotton crial of high ity is mmended. wardrobe in h room with east six users, one le, bedside t/rug should provided. Iste paper kets, luggage I shoe rack uld be vided. Iamps uld be ded and ephone uld be iilable. At least 50% of the rooms should have balconies. 20 Same as for Two Star but should include a computer data point.	sesential Same as for One Star but of high quality. Same as for One Star but of high quality. Some as for One Star but of high quality. Some as for One Star but of high quality. Some as for One Star but of high quality. Same as for Two Star but should include a computer data point. Some as for One Star but of high quality. Some as for Two Star but should include a computer data point. Some as for Two Star but with valet services and coffee tray provided. Mini bar should provide, on request. Some as for Two Star but should include a computer data point. Some as for Two Star but should include a computer data point. Some as for Two Star but should include a computer data point. Some as for Two Star but with valet services and coffee tray provided, Mini bar should provide, on request.	action of the test of the test of the test of the rooms should have balconies. 20 30 30 30 31 31 31 32 32 33 30 31 32 32 34 34 34 34 34 34 34 34 34 34 34 35 35 36 36 36 36 37 37 38 38 38 38 38 39 30 30 30 30 30 30 30 30 30 30 30 30 30

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.	
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.
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.	
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 -	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	clean at all the times. • Doors and windows should be of quality material.					
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.	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.	
	20	20	30	40	50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests.	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	
9.11 Information in Bedrooms	Literature covering services, internal telephone	Same as for One Star.	Same as for One Star.	Same as for One Star	Same as for One Star	
	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.					
	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	20	20	20	
9.12 Communication	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 but in	20 Same as for Three Star but	20 Same as for Four Star.	

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SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	be provided in every room for internal communication	10	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.	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.	
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	
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, airfreshening 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	
10.0 GUEST BAT		30	40	50	60	
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.	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq.m.	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious.	
	10	10	20	30	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.	Same as for One Star but with a large mirror.	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.	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided	Same as for Four Star but with hair dryers and telephone extensions.	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
	30	40	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 meters from the floor.	Same as for One Star but with better workmanship and finish.	Same as for Two Star, but with higher quality materials.	Same as for Three Star, but with superior quality materials.	Same as for Four Star.	
	10	20	30	40	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	Same as for One Star	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe.	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,	Same as for Four Star, but should be of much higher quality.	
		10	20	30	40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation.	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but of better quality.	Same as for Three Star but with superior quality fittings.	Same as for Four Star	
	20	30	40	50	50	

Same as for One Same as for	SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Samplies in Bathrooms Sanitary bin, soap and toilet paper, a water glass per guest and toilety tray or basket provided. 10	10.7 Shaver Outlets	should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be		Star, but should be of superior			
Star but with addition of sanitary bings, soap and toilet paper, a water glass per guest and toilettry tray or basket provided. 10		10	10	20	20		
Same as for One Star. Same as for One Star. Same as for One Star.		should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket		Star but with addition of sanitary bags, bath room slippers, shower cap, paper tissues		Three Star but the quality and range should reflect a degree	
wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20 20 20 20 20 20 11.0 SUITES 11.1 Minimum Size should be not less than 24 sq. m. Not essential Not essen			10		20	30	
Not essential Not essential Not essential Not essential Size Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards.	10.9 Sanitization	wash basin, bath tub and shower tray should be sanitized with appropriate detergents and					
Not essential Not essential Not essential Not essential Size Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards.		20	20	20	20	20	
11.2 Regulation of Temperature Not applicable Not applicable 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 Not applicable Not applicable 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	11.1 Minimum	Not essential	Not essential	should be not less	Three	Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable	
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							
30 35 40		Not applicable	Not applicable	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.	Three Star but with quality fixtures and fittings	Star but with high quality air conditioning systems	

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.	Same as for Three Star but mini bar should well stocked.	Same as for Four Star.	
			40	50	50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony	Same as for Three Star.	Same as for Three Star	
			30	30	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.	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.	Same as for Four Star	
			50	70	70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided.	Same as for Three Star but they should be tasteful and elegant.	Same as for Four Star but with a touch of luxury.	
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. • 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 underblankets, 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.			
11 0 I :ab#	Not applies 1-1-	Not applied 1-	50 There should be	60 Sama as for	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	
110.6	N. 1: 11	21. 11.	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	
11.10	Not applied la	Not appliaghts	30 Literature	Same as for	Same as for	Information
Information in Suites	Not applicable	Not applicable	covering services, internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice	Three Star	Three Star	concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

regarding hotel lies and labilities must be well displayed. All information should be provided in Kiswabili, English French, and at least one distributionally recognizable language. 20	SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Not applicable Not applicable Not applicable Systems				lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English/French, and at least one other internationally recognizable language.			
11.12 Supplies in Suites Not applicable Suites Not applicable of Suites Not applicable of Suites Not applicable of Suites Not applicable of Suites 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	Communication	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. 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 internet facilities provided on request.	
50 60 70	in	Not applicable	Not applicable	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.	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.	

11.15 Bathroom Not applicable Not applicable Not applicable Not applicable Scurity Not applicable Not applica	SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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.		Not applicable	Not applicable	changed daily or at the convenience of the guests.	Three Star	Three Star	
Not applicable Not applicable Should be of not less than 10 sq.m. Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90 90		Not applicable	Not applicable	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.	Three Star	Three Star but with functional electronic surveillance systems in place.	
Fittings and Equipment Supplies Supplies Supplies Fittings and Equipment Supplies Supplies		Not applicable	Not applicable	Should be of not less than 10 sq.m.	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin.	Same as for Four Star	
Not applicable Same as for Three Star but should also have a shaver magnifying toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, Not applicable Not applicable Same as for Four Star but luxurious amenity kit and toiletries should be provided	Fittings and	Not applicable	Not applicable	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.	Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality.	Star but with palatial proportions.	
slippers and robes, should be provided. 20 30 40		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.	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle.	Same as for Four Star but luxurious amenity kit and toiletries should be provided	

Not applicable Not	SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Not applicable and Bathrobes Not applicable and Bathrobes Not applicable and Bathrobes Not applicable Not applicable Not applicable and Ventilation Not applicable Not applicable Not applicable are ventilated and efficient natural ventilation and mechanical air extraction system should be of sufficient waitage. Adequate socket outlets, indicating voltage should be provided. Not applicable Not app	11.18 Bathroom Floors, Walls	Not applicable	Not applicable	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	Three Star but of very high quality material, design, workmanship and	Star, but with luxurious interior design, excellent materials, workmanship and	
Not applicable and Ventilation Not applicable and Ventilation Not applicable and Ventilation Not applicable and Ventilation Not applicable Not appl		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	Same as for Three Star but of much higher	Same as for Four Star but of	
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 provvided. **Not applicable** Not applicable** Same as for Four Star but with subtraction of fittings and finish of fittings and finish. Star but the design and finish of fittings and finish. Star but the design and finish of fittings and finish. Star but the design and finish of fittings and finish. Star but the design and finish	11 20 I :- L4:	Not applicable	Not applicable				
11.21 Shaver Outlets and Sockets Not applicable High quality sockets and shaver outlets, indicating voltage should be provided. Same as for Same as for Four Star Star		Not applicable	Not applicable	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.	Three Star but with superior quality fittings and finish.	Star but the design and finish of fittings should reflect a much higher degree of luxury.	
	Outlets and	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be	Same as for Three Star, but should be of superior quality and sufficient	Same as for Four	
				provided.	wattage. 30	30	

27th August, 2010 EAST AFRICAN COMMUNITY GAZETTTE

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	AND SANITATION	ON				
12.1 Guest	Good impervious	Same as for One	Same as for One	Same as for	Same as for Four	
Cloakrooms	non-slip material	Star	Star but in	Three Star but in	Star	
	should be used		addition fresh	addition a well		
	for floors and		flowers or indoor	equipped powder		
	walls. The		plants should be	room should be		
	materials used to		provided.	provided.		
	cover the wall					
	should be to a					
	height of not less than 1½ metres					
	from the floor.					
	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:-					
	- 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					
	Hull SOLS/HOURS					
	 Facilities for 					
	the					
	Disabled/hand-					
	capped;					
	• Individual					
	urinals with					
	running water					
	and drainage should be					
	available.					
	avanauic.	<u> </u>	<u> </u>	<u>I</u>	<u> </u>	<u> </u>

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SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	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	Should be	Same as for One	Same as for One	Same as for One	Same as for One	
Changing/Wash Rooms	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. • 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.	Star	Star	Star	Star	
	30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations.	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
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.	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 -	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 12.5 Vermin	The premises	Same as for One	Same as for One	Same as for One	Same as for One	
Proofing	should be fumigated regularly in accordance with health regulations and properly protected against other vermin	Star	Star Star	Star 20	Star	
12.6 Water	There should be	Same as for One	Same as for One	Same as for One	Same as for One	
Supply	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	Star.	Star	Star	Star	
	20	20	20	20	20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown.	Should be adequate to last for at least three (3) days.	Should be adequate to last for at least five (5) days.	Should be adequate to last for at least seven (7) days.	Same as for Four Star	
	20	30	40	50	50	
	ND SECURITY	1	T	1	•	T
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	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 -	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	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	40	40	40	
13.2 Electrical	All electrical	Same as for One	Same as for One	Same as for	Same as for	
Safety	installations	Star	Star but with	Three Star	Three Star but	
	should be well maintained, in		high quality materials, fittings		with higher quality materials,	
	accordance with		and workmanship		fittings and	
	applicable electrical safety				workmanship	
	laws.					
12.2.6	There should be	Same as for One	Same as for One	Same as for	Same as for	
13.3 Security	adequate security	Star	Star, but with	Three Star	Three Star, but in	
	arrangements		more elaborate		addition there	
	including the following:-		rapid response arrangements		should be a functional	
	 a functional 		5		electronic	
	alarm system connected to				surveillance system in place.	
	external rapid				system in prace.	
	response system;					
	• adequate,					
	properly					
	trained and equipped					
	security					
	personnel. 20	20	30	30	40	
13.4 Emergency	There should be	Same as for One	Same as for One	Same as for	Same as for Four	
Power	appropriate alternative	Star.	Star but with standby generator	Three Star but with standby	Star but with cold rooms, water	
	sources of power,		providing basic	generator	pumps and air	
	in case of failure of main supply.		lighting in essential and	sufficient to provide lighting	conditioners connected to	
	or main suppry.		public areas	in all areas of the	emergency power	
	20	20	30	hotel.	back up system	
	20	20	30	50	60	
13.5 First Aid	Adequate Aid	Same as for One	Same as for One	Same as for	Same as for	Where necessary,
	Kits should be provided, with	Star	Star but with a Doctor on call.	Three Star	Three Star.	a Clinical Officer/Nurse
	some of the staff		- Comment			should be
	on duty trained in its application					available.
	techniques.					
	10	10	20	20	20	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY S	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.	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	
14.2 Shoe Shine	Should be available.	Same as for One Star	Same as for One Star.	Same as for One Star.	Same as for Four Star	
	10	10	10	10	10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
14.4 Room Service	Should be available on request.	Same as for One Star	Same as for One Star but should be available for	Same as for Three Star	Same as for Three Star	
	10	10	24 hrs. 20	20	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	Same as for One Star but dry cleaning to be arranged, if not available.	Same as for Two Star	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available.	Same as for Four Star	There should be a Par stock of at least three pairs of sheets for each bed.
	10	20	20	30	30	
15.0 HUMAN RI	ESOURCE					
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/incenti ve scheme(s); • In-house and External training programmes	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
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
HEW			with similar training. Continuous training, including inhouse programmes should be available.	fields. Comprehensive in-house training programmes should be in place.		
15.3 Depart-	Depending on the	Same as for One	Same as for One	Same as for	Same as for Four	It is
mental Heads	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	Star Star	Star but each department must be under the supervision of a per son or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times.	Three Star but with duty manager available at all times.	Star Star	recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
	qualified person. 30	30	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 posses certified qualifications from recognized institutions.	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.
15. 5 Languages	The Manager	Same as for One	Same as for One	Same as for	Same as for Four	
15. 5 Languages	should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili.	Star Star	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	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.	Star.	

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.	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.	Same as for One Star, but of very good quality.	Same as for One Star but of superior good quality.	
150 B	20	20	20	30	40	
15.8 Personal Grooming	All staff should be well groomed, at all times.	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	
15.9 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.	Same as for One Star	Same as for One Star but in addition other indoor and outdoor entertainment facilities should be provided.	Same as for Three Star	Same as for Three Star	
	20	20	30	30	30	
16.0 GENERAL	I		I	Ι	1	
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas.	Same as for One Star.	Same as for One Star but with multi channel TV.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
16.2 'Courtesy of Choice'	'Smoking' and 'Non- Smoking' zones should be identified and clearly indicated	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	

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SECTION -	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM		TWOSTAK	THREE STAR	FOURSTAR	FIVESTAR	KEWAKKS
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goo ds, well ventilated and maintained. Proper shelving and cabinets should be available	Same as for One Star	Same as for One Star, but better organized, both in terms of goods segregation, layout and management	Same as for Three Star	Same as for Three Star	
	20	20	30	30	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.	Same as for One Star.	Same as for One Star but with service lift/passage provided for all floors	Same as for Three Star but Guest lift should have luxurious décor and features	Same as for Four Star.	
	30	30	40	50	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.	Same as for One Star	Same as for One Star.	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.	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shanning	20	Same as for One	Same as for One	Same as for	Same as for	
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc.	Star	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.	Three Star.	Three Star.	
16. 7 Taxi	10 Should be	Same as for One	Same as for One	20 Same as for	Same as for	
Service	available on call.	Star.	Star but an appointed taxi service should be provided.	Three Star.	Three Star.	
16.8 Guest Transport	Services to areas of interest for the convenience of guests should be available	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 -	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 16. 9 Entertain- ment and Recreation	Some form of entertainment should be provided.	Same as for One Star	Same as for One Star but with properly organized and scheduled entertainment and recreational facilities.	Same as for Three Star but with a variety of entertainment and recreational facilities, which should include sports and live band.	Same as for Four Star but with excellent recreational facilities.	
16.10 Outdoor	10 Some	Same as for One	Same as for Two	Same as for	Same as for Four	
Areas	landscaping should be done and well maintained.	Star but with adequate landscaping.	Star but with good landscaping should be done, where space allows and be well maintained.	Three Star but with very good landscaping with aesthetic appeal should be done.	Star	
16.11 Swimming	Where	Same as for One	Same as for Two	Same as for	Same as for Four	
Pool	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	Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Star but should not be of less than seventy five (75) square metres, with a separate pool for children	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	Star.	
	Guards 20	20	40	50	50	
16.12 Hotel Insurance	Should be covered by a 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	
16 12 17 12	30	30	30	30	30	
16.13 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	
	20	20	30	30	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-	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for the development of villas or cottages or serviced apartments	Same as for One Star	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility.	Same as for Three Star	Same as for Three Star	
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	Same as for One Star	Same as for One Star	Same as for One Star but the environment including the out look should be suitable for a facility of internationally recognizable standards	Same as for Four Star	
A A DITH DING	30	30	30	50	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	Same as for One Star.	Same as for One Star.	Same as for One Star	Same as for One Star	
	and services.	20	20	20	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	Same as for One Star but with some claim to beauty and style	Same as for Two Star	Same as for Two Star but architectural features and general construction of the building (s) and its finish should be of high standards	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.	
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate	Same as for One Star but with quality materials, fittings and finish	Same as for Two Star but higher in quality of quality materials, fittings and finish	Same as for Three Star but of excellent quality.	Same as for Four Star but of luxurious finish.	
	designation. 10	15	25	35	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	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	
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	Same as for One Star	Same as for One Star, but should be of good finish, and well decorated	Same as for Three Star, but reflecting high internationally recognized standards of style.	Same as for Four Star, but reflecting some degree of luxury and opulence.	
	20	20	30	40	50	
2.6 Lighting	Should be effective natural and/or artificial.	Same as for One Star but with quality fixtures and fittings	Same as for Two Star but fixtures should be of high quality	Same as for Three Star	Same as for Three Star but fixtures should be more aesthetic	
2.7 Sound Proofing	Should be simple and functional.	Same as for One Star	Same as for One Star.	Same as for One Star but with added aesthetic features.	Same as for Four Star	
	20	20	20	25	25	
2.8 Regulation of Tempe- rature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided	Same as for One Star	Same as for One Star but with quality fixtures and fittings	Same as for Three Star but with high quality air conditioning systems	Same as for Four Star	
	10	10	15	20	20	
3.0 RECEPTION	AREA					
3.1 Size	Should be as per the Building Code, in relation to the size of the	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Three Star	Same as for Three Star	
	establishment, and appropriately appointed.		spacious.			
	and appropriately appointed.	10		20	20	
3.2 Furniture, Equipment and Furnishings	and appropriately	Same as for One Star	Same as for One Star but should be well furnished and equipped	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury	Same as for Four Star but with very high degree of luxury, ambiance and beauty	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Information	Relevant information should be available for guests.	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	
3.4 Communication Facilities	A bell, a light signal or telephone should be provided, in every unit for internal communication	Same as for One Star	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different destinations.	Same as for Three Star but should include <i>Internet</i> services.	Same as for Four Star	
	20	20	30	40	40	
4.0 LIVING RO	OM/OBBY/LOUNG		•			•
4.1 Living Room/ Lobby/ Lounge	Should be available, modest in design, functional and in line with applicable Building Code	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
	10	15	20	30	40	
4.2 Size	Should be proportionate to the capacity of the establishment.	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious.	Same as for Four Star	
	10	10	10	20	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.	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.	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.	
4.4 Fittings and Furnishings	Should be of simple, functional and good quality material.	Same as for One Star but should be of better quality, good workmanship and finish.	Same as for Two Star, but with a safe deposit facility provided.	Same as for Three Star but with a computer data point provided.	Same as for Four Star, but all should be a very high luxurious quality.	
4.5 Décor	Should be of modest quality, with harmony of colours and well maintained.	Same as for One Star, but of superior quality.	Same as for Two Star but with quality pictures and decorations.	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.	
46 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.					
5.0 KITCHENET	20 TE	20	30	40	50	
5.1 Size	Should be at least 7½ sq.m, for every lettable unit.	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	
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.	Same as for One Star but should be of good quality	Same as for Two Star, but of higher quality materials and fixtures	Same as for Three Star but more tastefully designed, with better quality materials and fixtures	Same as for Four Star	
	15	20	25	30	30	
5.3 Floors, Walls and Ceilings	Should be of non-slip impervious materials and conducive to easy cleaning.	Same as for One Star but should be of better quality materials and finish	Same as for Two Star but of superior quality materials and finish,	Same as for Three Star	Same as for Three Star but should be more luxurious.	
5.4 Lighting	Should be	Same as for One	Same as for Two	Same as for	Same as for Four	
3.4 Lighting	adequate, natural and/or artificial, with level of artificial illumination controllable.	Star but light fittings should be of better quality	Star but lighting fittings should be tasteful to provide a pleasant ambiance	Three Star but with very high quality standard of fittings and finish	Star Star	
	10	15	20	25	25	
6.0 BED ROOMS 6.1 Size	Minimum size	Same as for One	Minimum size to	Minimum size to	Minimum size to	
0.1 5120	should be 12 sq.m, excluding the bathroom	Star 20	be 15 sq.m, excluding the bathroom	be 20 sq.m., excluding the bathroom	be 25 sq.m., excluding the bathroom.	
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.	

addition to the general illumination. Finergency lighting should be provided. Should be of good finish and Cellings Should be of good tinsh and well maintained. Cellings Should be of good under lay and should be of quality material. 20 6.4 Fittings, Furniture and Equipment Should be fined with a good under lay and should be of quality material. 20 Same as for One Same us for Sour Star but with a luxury touch in material and finish. Should be fined with a good under lay and should be fined with a good under lay and should be fined with a clean at all the times. Should be fined with a good under lay and should be fined with a good under lay and should be fined with a clean at all the times. Mattees should to be fined with a clean at some should be fined with a clean at all the times. Mattees should to be fined with a clean at some should be fined with a clean at some should be fined with a clean at some should be fined with a clean at all the times. Mattees should to be fined with a clean at some should be fined with a clean at some should be fined with a clean at all the times. Mattees should to be fined with a clean at some should be fined with a clean at some should be fined with a clean at some should be fined with a clean at all the times. Mattees should be fined with a clean wi	SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
Ceilings		general illumination. Emergency lighting should be provided.	20	provided.	40	50	
Furniture 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 maturing should be provided. • Waste paper baskets, luggage and shore rack should be provided. • All lamps should be provided. • All lamps should be available. • Mini bar	Walls and	good finish and well maintained. Carpets where applicable, should be professional ly fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material.	Star	Star but with high quality material used.	Three Star but with a luxury touch in material, workmanship and finish.	Star but of exceptionally high quality material and finish.	
	Furniture and Equip-	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. • Mini bar	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 provided, on request.	Same as for Four Star but offering a high degree of luxury.	

SECTION-	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. • 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 underblankets, Twobed 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.	Same as for One Star	Same as for One Star	Should be changed daily or at the request of the guest	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	
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.	Same as for One Star	Same as for One Star but with better quality materials.	Same as for Three Star but with functional electronic surveillance systems	Same as for Four Star	
	10	10	15	20	20	
6.9 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but of superior quality.	Same as for Two Star.	Same as for Two Star but with adequate decorations	Same as for Four Star, but evidently more luxurious.	
	20	40	40	50	60	
7.0 BATHROOM		1			1	1
7.1 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	
7.2 Size	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq.m.	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious.	
7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system	Same as for Three Star but with superior quality fittings.	Same as for Four Star	
	10	20	30	40	40	

SECTION-	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
ITEM	Chauldh-	Sama sa faa O	Cama f	Como f	Come f F	Mara
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.	Same as for One Star but with high quality materials, fittings, workmanship and finish	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.	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided	Same as for Four Star but with hair dryers and telephone extensions.	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
	30	40	60	70	80	
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.	Same as for One Star.	Same as for One Star, but with better quality material.	Same as for Three Star, but with superior quality material.	Same as for Four Star.	
	20	20	30	40	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.	Same as for One Star	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe.	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,	Same as for Four Star, but should be of a much higher quality.	
7.7 Shaver	Shaver outlets	Same as for One	Same as for One	Same as for	Same as for	
Outlets and Sockets	should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided.	Star.	Star, but should be of superior quality.	Three Star	Three Star.	
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.	Same as for One Star	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads.	Same as for Three Star but with a weighing scale provided	Same as for Four Star but the quality and range should reflect a degree of luxury.	
	10	10	20	25	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.	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	
8.0 HYGIENE AN 8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations.	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
	20	20	20	25	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.	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	
8.3 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin	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	
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	Same as for One Star.	Same as for One Star	Same as for One Star	Same as for One Star	
0.5 W. 4	20	20	20	20	20	
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown.	Same as for One Star	Should be adequate to last for at least three (3) days.	Should be adequate to last for at least five (5) days.	Should be adequate to last for at least seven (7) days.	
[15	15	20	25	30	<u> </u>

CECTION	ONE CEAD	TENNO CITA D	THREETAR	EQUID CEAD	DIVE OF A D	DEMARKS
	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	D SECURITY					
SECTION- ITEM 9.0 SAFETY AN 9.1 Fire Protection	ONE STAR D SECURITY 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 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;	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.	REMARKS
	The establishme nt should be insured against fire hazards.					
	20	30	40	40	40	
9. 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	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	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	
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.	Same as for One Star	Same as for One Star, but with more elaborate rapid response arrangements	Same as for Three Star	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.	
	20	20	30	30	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.	Same as for One Star	Same as for One Star but with a Doctor on call.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
10.0 SUNDRY SI	ERVICES			l a a a		
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.	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	
10.2 Shoe Shine	Service should be available.	Same as for One Star	Same as for One Star.	Same as for One Star	Same as for One Star	
10.2 = = ==	10	10	10	10	10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrange- ment.	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-	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
ITEM 10.4 Laundry and	Should be provided	Same as for One Star.	Same as for One Star	Same as for One Star	Same as for One Star	
Dry Cleaning Services	20	20	20	20	20	
11.0 HUMAN R		20	1 20	1 20	1 20	
11.1 Human	There should be a	Same as for One	Same as for One	Same as for One	Same as for One	
Resource Policy	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	Star	Star	Star	Star	
	20	20	20	20	20	
11.2 Profe- ssional Qualifica- tions of Manage- ment Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities.	Same as for One Star	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel.	Same as for Three Star	Same as for Three Star	
	40	40	50	50	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 posses certified qualifications from recognized institutions.	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%	
	20	25	30	35	40	
11.4 Languages	The Manager should have a working knowledge of English/French and Kiswahili.	Same as for One Star	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language.	Same as for Three Star.	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language.	
1	20	20	30	30	40	

SECTION-	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
ITEM						REWARKS
11.5 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	
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.	Same as for One Star.	Same as for One Star but should be of good quality	Same as for Three Star but should be of very good quality.	Same as for Four Star	
	30	30	40	50	50	
12.0 GENERAL		G C C	G	G C C	C C F	T1
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.	Same as for One Star	Same as for One Star.	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.	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
	15	15	15	20	20	
12.2 Taxi Service	Should be available on call.	Same as for One Star.	An appointed taxi service should be available.	Same as for Three Star.	Same as for Three Star	
	10	10	20	20	20	
12.3 Shopping Facilities	A grocery shop stocking items essential for guests' should be within easy reach of the establishment.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
12.4 Outdoor Areas	Where land is available, landscaping should be done and be well maintained	Same as for One Star	Same as for One Star.	Same as for One Star but landscaping should have an aesthetic appeal.	Same as for Four Star	
	20	20	20	30	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: 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.	
12.6 Insurance	A public liability insurance and other statutory insurance policies should cover the	Same as for One Star	Same as for One Star	40 Same as for One Star	Same as for One Star	
	establishment.	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	T	T	T	
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	Same as for Three Star	Same as for Three Star	
2.0 BUILDING	20	20	20	
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries.	Same as for Three star	Same as for Four Star but should either be autonomous, semi- detached or with exclusive access.	
	20	20	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 builtup, natural and cultural environment.	Same as for Three Star, but the architectural features and finish should be of higher standards	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.	
	20	30	40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person	Should have a minimum space of 1.75 sq m.	Should have a minimum space of 2 sq m.	
	40	50	60	
3.0 RECEPTION AREA				
3.1 Reception Area/ Lounge	Not mandatory	At least a reception area should be available for receiving guests	Same as for Four star, but more elaborately furnished and luxurious, providing bitings.	
		30	40	
4.0 DINING AREA	T	T 2		
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	Same as for Three Star, but should be of higher quality and well placed	Same as for Four Star, but of distinctively of higher quality and comfort	
100 100	60	70	80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant	Same as for Three Star	Same as for Three Star	
	20	20	20	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Décor	Good decoration, with a	Good and pleasant	Same as for Four Star but	KEWIAKKS
	distinctive theme and harmony of colours.	decoration, with high quality furnishings and floral arrangement	of distinctively higher standards. Plants should be natural and fresh flowers be provided.	
	20	40	50	
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained.	Same as for Three Star, but of higher quality material and finish	Same as for Four Star, but of superior quality and luxurious.	
	20	40	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	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	
	40	50	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.	Same as for Three Star but with quality fixtures and fittings	Same as for Four Star but with high quality air conditioning systems	
	30	35	40	
5.0 SERVICE			<u>. </u>	
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags.	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.	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions.	
	40	50	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.	Same as for Three Star but with a wider selection and an option of at least a four course meal.	Same as for Four Star but with excellent international cuisine and option for a five course meal.	
	30	40	50	
5.3 Billing	System should be efficient and customer friendly	Same as for Three Star	Same as for Three Star	
	10	10	10	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 ENTERTAINMENT				
ii s	Should be provided and n harmony with the social and cultural environment	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV	Same as for Four Star but with top range of entertainment	
		30	40	
7.0 BAR(S)	20		40	
7.1 General Features A	At least One bar should	Same as for Three Star	Same as for Four Star but	
n a p S a p	pe conveniently located mear the reception marea/lounge or may be part of the restaurant. Spacious with good mebiance. Facilities to prepare non-stocked refreshments should be provided.	but should be more elegant, spacious and provide facilities of internationally recognizable standards.	with a higher degree of creativity, ambiance and comfort.	
3	30	40	50	
Ceilings and f Décor d	Materials used and ittings should be well decorated, of fine finish, iunctional and well naintained.	Same as for Three Star but with excellent design and finish offering a higher degree of comfort.	Same as for Four Star but with luxurious finish and décor.	
	40	60	80	
Ventilation n v ii L s	Should be adequate, natural and/or artificial, with the level of artificial llumination controllable. 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	
4	40	50	50	
Equipment c	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, not and cold running water are essential. Should be of distinctively nigh quality.	Same as for Three Star, but luxurious.	Same as for Four Star but more elegant and luxurious.	
	50	70	70	
Cooling // Systems s	Adequate refrigeration beverage cooling systems should be available and storage of wines should be done professionally.	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for Four Star	
	20	30	30	
a f	Stocks should be dequate and appropriate for service of different drinks and should be of good quality and design.	Same as for Three Star but should be of high quality in design and finish.	Same as for Four Star but should be of excellent quality in design and finish.	
2	20	30	40	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.7 Selection of	Adequate variety and	Same as for Three Star	Same as for Four Star but	
Drinks and	wide selection of local	but with a wider selection	with an extensive	
Snacks	and international	of beverage, wines and	selection of premium brands.	
	beverages, wines, and snacks should be	snacks of premium internationally re-known	brands.	
	available.	brands.		
9.0 KITCHEN	30	40	50	
8.0 KITCHEN 8.1 Size	Kitchen, food stores and	Same as for Three Star,	Same as for Four Star	
or size	pantry should be 1/3 sq	but the proportions	Sume as for Four Star	
	m per cover for	should be ½ sq m and 2/3		
	restaurants of seating	sq m, respectively.		
	capacity of 100 persons			
	and above, and ½ sq m for restaurants of less			
	than 100 persons			
	•	60	60	
	40			
8.2 Relation to Restaurant	Should be conveniently located in relation to the	Same as for Three Star.	Same as for Four Star,	
кеманган	restaurant/dining area, to		but with added provision for enhancement of	
	facilitate service		service efficiency.	
	efficiency.			
	30	30	40	
8.3 Flow of Food	Where applicable, there	Same as for Three Star	Same as for Four Star	
Service	should be two	but with mechanisms for	Same as for Four Star	
Service	independent access ways	transmitting guest order		
	to facilitate one way	information		
	movement between the			
	preparation area and the restaurant/dining room.			
	restaurant/uning room.			
	20	30	30	
8.4 Organization of the Kitchen	There should be visible	Same as for Three Star but with sections clearly	Same as for Four Star but labelled and screened off	
Kitchen	segregation in terms of working areas for	labeled.	where applicable.	
	cleaning, preparation of	luo ereu.	more approacte.	
	meats, vegetables, fish,			
	poultry and pastries	40	5 0	
8.5 Equipment of	Work tops should be	Same as for Three Star,	Same as for Four Star,	
Kitchen	adequate and of none	but in addition, there	but of very high quality,	
	rusty impervious	should be adequate	with hot and cold running	
	materials. There should	machinery to facilitate	water for each section	
	be a minimum of 2 sinks	food preparation and dish		
	with hot and cold running water for washing pots	washing and adequate utensils for cooking and		
	and pans. All should be	service.		
	kept in good and clean			
	condition.		00	
8.6 Hand Wash Basins	40 Should be conveniently	Same as for Three Star	80 Same as for Four Star	
o.u manu wash bashs	located with hygienically	but with high quality of	Same as for rouf Star	
	operated taps, running	fittings		
	hot and cold water,			
	detergent dispensing			
	machine and hand dryer.	20	20	
8.7. Ventilation	A safe and efficient	Same as for Three Star	Same as for Three Star	
	natural and /or			
	mechanical fume and			
	smoke extraction system			
	should be provided.			
	40	40	40	
L	· ·	1 *	1 *	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Regulation of	Adequate natural and/or	Same as for Three Star	Same as for Four Star,	
Temperature	mechanical ventilation	but with mechanisms to	but with execellent	
	provided for conducive	regulate temperature in	mechanisms for	
	working environment.	different sections of the	maintaining appropriate	
		Kitchen	temperatures in different	
	10	15	sections of the Kitchen 20	
8.9 Lighting	Should be adequate,	Same as for Three Star	Same as for Four Star	
0.7 Eighting	natural and/or artificial,	but light fittings should	Same as for Four Star	
	with level of artificial	be of very high quality.		
	illumination controllable.			
	Light fittings should be			
	of good quality and			
	tasteful to provide a pleasant ambience.			
	15	25	25	
8.10 Waste Collection	Waste must be collected	Same as for Three Star	Same as for Four Star but	
and Storage	from the kitchen, on a	but with evidence for	with a higher display of	
	regular basis and	professional handling	professionalism	
	disposed of in line with			
	environmental protection			
	regulations.	25	30	
8.11 Drainage	All drains in and around	The same as for Three	The same as for Four Star	
oili Diamage	the kitchen should be	Star but with high quality	The same as for roar star	
	covered and connected to	fittings		
	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.	20	20	
8.12 Floors, Walls and	Should be of high quality,	Same as for Three Star	30 Same as for Four Star	
Ceilings	impervious non-slip, non-	but with high quality	Same as for Four Star	
Comings	corrosive, materials of	materials and finish.		
	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	40	40	
8.13 Food Storage	A good store with adequate	Same as for Three Star	Same as for Three Star,	
	ventilation, and		but in addition a chef's	
	refrigeration facilities as well as shelving, pallets		cold room, complete with	
	and cabinets should be		enough compartments to	
	provided.		store all specialized products, should be	
	Separate compartments		provided.	
	for different types of		F-0.1404.	
	perishables and non-			
	perishables should be availed and maintained in			
	hygienic condition.	40	(0)	
	40	40	60	
1	1 *	ı	ı	1

Same as for True Start, but the Chef should be suitably trained and experienced chef. All saft should be well-trimed and the provided and used. 9.0 HYGIFNE AND SANTATION 9.1 Grest Cloakrooms Should be adequate, well list and properly ventilated and in proportion to the expensive of the	SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
staff for each specialized section, supervised by a suitably qualified from a qualified from a specialized section should be well groomed and protective clothing and name tag should be provided and seed. 9.0 INGIENE AND SANIFATION 9.1 Guest Cloakrooms If and property combined the capacity of the restaurant cliender segregation and privacy should be capacity of the restaurant flishing and privacy should be capacity of the restaurant flishing and privacy should be clean, functional and well maintained. The following items should be provided and will maintained be provided and will maintained and told water. - Touctional soup dispenser - Disposoble tissue, and/or electric hand drier - A hand wesh basin hygienically operated and vold water Toilet paper - Saniary bin with liner and lid Mother and child facilities - Individual urinals with running water and drainage Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 20 9.2 Staff Changing/Wash Rooms Segregated according to gender with adequate changing licitities, in fluiding lockities, in fluiding locked, and well maintained. Segregated according to gender with adequate changing licitities, in fluiding locked, and will be provided. The rooms should be clean, well lit, ventilated and well maintained.					
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experienced Chef. All staff should be well groomed and protective clothing and name tug should be provided and used. 9.0 IHYGIENE AND SANITATION 9.1 Guest Cloakrooms If and properly ventilated and in proportion to the capacity of the restarrant clored and provacy should be provided and well maintained. 1 From the capacity of the restarrant of the capacity should be provided and well maintained. 1 Fructional soap dispenser 2 Functional soap dispenser 3 For the capacity of the restarrant of the capacity should be provided and well maintained. 4 Functional soap dispenser - Puctional soap dispenser - Pusposable tissue, and/or electric hand drive - A hand wash basin hygienically operated and with running water and drainage. - Tradic shower The entrance to the cloakroom from adjacent rooms should have arrivolves the capacity of the restarrant of the part of the part of the capacity of the restarrant of t					
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groomed and protective clothing and name tag should be provided and used. 9.0 INGIENE AND SANITATION 9.1 Guest Cloakrooms In add property 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 soup dispenser - Desposable tissue, and/or electric hand drier - A hand wash basin hygienically operated and with running bot and cold water. - Totoliet paper - Distributed and cold water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 20 9.2 Staff Rooms Segregated according to groom adjacent rooms should have air locks. 10 Gender with adequate than diries, in proportion to the number of staff including lockers, full length mirror, hand wash basins, individual shower cumpartments, soup, WC with toilet papers, and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.				international experience.	
Second					
9.0 INGIENE AND SANITATION 9.1 Guest Cloakrooms Simple and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms 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 bot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Individual urinals with running water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 9.2 Staff Rooms Segregated according to garge and sanitary bin should be porvided. Same as for Four Star but in addition a well wat with high quality materials, fittings and finishing. Same as for Four Star but in addition a well and privacy should be provided. Same as for Four Star but in addition a well wat with high quality materials, fittings and finishing. Same as for Four Star but with displaying and shower compartments, song, WC with foilet papers, and sanitary bin should be clean, well lit, ventilated and well maintained.					
9.0 HYGIENE AND SANITATION 9.1 Guest Cloakrooms Should be adequate, well in property ventile and in property ventile and in property or the capacity of the restance of the clear, functional and privacy should be observed and indicated. The rooms should be clear, functional and well multitained Functional soap dispenser - A hand wash busin hygienically operated and with running water and frailities - Individual urinals with running water and drainage Arabic shower The entrance to the cleakroom from adjacent rooms should be reformed to the mumber 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 rooms should be clean, well lit, ventilated and well maintained.					
9.0 HYGIENE AND SANITATION 9.1 Guest Cloakrooms Should be adequate, well if and properly ventilated and proportion to the capacity of the restaurant Gender segregation and privacy should be observed and indicated. The rooms should be clean, intentional 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 basis hygienically operated and with numing hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Individual urinals with running water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 9.2 Staff Changing/Wash Rooms Segregated according to generate 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 rooms should be reconstituted and well maintained.					
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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	Same as for Three Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
	15	25	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.	Same as for Three Star	Same as for Three Star	
	30	30	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.	Same as for Three Star	Same as for Three Star	
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.	Same as for Three Star	Same as for Three Star	
	20	20	20	
10.0 SAFETY AND SEC	URITY			

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.1 Fire Protection	All material in the	Same as for Three Star but	Same as for Four Star	
	establishment should be of	with smoke detectors		
	fire resistant or retardant material. Adequate and	installed.		
	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 bye-laws.			
	Adequate fire exits/escapes			
	should be clearly and prominently indicated. Fire			
	alarms should be installed.			
	All staff should be familiar			
	with available fire fighting			
	equipments and their use. Every establishment			
	should have an in-house			
	core fire fighting team			
	appropriately trained. Fire			
	drill exercises should be			
	carried out regularly. The restaurant should be			
	adequately insured against			
	fire hazards. Statutory fire			
	safety notices should be			
	prominently displaced.	20	40	
10.2 Electrical Safety	All electrical facilities	Same as for Three Star	Same as for Four Star	
10.2 Electrical Safety	should be installed and	but with high quality	Same as for Four Star	
	maintained in accordance	materials, fittings and		
	with applicable safety	finishing		
	laws.			
10.2 G	15	20	20	
10.3 Security	There should be adequate security arrangements	Same as for Three Star, but with more elaborate	Same as for Four Star, but in addition there	
	including the following:-	rapid response	should be a functional	
	A functional alarm	arrangements	electronic surveillance	
	system connected to		system in place.	
	external rapid			
	response system;			
	Adequate, properly trained and equipped			
	security personnel.			
	20	25	30	
10.4 Emergency Power	There should be	Same as for Three Star	Same as for Four Star but	
	appropriate alternative	but with standby	with cold rooms, water	
	sources of power in case of failure of the main	generator sufficient to	pumps and air	
	of failure of the main supply.	provide lighting in all areas of the hotel.	conditioners connected to emergency power back	
	suppry.	arous or the note.	up system.	
	10	15	20	
10.5 First Aid	Adequate First Aid Kit s	Same as for Three Star	Same as for Four Star	
	should be provided, with	but with fully equipped		
	some staff properly	Kits.		
	trained in First Aid techniques and			
	emergency handling.		20	
	15	20	·	
10.6 Insurance	Restaurant should be	Same as for Three Star	Same as for Three Star	
	covered by public			
	liability insurance and			
	other statutory insurance policies.			
	policies.			
	20	20	20	
	•	•	*	

CECTION ITEM	THREE CEAR	FOUR CEAR	EIVE CEAD	DEMARKS
SECTION-ITEM 11.0 SUNDRY SERVICE	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant	Same as for Three Star but well maintained	Same as for Four Star but with clearly marked parking bays/slots and an Attendant.	
	15	20	30	
11.2 Outdoor Area	Some landscaping should be done where space allows.	Same as for Three Star but tastefully done.	Same as for Four Star but with high level of creativity	
	10	15	20	
11.3 Function Area(s)	Facilities should be provided for private functions.	Same as for Three Star but should be separate from the dinning area 30	Same as for Four Star. 30	
			1	
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	Same as for Three Star	Same as for Three Star	
	30	30	30	
12.0 HUMAN RESOURC				
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	Same as for Three Star	Same as for Three Star	
	20	20	20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution.	Same as for Three Star, but the Manager should have relevant experience of at least two years.	Same as for Four Star, but should have proven evidence of a distinguished career in the profession.	
	40	50	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	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.
	professionally certified staff should be at least 70 45	50	60	
124 Languages	The Manager should have working knowledge of Kiswahili, English/French and one other widely spoken international language 20	Same as for Three Star.	Same as for Three Star	
12.5 Health	All staff should be medically fit and examined regularly in line with statutory health regulations.	Same as for Three Star	Same as for Three Star	
	10	10	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	Same as for Three Star	Same as for Three Star	
	10	10	10	
13.0 GENERAL				
13.1 'Courtesy of Choice'	'Smoking' and 'Non- Smoking' zones should be identified and clearly indicated.	Same as for Three Star	Same as for Three Star	
	20	20	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	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:-
	 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/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	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 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	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 guestroom, tap or source, to that effect.
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	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 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 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.
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 packing 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	Not essential, but where swimming pool is available, there should be: - • 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.
72 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	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.
	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
8.5 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
8.6 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.

SECTION – ITEM	DETAILS
9.0 GUEST BATHROOM	22.min
9.1 Features	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.
	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.
9.2 Fittings and Equipment	There should be a WC, shower with mixer, wash hand basin and hand or grab rail
	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.
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	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: • 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/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.
10.3Waste and 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 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	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
10.8 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	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, Management should post Notices in each guest room, tap or source, to that effect
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 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
113 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 guest houses 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 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
13.1 Management	
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	DELINED
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.
9.0 GUEST BATHROOM	All information should be provided in Kiswahili and English/French.
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
9.2Fittings and Equipment	Should be simple and in good working condition, including a shower with mixer, WC,
8 11	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: • 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
105 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
SECTION TIEM	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: -
	Treatment room and filtration plant
	 A separate pool for children Beds and mattress
	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	Adequate and appropriate facilities should be provided.
Disabled/Handicapped	

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
23. 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
	All information should be provided in Kiswamii 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	Will 1911
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
7.5 Furnishings and Linen	well covered. Should be appropriate.
2 drinonings and Dinei	Should be uppropriate.
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
10.1 Fire Frotection	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
11.1 Duggage, Lost and Poulle Room	r actifices should be available for fuggage storage and safe keeping of fost and found fields
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	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.
	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.
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	Literature covering services, essential emergency telephone numbers and other important/relevant information should be provided.
	All information should be provided in Kiswahili and English/French
3.0 WALKWAYS	
3.1Features 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	
8.1Safety 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 BuildingThe 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 CapacityThe 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 CodeOfficial 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 BarRoom from where beverages are prepared and/or issued for consumption elsewhere on the

premises.

Door SecurityRelates 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.

DuvétAlso 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 DishesDishes commonly found in high class catering establishments around the world.

Internationally Recognizable StandardsLevel 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 DishesDishes 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 ProofingThe 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 RegulationThe 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