



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

TOWN HOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a 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.	
	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 town.	Same as for One Star	Same as for One Star, but the locality and the environment including the out look should be suitable for a hotel of internationally recognizable standards	Same as for Three Star	Same as for Three Star, but the locality and the environment including the out look should be suitable for a hotel of high internationally recognizable standards	Appropriate authorities in member states should set aside sites suitable for hotel building/ development. Environmental assessment must be done
	20	20	40	40	60	

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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 better 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.	
	20	30	40	50	60	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units	Same as One Star.	Same as for One Star	Same as for One Star.	Same as for One Star.	
	10	10	10	10	10	
2.4 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	
3..0 FRONT OFFICE						
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 area should be provided to assist guests.	Same as Four Star.	
	10	10	30	40	40	

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3.2 Information Services	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • 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. <p>All information should be in English/French, Kiswahili, and at least one other internationally recognizable language.</p>	Same as One Star	Same as for One Star but with wider and varied information which include health, social and religious gatherings.	Same as for Three Star.	Same as Three Star.	
	20	20	30	30	30	
3.3 Hours of Service	Should be twenty four (24).	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	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	
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	

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3.7 Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day. 10	Same as for One Star 10	Same as for One Star 10	Same as for Three Star, but with doorman available. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French and Kiswahili. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include a Business Center and <i>Internet</i> services. 30	Same as for Three Star but with fully equipped and spacious Business Center. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

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4.3 Amenities and Accessories	Should be adequate. The size and range of amenities and accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered. 40	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance 50	
4.4 Décor	Should be adequate, functional, simple, blending with the natural and cultural environment, of good quality and well maintained 10	Same as for One Star but of recognizable theme/concept. 20	Same as for Two Star but should be of higher quality. 30	Same as for Three Star but should be of much higher quality and luxurious. 40	Same as for Four Star but offering a distinctively greater quality. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but should be of high quality materials and excellent finish. 40	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial illumination 10	Same as for One Star but with better quality fittings. 20	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standards of fittings and finish. 40	Same as for Four Star. 40	

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4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOMS: (Briefing, Conferences, Banquets etc.)						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained. 40	Same as for Three Star but with at least One large room of not less 75 sq. m. and at least Two smaller Ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	

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6.0 RESTAURANT(S)						
6.1 Features and Facilities	At least One restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity. 20	Same as for One Star 20	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of the bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu should be available. 70	
6.2 Fittings, Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish. 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/ fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 20	Same as for One Star but with better quality presentation and choice. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	

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6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 10	Same as for One Star. 10	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 50	Same as for Four Star but with luxurious finish and décor. 70	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

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7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 60	Same as for Four Star. 60	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	

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8.0 KITCHEN(S)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

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8. 6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. •All bins should be lined with appropriate waste bags. •Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

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	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	30	30	30	
8.10 Floors, Walls, and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. 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 surfaces should be coved 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40	Same as for One Star 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star 60	Same as Three Star. 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	

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9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	
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. High density foam rubber, cotton and other high quality materials are recommended	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.	

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	<ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. <p>30</p>	40	50	60	70	
9. 5 Furnishings and Linen	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which 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 	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.	

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	should be of good quality, finish and well maintained. 30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star 30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls And Ceilings	Should be of good finish and well maintained. •Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. •Doors and windows should be of quality material. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish. 50	
9.9 Lighting	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. 20	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	

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

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

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	sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 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. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each 10	Same as for One Star 10	Same as for One Star but with addition of 20	Same as for Three Star 20	Same as for Three Four Star the quality and 20	

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			available. Room service should be provided on 24 hour basis. 40	50	50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, two bed 	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
			<p>sheets and top blanket or duvet with appropriate pillows.</p> <ul style="list-style-type: none"> • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>50</p>	60	70	
11.8 Lighting	Not applicable	Not applicable	<p>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.</p> <p>40</p>	Same as for Three Star.	Same as for Three Star.	
11.9 Sound Proofing	Not applicable	Not applicable	<p>Well sound proofed for comfort and privacy of the guest.</p> <p>30</p>	Same as for Three Star	Same as for Three Star	
11.10 Information In Suites	Not applicable	Not applicable	<p>Literature covering services, internal telephone directory</p>	Same as for Three Star	Same as for Three Star	Information concerning travel services directory covering such aspects

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>and Tariffs, menus, emergency and fire exist procedures, etc., should be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities must be well displayed. <p>All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language.</p> <p>20</p>	20	20	as excursion tours, postal services, business centres should be provided.
11.11 Communication Systems	Not applicable	Not applicable	<p>An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial. • Computer data points/hotspots <p>30</p>	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	Same as for Four Star but with <i>internet</i> facilities provided on request.	
11.12 Supplies in Suites	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, "Do Not Disturb" sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies,</p>	Same as for Three Star but with a high quality assortment of supplies	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	60	70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 10	Same as Three Star 10	Same as for Three Star 10	
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair	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.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			dryers and telephone. All should be of high quality. 50	60	80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, robes bathroom rug, shower caps, non-slip rug and slippers, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used. The materials used to cover the walls should be of at least 2.5 metres from the floor, and be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/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/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well	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
	<p>maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	30	30	30	30	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	<p>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.</p> <p>30</p>	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	<p>The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	<p>There should be consistent supply of safe water conforming to local</p>	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
	and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	20	20	20	20	
12.7 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 20	Same as for One Star 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. •Fire alarms should be installed; •All staff should be familiar with available fire fighting equipment and their use; •Fire drill exercises should be carried out regularly; •Every establishment should have an in-house core fire fighting team; •Statutory fire safety notices should be	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 Start	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	prominently displayed in guest room and public areas; The hotel must be insured against fire hazards. 20	30	40	40	40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security arrangements including the following:- •a functional alarm system connected to external rapid response system; •Adequate, properly trained and equipped security personnel. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 10	Same as for One Star. 10	Same as for One Star but with standby generator providing basic lighting in essential and public areas 20	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 30	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 40	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary a Clinical Officer/Nurse should be available.

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Staff	appropriate national authorities. 20	20	and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place. 40	Development Manager. 50	members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.0 GENERAL						
16.1 Audio Visual	Music or radio should be available in public areas 10	Same as for One Star. 10	Same as for One Star but with multi channel TV 20	Same as for Three Star 20	Same as for Three Star 20	
16.2 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	Same as for One Star. 30	Same as for One Star but with service lift/ passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features. 50	Same as for Four Star. 50	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/ goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/ hand-capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/ national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Not essential	Not essential	A boutique stocking items convenient for travellers, should be available. 20	Same as for Three Star but with wider variety of gifts and souvenir items. 30	Same as for Four Star. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.7 Taxi Services	Should be available on call 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport Service	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided. 20	Same as for Three Star but with a variety of entertainment, which could include live music 30	Same as for Four Star but with top range of entertainment 40	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained. 30	Same as for Three Star but with very good landscaping with aesthetic appeal. 40	Same as for Four Star 40	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • A separate pool/area for children • Clear markings to indicate depth at 	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- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	different points • Suitably trained and equipped attendants/Life Guards 20	20	40	50	50	
16.12 Hotel Insurance	Hotel should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

END