

EAST AFRICAN COMMUNITY (EAC)

GUIDELINES FOR 'APPROVED' HOTELS

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.

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2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
3.0 LOBBY/LOUNGE	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.
3.1 Information	Information desk on tourist facilities is recommended.
3.2 Furniture and Furnishings	Should be appropriate, adequate, clean and well maintained and should include such items as easy chairs and tables
3.3 Floors and Walls	Should be hygienic, clean and well maintained
3.4 Communication	Should be provided at Reception area and available, on a 24-hour basis.
3.5 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water, should be provided.
3.6 Courtesy of Choice	'Smoking and 'Non-Smoking' zones should identified and clearly indicated.
4.0 RESTAURANT	Should be adequate, in proportion to the capacity of the hotel, clean, well furnished and maintained. Provision for meetings/functions is recommended.
4.1 Furniture & Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended provided.
4.2 Interior Decoration	Should be modest, with harmony of colours.

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4.3 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
4.4. Menu	Priced menu and beverage list should be appropriately presented.
4.5 Music	Soft background music should be available.
5.0 BAR	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
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.

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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 Furniture, Fittings & 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	<p>Bed sheets should be in light and pleasant colours. Where appropriate, soft furnishings and curtains should be adequate enough to cover the entire window and/or door.</p> <p>Suitable and clean Bed linen of appropriate size, in relation to the bed, allowing for tacking in, should be provided.</p>

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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.
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 Equipment and Fittings	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(ves).
8.3 Floors and Walls	Good impervious non-slip materials should be used.
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 Outlet and Sockets	Should be provided in every 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	An appropriate area with reception counter and/or cubicle should be provided.
9.1 Information Service	Relevant guest information should be provided.

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9.2 Safe Deposit Service	Should be available.
9.3 Languages	Front office staff should be able to speak English and Kiswahili.
10.0 HYGIENE AND SANITATION	
10.1 Guest Cloak Rooms	<p>Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should be clean, functional and well maintained, with at least the following provided:-</p> <ul style="list-style-type: none"> • A wash hand basin, hygienically operated, running hot and cold water and soap; • Toilet paper; • Sanitary bin with liner and lid; • Facilities for Disabled; • Urinals with running water and drainage; <p>The entrance to the cloakroom from adjacent public rooms should have air locks.</p>
10.2 Staff Changing Rooms	Should be segregated and adequate, in proportion with the number of staff. Lockers, full-length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.
10.3 Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
10.4 Sewage	<p>Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>

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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 Service and Preparation Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food
10.7 Water Supply	<p>All water provided for guest use should be potable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management should ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not wholesome, Management should post Notices in each guestroom, tap or source, to that effect.</p>
10.8 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown.
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	<p>Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.</p> <p>Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed.</p>
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws.

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11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply.
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling.
11.6 Safety of Swimmers	<p>Adequate precaution should be taken in hotels with swimming pools, for the health and safety of swimmers.</p> <p>Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours.</p>
12.0 SUNDRY SERVICES	
12.1 Luggage Room	Separate facilities should be available for luggage storage and 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	The general direction of operations should be under the supervision of a competent person.
13.1 Staff	Should be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.

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13.2 Health	All staff should be medically fit and examined regularly, in line with statutory health regulations.
14.0 GENERAL	
14.1 Lifts	Guest lifts should be provided for buildings of more than four storeys, including ground floor. Local Building Code should be applied.
14.2 Parking Facilities	Establishments located in urban centers should have adequate space for picking and dropping guests. Ample and secure parking space should be available within close proximity of the hotel, where priority should be given to disabled/handicapped persons.
14.3 Entertainment and Recreation	Some form of entertainment should be provided.
14.5 Swimming Pool	<p>Not essential, but where swimming pool is available, there should be: -</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • A separate pool for children • Beds and mattress <p>Swimming pool lifeguard at all times.</p>
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.