

## EAST AFRICAN COMMUNITY (EAC)

### GUIDELINES FOR GUEST HOUSES

SECTION - ITEM	DETAILS
<b>1.0 LOCATION</b>	
<b>1.1. Site and Environment</b>	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.
<b>1.2 Lighting</b>	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.
<b>2.0 BUILDING</b>	
<b>2.1 Autonomy of Building</b>	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.
<b>2.2. Design and Architectural Features</b>	The building should be of moderate style and beauty, in harmony with the physical built up, natural and cultural environment
<b>2.3. Capacity</b>	Should have a minimum of five beds
<b>2.4. Corridors, staircases and Hallways</b>	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.

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<b>2.5. Maintenance</b>	The entire premises should be kept in a good state of repair at all times.
<b>2.6. Regulation of Temperature</b>	Natural and/or mechanical ventilation should be adequately provided for.
<b>3.0 LOBBY/LOUNGE</b>	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.
<b>3.1 Information</b>	Information desk on tourist sites and facilities is recommended.
<b>3.2 Furniture and Furnishings</b>	Should be appropriate, adequate, clean and well maintained and should include such items as easy chairs and tables.
<b>3.4 Lighting</b>	Natural and artificial lighting should be provided for.
<b>3.5 Floors and Walls</b>	Should be hygienic, clean and well maintained.
<b>3.6 Communication</b>	Should be provided at Reception area and available, on a 24-hour basis.
<b>3.7 Refreshments</b>	Modest refreshments such as a variety of soft drinks and bottled water should be provided.
<b>3.8 Courtesy of Choice</b>	'Smoking' and 'Non-Smoking' zones should identified and clearly indicated.

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<b>4.0 DINING ROOM</b>	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.
<b>4.1 Furniture and Equipment</b>	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended.
<b>4.2 Interior Decoration</b>	Should be modest, with harmony of colours.
<b>4.3 Floors, Walls and Ceilings</b>	Should be structurally sound and well maintained to support high standards of cleanliness and hygiene.
<b>4.4 Menu</b>	Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented.
<b>4.4 Music</b>	Soft background music should be available.
<b>5.0 BAR</b>	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
<b>6.0 KITCHEN</b>	
<b>6.1 Size</b>	Should be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and maintained in a wholesome manner.

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<b>6.2 Food Storage</b>	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.
<b>6.3 Waste Collection and Storage</b>	There should 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.
<b>6.4 Waste Disposal</b>	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
<b>6.5 Drainage</b>	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.
<b>6.6 Staff</b>	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.
<b>7.0 GUEST ROOMS</b>	
<b>7.1 Size</b>	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space

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<b>7.2 Safety/Privacy</b>	Each guest room door should be properly numbered and fitted with lock. Appropriate security measures should be in place and maintained at all times
<b>7.3 Regulation of Temperature</b>	Adequate natural and/or mechanical ventilation should be provided.
<b>7.4 Furniture Fittings and Equipment</b>	<p>Every guest room should be fitted with a clean comfortable but simple bed of not less than 190cm x 90cm, as a single bed and/or 190cm x 120cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses should be provided. The mattresses must be clean, comfortable and well covered, and should ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows.</p> <p>A wardrobe with six hangers, a table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table should be provided</p>
<b>7.5 Furnishings and Linen</b>	<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>
<b>7.6 Information in Bedroom</b>	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.</p> <p>All information should be provided in Kiswahili and English.</p>
<b>9.0 GUEST BATHROOM</b>	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.,

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	<p>with a shower or bath tub.</p> <p>The facilities should be maintained in hygienic conditions at all times.</p> <p>Gender segregation should be observed and neatly indicated in signs, which are legible, even at night.</p>
<b>9.1 Fittings and Supplies</b>	<p>There should be a WC, shower with mixer, wash hand basin and hand or grab rail</p> <p>Each bathroom should have adequate number of hangers and cloth hooks, a small shelf, sanitary bins, adequate size of mirror, towel rail and a chair or stool for the aged or disabled.</p>
<b>9.2 Floors and Walls</b>	<p>Good impervious non-slip materials should be used.</p>
<b>9.2 Towels</b>	<p>At least one bath size towel of good quality should be provided per guest, and should be changed after every two nights.</p>
<b>9.3 Shaver Outlet and Sockets</b>	<p>Should be provided in every bathroom. The voltage supply, whether in DC or AC, should be indicated.</p>
<b>9.4 Supplies in the Bathroom</b>	<p>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</p>
<b>10.0 RECEPTION AREA</b>	
<b>10.1 Information Service</b>	<p>Relevant guest information should be provided</p>

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<b>10.2 Safe Deposit Service</b>	Should be available
<b>10.3 Languages</b>	Front office staff should be able to speak English and Kiswahili.
<b>8.0 HYGIENE AND SANITATION</b>	
<b>8.1 Guest Cloak Room</b>	<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"> <li>• A wash hand basin, hygienically operated, running hot and cold water and soap;</li> <li>• Toilet paper;</li> <li>• Sanitary bin with liner and lid;</li> <li>• Facilities for Disabled;</li> <li>• Urinals with running water and drainage;</li> </ul> <p>The entrance to the cloakroom from adjacent public rooms should have air locks.</p>
<b>8.2 Staff Changing Rooms</b>	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.
<b>8.2 Refuse Disposal</b>	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
<b>8.3 Sewage</b>	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

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	System in line with the building code and health standards as well as environmental protection regulations
<b>8.4 Vermin Proofing</b>	All areas of guest houses should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects
<b>8.5 Service and Preparation Areas</b>	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
<b>8.6 Water Supply</b>	<p>All water provided for guest use should be portable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management should ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not wholesome, Management should post Notices in each guest room, tap or source, to that effect</p>
<b>8.7 Water Storage</b>	There should be enough storage capacity to last at least one day, in case of supply breakdown
<b>8.8 Water Quality</b>	All water provided for guest use should be suitable and approved for drinking by the relevant health authorities
<b>8.9 Water Testing</b>	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.



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<b>9.0 SAFETY AND SECURITY</b>	
<b>9.1 Fire Protection</b>	<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>
<b>9.2 Electrical Safety</b>	All electrical installations should be done in accordance with applicable safety laws
<b>9.2 Security</b>	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
<b>9.3 Emergency Power</b>	There should be appropriate alternative sources of power as back up to the main supply
<b>9.4 First Aid</b>	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
<b>9.5 Safety of Swimmers</b>	Adequate precaution should be taken in guest houses with swimming pools, for the health and safety of swimmers.

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	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
<b>10.0 SUNDRY SERVICES</b>	
<b>10.1 Luggage Room</b>	Separate facilities should be available for luggage storage and lost and found items
<b>10.2 Sale of Sundry Items</b>	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps
<b>10.3 Room Service</b>	Should be available, on request.
<b>10.4 Laundry Services</b>	Should be available.
<b>11.0 MANAGEMENT</b>	The general direction of operations should be under the supervision of a competent person
<b>11.1 Staff</b>	Should be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned
<b>11.2 Health</b>	All staff should be medically fit and examined regularly, in line with statutory health regulations.
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