



TOURISM REGULATORY AUTHORITY

DRAFT REVIEW OF EAST AFRICAN COMMUNITY (EAC) CLASSIFICATION STANDARDS CRITERIA

VACATION HOTELS

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Definition: 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.

SECTION – ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
PART ONE :- PHYSICAL QUALITY STANDARDS;- LOCATION, SITE, ARCHITECTURAL FEATURES & PUBLIC AREAS					
1.0 LOCATION ACCESS					
1.1 Location & Accessibility	The location of the establishment shall be suitable for a Vacation Hotel.	Same as 1 star and easily accessible.	Same as 2 star but shall be in close proximity to the main attraction and have distinct accessibility, comfort and with proper signage.	Same as 3 star	Same as 4 star but with an appeal to high end clientele.
1.2 Site Suitability	The establishment shall 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 1 star.	Similar to 2 star but the locality and the environment including the outlook shall be suitable for a vacation hotel of internationally recognizable standards.	Same as 3 star	Same as 4 star but the locality and the environment including the outlook shall be suitable for a vacation hotel of high internationally recognizable standards with a clear view of the attraction.
1.3 Building Autonomy	The hotel shall be in a stand-alone structure.	The hotel shall be in a stand-alone structure.	The hotel shall be in a stand-alone structure.	Same as 3 star secured in its own compound with gardens and open grounds.	Same as 4 star secured in its own compound with well-manicured gardens and open grounds.
1.4 Entrance & Exits	There shall be separate and independent access for the hotel guests and for deliveries.	Same as for 1 Star	Same as 2 star but all rooms shall be approached through a corridor except for cottages.	Same as for 3 star but in addition shall be semi – detached from other buildings.	The whole building shall be completely detached.
BUILDING ARCHITECTURAL FEATURES					
1.5 Design and Layout	In conformity with the Building Code and other existing building regulations, modest in style and beauty. Structurally sound. Shall be in harmony with the physical built up, natural, social and Cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but the architectural features and general construction of the building and its finish shall be of a higher standard especially in the interior design and décor.	Same as for 3 Star but the façade, architectural features, construction and finish of the building shall be well designed. The interior design and décor shall complement	Same as for 4 Star but shall have a design theme with elegant and distinctive features of a hotel of very high internationally recognizable standards

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				the exterior design as well. The building shall be of a high standard, durable, safe and well maintained.	and shall have added functionality, safety, security and conducive to relaxation.
1.6 Capacity	The hotel shall have at least 10 lettable rooms/accommodation units.	The hotel shall have more than 10 rooms/accommodation units.	Same as 2 star but have provision for Standard Suites.	Same as 3 star but with provisions for a Superior Suite with modest sophistication and comfort.	Same as 4 star but with provision for more than one Superior Suite with high level sophistication and comfort.
1.7 Entrance Canopy	Presence of a canopy is optional.	There shall be a form of canopy at the entrance of the building. (either built-in or an extension of a slab or roof to serve as a canopy)	The canopy shall be part of the building structure and big enough to provide cover for at least one vehicle at a time.	Same as 3 star but accommodate at least 2 to 3 vehicles at the same time. It shall also be well designed and proportional to the building.	Same as 4 star but shall be very elaborate, proportional to the building and match the design theme of the building. It shall be of a high standard and prominent.
1.8 Provision for the Physically Challenged	The building shall have ramps at the entrance. Specially designed rooms for the physically challenged on the ground floor.	Same as 1 star but lifts shall be provided where applicable.	Same as 2 star but a special lift shall be provided.	Same as 3 star	Same as 4 star but with a specially designed lift and rooms at every level designed for the physically challenged.
1.9 Efficient flow of Services	The building is designed to enable efficient use of space.	Same as 1 star.	Same as 2 star but with more efficient connection of spaces.	Same as 3 star but with a dedicated connection of spaces with emphasis on aesthetics and functionality.	Same as 4 star but with a highly efficient connection between spaces with great emphasis on international best practice and high standards.
1.10 Lighting, ventilation & temperature Control	Shall be adequate natural and/or artificial illumination Adequate natural ventilation, and/or sufficient mechanical ventilation shall be provided.	Same as for 1 Star but with better quality fittings.	Same as for 2 Star but the fittings shall be tasteful to provide a pleasant ambiance.	Same as for 3 Star with quality fixtures and fittings and where applicable, quality air conditioning systems.	Same as for 4 Star with very high quality fixtures and fittings and where applicable, high quality air conditioning systems.
PUBLIC AREAS					
1.11 Lobby & Lounge	A lobby with seating area shall be provided and proportionate to the capacity of the establishment.	Same as 1 Star, but with better design and more adequate seating area.	Same as 2 Star but distinct lobby and lounge with quality furniture and fittings.	Same as 3 Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for 4 Star but with very high degree of luxury, ambiance and beauty.

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1.12 Circulation Areas (Lifts, Corridors & Staircases)	Shall allow easy passage and be well lit and finished with a non-slip material and in line with the Building Code. Shall be well maintained and protected from rain.	Same as for 1 Star. Side railings shall be provided and there shall be a gentle slope for stair cases. Shall be finished to a better quality.	Same as 2 Star but finished to a higher standard incorporating aesthetic features.	Same as 3 Star but with high quality finishes, decoration and excellent maintenance.	Same as 4 Star but spacious and elegantly made with very high quality finishes.
1.13 Beverage Service Area (BSA)	Provision shall be available.	Shall be conveniently located near the dining room and /or lounge, or may be part of the restaurant.	Same as 2 Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments shall be provided.	Same as 3 Star but more than 1 BSA that are themed, elegant, spacious and promote interaction. They shall also provide facilities of Internationally recognizable standards.	Same as 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy.
1.14 Restaurants	At least one restaurant, well furnished, ventilated, lit and maintained. Total seating capacity shall be at least 30% of the bed capacity	Same as for 1 star	Same as for 2 Star but with a coffee shop and/or a snack bar. Total seating capacity shall be at least 40% of the bed capacity.	Same as for 3 Star but with at least two restaurants plus a coffee shop. Total seating capacity shall be at least 80% of the bed capacity.	Same as 4 Star but with a minimum of 2 restaurants offering different cuisines and services. Rich a la carte menu shall be available
1.15 Provision for Parking	Provision of minimal parking in close proximity of the hotel. Special parking and access for persons with disability shall be provided.	Same as 1 star. Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, shall be provided.	Same as 2 Star	Same as 3 Star but in addition the surface of the parking space shall be well paved, marked and secured. Sufficient and marked walkways shall be designated.	Same as 4 Star but provision for valet parking shall be provided.
HOTEL DESIGN PARAMETERS					
1.16 Lobby, Lounge and Public Areas	Shall be as per building code and minimum size not less than 0.5 SQM per guest bed.	Same as for 1 Star.	Same as for 2 Star but minimum size of not less than 1 SQM per guest bed.	Same as for 3 star but minimum size of not less than 1.5 SQM per guest bed.	Same as 4 Star but minimum size of not less than 2 SQM per guest bed.
1.17 Public	Good impervious nonslip	Same as for 1 Star	Same as for 2 Star but in	Same as for 3 Star but	Same as for 4 Star

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Washrooms	<p>Material shall be used for floors and walls.</p> <p>The materials used to cover the wall shall be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms shall be conveniently located to public areas, properly ventilated and well lit; • Gender privacy shall be assured and clearly indicated. All doors shall be fitted with appropriate locks; • All toilets shall be clean and functional; • The following shall 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 coldwater. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the person with disability; • Individual urinals with running water and drainage shall be available. • Toilets shall follow the township buildings code • The entrance to the cloakrooms from adjacent rooms shall have air locks. • Bidets/Arabic shower • Bins 		addition fresh flowers or indoor plants shall be provided.	in addition a well equipped powder room shall be provided.	
1.18 Guest Rooms	Minimum size of bedrooms shall be 12 SQM	Minimum size to be 12 SQM	Minimum size to be 15 SQM	Minimum size to be 20 SQM	Minimum size to be 25 SQM
1.19 Guest Bathrooms	Bathroom/WC of not less than 3.5 SQM	Same as for 1 Star.	Same as for 2 Star, but shall be of not less than 5 SQM	Same as for 3 Star but of not less than 6 SQM	Same as for 4 Star but shall be more Spacious.

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1.20 Kitchen	Area including food stores and pantry shall be in proportion to the capacity of the establishment, but shall not be less than 0.5 SQM per guest bed.	Same as for 1 Star.	Same as for 2 Star	Same as for 3 Star but area per guest bed shall be 0.75 SQM for hotels with more than 100 beds.	Same as for 4 Star
1.21 Function Rooms	Shall be at least 30 SQM.	At least 50 SQM.	At least 75 SQM.	More than 75 SQM.	Same as 4 star
1.22 Suites	Not essential	Not essential	Where Suites are provided, the minimum size shall be 24 SQM	Same as for 3 Star	Same as for 4 Star, but with more spacious rooms of palatial proportions with all pre-requisite internationally recognizable standards.
1.23 Swimming Pool	Where applicable, a swimming pool of adequate size shall be provided and well maintained to ensure safety of swimmers. The pool shall have as minimum: - <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women shall be provided. • A separate pool/area for children • Clear markings to indicate depth • Suitably trained and equipped attendants/Life Guards. 	Same as for 1 Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, shall be of good taste.	Same as for 2 Star but shall not be of less than seventy five (75) square metres	Same as for 3 Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature shall be regulated	Same as for 4 Star
1.24 Staff Changing Rooms	Shall be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Shall be clean and well maintained at all times. <ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed; • Facilities for the persons living with disability shall be provided; • Amenities shall be in keeping with standards of the establishment. 	Same as for 1 Star	Same as for 2 Star	Same as for 3 Star	Same as for 4 Star

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1.25 Conference Rooms	Shall be at least 30 SQM.	At least 50 SQM.	At least 75 SQM.	More than 75 SQM.	Same as 4 star
1.26 Staff Dining Room					
PART TWO:- SUSTAINABILITY QUALITY STANDARDS					
2.1 Environmental Architectural Features	Use of locally available construction materials Address the riparian rule.	Same as for 1 Star but with some claim to beauty and style.	Same as for 2 Star but the architectural features, construction and finish of the building in relation to the environment shall be of greater harmony and appeal. Use of sustainably sourced material	Same as for 3 Star but the façade, architectural features, construction and finish of the building in relation to the environment shall be of high standard, durable, safe and well Maintained.	Same as for 4 Star but shall have unique, elegant and distinctive features in complete harmony with the environment.
2.2 Landscaping	Shall maintain minimal landscaping levels of at least potted plants/flowers on the compound	Same as 1 Star	Same as 2 Star landscaping shall be done and the ground be well maintained	Same as 3 Star but Landscaping shall be elaborate, of high quality and well maintained. with aesthetic appeal	Same as 4 Star but shall have spacious grounds with aesthetic appeal
2.3 Acoustics/Sound Management	Minimal sound management features shall be in place for comfort and privacy of the guest.	Same as 1 Star but of better quality.	Same as 2 star	Elaborate sound management features shall be installed and feature in the design of walls, ceiling, floors and windows.	Same as 4 Star
2.4 Environmental Policy & Plans	Shall have best environmental practices in place with an Environmental Policy at the bare minimum	Same as 1 Star but with implementation involving staff and guests.	Same as 2 Star with clear activity plans as evidence of implementation of the environmental policy	Shall have an Environmental Management System in place to facilitate implementation of the environmental best practices	Same as 4 Star but with evidence of implementation and clear monitoring and evaluation systems.
2.5 Solid Waste Management	Have clear measures for solid waste collection and disposal by licensed waste transporters in accordance to waste management regulations Shall embrace waste separation measures	Same as 1 Star	Same as 2 Star, but shall have elaborate waste collection system.	Same as 3 Star, but shall have a 3R's system in place to facilitate the facility to reduce, re-use and recycle waste.	Same as 4 Star, but shall have an integrated solid waste management system

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2.6 Waste Water Management	Liquid waste to be collected and contained in septic tanks or connected to sewerage system to avoid illegal discharge in accordance to the Water Quality Regulations	Same as 1 Star, but undertake minimal waste water treatment measures. Undertake regular and timely exhausting of septic tanks to avoid illegal discharge	Same as 2 Star, but shall have an effective waste water treatment system on site for facilities not connected to sewer system	Same as 3 Star, but shall have measures for re-use of treated waste water Evidence of Investment in waste water treatment system	Same as 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water.
2.7 Water conservation & Management	Have a reliable and known source of water. Sustainably use the water supplied.	Same as 1 Star but in addition have estimated quantities used in different sections of the hotel.	Same as 2 Star but Identify water saving measures for the different sections of the hotel.	Same as 3star but demonstrate evidence of water conservation measures at point of use. Direct involvement in water conservation efforts in catchment and riparian areas with evidence of such efforts.	Same as 4 star but establish alternative sources and undertake research and innovations in water conservation approaches. Demonstrate measures to avoid water pollution and degradation.
2.8 Energy Conservation	Have minimum Efficient, economic and cost effective energy conservation measures in place.	Same as 1 star but in addition provide for energy conservation installations and fittings.	Same as 2 star but in addition installations and fittings shall be tasteful and appealing to provide a pleasant ambience.	Same as 3 star but in addition the Installations and fittings shall be of high quality standards. Have in place an energy conservation policy.	Same as 4 star
2.9 Supplies Chain management	Shall have supplies chain management procedure in place. Ensure majority of suppliers are sourced locally.	Same as 1 star but put in place efficient system to minimize waste.	Same as 2 Star but shall have supplies chain management system in place.	Same as 3 star but have quality assurance measures in place. Evidence of host community involvement on preferred produce.	Same as 4 star but in addition show evidence of specifics link of supplies to the hotel's regular menu. It shall embrace procurement best practice
3.0 Corporate Social Responsibility	Minimum CSR programs and activities.	Same as 1 star with a defined CSR program targeting clientele and host community.	Same as 2 but with a clear inventory of potential CSR activities / programs. These activities shall demonstrate commitment to the welfare of staff, community and the	Same as 3 star but guided by the principles of ISO 26000 on Social Responsibility.	Same as 4 Star but having attained or in the process of attaining ISO 26000 Certification or equivalent.

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			environment.		
PART THREE:- HOSPITALITY /GUEST SERVICES					
RECEPTION OPERATION, PORTERAGE AND CONCIERGE					
3.1 Reception Service Area	A clearly designated reception area shall be provided, offering communication regarding what the establishment has to offer (visually and through print) Services shall be available from 6.00 a.m. to 6.00 p.m. and after hours key services shall be provided	Same as 1 star	Same as 2 star but reception services shall be manned for 18 hours a day (6.00 a.m. to 12.00 midnight) and the hours of operations displayed	Same as 3 star	Same as 4 star but shall be manned for 24 hours a day.
3.2 Reservation & Billing	Shall be semi-automated	Same as 1 star	Shall be fully automated	Same as 3 star with LAN	Same as 4 star with WAN where applicable
GUEST ARRIVAL & DEPARTURE SERVICES					
3.3 Concierge and Luggage Handling services	Emergency information available. Secure short term luggage storage available	Same as 1 star	Same as 2 star with porterage services available on request and a dedicated concierge desk	Same as 3 star	Same as 4 star with porterage services being given for 24 hours.
3.4 Foreign Exchange Services and payment services	Not mandatory	Not mandatory	Shall have a minimum of 3 international currency exchange	Shall have a minimum of 3 international currencies exchange services for 18 hours.	Shall have a minimum of 3 international currencies exchange services for 24 hours.
	Mobile money services available	Same as 1 star but shall have a PDQ machine	Same as 2 star	Same as 3 star	Same as 4 star
3.5 Telephone and internet Services	Shall have internal telephone services and wireless internet connection	Same as 1 star but with high speed wireless connection	Same as 2 star but with telephone shall be in each unit with direct dial facilities or operator assisted available. Limited operator hours.	Same as 3 star but internet connection shall cover all areas within the hotel.	Same as 4 star
STANDARDS BEDROOMS					
3.6 Room Service	Optional	Optional	Room service available on request.	Room service shall be available for at least 8 hours and a room service menu be provided.	Same as 4 star
3.7 Guestroom cleaning and laundry services	Guestrooms shall be clean and smelling fresh. Cleaning of the guestroom shall be done daily. Shall be changed after every two nights of use or with every new guest.	Same as 1 star	Same as 2 star but with provisions of guest laundry cleaning, whether in house or outsourced.	Shall be changed daily or as requested by the guest	Same as 4 star but offers dry cleaning.
3.8 Guest bed size: bed sizes	1.188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm (minimum)	1.188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm	1.188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm	1. 200 cm X 90 cm for single (minimum) 2. 200 cm X 152 cm for	1. 200 cm X 90 cm for single (minimum) 2. 200 cm X 152 cm for

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		(minimum)	(minimum)	queen (minimum) 3. 200 cm X 180 cm for King (minimum)	queen (minimum) 3. 200 cm X 180 cm for King (minimum)
3.9 Bedding Requirements & Quality	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606
3.10 Floorings, Walling & Ceilings	Good impervious non slip materials shall be used. The materials used to cover the walls shall be at least up to 2.5metres from the floor.	Same as 1 star but with better workmanship and finish.	Same as 2 star but with higher quality materials.	Same as 3 star but with superior quality materials.	Same as 4 star
3.11 Bedroom Décor	Shall be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for 1 Star but tastefully presented.	Same as for 2 Star but with a wide range of decorations and consistent with the colour scheme and in harmony with the hotel theme	Same as for 3 Star but artwork shall be in very good condition	Same as 4 Star but is more unique and portrays innovativeness
3.12 Window coverings	Shall have curtains, blinds or shutters. Soft furnishing and curtains shall be at least of the ratio of window to curtain of 1:2 $\frac{1}{2}$ in width and length commencing at 5cm. above the floor. Shall be well designed, in harmonized colour scheme	Same as 1 star	Same as 2 star but shall provide good quality coverings and curtains where used substantial, fully lined with ample drape and width	Same as 3 star but window coverings of superior quality and condition	Same as 4 star but with excellent quality window dressings, window coverings providing full blackout.
3.13 Mirrors	Shall have a full length mirror with adequate lighting.	Same as 1 star.	Full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to a plug point.	Same as 3 star	Same as 4 star
3.14 Guest room lighting	There shall be adequate natural lighting, where openable window area shall 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 shall be provided. Light switch to be located by the door entrance. International multi-power point/plug adaptor is available on request.	Same as 1 star	Same as for 2 Star but with additional quality light fixtures over the dressing table mirror. Portable or other light fixtures suitable for a study table shall be provided.	Same as 3 star but with bedside lights with switches conveniently located within reach of the guests and with aesthetic features.	Same as 4 star

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3.15 Guest room Temperature Control	All bedrooms must have natural and/or artificial adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Same as 1 star	Same as 2 star but shall be of better quality and include an efficient mechanical extraction system.	Same as 3 star	Same as 4 star but with devices that are eco friendly
3.16 Furniture and Fittings	All rooms shall have a bed, bedside table and at least one chair which shall be of good quality and condition. All rooms shall have lamp shades; have at least 3 functional sockets and computer data point. Mattress shall not be less than 15 cms thick with two matching pillows	Same as 1 star	Same as 2 star but shall be of very good quality. The rooms shall have at least one couch provided.	All rooms shall have bed(s), Bedside table(s) and couches of excellent quality and appropriate to the number of guests per room. A study table with suitable chairs, lighting and a multi-power plug or point shall be provided.	Same as 4 star but with marvelous quality.
3.17 Wardrobe & Luggage Storage	There shall be provision of adequate in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack. A minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets.	Same as 1 star	Same as 2 star but with addition luggage stand per room and a minimum of one drawer of shelve per guest.	Same as 3 star but excellent level of drawer or shelve space per guest (minimum 2 drawers of enclosed shelves per guest)	Same as 4 star but of superior quality
3.18 Guest information services	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., shall be provided. •Special notice regarding hotel lien and liabilities shall be well displayed. •All information shall be provided in Kiswahili, English	Same as 1 star.	Same as 2 star but information shall be in any other internationally recognizable language used	Same as 3 star but with a comprehensive guest directory	Same as 4 star but the comprehensive directory shall be multi-lingual and of visually enhanced material.
3.19 Guest room supplies	Approved and sealed drinking water to be supplied daily, DO NOT DISTURB sign, stationery, soap, toilet paper, appropriate insect repellent, slippers, laundry bag, air freshening supplies and water glasses, waste bin	Same as 1 star but all items shall be of greater quality.	Same as 2 star but with assorted toilet paper, shower gel, tooth paste and tooth brush, shower cap, sewing kit, shoe shinning pads and slip-ons. The rooms shall have beverage making facilities.	Same as 3 star	Same as 4 star but with fully stocked mini-bar available.
3.20 Change of Linen	Shall be changed after every two nights of use or with every new guest.	Same as for 1 Star	Same as for 2 Star	Shall be changed daily or as requested by the guest	Same as for 4 Star or as requested by the guest

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3.21 Guestroom entertainment	Digital TV available in room with free-to-air channels and wireless internet connectivity.	Same as 1 star but with a variety of multi channels.	Same as 2 star but shall have high speed internet connection	Same as 3 star shall have at least 40' Smart TV with USB port with a range of national and multinational sports, news and movie channels.	Same as 4 star but with daily newspaper service and piped music in the bathroom.
STANDARD EN SUITE BATHROOMS					
3.22 Towels and Bathrobes	Shall be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material shall be provided	Same as for One Star	Same as for 2 Star but bath towel shall be at least 70cm by 140 cm and better quality shall include a minimum set of a face towel, hand towel and a bathrobe.	The bath towel shall not be of less than 100cm x 150cm and shall be of higher quality material,	Same as for 4 Star, but shall be of much higher quality.
3.23 Lighting and Ventilation	Shall provide adequate illumination suitable for different bathroom uses. There shall be effective natural and artificial ventilation.	Same as 1 star but with improved material, fitting, workmanship and finish.	Same as 2 star but with an efficient mechanical extraction system.	Same as 3 star but with superior quality fitting	Same as 4 star
3.24 Water Supply	Sufficient hot water, functional bath and shower with adequate flow of water.	Same as 1 star	Same as 2 star	Same as 3 star but has at each fitting a mixer valve.	Same as 4 star
3.25 Equipment in Bathrooms	All bath rooms: private and ensuite, shall be equipped with internal lock, grab rail, a mirror situated above and/or adjacent to the hand- wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, towel rail sufficient for number of guest in room, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags. A tray loaded with water glasses and a bathroom mat conveniently placed at the door shall be provided.	Same as 1 star but fitted with a large mirror	Same as 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage indicated and an efficient mechanical air extraction system.	Same as for 3 Star but all equipment shall be of high quality, with Arabic shower provided	Same as 4 star but of a higher quality and have a telephone extension.

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SUITES					
3.26 Suite Layout & separate rooms	Not applicable	Not applicable	Comprises of 2 rooms designated as bedroom and living room	3 or more rooms comprising of bedroom, living, kitchenette and dining room	4 or more rooms. All bedrooms shall be ensuite.
3.27 Communication and business service in Rooms	Not applicable	Not applicable	An electric bell, light signal or telephone shall be provided in every room for internal communication. In addition, the following shall be provided: - •Internal telephone connected to external network through the hotel switchboard, or direct dial. •Computer data points/hotspots.	Same as for 3 Star but with telephone extensions provided in all rooms of the Suite.	Same as for 4 Star but with internet facilities provided on request.
RESTAURANT					
3.28 Furniture, Equipment and Accessories	Shall be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons	Same as for 1 Star but all of better quality.	Same as for 2 Star but all shall be of superior quality	Same as for 3 Star but luxurious and more elegant.	Same as for 4 Star but distinctively luxurious and elegant
3.29 Interior Décor	Shall be modest, of good quality and functional, with harmony of colours.	Same as for 1 Star but of better range and quality	Same as for 2 Star but of wider range, higher quality and comfort	Same as for 3 Star but shall be more comfortable, of very high quality and in excellent condition	Same as for 4 Star but generously furnished, with attention to detail, comfort and elegance

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3.30 Floors, Walls and Ceilings	Woodwork and fittings shall be of good quality materials and in good condition.	Same as 1 Star.	Same as for 2 Star but with walls, floors, ceilings and fittings of very good quality materials and finish	Same as for 3 Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this shall be very well fitted and maintained	Same as for 4 Star but shall be of excellent quality, design and finish
3.31 Lighting	Shall be adequate, natural and/or artificial, with level of artificial illumination controllable.	Same as for 1 Star but light fittings shall be of better quality	Same as for 2 Star but lighting and fittings shall be tasteful to provide a pleasant ambience	Same as for 3 Star but with very high quality standard of fittings and finish	Same as for 4 Star
3.32 Food Hygiene Policy & Procedure	Shall have a HACCP Plan	Same as 1 star	Shall have a HACCP Plan and be ISO 22000:2018 certified	Shall have a HACCP certified and be ISO 22000:2018 certified	Same as 4 star
BREAKFAST					
3.33 Hours of Service	Breakfast served for at least 3 hours	Same as 1 star	Same as 2 star	Same as 3 star	Same as 4 star
3.34 Breakfast Menu and dishes	Buffet breakfast	Same as 1 star with addition of fresh fruit juice	A buffet with a wide selection of breakfast items	Same as 4 star	Same as 4 star with provision made for dietary requirements e.g. Kosher, Halal, diabetic, vegetarian.
3.35 Style of Service	Buffet service	Same as 1 star	Same as 2 star	Same as 3 star	Same as 4 star
OTHER MEALS					
3.36 Light Refreshments, Snacks & Teas	Hot and cold drinks available to residents and their guests in the public area during the day and evening.	Same as 1 star	Light refreshments and hot and cold snacks shall be available to residents and their guests throughout the day and evening. Guests able to order and be served at their table.	Same as 3 star with provision of high tea	Light refreshments and hot and cold snacks shall be available to residents in the public area 24 hours. Full afternoon tea shall be provided.
3.37 Room Service	Optional	Optional	12 hours room service	18 hours room service	24 hours room service

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			available. Room service menu available on request.	available. A room service menu shall be available for all meals.	available. Room service menu shall be available for all meals.
3.38 Style of Service	Pre-plated service/American service	Same as one	Full table service.	Same as 3 star but with carvery style is acceptable	Shall have the following types of services: 1. Silver service/Platter to plate/English service 2. Pre-plated service/American service 3. Family service/French service 4. Buffet service 5. Gueridon/ Russian service
3.39 Range of Dishes	Two courses available. The main course shall be a substantial hot dish.	Same as 1 star	Three courses available. A choice of substantial hot and cold dishes	Shall have a variety choice of food in all the courses available	An extensive choice of food. A broad range of dishes of outstanding quality
3.40 Menu	Priced menu cards shall be available with a modest selection of local and international dishes with at least three courses and a beverage list.	Same as for 1 Star but with better quality presentation and choice	Same as for 2 Star but with at least a four course menu and wider selection of dishes and beverages	Same as for 3 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 4 Star, but featuring excellent cuisine and very rich bar and wine list.
BEVERAGE AND BEVERAGE SERVICE					
3.41 Furniture and equipment	Shall 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 1 Star but shall be of better quality.	Same as for 2 Star but shall be of distinctively higher quality, offering greater comfort.	Same as for 3 Star, but with a touch of luxury.	Same as for 4 Star
3.42 Wine & Wine Service (Optional)	Red and white wine shall be provided. Wine prices and measures clearly displayed. Staff shall demonstrate basic knowledge about the wines available.	Same as 1 star but with a variety of the wines available.	A choice of good quality wines shall be offered. Clean and well-presented wine list	Same as 3 star but with internationally renowned brands of	Same as 4 star with a wide range of quality wines and likely to

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			clearly and accurately listing the choice of wines and measures shall be available. The staff shall demonstrate extensive knowledge in wines and wine service.	wines shall be offered. An informative and detailed wine list shall be available.	involve a sommelier.
3.43 Alcoholic Drinks Service	Alcoholic drinks served at mealtimes to residents. Price list shall be displayed wherever drinks are served. The bar shall have a warning sign displayed on age limit, health consequences and don't drink & drive. Snacks shall be provided.	Same as 1 star with a variety of drinks.	Shall serve alcohol on any day of the week and any time to resident guests and their guests. The bar shall have a warning sign displayed on age limit, health consequences and don't drink & drive. A wide variety of snacks shall be served.	Same as 3 star but with premium internationally renowned brands and cocktails.	Same as 4 star but with an extensive selection of premium brands and the bar staff shall demonstrate mixology skills
3.44 Non-alcoholic beverages	A variety of soft drinks and bottled water shall be well displayed	Same as 1 star	Same as 2 star but with freshly made juices and mocktails.	Same as 3 star but non-alcoholic wines shall be available.	Same as 4 star but shall have a wider variety of soft drinks and water.
3.45 Glassware	Stocks shall be adequate and appropriate for service of different drinks.	Same as for 1 Star but shall be of better quality.	Same as for 2 Star but shall be of high quality and design.	Same as for 3 Star but shall be of excellent quality in design and finish.	Same as for 4 Star
3.46 Beverage cooling system	Adequate refrigeration /cooling shall be available and storage of wines shall be done professionally	Same as for 1 Star	Same as for 2 Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for 3 Star	Same as for 4 Star
CONFERENCE & BANQUETING SERVICES					
3.47 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel and has wireless internet provided.	Same as for 1 Star.	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained. Shall have a dais provided on request.	Same as for 3 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	Same as for 4 Star but of very high quality audiovisual

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				equipped with public address system. Shall have provision for interpretation facilities.	
3.48 Banqueting Department and staff	Not Applicable	Not Applicable	At least 5 F&B staff members under a supervisor	Fully fledged department with Banqueting Manager and a dedicated kitchen	Same as 4 star
3.49 Syndicate Rooms	Not applicable	Optional	At least 2 syndicate room	At least 3 Syndicate rooms	More than 3 syndicate rooms
3.50 Equipment & Technology Usage	Projector, wireless microphone, flipcharts in the conference rooms and with high speed internet connectivity shall be provided	Same as 1 star but with at least 8 power sockets and extension cables.	Same as 2 star but with pop up connection boxes mounted on the meeting room and modern public address system	Same as 3 star with a digital registration system, ultra-modern projector, video conferencing facilities and the pop up boxes mounted for each guest.	Same as 4 star
3.51 Business Centre	Optional	Office with secretarial services on request	Same as 2 with photocopy and printing facilities. Wired and wireless internet access shall be available	Same as 3 star but open for at least 12 hours	Same as 4 but to include courier services and business center open 18 hours
3.52 Professional services	Not applicable	Not applicable	Outsourced services	In house caterers, photography and video services, sign language interpreters and translation services on request	Same as 4 star
GUEST AUXILIARY SERVICES					
3.53 Guest Transport Services	Available on request	Same as 1 star	Shall have contracted shuttle services	Same as 3 star	Same as 4 star
3.54 Laundry and Dry Cleaning Services	Washing and ironing of guest clothes shall 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 2 Star	Same as for 3 Star but with washing, dry cleaning, ironing and pressing services, available.	Same as for 4 Star

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3.55 Baby Sitter	Experienced Baby Sitter shall be available, with prior arrangement.	Same as for 1 Star	Same as for 2 Star and with a provision for baby-sitting facilities	Same as for 3 Star	Same as for 4 Star
3.56 Shoe Shine Services	Not applicable	Not applicable	Available on request	Same as 3 star	Same as 4 star
PART FOUR:- SAFETY & SECURITY					
4.1 Safety and Security	There shall be adequate security arrangements including the following: - <ul style="list-style-type: none"> • A functional alarm system connected to external rapid response system; • Adequate, properly trained and equipped security personnel. 	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but with a dedicated Safety and Security Committee	Same as 3 Star but with a fully-fledged Safety and Security Department with a dedicated manager.	Same as 4 Star but in addition there shall be a functional electronic surveillance system in place that is manned 24 hours a day.
4.2 Access Control	Manned entrance 24hours a day	Same as 1 Star but with access barrier.	Same as 2 Star but with Staff and Guest movement Control within the premises.	Same as 3 Star but with Electronic Access systems for Guests and staff.	Same as 4 Star but very sophisticated equipment.
4.3 Guest screening	Basic Metal Detectors	Same as 1 Star but with vehicle scanner.	Same as 2 Star but with Walkthrough Metal Detector and luggage scanner	Same as 3 Star but with explosives detector	Same as 4 Star
4.4 CCTV Surveillance	CCTV Cameras at entry points, Reception, public areas corridors and perimeter fence.	Same as 1 Star	Same at 2 Star but with a Control Room that is manned	Same as 3 Star but with a Control Room to be manned 24 hours	Same as 4 Star
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security.	Same as for 1 Star, but with higher quality Fittings with provision for double locking system and door lens.	Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
4.6 Fire Protection	All material in the establishment shall be of fire resistant or retardant material. Adequate and appropriate firefighting equipment shall be provided and well maintained, in excellent	Same as for 1 Star but smoke detectors and fire detectors shall be installed.	Same as for 2 Star.	Same as for 3 Star but fixtures and fittings of very high quality	Same as for 4 Star but fixtures and fittings to be of extremely high quality

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	<p>condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <ul style="list-style-type: none"> •Fire alarms shall be installed; •All staff shall be familiar with available firefighting equipment and their use; •Fire drill exercises shall be carried out regularly; •Every establishment shall have an in-house core fire-fighting team; •Statutory fire safety notices shall be prominently displayed in guest room and public areas; <p>The hotel must be insured against fire hazards and sprinklers installed.</p>				
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply.	Same as for 1 Star	Same as for 2 Star but with standby generator providing basic lighting in essential and public areas	Same as for 3 Star but with automatic standby generator sufficient to provide lighting in all areas of the hotel.	Same as for 4 Star But with cold rooms, water pumps and air conditioners connected to the emergency power back up system
4.8 First Aid	<p>Adequate First Aid Kits shall be provided.</p> <p>Some of the staff on duty shall be well trained in Basic First Aid application techniques.</p>	Same as for 1 Star	Same as for 2 Star but there shall be a trained staff in each Department and a Doctor on call.	Same as for 3 Star	Same as for 4 Star but with a clinical officer/ nurse available at all times
4.9 Safe Deposit Service	Shall provide at least one Safe deposit box at the reception area.	Same as for 1 Star	Individual safe deposit box shall be provided in the guest rooms	Same as for 3 Star	Same as for 4 Star

PART FIVE:- HEALTH & RECREATION SERVICES

5.1 Swimming	Where applicable, a swimming pool of adequate size	Same as for 1 Star but	Same as 2 Star but with	Same as 3 Star but	Same as 4 Star but high
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Pool & Related Facilities	<p>shall be provided and well maintained to ensure safety of swimmers.</p> <p>The pools hall have as minimum:-</p> <ul style="list-style-type: none"> •Treatment room and filtration plant • Clearly Displayed Pool Regulations • Pool surround deck/area with non-slip surface •Beds and mattresses •Separate changing rooms for men and women shall be provided. •A separate pool/area for children •Clear markings to indicate depth at different points •Suitably trained and equipped attendants/Life Guards 	the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, shall be of good.	telephone access within close proximity with emergency numbers clearly indicated.	with CCTV Coverage in the public Pool area	<p>standard of design and finishes.</p> <p>For indoor pools the water temperature shall be regulated</p>
5.2 Health Club	Optional: where applicable basic fitness equipment / aerobics and with a suitably trained instructor	Same as 1 Star but with well-equipped fitness room.	Same as 2 Star but with a Massage and Beauty Parlour.	Same as 3 Star but with a Spa, Sauna and Steam Bath.	Same as 4 Star but with Fully Equipped Fitness Centre with a dedicated team.

PART SIX:- STAFF SERVICES & FACILITIES

6.1 Staff Skills & Competencies	<p>General management of the establishment shall be under a qualified person, certified by the relevant national authorities and who shall be a member of a professional body.</p>	<p>Same as for 1 Star but shall be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training.</p> <p>Continuous training, including in-house programmes shall be available.</p>	<p>Same as two star but in addition the hotel shall be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields.</p> <p>Comprehensive in-house Training programmes shall be in place.</p>	<p>Same as for 3 Star but in addition shall have a Human Resources Development Manager</p>	<p>Same as four star but all departmental heads shall be members of a professional body.</p>
	<p>All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.</p> <p>At least 30% of the staff shall possess certified qualifications from recognized training institutions and be members of a professional body.</p>	<p>Same as for 1 Star but the proportion of professionally certified staff shall be at least 50%</p>	<p>Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%</p>	<p>Same as for 3 star but the proportion of Professionally certified staff shall be at least 80%</p>	<p>Same as for 4 Star but the proportion of professionally certified staff shall be 90%</p>

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6.2 Departmental Heads	Depending on the size and organizational structure of the establishment, there shall 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 shall supervise each department.	Same as for 1 star	Same as for 2 star but each department must be supervised by a person(s) of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. A duty manager shall be available at all times.	Same as for 3 star	Same as for 4 Star
6.3 Staff Development Programs	Provision of an Internal training programme	Same as 1 star with designated room and program for internal training	Same as 2 star with addition of an external training programme	Same as 3 star but with detailed career growth progression	Same as 4 star but with a dedicated Training unit.
6.4 Staff Grooming	All staff shall be uniformed, well-groomed with name tags provided by the hotel and kept in good and clean condition.	Same as for 1 Star	Same as 2 star but in addition in conformity with safety requirements. Different uniforms for each department shall be provided. All staff shall have name tags indicating designation with those for Kitchen staff being embroidered on their uniforms.	Same as for 3 star, but of very good quality.	Same as for 4 star but of excellent quality.
6.5 Staff Incentives	There will be a well- documented staff incentive programme that recognizes and rewards performance of all staff at least bi-annually.	Same as for 1 Star	There will be a well- documented staff incentive programme that recognizes and rewards performance of all staff at least quarterly including staff bonuses.	Same as for 3 Star but with recognition of staff by department. There will also be an annual Team Building activity.	Same as 4 star
6.6 Staff Entertainment Facilities	Provision of a basic room, relative to the number of staff, with a functional TV.	Same as 1 star but with provision of basic recreational facilities.	Same as 2 star but additional indoor and outdoor entertainment facilities shall be provided.	Same with 3 star but with additional of annual events such as parties, team building.	Same as 4 Star but with quarterly events such as staff birthday celebrations.
PART SEVEN:- GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Enquiries	Online presence through an informative website linked to social media accounts.	Same as 1 Star but with very elaborate information on hotel details and services.	Same as 2 Star but with an interactive website	Same as 3 Star but with E-Commerce enabled website.	Same as 4 Star
7.2 Guest Feedback	Provision of a basic system such as suggestion box and questionnaires to acquire feedback on the guest	Same as 1 Star	Same as 2 Star but with a more elaborate online feedback system for	Same as 3 Star but with links to social	Same as 4 Star

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	experience.		acquiring the Guest feedback.	media feedback.	
7.3 Complaints Handling	Provision of a basic complaint handling procedure	Same as 1 Star	Same as 2 Star but with dedicated guest relations desk.	Same as 3 Star but with a conflict resolution mechanism	Same as 4 Star but with a documented monthly report.
7.4 Management of Online and Social Media Reviews	Basic Social Media presence through at least one channel.	Same as 1 Star presence in at least two forms of social media.	Same as 2 Star and presence on at least one reputable Online Booking or Review Platform	Same as 3 Star but with evidence of dedicated staff responding to Online reviews/Guest postings.	Same as 4 Star
7.5 Recognition Awards	Presence of at least one Award issued by a reputable and relevant national institution in the preceding five years.	Same as 1 Star.	Presence of at least two Awards issued by a reputable and relevant national or regional institution in the preceding five years.	Presence of at least one Award issued by a reputable and relevant international institution in the preceding five years.	Same as 4 stars

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