



TOURISM REGULATORY AUTHORITY

**NATIONAL MINIMUM STANDARDS FOR
ACCOMMODATION AND CATERING ESTABLISHMENTS**

DRAFT AUGUST 2018

2018

PART 1: PRELIMINARY

1. Scope

This standard prescribes minimum requirements for all accommodation and catering establishments in Kenya. The standard provides for statutory obligations, requirements for premises, operations and general services.

2. Definition of Terms

For the purpose of this standard the following definitions shall apply

A-la-carte – menu in a restaurant that offers individual priced dishes

Crockery – cups, bowls, and plates made of earthenware

Compliance – the action of obeying regulations

En-Suite – a bedroom connected to its own bathroom

Lien – form of security interest giving rights of ownership against a debtor's asset that bars its sale without paying of the creditor

Standard - A level of quality or achievement that is considered acceptable or desirable.

Service Delivery – the act of providing packages to customers

The Authority – Tourism Regulatory Authority established under section 4 of the Tourism Act No. 28 of 2011.

Tourism sector – Tourism and Hospitality sector in Kenya.

Taint – trace of a harmful, toxic or undesirable substance

Persons with Disability –

**Property –
Guideline-
Hospitality facilities**

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Part II Statutory Obligations

3 Statutory obligations

3.1 Introduction

Provides legal requirements that are relevant to the sector that guide the safety, security and environmental considerations that are instrumental for the sustainable development of the tourism sector.

Hospitality facilities shall comply with all relevant national and county legislation (Acts and Regulations) governing operations in the tourism sector. In particular, the accommodation and catering establishments shall ensure compliance with provisions of the following:

- 1) Tourism Act
- 2) Employment Act
- 3) Occupational Safety and Health Act, 2007
- 4) EMCA Cap 387
- 5) Health Act 2017
- 6) Food Drugs and Chemical Substance Act
- 7) Public Health Act
- 8) Water Act
- 9) Energy Act 2016

3.2 Essential items

The following essential items for licensing and operations should be taken in consideration:

1. Occupation permit
2. Valid Environmental Impact Assessment/Environmental Audits license and any other relevant permit/license including;
 - Valid effluent discharge license where applicable
 - Waste transportation license where applicable
3. Valid Tourism Regulatory Authority license
4. Valid Single business permit
5. Valid Health Clearance certificate issued by the county government
6. Valid medical examination for food handlers
7. Valid food hygiene license
8. Valid work permits for all expatriates
9. Permit for extraction and utilization of water resource from Water Resources Management Authority (Water Act (2016)).
10. Electrical/gas supply and safety. Either of the following documents shall be availed;
 - Electrical installation certificate

- A proof of emergency power source
- Gas installed in an isolated area.

11. Avail a valid energy audit report from the Energy Regulatory Commission (ERC)

12. Valid comprehensive insurance certificate for the establishment

13. Have communication system on a 24-hour basis including high speed Wi-Fi connection

14. Provide evidence of regular fumigation (at least twice a year).

15. Grease trap and covered drainages connected to the main drainage system of the facility, with clear inspection points.

16. Provide adequate and appropriate firefighting equipment in all relevant areas of operation around the premise;

- Undertake regular fire risk assessment
- Fire alarm and detectors;
- Staff shall be familiar with all available firefighting equipment and their use including regular drills.
- Clearly marked fire exits and fire safety notices prominently displayed
- A record of regular inspection of the fire-fighting equipment

17. Provide a hygienically operated hand wash basin at the entrance and other strategic locations inside the kitchen

with liquid/foam soap, hot and cold running water, sanitizer and hygienic means of hand drying.

18. Provide functional and well stocked first aid kit designated in accessible areas and have trained staff in administering first aid with some on duty at all times

19. Qualified and experienced management staff in charge of general oversight operations with formal training in tourism and hospitality from a recognised institution and/or

- Experience in hospitality management acquired over a period of at least 3 years
- Informal management training either on job and/or through refresher courses

20. Operational staff shall have basic hotel knowledge and skills

21. Staff shall be well groomed with appropriate uniforms and identification tags at all times.

22. Clearly labelled rooms.

23. Provide a safe keeping system for the guests.

24. Provide adequate public washrooms, well ventilated, gender segregated with appropriate amenities and clearly labelled, with a provision for the physically challenged.

25. Ensure that drinking water provided is potable and approved for drinking by relevant authorities.

- Where drinking water is not obtained from a public source, management shall ensure that the same is tested, at least three times a year by a competent authority.
- Where the test indicates that the water is not wholesome, Management shall post notices in each guestroom, tap or source to that effect.

26. Take adequate precaution in hotels with swimming pools for health and safety of swimmers.

- Clearly mark swimming pools to indicate depths with a separate pool for children and appropriate notices on prohibited items by the pool side.
- Suitably trained pool attendants with proper lifesaving equipment shall be available during pool operating hours; and if not the same shall be communicated to the guests.
- Clean and professionally treated pools with appropriate chemicals and reagents and records shall be well maintained
- Have segregated changing rooms with appropriate amenities

27. Provide adequate and suitable accommodation for Staff/Drivers in cases where lodges and tented camps are located away from town centres.
28. Provide staff dining facilities
29. Have accessible public areas for persons living with disabilities.
30. Maintain a comprehensive register for all guests.
31. Have adequate segregated and well-ventilated stores with provision for preservation of perishable and non-perishable food items and maintained in hygienic conditions
32. Provide sufficient number of waste bins with tight fitting covers.
33. The garbage storage area shall be protected from weather elements and animals, and disposal shall be done regularly.
34. Give adequate general security for the premises, staff and guests, such as a perimeter wall, properly equipped security guard, alarm system, CCTV and relevant emergency contacts. There shall be provision for efficient security checks and screening systems in place.

Part III Premises Requirements

The facility's design, structure and layout shall provide for efficient arrangement and placement of operation areas and allow easy flow of services. The following specifications shall assist in compliance with the standards guidelines and shall be interpreted in relation to the needs of each premises, including size, scale and type of operations.

1. The Premises Location:

The premises shall:

- a) Be located in a safe and secure area that is easily accessible with visible signage.
- b) Be in harmony with the natural and built environment.
- c) Comprise buildings which are physically linked by well-lit walkways.
- d) Have separate entrances and exits for staff/supplies and guests.

2. Design and Layout:

The design and layout shall:

- a) Correspond to the type of the facility
- b) Conform to the approved building plan.
- c) Provide adequate parking space
- d) Have sufficient corridors and stairways as stipulated in the building code

- e) Have appropriate and functional lighting positioned for safety and guest comfort in all operational areas, public areas including staircases, pathways and corridors.
- f) For entertainment units, access such as night club(s) or discothèques shall be securely located and shall be in such a way that it does not interfere or cause any inconvenience to the hotel residents.

3. Lighting and Ventilation

- a) Effective natural lighting and ventilation shall be a critical component of facility design consideration.
- b) The premises shall have in the public rooms and bedrooms as means of temperature regulation capable of maintaining sufficient aeration and natural light.

4. Exterior and Interior Surfaces

Material used shall be suitable for the area used.

Part IV Operational Standards

Operational standards are enforceable minimum levels of acceptable quality of service delivery. The standards make specific provisions for professional business conduct, maintenance of high standards of customer care, hygiene and food safety and enforcement actions.

1. Reception Area Designation and Services

- a) The reception is the guest's first and last point of contact in a hospitality facility. Special attention shall be given to providing a good standard of customer care, which shall include:
 - A well designated reception area with a clear view of the facility entrance and access to the guest rooms to permit the services of receiving and welcoming guests, which will be manned at all times.
 - Provision of guest information either orally, printed or electronically.
 - Provision for safe deposit services.
 - Communicate with guests in at least Kiswahili and English
 - Provision of appropriately furnished, clean and well-maintained lobby.

- b) For private facilities such as serviced apartments, homestays among others, a reception point shall be provided.
- c) Where requested, guests shall be given an opportunity to sample the facility before booking.
- d) Assistance with luggage shall be available at all times.
- e) Guest assistance services shall be made available on request.

2. Reservations, Pricing and Billings

There shall be an easy and efficient booking service that includes the following:

- a) Factual, clear, and consistent information regarding the facility with the actual services offered.
- b) Responsible person/duty manager/supervisor at all times to oversee the day to day operations of the facility.
- c) Give guests clear information on what is included in the prices quoted (service charges, taxes and other surcharges).

- d) Have a clearly documented cancellation policy.
- e) Put in place a procedure of handling overbookings, and informing the guests prior to booking.
- f) Avail information about deposits in advance, including details of how the deposit is paid and whether or not it is refundable.
- g) Confirm guest bookings by writing/email/phone or via text message and bills and payment method clearly communicated.
- h) Prompt, efficient, and professional communication with prospective guests, whether verbal or written to the satisfaction of the guest.

3. Kitchen Size and Arrangement

- a) The kitchen facility shall be of sufficient space to allow good food hygiene practices, such as protection against cross-contamination in food storage and preparation areas.
- b) The size of the kitchen(s) shall be proportionate to the hotel bed capacity, and shall not be less than half square ($\frac{1}{2}$ sq.) meter per guest bed.
- c) For standalone restaurant(s) the size of the kitchen shall be in proportion to the restaurant total sitting capacity.
- d) There shall be separate sinks for wash-up of utensils and for food preparation
- e) The kitchen walls shall be tiled and the floors shall be of non-slip and easy to clean material.

- f) The kitchen shall be well ventilated, appropriately lit, equipped and properly maintained.
- g) Ventilation, both natural and mechanical shall be capable of removing excess heat, fumes, steam and odour from all the kitchen operation areas.

4. Food preparation area

- a) Separate areas/worktops shall be designated for particular food preparation
- b) Provision shall be made for separate and sufficient equipment (tables, knives, and colour coded chopping boards) for use with raw and cooked/ready to eat foods.

5. Work Surfaces:

- a) All surfaces coming into direct contact with food, utensils, crockery, etc. shall be made from suitable materials and be in sound condition.

- b) Surfaces and equipment shall be of materials which are smooth, impervious, non-toxic, non-tainting, easily cleaned, durable and nonreactive to food ingredients.

6. Kitchen Equipment

- a) Kitchen equipment shall be provided in adequate proportion to the capacity of the facility.

- b) Food holding and service equipment shall be maintained at the minimum of 63 degrees Celsius for hot and maximum of 5 degrees Celsius for cold.
- c) Food display equipment shall be suitably screened from the guest's standpoint.
- d) Refrigeration equipment shall be provided in sufficient numbers and capacity in relation to the style of catering offered.

7. Food Delivery and Storage

- a) Food suppliers of the hotel shall be licensed and mode of transport suitable for handling/carrying food.
- b) There shall be adequate storage capacity and facilities for the quantities of food items supplied.
- c) On delivery, all food items shall be inspected, checked and recorded before being placed into storage.
- d) New stock shall be stored behind old supplies to practice use of the oldest stock first (i.e. first in - first out) principle.
- e) Sufficient and adequately aerated shelving or racking shall be provided.
- f) Provision shall be made for sufficient space beneath the lowest shelf of at least 150mm clearance.
- g) Raw and cooked/ready-to eat foods shall be stored separately

- h) After the above periods, food shall be brought back within temperature control and only served from these temperatures, or discarded.
- i) Cooked food shall only be put on buffet display once out of the temperature control range provided.

8. Temperature Control Ranges

- a) Food storage areas and equipment shall be kept within the following specifications:
 - Dry food store to operate within 10 to 25 degrees Celsius
 - Fridges to operate within 0 to 5 degrees Celsius
 - Freezers operate at or below -18 degrees Celsius
- b) Provision shall be made for food storage refrigeration temperature records.

9. Restaurant/Beverage Services

- a) The interior décor shall be modest with harmony of colours.
- b) Restaurant/beverage service area shall have a priced menu and beverage list appropriately provided.
- c) Appropriate entertainment shall be provided.
- d) The menu selection shall respect cultural, religious and nutritional needs of the clientele.

- e) The beverage service/bar where available shall be modestly stocked and well maintained.

10. Tables/Chairs appointment

- a) Tables and chairs of an appropriate height and size for comfortable dining shall be provided.
- b) The facility shall provide adequate and functional service stations in relation to the size of the restaurant.

11. Food Quality

- a) All meals shall be freshly cooked and prepared with the necessary skill and presentation.

12. Menu Presentation and Pricing

- a) A clean and well-presented print/written menu. Additional verbal explanation shall be provided on request.
- b) The menu shall have at least more than one option of each nutritional category of foods.
- c) All food items listed on the menu shall be priced inclusive all applicable charges and levies.
- d) Range of dishes and style of service
At least a two-course a-la-carte and/or a set menu shall be provided.

13. Guest Rooms

- i) Minimum floor areas (excluding private bath or shower areas):

- Single room – 3 x 3 meters
 - Double room – 4 x 3 meters
- ii) Each guestroom door should be properly numbered and fitted with lock or other adequate measures to provide for the security of guests' and property. iii) Reasonable free space for movement and easy access to beds, doors and drawers.

14. Guest bedrooms provisions

- a) A sound condition, clean and comfortable bed of not less than 190 x 90 cms for a single or 190 x 120 cms for a double bed.
- b) Clean, comfortable (sprung interior or foam) and well covered mattress with protector and/or under-blankets and of not less than 15 cms thick
- c) Quality bed linen shall be clean and in sufficient quantity (a minimum of two bedsheets and a blanket). Bed linen to be changed every day and beds made daily.
- d) Spare bed linen to be available on request and at no extra charge
- e) Two pillows,
- f) Mosquito nets/ repellants
- g) A wardrobe with at least three hangers
- h) A table and a chair
- i) A mirror

- j) A waste paper basket
- k) At least one external window to provide natural light and adequate ventilation. Light to be controlled from bed as well as door or separate bedside lights shall be provided.
- l) Opaque curtains or blinds on all windows which require privacy.
- m) Adequate drawer or shelf space to be available. Drawers to run smoothly and shall be lined or have an easily wiped surface.
- n) All guest rooms shall have one complimentary bottled drinking water per guest, and a glass for each guest.
- o) All guest rooms shall have at least two power points that is conveniently placed for use.
- p) Guest rooms shall have information covering internal telephone directory, menus, emergency contacts and fire exit procedure.
- q) Access to the establishment and bedrooms at all times for registered guests, unless restrictions previously notified, at the time of booking.

15. En-Suite Bathrooms/Private Facilities

- a) An en-suite facility complete with bath and WC situated in rooms with door(s) separate to the bedroom shall be provided:

- b) The minimum size of guest bathroom shall be least 3.5 sq. meters with non-slip floorings and well ventilated with openable windows fitted with curtains, blinds, shutters or translucent glass to ensure privacy.
- c) Every guest bathroom shall have the following fittings: -
- Shower closet with provision for hot and cold water.
 - Wash hand basin with hot and cold running water.
 - Water closet with seat and lid
 - Provision for towel rail and cloth hook/hanger
 - Toilet paper holder
 - Well fitted soap holder
 - Mirror of appropriate size above or adjacent to the wash hand basin
 - Non-slip surface or mat.
- d) Supplies in the bathroom shall include: -
- i. A clean, absorbent, cotton bath towel to be provided for every new guest, and changed as required or on request.
 - ii. Toilet brush with holder
 - iii. Soap to be provided daily for each guest
 - iv. A waste bin
 - v. Bathroom slippers

vi. Toilet roll

- e) For home stay, a designated bath/shower and WC situated close to the bedroom or on the same floor shall be provided for the sole use of guests in a particular room, and shall be fitted with internal lock or bolt.
- f) Access to private bathrooms or WCs, or extra public bathrooms, from bedrooms via public areas such as reception or lounge etc. is not acceptable.

16. Management and Operation Staff

- a) The general direction of operations shall be under the supervision of a qualified and competent person with supervisors for various functional sections where applicable
- b) Staff shall have some relevant qualifications and basic skills in hotel operations. Some effort should be made to take the staff to refresher courses at least once every year
- c) All staff should be medically fit and examined regularly, in line with statutory health requirement.

Part V General Service Standards

1. General Service

- a) Ample and secure parking shall be available within close proximity of the premises where priority shall be given to disabled persons.
- b) Some form of entertainment and recreation shall be provided
- c) Separate facilities shall be available for luggage storage facilities and provision shall be made for handling of lost and found items.
- d) There shall be provision for sale of toiletry items and such other as airtime and post cards.

2. Universal Accessibility

- a) Facilities for the disabled: adequate and appropriate facilities shall be provided and the information about the service prominently displayed, so that in the event of an emergency, such guests are quickly located and evacuated
- b) Where communication systems are employed for security and safety purposes, flash-light devices, keypads and visual displays shall be installed to allow transfer of information and communication.

3. Hygiene and sanitation

- a) The entrance to the cloakrooms from adjacent public rooms shall have airlocks

- b) There shall be a provision for a room for staff changing and freshening up that is clean, well-lit ventilated and maintained
- c) Water supply & storage: there shall be enough storage capacity to last at least one day in case of supply breakdown.

4. Maintenance and Cleanliness Standards

- a) The internal and external environment of the facility shall be kept clean and tidy.
- b) Buildings, their fixtures, furnishings, fittings and interior décor shall be maintained in a sound and functional condition, fit for the purpose intended.
- c) The facility shall keep a record of written cleaning schedule and evidence of staff trained on proper cleaning service practice.
- d) Appropriate cleaning equipment, suited to the purpose for which it is intended shall be provided for cleaning staff.
- e) Cleaning materials, chemicals and equipment shall be kept in suitable store room, separate from food and sanitary facilities.
- f) All electrical and gas equipment shall be maintained in good working order and regularly serviced to ensure guests safety, evidence of inspection shall be maintained.

