



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

VACATION HOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Vacation Hotel. 10	Same as for One Star 10	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.0 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Four Star but the locality and the environment including the outlook should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in member states should set aside the sites suitable for hotel building/ development. Environmental assessment must be done.

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2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor except for cottages. 50	Same as for Three Star, but in addition should be semi-detached from other buildings. 60	The whole building should be completely detached 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. Should be in harmony with the physical built-up, natural, social and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units. 10	Same as One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
11.1 Corridors, Staircases, Hallways and Walkways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and some decoration. 20	Same as for three Star but with offering wider passage and with high quality finishes, decoration and maintenance. 30	Same as for Four Star but of very high quality 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as Four Star. 40	

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3.2 Information Services	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism service providers • Emergency and fire exit procedures etc. • Literature covering services, internal telephone directory; • Special notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as for One Star but in addition information should cover a wider and varied range such as medical and other social services available within the locality. 30	Same as for Three Star. 30	Same as Three Star. 30	
3.3 Hours of Service	At least eighteen (18) hours. 10	Same as for One Star 10	Twenty four (24) hours. 20	Same as for Three Star 20	Same as for Three Star 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
6.2 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours. 10	Same as for One Star 10	Bellboys available for 24 hours. 20	Same as for Three Star, but with doorman available. 30	Same as for Four Star 30	

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3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Centre. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing facilities and materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Two Star but should be of greater range and higher quality 50	

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4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, of permanent and impervious material and well maintained. High standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Stars. Floors, walls and ceilings should be of high quality material, excellent finish and well maintained at all times. 40	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial. 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be, available in a wider range. 20	Same as for Three Star 20	Same as for Three Star 20	

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4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge/area, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOM(S) (Briefings, Conferences, Banquets etc)						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained. 40	Same as for Three Star but with at least One large room of not less 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound, and fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	
6.0 RESTAURANTS						
6.1 Features and Facilities	At least one restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity 20	Same as for One Star. 20	Same as for One Star but with a coffee shop and/or a snack bar. Total seating capacity, should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carté Menu should be available 70	
1.0 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	

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6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star. 20	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this should be very well fitted and maintained 50	Same as for Four Star but should be of excellent quality, design and finish 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both à la carté and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One tar. 10	Same as for One Star 10	

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6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least one bar, conveniently located near the restaurant and/or lounge, or may be part of the restaurant 20	Same as for One Star. 20	Same as for One Star but more spacious and with a better ambiance and facilities to prepare non-stocked refreshments. Where the bar is for residents only, a public bar should be provided. 30	Same as for Three Star but with at least two bars, all elegant and spacious 50	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 60	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 20	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 30	Same as for Two Star but with very high quality finishes. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

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7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 30	Same as for One Star but should be of better quality. 40	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 50	Same as for Three Star, but with a touch of luxury. 70	Same as for Four Star. 70	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	

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8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with the appropriate specialized tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

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8.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. •All bins should be lined with appropriate waste bags. •Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

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8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope (minimum 1 in 200) towards the drainage point and the junction between all vertical and horizontal surfaces should be covered 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30	Same as for One Star but with controllable temperature gauges 40	Same as for Two Star but should have separate compartments for various food stuffs. 50	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 60	Same as Four Star 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.

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9.0 GUEST ROOMS						
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	
9.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. •A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. •Waste paper baskets, luggage and shoe rack should be provided. •All lamps should be shaded •TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provide, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

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9.5 Furnishings and Linen	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length commencing at 5 cm. above the floor.</p> <ul style="list-style-type: none"> •Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, two bed sheets and top blanket or duvet with appropriate pillows. •Mosquito net covering the entire bed and long enough to reach the floor. •Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>30</p>	<p>Same as for One Star but should be of high quality.</p> <p>40</p>	<p>Same as for Two Star but of significantly higher quality.</p> <p>50</p>	<p>Same as for Three Star but should be of much higher quality.</p> <p>60</p>	<p>Same as for Four Star but with a higher degree of luxury.</p> <p>70</p>	
9.6 Change of Linen	<p>Should be changed after every two nights of use or with every new guest.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Should be changed daily or as requested by the guest</p> <p>30</p>	<p>Same as for Four Star or as requested by the guest</p> <p>30</p>	<p>There should be a Par stock of at least three pairs of sheets for each bed.</p>
9.7. Décor	<p>Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained.</p> <p>20</p>	<p>Same as for One Star but tastefully presented.</p> <p>30</p>	<p>Same as for Two Star but with a wide range of decorations.</p> <p>40</p>	<p>Same as for Three Star but with a higher degree of sophistication</p> <p>50</p>	<p>Same as Four Star, but evidently more luxurious.</p> <p>60</p>	
9.8 Floors, Walls and Ceilings	<p>Should be of good finish and well maintained.</p> <ul style="list-style-type: none"> •Carpets where applicable, should be professionally fitted, with a good under lay 	<p>Same as for One Star</p>	<p>Same as for One Star but with high quality material used.</p>	<p>Same as for Three Star but with a luxury touch in material, workmanship and finish.</p>	<p>Same as for Four Star but of exceptionally high quality material and finish.</p>	

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	and should be clean at all the times. •Doors and windows should be of quality material. 20	20	40	50	60	
9.9 Lighting	There should be adequate natural lighting, where openable window area should 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 should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., should be provided. •Special notice regarding hotel lien and liabilities should be well displayed. •All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication	Same as for One Star	Same as for One Star but in addition, the following should be provided:-	Same as for Three Star but with extensions provided in bathrooms.	Same as for Four Star.	

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			<ul style="list-style-type: none"> Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. Computer data points/hotspots 			
	10	10	30	40	40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star	Same as for One Star but in good quality fittings.	Same as for Three Star but of better quality.	Same as for Four Star but of excellent finish.	
	10	10	20	30	40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.	Same as for One Star	Same as for One Star, but with higher quality fittings	Same as for Three Star, but provision for double locking system and door lens.	Same as for Four Star, but with a functional electronic surveillance systems	
	20	20	30	40	50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided.	Same as for One Star but all items should be of good quality.	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates	
	20	30	40	50	60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of much higher quality. 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, bath room slippers, shower cap, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star. 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	Not applicable	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length starting from 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, Two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>50</p>	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	
11.8 Lighting	Not applicable	Not applicable	<p>There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One</p> <p>50</p>	Same as for Three Star.	Same as for Three Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	40	40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English/French, and at least one other internationally recognizable language. 20	Same as for Three Star 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial. • Computer data points/hotspots. <p style="text-align: center;">30</p>	Same as for Three Star but with telephone extensions provided in all rooms of the Suite. <p style="text-align: center;">40</p>	Same as for Four Star but with <i>internet</i> facilities provided on request. <p style="text-align: center;">50</p>	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, 'Do Not Disturb' sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. <p style="text-align: center;">50</p>	Same as for Three Star but with a high quality assortment of supplies <p style="text-align: center;">60</p>	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality. <p style="text-align: center;">70</p>	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. <p style="text-align: center;">40</p>	Same as Three Star <p style="text-align: center;">40</p>	Same as for Three Star <p style="text-align: center;">40</p>	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be of not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. • Electrical lighting should be of sufficient wattage. Adequate socket outlets, indicating voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/hand-capped; • Individual urinals with running water and 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star but in addition a well equipped powder room should be provided.	Same as for Four Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>drainage should be available.</p> <ul style="list-style-type: none"> Toilets should follow the township buildings code <p>The entrance to the cloakrooms from adjacent rooms should have air locks</p> <p>30</p>	30	50	60	60	
12.2 Staff Changing/Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> Should be provided with sufficient toilets, showers and individual lockers. Gender separation and privacy should be observed; Facilities for the Disabled/hand-capped should be provided. <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>20</p>	Same as for One Star	Same as for One Star	Same as for One Star but with evidence for professional handling	Same as for Four Star but with a higher display of professionalism	
12.4 Sewerage	<p>Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations.</p> <p>30</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown. 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	Same as for Four Star 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>with available fire fighting equipment and their use;</p> <ul style="list-style-type: none"> • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. <p>20</p>	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p>	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	<p>There should be adequate security arrangements including the following:-</p> <ul style="list-style-type: none"> • a functional alarm system connected to external rapid response system; • adequate, properly trained and equipped security personnel. <p>20</p>	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	<p>There should be appropriate alternative sources of power, in case of failure of main supply.</p> <p>20</p>	Same as for One Star. 20	Same as for One Star but with standby generator providing basic lighting in essential and public areas 30	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 50	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 60	
13.5 First Aid	<p>Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques.</p> <p>10</p>	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary, a Clinical Officer/Nurse should be available.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hrs. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

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

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

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.0 GENERAL						
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for One Star 20	Same as for One Star 20	
16.2 'Courtesy of Choice'	'Smoking' and 'Non-Smoking' zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features 50	Same as for Four Star. 50	
16.5 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand - capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc. 20	Same as for One Star 20	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty 20	Same as for Three Star. 30	Same as for Three Star. 30	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	saloon is recommended. Drug store/pharmacy will be an added advantage. 20	20	20	
16.7 Taxi Service	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment and recreational facilities. 20	Same as for Three Star but with a variety of entertainment and recreational facilities, which should include sports and live band. 30	Same as for Four Star but with excellent recreational facilities. 40	
16.10 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star but with adequate landscaping. 30	Same as for Two Star but with good landscaping should be done, where space allows and be well maintained. 40	Same as for Three Star but with very good landscaping with aesthetic appeal should be done. 50	Same as for Four Star 50	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant • Beds and mattresses	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated	Same as for Four Star.	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Separate changing rooms for men and women should be provided. Clear markings to indicate depth at different points Suitably trained and equipped attendants/Life Guards <p>20</p>	20	40	50	50	
16.12 Hotel Insurance	Should be covered by a public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

END