

MINISTRY OF FOREIGN AFFAIRS AND TOURISM

DEPARTMENT OF TOURISM

MINIMUM REQUIREMENTS FOR HOTELS

HOTEL

Hotel means an establishment containing several rooms or suites, supplemented by one or more separate buildings that provides lodging or sleeping accommodation and ancillary food and beverage areas, includes a reception area, and offers food and beverage services to guests and general public;

1.0 ACCESS

- 1.1 **Access to property** - Such access should be in the form of one entrance to the property with separate access into the building, i.e. two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable the minimum width should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency.
- 1.2 **Signboard**- Signboard with full name of the hotel must be displayed in a prominent place. It must be in good condition. Where hotels are located on islands other than Mahe, Praslin and La Digue and is the only resort on the island, this criteria is not applicable as a minimum requirement.
- 1.3 **Boundary wall/ fencing or hedges** – Where available, same should be well maintained, in good state of repair and clean.
- 1.4 **Gate** - Where available, it must be in good working condition, well painted and clean.
- 1.5 **Security kiosk** - where available, this should meet the below requirements:
 - 1.5.1 Roofs, roof eaves & fascia boards must be in good condition and clean.
 - 1.5.2 Ceilings must be in good condition and clean.
 - 1.5.3 Walls must be in good condition and clean.
 - 1.5.4 Interior must be clean and tidy.

2.0 PARKING

Hotels on Mahe and Praslin should have parking facilities. The ratio should be in line with Department of Land Transport (DLT) requirements. Parking bays/bicycle bays should be in a secure environment close to accommodation. Provision for taxi bays should also be made as per DLT requirements.

- 2.1 **Surface** - The surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking the surface must be either gravel/aggregate or hard smooth finish.
- 2.2 **Signage** - Parking area should be clearly designated, with legible and visible signs.
- 2.3 **Lighting** – Lighting should be available, adequate and in good working order.
- 2.4 **Buggy parking** - Where hotels provide buggies, a well surfaced buggy parking area with no potholes must be provided.
- 2.5 **Bicycle parking** – Same must be available for hotels on La Digue and should be well surfaced with no pot holes.

3.0 EXTERIOR

- 3.1 **Grounds & Gardens** - All grounds and gardens under the control of the operator must be neat and appropriately maintained.
- 3.2 **Signage** - There must be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.
- 3.3 **Lighting** - All paths must be well lit and directional signage should be provided to guide guests to their rooms. Lighting throughout the property must be available, adequate and in good working order.
- 3.4 **Assembly point** - Assembly Point in the event of an emergency must be clearly marked and visible.

4.0 SAFETY AND SECURITY

A high degree of safety and security must be maintained. All reasonable precautions must be taken to ensure the personal safety of guests and to prevent damage or theft of their possessions. This must be either in the form of security personnel or gadgets.

- 4.1 **Lighting**- There must be adequate levels of lighting for guest safety and comfort in all public areas, including staircases and car parks.
- 4.2 **In Case of Emergency** - Information on procedures in the event of an emergency and contacts for assistance after hours must be clearly displayed and available in English and French and other languages of the hotel's main clientele, may incorporate diagrams.
- 4.3 **Locking device** - Guest rooms must be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from the inside when the guest is occupying the room.
- 4.4 **Interconnecting rooms** - Doors to connecting rooms must be equipped with a deadbolt lock or alternatively a double door system (with each door only permitting access from one room only).
- 4.5 **Summoning assistance**- There should be a responsible person on call 24-hours a day. Procedures for summoning assistance, in particular after hours, must also be made available.
- 4.6 **Medical assistance** - The hotel must have in place a means to provide/summon medical assistance when required.
- 4.7 **Insurance Cover** - A hotel must have the appropriate insurance cover at all times.
- 4.8 **Pest Control** - Appropriate pest control measures should be in place and done regularly in accordance with health regulations to protect against insects/vermin.

5.0 BUILDING

- 5.1 **Building Design Concept** - There is no specific requirement for the architecture of a building however, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure must first and foremost blend in with the natural and physical environment and must meet the requirements of the Planning Authority.
- 5.2 **Environmental Considerations** - Special measures must be undertaken for environmental matters prior to construction such as energy efficiency considerations, waste management and building finishes upon completion.
- 5.3 **Universal Access** - Where possible, the management/owner should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds should be made accessible to wheelchair users.

- 5.4 **Drainage**- This must be connected to the central sewage disposal system where available. Where there is no sewage system, the disposal should be in line with the Planning Authority, Environment and Health Regulations.
- 5.5 **Back-Up Power Sources** - There must be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply. (Approval of PUC requirement)
- 5.6 **Water Supply** - There must be a consistent supply of safe water conforming to local standards. Water from private sources must be appropriately treated.
- 5.7 **Water storage** - This must be available to address water restrictions during the dry season and in case of supply breakdown.

6.0 MAINTENANCE

The interior and exterior of the buildings including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended.

- 6.1 **Roof, Roof eaves & Fascia boards;** must be in good condition and clean.
- 6.2 **Ceilings;** must be in good condition and clean.
- 6.3 **Walls & floors;** should be in good state of repair and clean.
- 6.4 **Balustrades & pillars;** should be in good state of repair and clean.

7.0 RECEPTION HALL / LOBBY

A reception/lobby is a basic requirement and should be made available for guests to check in and out. The reception area should be clearly designated and visible. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required if a dedicated butler service is available and check in / check out is carried out in the rooms.

- 7.1 **Size of Reception** - The size of the reception/lobby will depend on the number of rooms and should be as follows:
- 10 to 15 rooms - 25sqm
 - 16 to 25 rooms - 30sqm
 - 26 to 50 rooms - 40sqm
 - 51 rooms and above - 50sqm
- 7.2 **Seating Capacity** - Adequate seating capacity must be available, and relative to the size of the property, volume of business and style of operation.

- 7.3 **Sign** - A sign should be in place to clearly indicate the reception.
- 7.4 **Reception Counter/Desk** - A reception counter/desk should be available for registration information and assistance, cashier, key retrieval etc. It should be clean, in good condition and well equipped.
- 7.5 **Décor** - Décor should be attractive, of good quality, with harmony of colours. Elements of local arts and culture must be present in the décor.
- 7.6 **Left luggage** - Left luggage facility should be made available to guests.
- 7.7 **Reception Service Hours** - The reception should be manned a minimum of 10 hours a day. However clients should be able to summon assistance on a 24 hour basis, for this purpose a means of summoning attention should be provided.
- 7.8.1 **Safety Deposit Box** - If not provided in guest rooms, a safe must be provided at the reception for the secure storage of guest valuables. Safes should be in good working order and securely bolted or built in the wall for security reasons.
- 7.9 **Flooring** - Flooring may vary considerably but should be well maintained, of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 7.10 **Walls and Ceilings** - Same should be well maintained and clean.
- 7.11 **Ventilation** - The reception/lobby should be adequately ventilated. The Planning Authority Regulation is applicable. Ceiling fans/ air condition where available should be in good working order and clean.
- 7.12 **Lighting** - There should be adequate natural or artificial lighting at the reception and at designated reading areas. (Energy saving lighting is recommended). All bulbs should have a cover or shade. Wall or ceiling lights should be in good working order and clean.
- 7.13 **Windows** - Windows should be in good condition and clean. Where curtains & blinds are provided same should be in good condition and in line with the general décor.
- 7.14 **Furniture** – All furniture should be in good condition and clean. (Some plastic furniture is not recommended on slippery surfaces for safety reasons).
- 7.15 **Porterage** - Assistance with luggage should be made available.
- 7.16 **Morning Call** - Guests should be able to request an early morning wake-up call.
- 7.17 **Taxi & Car Hire Booking** - Guests should be able to request a taxi or car hire booking.

- 7.18 **Hotel Policies** - Policies of the hotel must be described upon booking e.g. payment methods, applicable deposits, over-booking condition, cancellation policy. Information on access restrictions and child-friendly services to be provided where applicable.
- 7.19 **Reception Amenities**
- 7.19.1 Beach towel- may be provided on request or at a deposit fee.
 - 7.19.2 First aid box must be available and well stocked as per health requirements
 - 7.19.3 Applicable up to date foreign exchange rates should be conspicuously displayed.
- 7.20 **Public Toilets** - Separate toilet facility should be conveniently located in the public areas and these should be provided as per the regulations/requirements of the Planning Authority and Ministry of Health.
- 7.20.1 Where the toilets at the reception are used to service the restaurant clients of 30 covers and over, the Planning Authority Regulation will apply.
 - 7.20.2 All toilets should be well maintained, clean and frequently checked.
 - 7.20.3 A wash hand basin with running water, soap and a drying mechanism (individual cotton towels, disposable paper towels, hot air dryer, etc.) should be provided.
 - 7.20.4 Adequate artificial or natural ventilation must be available.
 - 7.20.5 Walls, ceilings and floors must be of durable materials and in good condition, free from stains, cracks and without missing tiles where applicable.
 - 7.20.6 Opaque windows or curtains / blinds must be provided if necessary to ensure guest privacy.
 - 7.19.7 Lidded and lined sanitary bin must be provided in each of the female toilet cubicles.
 - 7.19.8 Mirror should be provided, in good condition and clean.
 - 7.19.9 Each cubicle door must have a working lock for privacy.

8.0 BEDROOM

All bedrooms should be double rooms and have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all doors and drawers fully. Where bedrooms are provided in the form of suites, the sleeping area should be separate from the sitting area.

8.1 BEDROOM STRUCTURE

- 8.1.1 **Room Number/Names** - Rooms should be provided with a number or name. Room number or names must be legible and visible.
- 8.1.2 **Room Keys** - Room keys or cards must be properly identified with appropriate room number or name.
- 8.1.3 **Emergency Evacuation Plan** - Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, must be framed and hung on or adjacent to the bedroom door.
- 8.1.4 **Doors** - All types of doors are acceptable except for those made of chipboard/plywood. Entrance doors must be solid, in good condition, clean and fitted with secure locking system to ensure guest privacy inside the room. The minimum size should be 900mm wide by 2100mm high by 45mm in thickness.
- 8.1.5 **Bedroom Size** - The minimum size should be 15sqm (excluding bathrooms, balconies/terraces) and the head room for the major part of the room should be as per the Planning Authority regulation. Hotels built before these standards came into effect will be exempted from this criteria.
- 8.1.6 **Flooring** - Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 8.1.7 **Walls and ceilings** - should be of durable material and in good condition.
- 8.1.8 **Ventilation** - Adequate ventilation, either natural or artificial should be provided. Standing/ceiling fans or air-conditioning units should be in good condition.
- 8.1.9 **Balcony/Veranda**- At least one main/common balcony/veranda for guest use should be provided and same should meet the following specifications;
 - 8.1.9.1 Balconies should be at least 2.5m wide and the same length as the adjacent wall.
 - 8.1.9.2 If the floor of the veranda/ balcony is above 1.5 metres from the ground safety railings should be provided.

- 8.1.9.3 The flooring may vary considerably but should be hard, durable and non-slippery surface, in good condition and clean.
- 8.1.9.4 Walls should be of durable material, in good condition and clean.
- 8.1.9.5 Ceilings should be of durable material, in good condition and clean.
- 8.1.9.6 Furniture should be in good condition and clean. Some plastic furniture on slippery surfaces are not recommended for safety reasons.

8.2 **INTERIOR DÉCOR**

- 8.2.1 **Décor**- Décor should be of good/modest quality, with harmony of colours.
- 8.2.2 **Local Elements** - Elements of local arts and culture must be present in the décor.

8.3 **LIGHTING**

- 8.3.1 **Natural Light** - There should be at least one window to allow natural light.
- 8.3.2 **Bedroom Lights** - All bedrooms should be well lit. There should be a main light switch near the entrance. (Energy saving lighting is recommended)
- 8.3.3 **Bedside Lights** - There should be a bedside lamp or one bed head light for each person. Bed side lamps should be in good working order. Where a shade or cover is provided same should be in good condition and clean.
- 8.3.4 **Emergency lights** - Emergency lighting may be flashlights or free standing emergency lights. Candles are not recommended for safety purposes, as per fire safety recommendations.

8.4 **BEDROOM FURNISHINGS**

Bedroom furniture should include the following; one double bed or two single beds, two easy chairs, one coffee table, wardrobe, dressing/writing table with stool, mirror and two bedside tables. All furniture should be well maintained, in sound condition and clean.

- 8.4.1 **Beds/ Mattresses**
 - 8.4.1.1 One double or two singles should be provided. Beds should be in good condition and visually attractive.
 - 8.4.1.2 Headboards should be provided and in good condition.
 - 8.4.1.3 Single beds should comfortably accommodate an average sized adult (1 metre wide) and double beds two average sized adults (1.8 metre wide).
 - 8.4.1.4 All mattresses are to be comfortable and in good condition.

8.4.2 **Bed Linen**

8.4.2.1 All linen should be clean and sufficient in quantity.

8.4.2.2 Linen should be changed when soiled or at the guest's request.

8.4.2.3 Clean mattress protectors should be provided. Same should be free from stains.

8.4.2.4 Beds should be covered with appropriate bedspread or valances. These should be changed for each new guest.

8.4.2.5 All sleeping spaces should be provided with two bed sheets (one under sheet and one top sheet).

8.4.3 **Pillows/ Blankets**

8.4.3.1 There should be at least one pillow per sleeping space with pillow protectors and pillow cases.

8.4.3.2 Extra pillows and blankets can be provided on request.

8.4.4 **Wardrobes**

8.4.4.1 Each room should have a wardrobe/purpose built hanging space of at least 1.2m wide and be in good condition and clean.

8.4.4.2 Sufficient good quality identical hangers (minimum 3 hangers per person) should be provided.

8.4.4.3 In addition, there should be adequate drawer or shelf and hanging space.

8.4.5 **Mirror**

8.4.5.1 A full length mirror should be available.

8.4.5.2 Ideally a mirror should be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror should be adequate.

8.4.6 **Luggage Rack** - All rooms should have sufficient luggage storing facility. However, the provision of one luggage rack is encouraged. Where luggage rack is not available provision should be made within the wardrobe.

8.4.7 **Curtains** - Curtains or blinds should be provided on all windows including glass panels to afford both privacy and/or the exclusion of light.

8.5 **BEDROOM AMENITIES**

8.5.1 **Television/Radio** - Availability of radio and television for guest room is a basic requirement. However, it can be on demand and not necessarily in the rooms.

8.5.2 **Telephones**

8.5.2.1 Telephone must be available in all individual guest rooms for internal and external communication. Where applicable, fees charged for any external calls should also be made available.

8.5.2.2 All in room telephones should display the hotel telephone number, reception or switchboard number and the room extension number.

- 8.5.2.3 Notebook and pen should be provided by the telephone.
- 8.5.3 **Mini-fridge** - A mini fridge should be available. If stocked appropriate rates must be made available.
- 8.5.4 **Guest Information** - A kit containing the below information needs to be provided. Guest information which is provided through IPTV system is considered as acceptable.
 - 8.5.4.1 Directory of essential services
 - 8.5.4.2 Child minding services
 - 8.5.4.3 Check-out time
 - 8.5.4.4 Transportation - bus schedules, taxis, car rentals, parking
 - 8.5.4.5 Method of payment - Change of foreign exchange, credit cards
 - 8.5.4.6 Entertainment programme
 - 8.5.4.7 Room key procedures
 - 8.5.4.8 Room service menu with rates/ hours of availability
 - 8.5.4.9 Medical services
 - 8.5.4.10 Food & Beverage Facilities
 - 8.5.4.11 Laundry and dry cleaning
 - 8.5.4.12 Internet facility
 - 8.5.4.13 User's manual and security codes for safety deposit box
 - 8.5.4.14 Telephone services - wake up calls, fax etc
 - 8.5.4.15 Security
 - 8.5.4.16 Information on available leisure facilities (to include opening hours)
 - 8.5.4.17 Fire notice
 - 8.5.4.18 Dressing codes
 - 8.5.4.19 Driving
 - 8.5.4.20 Special occasions
 - 8.5.4.21 Newspaper
 - 8.5.4.22 Drinking water
 - 8.5.4.23 Electrical outlets
 - 8.5.4.24 Hairdresser
 - 8.5.4.25 List of excursions and details of who to contact
 - 8.5.4.26 Sight-seeing/excursions
- 8.5.5 **Other required basic amenities which needs to be made available include;**
 - 8.5.5.1 Do not disturb sign, making up room sign
 - 8.5.5.2 Tea / Coffee making facilities should be available, in good condition and clean.
 - 8.5.5.3 Waste bins and liners which should be kept clean and in good condition.
 - 8.5.5.4 Clean drinking glasses
 - 8.5.5.5 Sufficient power sockets for the safe use of electrical equipment
 - 8.5.5.6 Bedside rugs or mats should be provided and must be clean, coordinate with the décor and in good condition. Alternatively, bed slippers can be made available.
 - 8.5.5.7 Laundry bags and list (if applicable)

8.5.7 **Optional amenities which the hotel can provide include;**

- 8.5.7.1 Daily Newspapers
- 8.5.7.2 Insect repellent
- 8.5.7.3 Satellite Cable TV Channels
- 8.5.7.4 Internet connection
- 8.5.7.5 Bathrobes/Slippers
- 8.5.7.6 Umbrellas
- 8.5.7.7 Sewing Kit
- 8.5.7.8 Fruit Baskets/snacks

9.0 BATHROOM

All bedrooms should have en-suite bathroom facilities with sufficient space to allow freedom of movement and access to all fittings, the minimum dimension should be 6sqm. Toilet facility can be separate from the bathroom. All fixtures and fittings must be in good condition, clean and free from stains/cracks & dull finishes.

9.1 BATHROOM STRUCTURE

- 9.1.1 **Floors** - Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 9.1.2 **Walls and ceilings** – Same should be of durable material and in good condition.
- 9.1.3 **Doors** - All doors are acceptable except for chipboards.
- 9.1.4 **Ventilation** - Adequate ventilation should be provided.
- 9.1.5 **Lighting** - All bathrooms should be well lit with a light switch near the entrance to the bathroom. (Energy saving lighting is recommended)
- 9.1.6 **Windows** - For guest privacy where appropriate all windows in the bathroom should be covered with an opaque curtain or blind.
- 9.1.7 **Fixtures and Fittings** - Each bathroom should have:
 - 9.1.7.1 A bath or shower cubicle with glass doors or curtains.
 - 9.1.7.2 A grab rail for safety purposes with the bathtub.
 - 9.1.7.3 Drip dry facility should also be available.
 - 9.1.7.4 Wash hand basin should be provided.
 - 9.1.7.5 Standard size mirror over the wash hand basin.
 - 9.1.7.6 Adequate shelf space adjacent to hand basin, with sufficient space provided to store two guests' toiletries.

- 9.1.7.7 Towel rail, towel shelf or equivalent
- 9.1.7.8 Soap with dish, holder or dispenser. Fresh soap should be provided for each new guest.
- 9.1.7.9 Toilet and toilet roll holder
- 9.1.7.10 Running hot and cold water for bathing should be available at all reasonable times
- 9.1.7.11 Hooks for clothes
- 9.1.7.12 Electric Shaver Unit

9.2 BATHROOM AMENITIES

9.2.1 **Basic amenities-** Basic amenities which need to be provided include;

- 9.2.1.1 Wash hand soap
- 9.2.1.2 Bathing soap or shower gel
- 9.2.1.3 Shampoo
- 9.2.1.4 Toilet paper rolls + extras
- 9.2.1.5 Tissue box
- 9.2.1.6 Glasses
- 9.2.1.7 Hair dryers
- 9.2.1.8 Bath mat
- 9.2.1.9 Clean hand and bath towel for each guest

9.2.2 **Optional amenities which the hotel can provide include;**

- 9.2.2.1 Conditioner
- 9.2.2.2 Body lotion
- 9.2.2.3 Bath foam
- 9.2.2.4 Sun tanning lotion
- 9.2.2.5 Shower cap
- 9.2.2.6 Sewing kits
- 9.2.2.7 Moisturiser
- 9.2.2.8 Nail file
- 9.2.2.9 Toothbrush and toothpaste
- 9.2.2.10 Cotton buds/pads
- 9.2.2.11 Shaving foam
- 9.2.2.12 Razor
- 9.2.2.13 Comb
- 9.2.2.14 Eau de toilette
- 9.2.2.15 Refreshing towels
- 9.2.2.16 Scale
- 9.2.2.17 Sanitary bags

10.0 PUBLIC AREA

- 10.1 **Corridors and stairs** – These areas must be well maintained and free from obstruction.
- 10.2 **Lighting** - Levels of lighting in all public areas must be adequate for safety and comfort.
- 10.3 **Elevators** - Where a premises has 3 floors or more (i.e. ground floor plus two), one guest lift with access to all floors capable of accommodating 3 adults with luggage must be provided. (Elevator specifications are applicable to hotels built after 2018).

11.0 FOOD AND BEVERAGE

11.1 RESTAURANT

All hotels must have at least one restaurant open 7 days a week for at least breakfast and dinner. Adequate sitting capacity must be available and relative to the maximum occupancy of the property. Service stations should be appropriately located and well stocked with appropriate equipment and cutlery.

- 11.1.1 **Furnishings** - should include table and chairs of appropriate height and large enough for uncluttered use. (Some plastic furniture on slippery surfaces is not recommended for safety reasons).
- 11.1.2 **Flooring** - should be of hard durable and non-slippery surface that can be easily cleaned and disinfected. However, if using sand, same should be clean and hygienic.
- 11.1.3 **Walls and ceilings** - should be of durable material and in good condition.
- 11.1.4 **Menu and beverage lists**- Menu and beverage list with prices should be made available. Same should be well presented and clean.
- 11.1.5 **Ventilation** - Adequate artificial or natural ventilation must be available.
- 11.1.6 **Lighting** - There should be adequate natural and artificial lighting. (Energy saving lighting is recommended)
- 11.1.7 **Glassware**; There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.
- 11.1.8 **Linen, tablecloths, slipcovers, napkins**; should be matching of good quality and in good condition.
- 11.1.9 **Crockery and cutleries**; must be adequate, clean and in good condition.

11.1.10 **Upholstery;** should match with the general décor and maintained in good condition.

11.2 BAR AREA

It is a basic requirement to have a bar. Bar areas must be well maintained, clean and hygienic. All equipment including sinks with hot and cold water, chiller and fridge, glass washer, ice machine, storage facility for glassware, dishwasher and wash hand basins must be in good working order and clean.

11.2.1 **Bar Facilities and equipment** - The following should be provided;

11.2.1.1 Bar display for drinks

11.2.1.2 Updated Beverage list in good condition

11.2.1.3 Basic equipment such as chiller/fridge and glass washer

11.2.1.4 Storage facility for glassware

11.2.1.5 Wash hand basin

11.2.1.6 Sink with hot/cold water

11.2.1.7 Stools, chairs and tables

11.2.2 **Walls;** must be in good condition and clean.

11.2.3 **Ceiling;** must be clean, in good condition and well painted.

11.2.4 **Floors;** must be of hard, impervious surface that is non slippery, clean and without any damage.

11.2.5 **Lighting;** must be adequate, in good working condition and clean.

11.2.6 **Ventilation;** Adequate artificial or natural ventilation must be available.

11.2.7 **Furniture;** All furniture should be in good state of maintenance (some plastic furniture on slippery surfaces is not recommended for safety reasons).

11.2.8 **Bar display;** should be adequate, in good condition and clean.

11.2.9 **Glassware;** There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.

11.2.10 **Hand washing amenities;** Liquid soap must be available. Liquid soap dispensers must be replenished and in working order.

11.2.11 **Hand drying amenities;** paper towels must be replenished and automatic dryer must be in good working order.

11.2.12 **Beverage and Cocktail lists;** should be in good condition, well-presented and up to date.

11.2.13 **Refuse Bin;** must be available in good condition, with plastic liners.

11.2.14 **Store;** must be rodent proof, well organised and clean.

11.2.15 **Storage space;** should have adequate shelves, fridges and chillers.

11.3 KITCHEN

Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery and dry/cold storage facilities. All kitchen ancillary facilities must be well maintained, clean and hygienic. All equipment, appliances and facilities must be in good working order and clean.

Ideally, the kitchen must be located next to the restaurant or be immediately adjacent to it. Ideally, layout should allow for effective workflow (i.e. there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).

11.3.1 **Size of Kitchen** - The size and design of the kitchen should be based on the number of equipment in use for proper manoeuvring as per the regulations/requirements of the Planning Authority and Ministry of Health.

11.3.2 **Worktops** - Worktops and preparation tables should be of hard durable material such as stainless steel or granite surface so that it can be easily cleaned and disinfected.

11.3.3 **Sinks** - Kitchen and all ancillary facilities should be provided with wash hand basin/sink with hot/cold water supply and hand washing and hand drying amenities should be available.

11.3.4 **Shelves/storage space** - Shelves/storage space should be adequately provided. Same should be clean and well maintained.

11.3.5 **Ventilation** - Adequate artificial or natural ventilation must be available.

11.3.6 Hot Kitchen

11.3.6.1 Both electrical and gas cookers are acceptable.

11.3.6.2 Worktops should be of hard durable material, easy to clean and to disinfect.

11.3.6.3 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.

11.3.6.4 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.3.7 **Scullery/Washing up Area**

- 11.3.7.1 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.7.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.3.7.3 Adequate shelving/storage facilities should be provided.
- 11.3.7.4 Drains should be clean and serviced regularly.

11.3.8 **Receiving Area**

A dedicated receiving area should be provided, suitably equipped with scales, and with walls and floors that are durable, impervious and easy to clean and disinfect.

11.3.9 **Cold Storage Facility**

- 11.3.9.1 Adequate storage facilities should be provided.
- 11.3.9.2 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.9.3 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.3.9.4 Physical separation for different food types should also be provided.

11.3.10 **Dry Storage Facility**

- 11.3.10.1 The store should be screened against pests and other vermin.
- 11.3.10.2 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.10.3 Walls should be well maintained and clean.
- 11.3.10.4 Adequate shelving/storage facilities should be provided.
- 11.3.10.5 Food items should not be stored on the floor.
- 11.3.10.6 Adequate ventilation and lighting must be available.

11.3.11 **Larder Room/Cold Preparation Area**

- 11.3.11.1 All larder rooms must be air conditioned and maintained at optimum temperature.
- 11.3.11.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.3.11.3 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.11.4 Doors can be of different types except chipboard and should be self-closing.
- 11.3.11.5 All worktops and other food contact surfaces must be of hard non-corrosive material such as stainless steel or granite.

11.3.12 Pastry/Bakery Room

- 11.3.12.1 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions
- 11.3.12.2 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.12.3 Adequate natural or artificial ventilation should be provided.
- 11.3.12.4 Lighting should be adequate to enable the undertaking of the required work.
- 11.3.12.5 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.

11.3.13 Fish Cleaning Area/ Butchery

- 11.3.13.1 Separate areas should be provided for fish cleaning and butchery.
- 11.3.13.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.3.13.3 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.13.4 Adequate lighting should be available.
- 11.3.13.5 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.
- 11.3.13.6 Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.

11.4 LP GAS STORE - Storage must be well ventilated and secured. The "No Smoking" sign must be legibly displayed thereon.

11.5 GARBAGE AREA - Staff facilities should be provided as per the requirements of the public Health Authority.

12.0 RECREATIONAL & OTHER FACILITIES

12.1 SWIMMING POOL AREA

A swimming pool is not a basic requirement, but where there is one available, it should meet the following requirements:

- 12.1.1 Pool attendants must be available at pool areas and should have basic knowledge and skills in rescue and first aid including CPR.
- 12.1.2 Swimming pool area must be well maintained and clean.

- 12.1.3 Pool water should be clear and Ph and chlorine levels should be checked and recorded on a daily basis.
- 12.1.4 Life buoys must be strategically located and visible by all. Same should be in good state of repair.
- 12.1.5 Depth markings should be clearly shown on each pool.
- 12.1.6 Public safety notice must be strategically located, legible and in good state of repair stating opening times, emergency info and rules.
- 12.1.7 Lighting/Emergency lighting must be available.
- 12.1.8 Pool furniture should be in good condition and clean.
- 12.1.9 Shower facility should be in good state of maintenance and clean.

12.2 CONFERENCE ROOM (where available)

The conference/function rooms must be well maintained, clean, properly ventilated and with sufficient lighting.

12.3 FITNESS ROOM (where available)

The fitness room must be well maintained, clean, properly ventilated and with sufficient lighting.

12.4 SPA (where available)

Spa facilities and equipment must be well maintained, clean, and disinfected as appropriate. Where the spa receives outside clients, changing rooms, toilets and showers should be made available.

12.5 TENNIS (where available)

Tennis court should be well maintained, properly surfaced and demarcated.

12.6 PLAYROOMS (where available)

Children's playroom should be well maintained, clean, properly ventilated and sufficiently lit.

12.7 BOUTIQUES/SHOPS (where available)

The facility should be clean and well maintained. Ideally, shops should be leased to local entrepreneurs.

13.0 LAUNDRY FACILITY

Laundry services can be contracted out. It is however advisable for hotels with 40 rooms and above to have an on-site laundry for practical reasons as well as to ascertain a good level of service delivery at all times. Hotels with laundry services must provide the following:

- 13.1 **Laundry Facilities** - All laundry should have separate ironing, drying and washing area.
- 13.2 **Ventilation** - Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.

- 13.3 **Storage** - Adequate storage facilities for linen, soap and detergents should be provided.

14.0 STAFF FACILITIES

- 14.1 Staff facilities should be provided as per the requirements of the public Health Authority.

15.0 ELECTRICAL AND FIRE SAFETY

The Fire & Safety Department regulations will apply.

16.0 HUMAN RESOURCES

- 16.1 **Management** - 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, an appropriately qualified person should supervise each department.
- 16.2 **Food Handler's Certificate** - Every employee who works in a kitchen or handles food shall be examined by a medical officer once every half year and other employees shall be examined once a year. Copies of the medical certificate shall be kept by the management and provided for the attention of the respective regulatory bodies upon request. No person shall be employed or allowed to work in any food premise unless they have been declared medically fit by a medical officer.
- 16.3 All employees should be provided with the following:
- Uniform
 - Job Description
 - Contract of Employment
 - Medical test for food handler
 - Protective clothing such as chef hats, gloves etc.
- 16.4 **Employee's File** - The employer should keep an updated file with all relevant information on each employee.
- 16.5 **Training**
- 18.1.1 Continuous training, including in-house programmes should be available.
 - 18.1.2 A person responsible for organising staff training should be available.
- 16.6 **Scheme of service** - Scheme of service or payment structure should be as per Ministry responsible for Employment.
- 16.7 **Fire Drill** - Fire drill training must be conducted at least once a year.

16.8 **First Aid** - Key staff members must be trained in first aid. First aid box must be available and well stocked as per health requirements.

16.9 Risk or Crisis Management Plans – All hotels are required to mainstream risk and disaster management in their business operation. All hotels should therefore have a crisis management plan that integrates disaster preparedness, emergency response and evacuation procedures which should be in line with the national disaster plan. Information on how to develop the disaster preparedness and emergency response plan is obtainable on the Tourism Department website as follows:- <https://www.tourism.gov.sc> or please contact the Risk Management section of the Department

19.0 QUALITY AND STANDARD

The hotel will also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authorities for the implementation of quality improvements.