

MINISTRY OF FOREIGN AFFAIRS AND TOURISM
DEPARTMENT OF TOURISM

MINIMUM REQUIREMENTS FOR GUESTHOUSES

DEFINITION

'A Guest House means an establishment containing several rooms or suites, supplemented by one or more separate buildings that provides lodging or sleeping accommodation, includes a reception and common areas with ancillary food and beverage facilities that are solely for the use of its in-house guests'.

1.0 ACCESS

- 1.0 **Access to property** - 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. 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).
- 1.1 **Signage**- There must be appropriate signage to direct guest to the main entrance.
- 1.2 **Signboard**- Signboard with full name of the establishment must be displayed in a prominent place. It must be in good condition.
- 1.3 **Boundary wall/ fencing or hedges** – Same where available 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 **Lighting**- must be in working order and adequate in numbers

2.0 PARKING

Establishment on Mahe and Praslin should have parking facilities. The ratio should be in line with Department of Land Transport requirements. Parking bays/bicycle bays should be in a secure environment close to accommodation.

- 2.1 **Bicycle parking** – Same must be available for establishment on La Digue and should be well surfaced with no pot holes.
- 2.2 **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.

- 2.3 **Signage** - should be available to indicate the same where applicable.
- 2.4 **Lighting** – Lighting should be available, adequate and in good working order.
- 2.5 **Buggy parking** - Where establishment provide buggies, a well surfaced buggy parking area with no potholes must be provided.

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 **Pathways** - All paths must be well lit and directional signage should be provided to guide guests to their units.

4.0 SAFETY AND SECURITY

A high degree of safety and security must be maintained. All reasonable precaution 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 staircase and car parks.
- 4.2 **Information on procedures in the event of an emergency** and after hour's contacts for assistance must be clearly displayed and available in English and French and other languages of the hotel's main clientele.
- 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**- Procedures for summoning assistance, in particular after hours, must also be made available.
- 4.6 **Medical assistance** - The establishment must have in place a means to provide/summon medical assistance when required.
- 4.7 **Insurance Cover** – The establishment 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 and water 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 **Emergency lights** - Emergency lights need to be made available in case of failure of main power supply.
- 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 **Floors & Walls;** 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 and it should be clearly designated and visible. A central meeting place with easy sitting and

appropriately furnished. The minimum size dimension should not be less than 13sqm which include desk/counter and lounge/sitting area.

- 7.1 **Size of Reception** - The size of the reception/lobby will depend on the number of rooms and should be as follows:
 - 1 to 5 rooms -13 sqm
 - 6 and above rooms - 20 sqm
- 7.2 **Sitting Capacity** - Adequate sitting capacity must be available, and relative to the size of the property, volume of business and style of operation.
- 7.3 **Telephones** - should be available at the reception.
- 7.4 **Furniture**- All furniture should be in good condition and clean. (Some plastic furniture is not recommended on slippery surfaces for safety reasons).
- 7.4 **Sign** - A sign should be in place to clearly indicate the reception.
- 7.5 **Reception Counter**- Reception counter or desk should be available for registration information and assistance. Same must be clean, in good condition and well equipped.
- 7.6 **Décor** - Décor should be attractive, of good quality, with harmony of colours. Elements of local arts and culture must be present in the décor.
- 7.7 **Left luggage** - Left luggage facility should be made available to guests.
- 7.8 **Summoning assistance**- A means of summoning attention when reception is unattended must be available.
- 7.9 **Ventilation** - The reception/lobby should be adequately ventilated. The Planning Authority Regulation is applicable. Ceiling fans and air condition should be in good working order and clean.
- 7.10 **Lighting** - There should be adequate natural or artificial lighting at the reception. Wall or ceiling lights; should be in good working order and clean. (Energy saving lights is recommended.)
- 7.11 **Porterage** - Assistance with luggage should be made available.
- 7.12 **Morning Call** - Guests should be able to request an early morning wake-up call.
- 7.13 **Taxi & Car Hire Booking**- Guests should be able to request a taxi or car hire booking.
- 7.14 **Safe 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 securely bolted.
- 7.15 **Flooring** – Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.

- 7.16 **Walls, ceilings**– Must be well maintained and in good condition.
- 7.17 **Curtains & Blinds** - Where provided same should be in good condition and in line with the general décor.
- 7.18 **Windows if available** – Should be in good condition and clean.
- 7.19 **Booking Conditions** - Policies of the establishment must be described upon booking e.g. payment methods, applicable deposits, overbooking conditions and cancellation policy. Information on access restrictions and child-friendly services to be provided where applicable.
- 7.20 **Email address** - Establishments are required to have an active email address.
- 7.21 **Reception Amenities:**
- 7.21.1 Beach towel – If provided, same should be clean and in good condition.
 - 7.21.2 First aid box must be available and well stocked as per health requirements.
 - 7.21.3 Foreign Exchange - applicable and up to date rates should be conspicuously displayed.
- 7.21 **Public Toilets** - A guesthouse is required to have public toilet facilities and these should be provided as per the regulations/requirements of the Planning Authority and Ministry of Health.

Guest houses with 1 to 5 rooms should have one communal toilet facility. Above five rooms at least one male and one female toilet need to be made available.

- 7.21.1 All toilets should be well maintained, clean, deodorised and frequently checked.
- 7.21.2 All fixtures and fittings must be in good condition, clean and free from stains/cracks & dull finishes.
- 7.21.3 A wash hand basin with running water, toilet paper, soap and a drying mechanism (individual cotton towels, disposable paper towels, hot air dryer, etc.) should be provided.
- 7.21.4 Adequate toilet paper and a sanitary bin with plastic lining should be available.
- 7.21.5 Adequate artificial or natural ventilation must be available.
- 7.21.6 Walls, ceilings and floors must be well maintained and in good condition.
- 7.21.7 Opaque windows or curtains / blinds must be provided if necessary to ensure guest privacy.
- 7.21.8 Lidded and lined sanitary bin must be provided in each of the female toilet cubicles.
- 7.21.9 Mirror should be provided, in good condition and clean.
- 7.21.9 Each cubicle door must have a working lock for privacy.

7.21.10 Hooks on the inside of each toilet cubicle door should also be provided.

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.

All guest units should be maintained at satisfactory standards of cleanliness. Housekeeping services needs to be done on a regular basis as appropriate.

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 **Procedures for Evacuation** – Information on procedures for evacuation in the event of an emergency must be clearly displayed and available in the following languages (English/French). Can be displayed on the door or provided in the information kit.

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 **12 sqm** (Excluding bathrooms, balconies/terraces) and the head room for the major part of the room should as per the Planning Authority regulation.

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** - Appropriate ventilation, either natural or artificial should be provided. Ceiling fans and air condition; should be in good working order and clean.

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 metres wide and the same length as the adjacent wall.

8.1.9.2 If the floor of the verandah/ 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 and ceilings** should be of durable material and in good condition.

8.1.9.5 **Furniture** should be in good condition and clean. Some plastic furniture on slippery surface is 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 provision to allow for 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** - Flashlights or free standing emergency lights must be available in the room in case of power failure. 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, in good condition and clean. Foam mattresses are not acceptable.

8.4.1.5 Mattress protectors or under blankets should be available, in good condition, clean and free from stains.

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

8.4.2.4 All sleeping spaces should be provided with two bed sheets; one under sheet and one top sheet.

8.4.2.5 Extra blankets can be provided on request.

8.4.3 **Pillows**

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

8.4.3.2 All pillows should be in good condition and clean.

8.4.3.3 Extra pillows 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 A minimum 3 identical hangers should be provided per person. Same should be in good condition. In addition, there should be adequate drawer or shelf and hanging space.

8.4.5 **Bedside Tables** – All permanent sleeping spaces intended for adult occupation should have two bedside tables.

8.4.6 **Mirror**

8.4.6.1 A full length mirror should be available.

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

8.4.7 **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.

8.4.8 **Curtains** - Curtains or blinds should be provided on all windows including glass panels to afford both privacy and/or the exclusion of light. Same must be clean, in good condition and in line with the general décor.

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** - Telephones must be available in all the units for internal and external communication. Where applicable, fees charged for any external calls should also be made available.

8.5.2.1 All in room telephones should display the establishment's telephone number, reception or switchboard number if applicable and the room extension number.

8.5.1 **Mini-fridge** - A mini fridge should be available. If stocked appropriate rates must be provided.

8.5.2 **Guest Information** - A kit containing the below information needs to be provided.

8.5.2.1 Directory of essential services i.e. emergency and contact numbers.

8.5.2.2 Transportation - bus schedules, taxis, car rentals, parking

8.5.2.3 Method of payment - Change of foreign exchange, credit cards

- 8.5.2.4 Room key procedures
 - 8.5.2.5 Medical services (nearest medical centres, pharmacies)
 - 8.5.2.6 Food & Beverage - breakfast, dining hours & bar facility etc.
 - 8.5.2.7 Checkout times
 - 8.5.2.8 Laundry and dry cleaning
 - 8.5.2.9 Internet facility
 - 8.5.2.10 User's manual and security codes for safety deposit box
 - 8.5.2.11 Wake up calls
 - 8.5.2.12 Security
 - 8.5.2.13 Fire notice
 - 8.5.2.14 Dressing codes
 - 8.5.2.15 Some useful information on excursions and other tourism activities such as dive centre, water sports and boat charters.
 - 8.5.2.16 Swimming pool – opening hours (where same is available)
- 8.5.3 **Other required basic amenities which needs to be made available include;**
- 8.5.3.1 Do not disturb sign, making up room sign
 - 8.5.3.2 Tea / Coffee making facilities should be available, in good condition and clean.
 - 8.5.3.3 Waste bins and liners which should be kept clean and in good condition.
 - 8.5.3.4 Clean drinking glasses
 - 8.5.3.5 Sufficient power sockets for the safe use of electrical equipment
 - 8.5.3.6 Laundry bags and list (if applicable)
- 8.5.5 **Optional amenities which the establishment can provide include;**
- 8.5.5.2 Insect repellent
 - 8.5.5.3 Satellite Cable TV Channels
 - 8.5.5.4 Internet connection
 - 8.5.5.5 Bathrobe/Slippers
 - 8.5.5.9 Sewing Kit
 - 8.5.5.11 Plug adaptors can be provided on request

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.

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 conditions.
- 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 and the light switch should be conveniently located. (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 **All fixtures and Fittings** – Must be in good condition, clean and free from stains/cracks & dull finishes.
- 9.1.8 **Fixtures and Fittings** - Each bathroom should have:
- 9.1.8.1 A bath or shower cubicle with glass doors or curtains.
 - 9.1.8.2 A grab rail for safety purposes should be available with the bathtub.
 - 9.1.8.3 Drip dry facility should also be available.
 - 9.1.8.4 Wash hand basin
 - 9.1.8.5 Standard size mirror over the wash hand basin
 - 9.1.8.6 Adequate shelf space should be provided adjacent to hand basin, with sufficient space provided to store two guests' toiletries.
 - 9.1.8.7 Towel rail, towel shelf or equivalent
 - 9.1.8.8 Soap with dish, holder or dispenser. Fresh soap should be provided for each new guest.
 - 9.1.8.9 Toilet and toilet roll holder
 - 9.1.8.10 Covered sanitary bin with liner
 - 9.1.8.11 Running hot and cold water for bathing should be available at all reasonable times
 - 9.1.8.12 Hooks for clothes should be provided
 - 9.1.8.13 Waste bin with liner
 - 9.1.8.14 Adequate ventilation (e.g. an extractor fan or opening window)
 - 9.1.8.15 Sanitary bins
 - 9.1.8.16 Electric shaver unit, must be in good working order.
- 9.1.9 **Required Basic Amenities**
- 9.1.9.1 Bath mat
 - 9.1.9.2 Wash hand soap
 - 9.1.9.3 Bathing soap or shower gel
 - 9.1.9.4 Shampoo
 - 9.1.9.5 Clean hand and bath towel for each guest
 - 9.1.9.6 Toilet paper roll

10.0 FOOD AND BEVERAGE

10.1 **DINING ROOM** - A dining room/ breakfast area is a basic requirement for all guesthouses.

- 10.1.1 **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).
- 10.1.2 **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 as possible.

10.1.3 **Menu and beverage list** – Should be made available with prices. Same should be well presented and clean.

10.1.4 **Lighting** – There should be adequate natural and artificial lighting.

10.1.5 **Ventilation** - Adequate ventilation should be provided.

10.2 **BAR AREA**

It is a basic requirement for guesthouses above ten rooms to have a bar and the following requirements should apply:

Bar areas and equipment must be well maintained, clean and hygienic.

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

10.2.1.1 Sinks with hot and cold water

10.2.1.2 Bar display for drinks

10.2.1.3 Updated Beverage list

10.2.1.4 Chiller/fridge

10.2.1.5 Storage facility for glassware

10.2.1.6 Wash hand basin

10.2.1.7 Appropriate furniture

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

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

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

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

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

10.2.7 **Furniture;** stools, chairs and tables should be in good state of maintenance. (Some plastic furniture on slippery surfaces is not recommended for safety reasons)

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

10.2.9 **Glassware;** must be identical, in good condition and clean. Adequate range of glassware must be available.

10.2.10 **Hand washing amenities;** soap must be available; liquid soap dispenser must be replenished and in working order.

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

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

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

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

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

11.0 KITCHEN

All kitchen and ancillary facilities must be well maintained, clean and hygienic.

Floors, walls and ceilings should be clean and in good state of maintenance.

A bed and breakfast guesthouse is required to have a breakfast kitchen with facilities as indicated below;

11.1 Breakfast Kitchen-

- 11.1.1 Either Gas or electrical cookers are acceptable and they should be placed underneath a heat extracting system with hood and canopy.
- 11.1.2 Worktops should be of hard durable material, easy to clean and to disinfect.
- 11.1.3 The floor should be of hard, durable and non-slippery surface that can be easily clean and disinfected. Proper drainage system must also be available.
- 11.1.4 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions
- 11.1.5 Other basic requirements include wash hand basins, sinks, worktops and hot and cold water supply.
- 11.1.6 Adequate shelving/storage facilities should be provided.
- 11.1.7 Windows and doors must be rodent and fly proof.
- 11.1.8 Adequate natural or artificial ventilation should be provided.
- 11.1.9 A chiller/Fridge should be available.

11.2 Commercial Kitchen

Guesthouses with restaurant facilities operating on half or full board basis are required to have commercial kitchens.

Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning/butchery and dry and cold storage facilities. All kitchen and 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).

- 11.2.1 **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.

- 11.2.2 **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.
- 11.2.3 **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.
- 11.2.4 **Shelves/storage space** - Shelves/storage space should be adequately provided. Same should be clean and well maintained.
- 11.2.5 **Ventilation** - Adequate artificial or natural ventilation must be available.
- 11.2.6 **Hot Kitchen**
- 11.2.6.1 Both electrical and gas cookers are acceptable.
 - 11.2.6.2 Worktops should be of hard durable material, easy to clean and to disinfect.
 - 11.2.6.3 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.
 - 11.2.6.4 Wall should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.2.7 **Scullery/Washing up Area.**
- 11.2.7.1 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.
 - 11.2.7.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
 - 11.2.7.3 Adequate shelving/storage facilities should be provided.
 - 11.2.7.4 Drains should be clean and serviced regularly.
- 11.2.8 **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.
- 11.2.9 **Cold Storage Facility:**
- 11.2.9.1 Adequate storage facilities should be provided.
 - 11.2.9.2 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.
 - 11.2.9.3 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
 - 11.2.9.4 Physical separation for different food types should also be provided.
- 11.2.10 **Dry Storage Facility:**
- 11.2.10.1 The store should be screened against pests and other vermin.
 - 11.2.10.2 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.
 - 11.2.10.3 Walls should be well maintained and clean.
 - 11.2.10.4 Adequate shelving/storage facilities should be provided.
 - 11.2.10.5 Food items should not be stored on the floor.
 - 11.2.10.6 Adequate ventilation and lighting must be available.
- 11.2.11 **Larder Room/Cold Preparation Area:**
- 11.2.11.1 All larder rooms must be air conditioned and maintained at optimum temperature.

- 11.2.11.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.2.11.3 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.
- 11.2.11.4 Doors can be of different types except chipboard and should be self-closing.
- 11.2.11.5 All worktops and other food contact surfaces must be of hard non-corrosive material such as stainless steel or granite.

11.2.12 Pastry/Bakery Room

- 11.2.12.1 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.2.12.2 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.
- 11.2.12.3 Adequate natural or artificial ventilation should be provided.
- 11.2.12.4 Lighting should be adequate to enable the undertaking of the required work.
- 11.2.12.5 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.

11.2.13 Fish Cleaning Area/ Butchery

- 11.2.13.1 Separate areas should be provided for fish cleaning and butchery.
- 11.2.13.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.2.13.3 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.
- 11.2.13.4 Adequate natural or artificial ventilation should be provided.
- 11.2.13.5 Lighting should be adequate to enable the undertaking of the required work.
- 11.2.13.6 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.
- 11.2.13.7 Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.

11.3 LP GAS STORE –

Storage must be well ventilated and secured. The “No Smoking” sign must be legibly displayed thereon.

12.0 GARBAGE AREA

- 12.1.1 The garbage area should be provided as per Public Health requirement.
- 12.1.2 A contract with the responsible agent for the removal of garbage from the establishment is also a basic requirement.

13.0 SWIMMING POOL AREA

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

- 13.1.1 Swimming pool area must be well maintained and clean.
- 13.1.2 Pool water is clear and Ph and chlorine levels are checked and recorded on a daily basis.
- 13.1.3 Life buoys must be strategically located and visible by all. Same should be in good state of repair.
- 13.1.4 Depth markings should be clearly shown on each pool.

- 13.1.5 Public safety notice must be strategically located, legible and in good state (stating opening times, emergency info and rules)
- 13.1.6 Lighting/Emergency lighting must be available.
- 13.1.7 Pool furniture should be in good condition and clean.
- 13.1.8 Shower facility should be in good state of maintenance and clean.

14.0 LAUNDRY FACILITY

Laundry services can be contracted out; otherwise the Guest house must provide the following:

- 14.1 **Size** - Below ten rooms the minimum size should be 5m by 5m with separate ironing, drying and washing area.
- 14.2 **Laundry Facilities** - All laundry should have separate ironing, drying and washing area.
- 14.1 **Ventilation** - Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.
- 14.4 **Storage** - Adequate storage facilities for linen, soap and detergents should be provided.

15.0 STAFF FACILITIES

Staff facilities should be provided as per Public Health requirement.

16.0 ELECTRICAL AND FIRE SAFETY

The Fire & Safety Department regulations will apply.

17.0 HUMAN RESOURCES

- 17.1 **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.
- 17.2 **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.
- 17.3 All employees should be provided with the following:
 - Uniform

- Job Description
- Contract of Employment
- Medical test for food handler (where one is employed)
- Protective clothing such as chef hats, gloves etc.

17.4 **Employee's File** - The employer should keep an updated file with all relevant information on each employee.

17.5 **Training**

18.1.1 Continuous training, including in-house programmes should be available.

18.1.2 Staff should have the opportunity to attend relevant trainings organised by the Tourism department or other relevant organisations.

17.6 **Scheme of service** - Scheme of service or payment structure as per Ministry responsible for Employment.

17.7 **Fire Drill** – depending on the size of the operation, fire drill training must be conducted at least once a year or as recommended by the Fire Safety and Rescue Services Agency.

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

17.9 **Emergency Response Plan** - All establishments are required to mainstream risk and disaster management in their business operation. All guesthouses should have at least a basic emergency response plan for disaster preparedness. Information on how to develop the plan is obtainable on the Tourism Department's website as follows: -<https://www.tourism.gov.sc> or contact the Risk Management Section of the Department

18.0 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.