

MINISTRY OF FOREIGN AFFAIRS AND TOURISM

DEPARTMENT OF TOURISM

MINIMUM REQUIREMENTS FOR (SELF-CATERING) STUDIO APARTMENTS

DEFINITION

A studio apartment means a purpose built cottage, chalet, bungalow, flat or apartment that provides lodging or sleeping accommodation where the living room, bedroom, and kitchen is combined into one open space, where the facilities and equipment are provided for cooking or preparation of meals, and which facilities must be adequate to cater for 2 persons at any one time.

A self-catering business may consist of one self-contained unit or more.

1.0 EXTERIOR

- 2.1 **Grounds and gardens** - All grounds and gardens under the control of the operator must be neat and appropriately maintained.
- 2.2 **Signage** - There must be appropriate signage to direct guests to the main entrance.
- 2.3 **Pathways** - All paths must be well lit and directional signage should be provided to guide guests to their units.

2.0 BUILDING

- 2.1 Each apartment should be self-contained and provide adequate space for living, dining, bedroom, bathroom and kitchen.
- 2.2 **Unit Name** - Where the establishment consists of more than one unit, each unit should be designated by a number or name. Same should be legible and visible.
- 2.3 **Veranda/ Balcony** - All studio apartments are required to have veranda/balcony available for each unit. The width of the veranda should be no less than 2.0m and the length should be as that of the wall from which it extends. Safety railings should be provided to all balconies which are 1.5 metres above ground level. Furniture should be in good condition and clean. Some plastic furniture on slippery surface is not recommended for safety reason.
- 2.4 **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.

- 2.5 **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.
- 2.6 **Universal Access** - The studio apartments where possible should make provision to accommodate disabled people. In doing so, all facilities including the grounds should be made accessible to wheelchair users.
- 2.7 **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.
- 2.8 **Emergency lights** - Emergency lights need to be made available in case of failure of main power supply.
- 2.9 **Water Supply** - There must be a consistent supply of safe water conforming to local standards. Water from private sources must be appropriately treated.
- 2.10 **Water storage** - This must be available to address water restrictions during the dry season and in case of supply breakdown.

3.0 **SIZES AND DIMENSIONS**

- 3.1 The layout of the studio must allow for appropriate space between the bed/sleeping area and the kitchen preparation area. Total minimum size for a new studio apartment is 33 sqm.
- 3.2 The minimum sizes for the apartment facilities are as per the below;

Bedroom/Sleeping Area	12 sqm
Living/Dining/Kitchen	15 sqm
Bathroom	6 sqm
Total Minimum Size	33 sqm

4.0 **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.

- 4.1 **Roof, Roof eaves & Fascia boards**- must be in good condition and clean.
- 4.2 **Ceilings**- must be in good condition and clean.
- 4.3 **Floors & Walls**- should be in good state of repair and clean.
- 4.4 **Balustrades & pillars**- should be in good state of repair and clean.

5.0 ACCESS

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 appropriate lay-by to be determined by the organisation responsible for Land Transport to service fire engines in case of an emergency.

- 5.1 **Entrance** - must be clearly indicated.
- 5.2 **Signage** - There must be appropriate signage to direct guest to the main entrance.
- 5.3 **Signboard** - Signboard with full name of the establishment must be displayed in a prominent place. It must be in good condition
- 5.3 **Boundary wall/ fencing or hedges** - Same where available should be well maintained, in good state of repair and clean.
- 5.5 **Gate if available** - must be in good working condition, well painted and clean.
- 5.6 **Lighting** - must be in working order and adequate in numbers.

6.0 PARKING

Studio Apartments on Mahe and Praslin should have parking facilities. The ratio should be as per SLTA requirements. However, it must be level without pot holes. Parking bays/bicycle bays should be in a secure environment close to accommodation.

- 6.1 **Sign** - should be available to indicate the same where applicable
- 6.2 **Lighting** - must be in working order and adequate.
- 6.3 **Surface** - The surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking spaces, the surface must be either gravel / aggregate or of hard smooth finish.
- 6.4 **Bicycle parking** - Same must be available for establishments on La Digue and should be - well surfaced with no pot holes.
- 6.5 **Buggy parking where available-** should be well surfaced with no potholes.

7.0 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.

- 7.1 **Lighting** - There must be adequate levels of lighting for guest safety and comfort in all common areas, including stairwells (where applicable) and car parks.
- 7.2 **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.
- 7.4 **Summoning assistance** - Procedures for summoning assistance, in particular after hours, must also be made available.
- 7.5 **Medical assistance** - The establishment must have in place a means to provide/summon medical assistance when required.
- 7.6 **Locking device** - Each unit 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.
- 7.7 **First Aid Box** - A first aid box must be available at the premises. Additionally, where the establishments is offering breakfast, an additional first aid kit must be provided at the breakfast kitchen.
- 7.8 **Insurance Cover** – The establishment must have appropriate insurance cover at all times.
- 7.9 **Pest Control** - Appropriate pest control measures should be in place and done regularly in accordance to health regulations to protect against insects/vermin.

8.0 RECEPTION HALL / LOBBY

A reception comprising of a small office area and a small lounge with coffee table and easy chairs is a basic requirement for studio apartments consisting of 4 units and above and it should meet the following requirements.

- 8.1 **Size of Reception** - The size should be as follows;
 - 4 units : 13 sqm
 - 6 to 15 units: 15 sqm
 - 16 to 25 units: 20 sqm

- 8.2 **Sitting Capacity** - Adequate sitting capacity must be available, and relative to the size of the property, volume of business and style of operation.
- 8.3 **Telephone** – Studio apartments with less than 4 units are not required to have a reception but 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.
- 8.3.1 All in room telephones should display the establishment’s telephone number, reception or switchboard number if applicable and the room extension number.
- 8.3.2 Where reception facilities are not available, in room telephone must be available for both internal and external communication.
- 8.4 **Reception Area** - The reception area/lobby should be clearly designated, visible, open and inviting. Easy sitting comprising of tables and chairs must also be available. (Some plastic furniture is not recommended on slippery surfaces for safety reasons).
- 8.5 **Left-luggage** - Establishments with four or more units should have a left luggage facility.
- 8.6 **Summoning Attention** - A means of summoning attention after hours or when reception is unattended must be available.
- 8.7 **Safe Deposit** - Safe deposit facility should be made available at the reception if unavailable in their units. Safes should be securely bolted.
- 8.8 **Ventilation** - The reception/lobby should be adequately ventilated. The Planning Authority Regulation is applicable. Ceiling fans and air condition if available; should be in good working order and clean.
- 8.9 **Lighting** - There should be adequate natural or artificial lighting at the reception and all light fixtures should be in good working order and clean. All bulbs should have a cover or shade.
- 8.10 **Porterage** - assistance with luggage must be made available and this applies to all establishments including those without a reception.
- 8.11 **Morning Call** - Guests must be able to request a morning wake up call.
- 8.12 **Taxi & Car Hire Booking**- Guests should be able to request a taxi or car hire booking.
- 8.13 **Sign**- should be in place to clearly indicate the reception.
- 8.14 **Flooring**-should be of hard durable and non-slippery surface, in good condition and clean.
- 8.15 **Walls and ceiling**- should be of durable materials and in good condition.

- 8.16 **Décor**-should be attractive, of good quality, with harmony of colours.
- 8.17 **Windows if available**- should be in good condition and clean.
- 8.18 **Curtains & Blinds if available**- should be of good quality, in good condition and in line with the general décor.
- 8.19 **Reception Counter or Desk**- should be available for registration information and assistance. Clean, in good condition and well equipped.
- 8.20 **Furniture** - All furniture should be in good condition and clean. Some plastic furniture is not recommended on slippery surfaces for safety reasons.
- 8.21 **Booking Conditions** - Must be described upon booking (e.g. payment methods, cancellation policy, access restrictions, over-booking conditions, child-friendly services)
- 8.22 **Email Address** - Establishments are required to have an active email address.
- 8.23 **AMENITIES (If a reception is available)**
- 8.20.1 **First Aid kit**- should be available, in good condition and well stocked as per health requirement.
 - 8.20.2 **Foreign Exchange**- applicable and up to date rates should be conspicuously displayed.
 - 8.20.3 **Beach Towel if available**- should be of good quality, clean and in good condition.

9.0 **PUBLIC TOILET**

Where a reception is available a public toilet facility needs to be provided as per below;

- Establishments with 4 to 10 units should have 1 communal toilet.
 - Establishments with 10 units and above should have separate male and female toilets.
- 9.1 **Fixtures and Fittings** - All fixtures and fittings must be in good condition, clean and free from stains/cracks & dull finishes.
- 9.2 **Toilets** - All toilets should be well maintained, clean, deodorised and frequently checked.
- 9.3 **Toilet paper & Sanitary Bin** - Adequate toilet paper and a sanitary bin with plastic lining should be available.
- 9.4 **Hand washing & hand drying amenities** - A wash hand basin with running water, soap and a drying mechanism (individual towel, disposable paper towels, hot air dryer, etc.) should be provided.
- 9.5 **Ventilation** - Adequate artificial or natural ventilation must be available.

- 9.6 **Walls, ceilings and floors** - must be well maintained free from stains, cracks, without missing tiles.
- 9.7 **Windows & Curtains** - Opaque windows or curtains / blinds must be provided if necessary to ensure guest privacy.
- 9.8 **Sanitary Bin** - Lidded and lined sanitary bin must be provided in each of the female toilet cubicles.
- 9.9 **Mirror** - Mirror should be provided, in good condition and clean.
- 9.10 **Cubicle door** - Each cubicle door must have a working lock for privacy.

10.0 STUDIO APARTMENTS STRUCTURE & AMENITIES

All units should have sufficient space to allow freedom of movement for guests and access to all furniture. It should be possible to open all doors and drawers fully.

- 10.1 **Flooring** - Flooring may vary considerably but should be of hard, durable and non slippery surface that can be easily cleaned and disinfected.
- 10.2 **Walls and ceilings**- should be clean and in good state of maintenance.
- 10.3 **Ventilation** - Either natural or artificial ventilation is acceptable. Standing/Ceiling fans or air-conditioning unit should be in good condition
- 10.4 **Housekeeping**- All guest units should be maintained at satisfactory standards of cleanliness. Units should be cleaned daily.
- 10.5 **Lighting** - All bedrooms should be well lit. There should be a main light switch near the entrance. Emergency lighting may be flashlights or free standing emergency lights. Candles are not recommended for safety purposes, as per fire safety recommendations.
- 10.6 **INTERIOR DÉCOR**
 - 10.6.1 **Décor**- Décor should be of good/modest quality, with harmony of colours
 - 10.6.2 **Local elements**- Elements of local arts and culture must be present in the décor.

10.8 BEDROOM SPACE

- 10.8.1 **Bedroom Area/Sleeping Space** - The minimum size should be 12 sqm and the head room should be as per the Planning Authority regulations.
- 10.8.2 **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.

10.8.3 **Bedroom Furnishings** - Bedroom furniture should include the following; one double bed or two single beds, wardrobe, dressing/writing table with mirror and stool and two bedside tables/lockers. All furniture should be in good condition and clean.

10.8.4 **Beds/Mattresses**

10.8.4.1 One double or two singles should be provided. Beds should be in good condition and visually attractive.

10.8.4.2 Single beds should comfortably accommodate an average sized adult (1 metre wide) and double beds two average sized adults (1.8 metre wide).

10.8.4.3 All mattresses are to be comfortable and of high standard, with mattress protectors or under blankets. Foam mattresses are not acceptable

10.8.5 **Bed Linen**

10.8.5.1 All linen should be clean and sufficient in quantity.

10.8.5.2 All linen should be changed when soiled.

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

10.8.5.4 Beds should be provided with two bed sheets (a mattress protector, under sheet and a top sheet).

10.8.5.5 There should be at least one pillow per sleeping space with additional pillows. There should be a pillow case and pillow protector on each pillow. All pillows should be of good standards.

10.8.6 **Wardrobe**

10.8.6.1 Each unit should have a wardrobe of no less than 1.2m wide and should be in good condition.

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

10.8.6.3 In addition, there should be adequate drawer or shelf spaces.

10.8.6.4 Wardrobes should also be well lit.

10.8.7 **Mirror** - A full length mirror should be available. Ideally a mirror should be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror should be adequate.

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

10.8.9 **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.

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

10.9 BEDROOM AMENITIES

- 10.9.1 **Television** - Availability of television for guest room is a basic requirement and should be available in every unit.
- 10.9.2 **Telephones** - IDD telephones should be provided in the unit. The establishment telephone number, reception number and the room extension number should be displayed. Phone number of the manager or owner including all other information that the clients need to know with regards to the fees charged for any external calls should also be made available
- 10.9.3 **Bedside Lamps** - should have a shade or cover, in good condition and clean.
- 10.9.4 **Bedside rugs or mats if available** - must be in good condition and clean alternatively slippers can be provided.
- 10.9.5 Do not disturb/make up my room sign should be available.
- 10.9.6 **Insect protection**; Mosquito net or insect repellent may be available. The net should be in good condition and clean.
- 10.9.7 Sufficient power sockets for the safe use of electrical equipment
- 10.9.8 **Information Kit**
- 10.9.8.1 Directory of essential services i.e. emergency and contact number
 - 10.9.8.2 Transport services i.e. bus schedule, taxi and car hire
 - 10.9.8.3 Method of payment- Change of foreign exchange, credit cards
 - 10.9.8.4 Room keys procedures
 - 10.9.8.5 Swimming pool
 - 10.9.8.6 Telephone services i.e. wake up call
 - 10.9.8.7 Breakfast hours (if provided)
 - 10.9.8.8 Laundry list and rates
 - 10.9.8.9 Internet facility if available
 - 10.9.8.10 Safe deposit facility
 - 10.9.8.11 check out times
 - 10.9.8.12 Excursions i.e. diving centre and water sports.
 - 10.9.8.13 Child minding if available

11.0 BATHROOM SPACE

All bathroom areas should have sufficient space to allow freedom of movement for guests and access to all fittings. The dimension of the bathroom space should be a minimum of 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.

11.1 BATHROOM STRUCTURE

- 11.1.1 **Floors** - Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 11.1.2 **Walls and Ceilings** – should be of durable materials and in good condition.
- 11.1.3 **Doors** - All doors are acceptable except for chipboards.
- 11.1.4 **Ventilation** - adequate ventilation should be provided

- 11.1.5 **Lighting** – all bathrooms should be well lit either naturally or artificially. A light switch should be located outside the entrance to the bathroom. (Energy saving lights are recommended)
- 11.1.6 **Windows** - For guest privacy where appropriate all windows in the bathroom should be covered with an opaque curtain or blind.

11.2 FIXTURE, FITTINGS & AMENITIES –The bathroom space should include;

- 11.2.1 A bath or shower cubicle with glass doors or curtains.
- 11.2.2 A grab rail for safety purposes where bathtubs are provided.
- 11.2.3 Drip dry facility or equivalent.
- 11.2.4 Wash hand basin with hot and cold water.
- 11.2.5 Standard size mirror over the wash hand basin.
- 11.2.6 Adequate shelf space should be provided adjacent to hand basin, with sufficient space provided to store two guests' toiletries.
- 11.2.7 Bath mat
- 11.2.8 Towel rail, towel shelf or equivalent
- 11.2.9 Soap holder or dispenser. Fresh soap should be provided for each new guest.
- 11.2.10 Toilet
- 11.2.11 Toilet roll holder and toilet paper
- 11.2.12 Availability of running hot and cold water for bathing at all times
- 11.2.13 Clean hand and bath towel for each guest. Towels should be in good condition.
- 11.2.14 Clothes hooks or equivalent for clothes
- 11.2.15 Sanitary bin, which is in good condition, clean and with plastic liner.
- 11.2.16 Electric Shaver Unit which is in good working order.

12.0 LIVING/DINING SPACE

- 12.1 **Sitting** - Adequate living furniture must be provided.
- 12.2 **Dining** - Each unit should have a dining table/counter with sitting facilities to accommodate the number of occupants.

13.0 KITCHEN

- 13.1 The kitchen should be equipped with the following;
 - 13.1.1 An electric or gas cooker
 - 13.1.2 A fridge/freezer
 - 13.1.3 A microwave oven (optional)
 - 13.1.4 A kettle
 - 13.1.5 Shelves/cabinets
 - 13.1.6 sink
- 13.2 **Worktop & Storage** - There should be at least one worktop or working surface for food preparations and adequate storage/shelving facilities. Worktops and preparation tables should be of hard durable material so that it can be easily cleaned and disinfected.

- 13.3 **Crockery, cutlery & kitchen utensils** - There must be adequate crockery, cutlery, kitchen utensils and glassware. Same should be in good condition.
- 13.4 **Ventilation** - Adequate ventilation should be provided either natural or artificial. Windows should be fly proof.
- 13.5 **Waste bin** -A covered waste disposal bin and liner should be provided.
- 13.6 **Fire equipment** -There should be suitable fire equipment readily available.
- 13.7 **Fish Cleaning Area**
A fish cleaning area may be required by the Public Health Services. Where it is provided the following considerations will apply;
- 13.7.1 The size for the fish cleaning area/butchery should be 2m by 2m.
- 13.7.2 Flooring should be of hard durable and non slippery surface that can be easily cleaned and disinfected.
- 13.7.3 Walls should be of durable materials that can be easily cleaned and disinfected. Same should be in good condition.
- 13.7.4 Worktops and other work surfaces should be of solid and non-corrosive materials that can be easily cleaned and disinfected.
- 13.7.5 Provisions of stainless steel or marble surfaces are accepted.
- 13.7.6 The fish cleaning area should be well ventilated.
- 13.7.7 Refuse bins should be provided.
- 13.8 **LP Gas Store**
- 13.8.1 Storage must be well ventilated and secured.
- 13.8.2 The “No Smoking” sign must be legibly displayed thereon.
- 13.8.3 Fire Safety Regulations will apply.
- 13.9 **Garbage Room/Bin Site**
- 13.9.1 The garbage room/bin site should be provided as per Public Health requirement.

14.0 **SWIMMING POOL AREA**

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

- 14.1 Pool attendants must be available at pool areas and should have basic knowledge and skills in rescue and first aid including CPR.
- 14.2 Swimming pool area must be well maintained and clean.
- 14.3 Pool water should be clear and Ph and chlorine levels must be checked and recorded on a daily basis.
- 14.4 Life buoys must be strategically located and visible by all. Same should be in good state of repair.
- 14.5 Depth markings should be clearly shown on each pool.

- 14.6 Public safety notice must be strategically located, legible and in good state (stating opening times, emergency info and rules.
- 14.7 Lighting/Emergency lighting must be available.
- 14.8 Pool furniture should be in good condition and clean.
- 14.9 Shower facility should be in good state of maintenance and clean.
- 14.10 Steps should be in good condition and well maintained. Safety railings should be available with same.

15.0 LAUNDRY FACILITY

Laundry can be contracted out; otherwise the establishment should provide a proper laundry and it should meet the following;

- 15.1 **Size** - Above ten units the minimum size should be 5m by 5m with separate ironing, drying and washing area. For self catering accommodation establishments below ten units the laundry should be 3m by 3m with separate ironing drying and washing up area.
- 15.2 **Ventilation** - Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.
- 15.3 **Storage Facilities**-Adequate storage facilities for linen, soap and detergents should be provided.

16.0 STAFF FACILITIES

Staff facilities should be provided as per Public Health requirement.

17.0 ELECTRICAL AND FIRE SAFETY

The Fire & Safety Department regulations will apply.

18.0 HUMAN RESOURCES

- 18.1 **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.
- 18.2 All employees should be provided with the following:
 - 18.2.1 Uniform
 - 18.2.2 Job Description
 - 18.2.3 Contract of Employment
 - 18.2.4 Medical test for food handler
 - 18.2.5 Protective clothing such as chef hats, gloves etc.
- 18.3 **Employee's File** - The employer should keep an updated file with all relevant information on each employee.

- 18.4 **Training** - Continuous training, including in-house programmes should be available.
18.4.1 A person responsible for organising staff training should be available.
- 18.5 **Scheme of service** - Scheme of service or payment structure as per Ministry responsible for Employment.
- 18.6 **Fire Drill** – Fire drill training must be conducted at least once a year.
- 18.7 **First Aid** - Key staff members must be trained in first aid.
18.7.1 First aid box must be available and well stocked as per health requirements.
- 18.8 **Emergency Response Plan** - All establishments are required to mainstream risk and disaster management in their business operation. All self-catering establishments 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 website as follows: <https://www.tourism.gov.sc> or contact the Risk Management Section of the Department

19.0 QUALITY AND STANDARD

The self catering establishment 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 Authority for the implementation of quality improvements.